



Slovensko predsedstvo EU 2008
Slovenian Presidency of the EU 2008
La Présidence slovène de l'UE 2008

Analysis of the questionnaire on the www.eu2008.si website

Following the example of other Presidency websites, we decided, now that Slovenia's Presidency has come to an end, to compile a questionnaire to gauge users' opinions of the www.eu2008.si website.

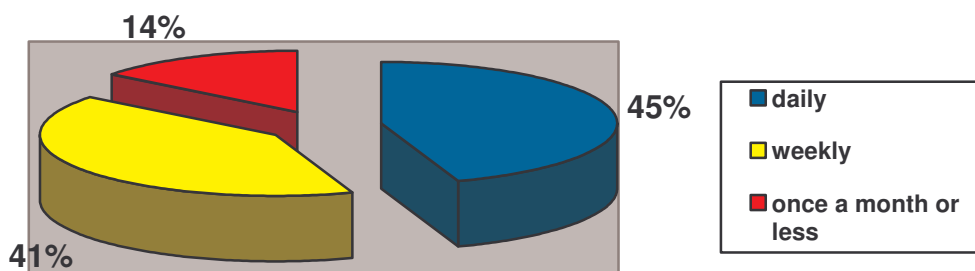
We sent the questionnaire to all those who signed up for the 'Newsalerts' service, and have also published it on the website's home page. Between 11 June and 2 July, 402 people completed the questionnaire. One hundred and sixty-eight people answered the questionnaire in English, 165 in Slovenian and 69 in French.

	SLO	EN	FR	Total
Number of questionnaires	165	168	69	402

Detailed analysis of individual questions

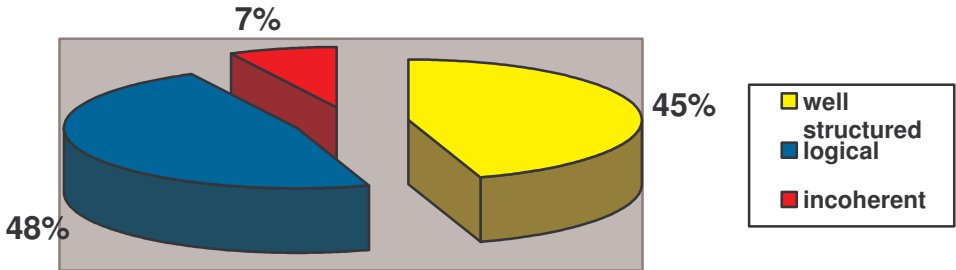
To the question of how often they visited the www.eu2008.si website, almost 45% replied that they did so once or twice a day, 41% at least once a week and just over 14% once a month or less.

	Daily	Weekly	Once a month or less	Total
SLO	81	68	16	165
EN	69	74	25	168
FR	30	22	17	69
TOTAL	180	164	58	402



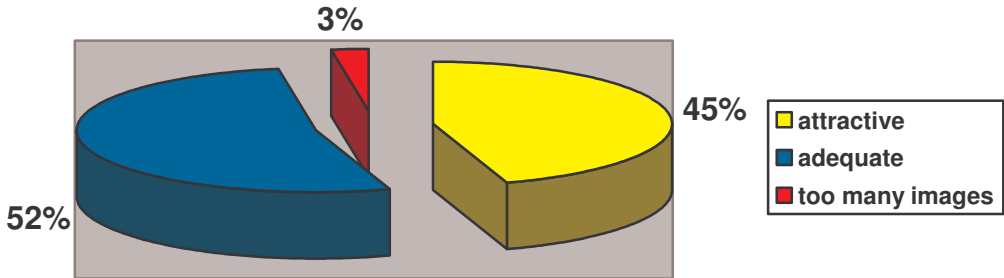
44.8% of respondents said that the website was well structured and made it easy to find information. 47.8% of respondents stated that the structure of the website was logical, with only 7.4% criticising it for being incoherent.

	Well structured	Logical	Incoherent	TOTAL
SLO	82	67	16	165
EN	70	86	12	168
FR	29	38	2	69
TOTAL	181	191	30	402



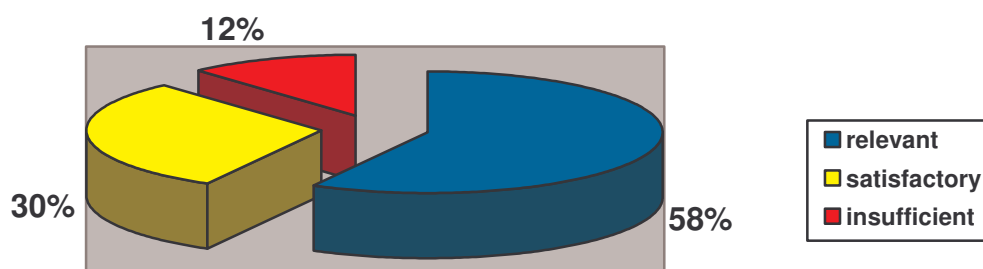
Forty-five per cent of respondents thought the website had been attractively designed. 52.5% stated that the photographs provided adequate support to the website’s content. 2.5% believed that the website contained too many images.

	Attractive	Adequate	Too many images	TOTAL
SLO	74	88	2	164
EN	67	90	7	164
FR	36	29	1	66
TOTAL	177	207	10	394



Fifty-eight per cent of respondents evaluated the website as having all the relevant information relating to Slovenia's EU Presidency, 30% believed that the information was satisfactory, and 12% believed that the information presented was insufficient. The percentages of respondents who stated that the website's information was insufficient differed according to the language of the questionnaire. The most critical respondents were those who completed the questionnaire in French: 25% of all those who completed the questionnaire in French believed that the website's information was insufficient. This percentage was 10.7% of those who completed the English questionnaire and only 1.2% of those who completed the Slovenian questionnaire. It should be noted that roughly equal numbers of respondents filled out the Slovenian and English questionnaires (165 and 168 respectively), and that around two-and-a-half times fewer in the French language (68).

	Relevant	Satisfactory	Insufficient	TOTAL
SLO	92	68	5	165
EN	78	71	18	168
FR	27	24	17	68
TOTAL	197	103	40	340

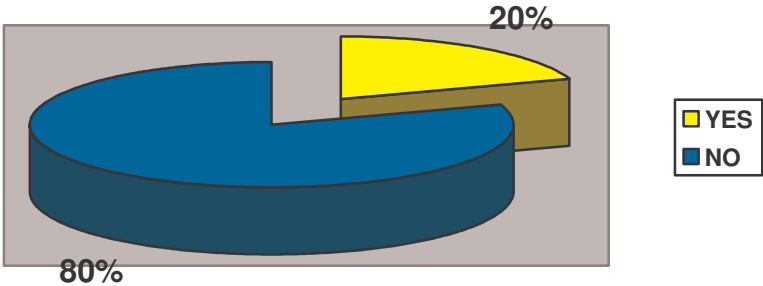


We also asked about the frequency of use of the main sections and the services on offer. On a daily basis, most visits were recorded to the Press Release section, the section on Slovenia's Presidency of the EU, the section containing Common Foreign and Security Policy statements, and the EU Policy Areas section.

	Daily	Weekly	Monthly	Never	TOTAL
Press Releases	117	110	53	23	303
CFSP Statements	107	88	88	76	359
Calendar	74	170	95	37	376
Council Presidency	109	112	108	50	379
Policy Areas	85	137	107	51	380
About the EU	64	89	111	109	373
Welcome to Slovenia	9	44	154	156	363
Accreditations	7	28	71	250	356
Live Streaming	18	75	108	166	367
Video Archive	12	49	103	196	360
Photo Archive	22	71	121	148	362
Audio Archive	6	36	95	223	360
Accommodation	6	10	51	283	350

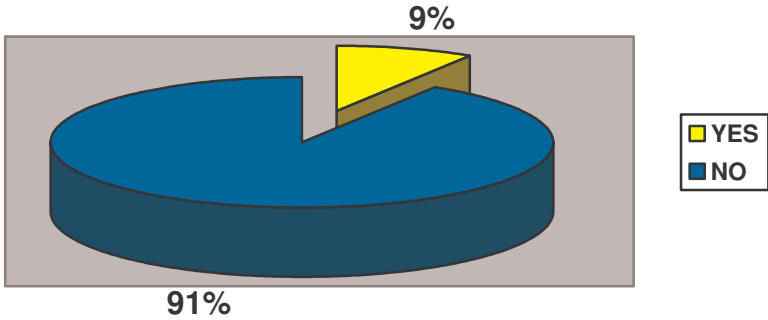
A fifth of respondents (19.6%) stated that they have used RSS services on the website. Of course, this means that 80.4% of respondents did not make use of RSS.

	YES	NO	TOTAL
SLO	30	133	163
EN	35	128	163
FR	12	55	67
TOTAL	77	316	393



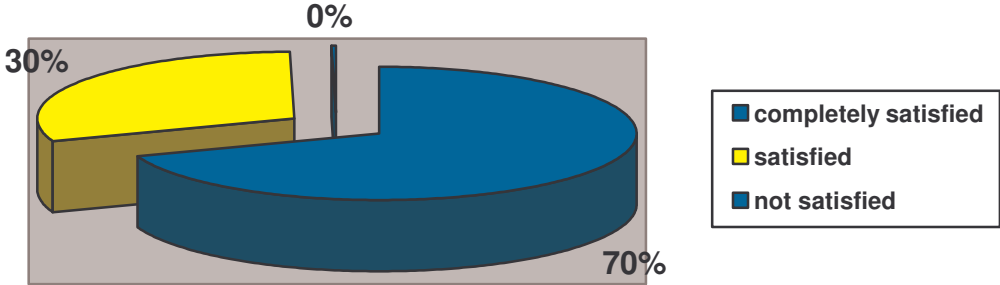
The mobi.eu2008.si mobile portal was used by 8.8% of respondents.

	YES	NO	TOTAL
SLO	18	146	164
EN	10	156	166
FR	7	60	67
TOTAL	35	362	397



The last question asked respondents to give their overall assessment of the website. 60.6% of respondents said they were completely or very satisfied with the website, 39% said they were satisfied or fairly satisfied, and only one respondent said they were not satisfied with the website. Once again, the percentages applying to those answering the questionnaire in French differed from those answering the Slovenian and English questionnaires, with 48% stating that they were completely or very satisfied with the website and 52% stating that they were satisfied or fairly satisfied. Among users answering the English or Slovenian questionnaires, the percentages of those who were completely or very satisfied were 62.7 and 63.86% respectively. Around a third of these respondents gave an average mark to the website (37.13% in English, 35.54% in Slovenian).

	Completely or very satisfied	Satisfied or fairly satisfied	Not satisfied	TOTAL
SLO	106	59	1	166
EN	105	62	0	167
FR	33	36	0	69
TOTAL	244	107	1	352



Users' comments

At the end of the questionnaire, users were given an opportunity to write comments for the editorial team. One hundred and five respondents took the opportunity to do so. A large majority of them thanked, commended or congratulated the team for their good work. A few also offered criticism, negative as well as positive.

Users drew our attention to the following:

- that it was difficult to find the press release archive (i.e. when releases were no longer on the home page);
- that more detailed information could have been provided on the results of discussions on topics with the widest relevance (e.g. climate);
- that the website could have been even more attractive to look at (more colourful);
- that the calendar could have been easier to consult;
- that there was too much news promoting Slovenian policy and not enough more relevant (European) news;
- that Slovenia's Presidency was too weak and not distinctive enough, that Slovenian politicians behaved too opportunistically at the international level, and that a good website could not make up for these deficiencies;
- that a German language version of the website should have been produced, given that German-speakers make up the largest language group in the EU and that Austrians, Germans and Italians were also very interested in Slovenia's Presidency;
- that services like the mobile portal were very expensive and used by insufficient numbers of people.

Of the positive comments, the following stand out, in addition to the many short messages of commendation:

- that the home page was very easy to peruse;
- that the Newsalerts and Newsletter services were very efficient and useful;
- that news on EU Council meetings was published sufficiently 'before the event';
- that the French version of the website was very well written;
- that we did a good job of presenting both the political and tourist aspects of the country;
- that the work was done in a professional and exemplary manner, and one that could serve as a model for future presiding countries.

*Prepared by:
www.eu2008.si editorial team*