

De primaire link op gemeentelijke websites,

over efficiëntie, effectiviteit en gebruiksvriendelijkheid

Bijlagen



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Bijlage 1, Navigatieroute naar de informatie

Voor elke website heb ik onderzocht via welke kortste route de op te zoeken informatie kan worden bereikt. Tevens worden mogelijke alternatieve routes in beeld gebracht.

<http://www.utrecht.nl>

opdracht 1

(snelste route via 3 muisklikjes)

(mouse rollover: Vrije tijd, toerisme & cultuur – Vrije tijd & recreatie – Wegwijzer VVV) > (mouse rollover: Algemene informatie - Praktische informatie) > VVV Utrecht

opdracht 2

(snelste route via 2 muisklikjes)

- (mouse rollover: Gemeenteloket – Loket Burgerzaken) > (mouse rollover: Tarieven Burgerzaken – Tarieven Reisdocumenten) >

(alternatieven)

- (mouse rollover: Gemeenteloket – Loket Burgerzaken) > (hoofdframe) Producten op alfabet > paspoort, bijschrijven kinderen > (mouse rollover: Tarieven Burgerzaken – Tarieven Reisdocumenten) >

- (mouse rollover: Gemeenteloket – Productencatalogus) > (hoofdframe) Producten op alfabet > paspoort, bijschrijven kinderen > (mouse rollover: Tarieven Burgerzaken – Tarieven Reisdocumenten) >

opdracht 3

(snelste route via 3 muisklikjes)

- (mouse rollover: Gemeenteraad – Over de gemeenteraad) > (mouse rollover: Gemeenteraad – De gemeenteraad van Utrecht) > (hoofdframe) VVD >

(alternatief)

- (mouse rollover: Gemeenteraad – Samenstelling) > (hoofdframe) VVD > (hoofdframe) VVD >

<http://www.haarlem.nl>

opdracht 1

(snelste route via 2 muisklikjes)

Bezoek Haarlem > VVV >

opdracht 2

(snelste route via 3 muisklikjes)

Leven en wonen > Burgerzaken > (hoofdframe) Prijslijst >

(alternatief)

Leven en wonen > Burgerzaken > (rechterframe) Rijden en reizen > (rechterframe) Reizen > (rechterframe) Paspoort en identiteitskaart > (rechterframe) Prijslijst >

opdracht 3

(snelste route via 4 muisklikjes)

Bestuur & organisatie > Het bestuur van Haarlem > (rechterframe) VVD > Fractie >

<http://www.amersfoort.nl>

opdracht 1

(snelste route via 3 muisklikjes)

In de stad > Vrije tijd & cultuur > VVV Amersfoort >

opdracht 2

(snelste route via 3 muisklikjes)

Aan de balie > Burgerzaken > Paspoorten >

(alternatief)

Aan de balie > Burgerzaken > Legitimatieplicht > Paspoorten > Kosten >

opdracht 3

(snelste routes via 3 muisklikjes)

Over bestuur > Politiek > VVD >

Over bestuur > Politiek > Alle partijen op een rij VVD >

<http://www.leeuwarden.nl/live/portaal/home.pag>

opdracht 1

(snelste route via 3 muisklikjes)

Vrije tijd > vvlleeuwarden.nl > Contact >

opdracht 2

(snelste route via 3 muisklikjes)

Gemeente Leeuwarden > Loket Leeuwarden > Paspoort/Identiteitsbewijs >

opdracht 3

(snelste route via 3 muisklikjes)

Gemeenteraad > Politieke partijen > VVD – Volkspartij voor Vrijheid en Democratie >

Bijlage 2, Verdeling van de proefpersonen

De verdeling van de proefpersonen is als volgt aangepakt:

- Alle proefpersonen zijn vernummerd, waarbij H1 staat voor leerling 1 uit havo-4 en V1 voor leerling 1 uit vwo-5. Deze codering maakt het mogelijk om (eventueel) nog te bezien of er verschil in uitvoering tussen havo- en vwo-leerlingen is waar te nemen.

- Per blokje van vier proefpersonen kunnen de drie opdrachten zo over de vier sites verdeeld worden, dat niemand een tweede opdracht op dezelfde site uitvoert. Hierdoor worden leereffecten uitgesloten. Om te variëren heb ik twee blokjes gemaakt (a en b) die elkaar afwisselen.

| | Utrecht | Haarlem | Amersfoort | Leeuwarden | |
|-----|---------|---------|------------|------------|---|
| H1 | u1 | h2 | a3 | | A |
| H2 | | h3 | a2 | l1 | |
| H3 | u2 | h1 | | l3 | |
| H4 | u3 | | a1 | l2 | |
| H5 | u2 | h3 | a1 | | B |
| H6 | | h1 | a2 | l3 | |
| H7 | u3 | h2 | | l1 | |
| H8 | u1 | | a3 | l2 | |
| H9 | u1 | h2 | a3 | | A |
| H10 | | h3 | a2 | l1 | |
| H11 | u2 | h1 | | l3 | |
| H12 | u3 | | a1 | l2 | |
| H13 | u2 | h3 | a1 | | B |
| H14 | | h1 | a2 | l3 | |
| H15 | u3 | h2 | | l1 | |
| H16 | u1 | | a3 | l2 | |
| H17 | u1 | h2 | a3 | | A |
| H18 | | h3 | a2 | l1 | |
| H19 | u2 | h1 | | l3 | |
| H20 | u3 | | a1 | l2 | |
| H21 | u2 | h3 | a1 | | B |
| H22 | | h1 | a2 | l3 | |
| H23 | u3 | h2 | | l1 | |
| H24 | u1 | | a3 | l2 | |
| H25 | u1 | h2 | a3 | | A |
| H26 | | h3 | a2 | l1 | |
| V1 | u2 | h1 | | l3 | |
| V2 | u3 | | a1 | l2 | |
| V3 | u2 | h3 | a1 | | B |
| V4 | | h1 | a2 | l3 | |
| V5 | u3 | h2 | | l1 | |
| V6 | u1 | | a3 | l2 | |
| V7 | u1 | h2 | a3 | | A |
| V8 | | h3 | a2 | l1 | |
| V9 | u2 | h1 | | l3 | |
| V10 | u3 | | a1 | l2 | |
| V11 | u2 | h3 | a1 | | B |
| V12 | | h1 | a2 | l3 | |
| V13 | u3 | h2 | | l1 | |
| V14 | u1 | | a3 | l2 | |
| V15 | u1 | h2 | a3 | | A |
| V16 | | h3 | a2 | l1 | |
| V17 | u2 | h1 | | l3 | |
| V18 | u3 | | a1 | l2 | |
| V19 | u2 | h3 | a1 | | B |
| V20 | | h1 | a2 | l3 | |
| V21 | u3 | h2 | | l1 | |
| V22 | u1 | | a3 | l2 | |

Bijlage 3, Observatieformulier pretest

| | | |
|--------------|------------------|-----------------|
| Naam: | Opdracht: | Website: |
|--------------|------------------|-----------------|

| <i>Reeks stappen in de taakuitvoering</i> | <i>Verbale reactie van proefpersoon</i> | <i>Non-verbale reactie van proefpersoon</i> | <i>Schakelen tussen tekst opdracht en beeldscherm</i> | <i>Navigatieroute</i> | <i>Vastlopen? Welke oplossing wordt gevonden?</i> |
|---|---|---|---|-----------------------|---|
| <i>1 keuze primaire link op de homepage</i> | | | | | |
| <i>2 idem op vervolg pagina</i> | | | | | |
| <i>3 idem op vervolg pagina</i> | | | | | |
| <i>4 idem op vervolg pagina</i> | | | | | |
| <i>andere opmerkingen</i> | | | | | |
| <i>informatie wel/niet gevonden</i> | | | | | |

Bijlage 4, Vragenlijst waardering

Volgnummer proefpersoon: _____

Website van gemeente: _____

Welke opdracht is gemaakt? **❶** Zoek adres VVV-kantoor.
❷ Wat kost een paspoort?
❸ Zoek e-mailadres VVD.

1 Het keuzemenu op de homepage van deze website is gebruiksvriendelijk.

Mee eens ① ② ③ ④ ⑤ ⑥ ⑦ **Mee oneens**

2 Het aantal links in het keuzemenu van de homepage is goed.

Mee eens ① ② ③ ④ ⑤ ⑥ ⑦ **Mee oneens**

3 Ik kies liever tussen vier of vijf goede links dan uit acht of tien.

Mee eens ① ② ③ ④ ⑤ ⑥ ⑦ **Mee oneens**

4 De homepage van deze website is erg overzichtelijk.

Mee eens ① ② ③ ④ ⑤ ⑥ ⑦ **Mee oneens**

5 Ik kon op deze website gemakkelijk informatie opzoeken.

Mee eens ① ② ③ ④ ⑤ ⑥ ⑦ **Mee oneens**

Bijlage 5.1

type opdracht * opdracht (binnen limiet) voltooid Crosstabulation

| | | opdracht (binnen limiet) voltooid | | | |
|---------------|-----|-----------------------------------|-------|-------|-------|
| | | ja | nee | Total | |
| type opdracht | VVV | Count | 44 | 4 | 48 |
| | | Expected Count | 46,3 | 1,7 | 48,0 |
| paspoort | | Count | 47 | 1 | 48 |
| | | Expected Count | 46,3 | 1,7 | 48,0 |
| VVD | | Count | 48 | 0 | 48 |
| | | Expected Count | 46,3 | 1,7 | 48,0 |
| Total | | Count | 139 | 5 | 144 |
| | | Expected Count | 139,0 | 5,0 | 144,0 |

Chi-Square Tests

| | Value | df | Asymp. Sig. (2-sided) |
|------------------------------|----------|----|-----------------------|
| Pearson Chi-Square | 5,387(a) | 2 | ,068 |
| Likelihood Ratio | 6,170 | 2 | ,046 |
| Linear-by-Linear Association | 4,938 | 1 | ,026 |
| N of Valid Cases | 144 | | |

a 3 cells (50,0%) have expected count less than 5. The minimum expected count is 1,67.

Bijlage 5.2

type opdracht * opdracht (binnen limiet) voltooid Crosstabulation

| | | opdracht (binnen limiet) voltooid | | | |
|---------------|-----|-----------------------------------|------|-------|------|
| | | ja | nee | Total | |
| type opdracht | VVV | Count | 44 | 4 | 48 |
| | | Expected Count | 46,0 | 2,0 | 48,0 |
| VVD | | Count | 48 | 0 | 48 |
| | | Expected Count | 46,0 | 2,0 | 48,0 |
| Total | | Count | 92 | 4 | 96 |
| | | Expected Count | 92,0 | 4,0 | 96,0 |

Chi-Square Tests

| | Value | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------|----------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square | 4,174(b) | 1 | ,041 | | |
| Continuity Correction(a) | 2,348 | 1 | ,125 | | |
| Likelihood Ratio | 5,719 | 1 | ,017 | | |
| Fisher's Exact Test | | | | ,117 | ,059 |
| Linear-by-Linear Association | 4,130 | 1 | ,042 | | |
| N of Valid Cases | 96 | | | | |

a Computed only for a 2x2 table

b 2 cells (50,0%) have expected count less than 5. The minimum expected count is 2,00.

Bijlage 5.3

gemeentelijke website * opdracht (binnen limiet) voltooid Crosstabulation

| | | | opdracht (binnen limiet) voltooid | | Total |
|-----------------------|------------|----------------|-----------------------------------|-----|-------|
| | | | ja | Nee | |
| gemeentelijke website | Utrecht | Count | 34 | 2 | 36 |
| | | Expected Count | 34,8 | 1,3 | 36,0 |
| | Haarlem | Count | 36 | 0 | 36 |
| | | Expected Count | 34,8 | 1,3 | 36,0 |
| | Amersfoort | Count | 36 | 0 | 36 |
| | | Expected Count | 34,8 | 1,3 | 36,0 |
| | Leeuwarden | Count | 33 | 3 | 36 |
| | | Expected Count | 34,8 | 1,3 | 36,0 |
| Total | | Count | 139 | 5 | 144 |
| | | Expected Count | 139,0 | 5,0 | 144,0 |

Chi-Square Tests

| | Value | df | Asymp. Sig. (2-sided) |
|------------------------------|----------|----|-----------------------|
| Pearson Chi-Square | 5,594(a) | 3 | ,133 |
| Likelihood Ratio | 7,328 | 3 | ,062 |
| Linear-by-Linear Association | ,370 | 1 | ,543 |
| N of Valid Cases | 144 | | |

a. 4 cells (50,0%) have expected count less than 5. The minimum expected count is 1,25.

Bijlage 5.4

gemeentelijke website * opdracht (binnen limiet) voltooid Crosstabulation

| | | | opdracht (binnen limiet) voltooid | | Total |
|-----------------------|------------|----------------|-----------------------------------|-----|-------|
| | | | ja | Nee | |
| Gemeentelijke website | Haarlem | Count | 36 | 0 | 36 |
| | | Expected Count | 35,0 | 1,0 | 36,0 |
| | Amersfoort | Count | 36 | 0 | 36 |
| | | Expected Count | 35,0 | 1,0 | 36,0 |
| | Leeuwarden | Count | 33 | 3 | 36 |
| | | Expected Count | 35,0 | 1,0 | 36,0 |
| Total | | Count | 105 | 3 | 108 |
| | | Expected Count | 105,0 | 3,0 | 108,0 |

Chi-Square Tests

| | Value | df | Asymp. Sig. (2-sided) |
|------------------------------|----------|----|-----------------------|
| Pearson Chi-Square | 6,171(a) | 2 | ,046 |
| Likelihood Ratio | 6,765 | 2 | ,034 |
| Linear-by-Linear Association | 4,586 | 1 | ,032 |
| N of Valid Cases | 108 | | |

a. 3 cells (50,0%) have expected count less than 5. The minimum expected count is 1,00.

Bijlage 5.5

gemeentelijke website anders geordend * opdracht (binnen limiet) voltooid Crosstabulation

| | | | opdracht (binnen limiet) voltooid | | Total |
|---------------------------------------|-----------------------|----------------|-----------------------------------|-----|-------|
| | | | ja | nee | |
| gemeentelijke website anders geordend | Utrecht en Leeuwarden | Count | 67 | 5 | 72 |
| | | Expected Count | 69,5 | 2,5 | 72,0 |
| | Haarlem en Amersfoort | Count | 72 | 0 | 72 |
| | | Expected Count | 69,5 | 2,5 | 72,0 |
| Total | | Count | 139 | 5 | 144 |
| | | Expected Count | 139,0 | 5,0 | 144,0 |

Chi-Square Tests

| | Value | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------|----------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square | 5,180(b) | 1 | ,023 | | |
| Continuity Correction(a) | 3,315 | 1 | ,069 | | |
| Likelihood Ratio | 7,111 | 1 | ,008 | | |
| Fisher's Exact Test | | | | ,058 | ,029 |
| Linear-by-Linear Association | 5,144 | 1 | ,023 | | |
| N of Valid Cases | 144 | | | | |

a Computed only for a 2x2 table

b 2 cells (50,0%) have expected count less than 5. The minimum expected count is 2,50.

Bijlage 5.6

gemeentelijke website anders geordend * opdracht (binnen limiet) voltooid Crosstabulation

| | | | opdracht (binnen limiet) voltooid | | Total |
|---------------------------------------|-----------------------|----------------|-----------------------------------|-----|-------|
| | | | ja | nee | |
| gemeentelijke website anders geordend | Utrecht en Leeuwarden | Count | 47 | 1 | 48 |
| | | Expected Count | 47,5 | ,5 | 48,0 |
| | Haarlem en Amersfoort | Count | 48 | 0 | 48 |
| | | Expected Count | 47,5 | ,5 | 48,0 |
| Total | | Count | 95 | 1 | 96 |
| | | Expected Count | 95,0 | 1,0 | 96,0 |

Chi-Square Tests

| | Value | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------|----------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square | 1,011(b) | 1 | ,315 | | |
| Continuity Correction(a) | ,000 | 1 | 1,000 | | |
| Likelihood Ratio | 1,397 | 1 | ,237 | | |
| Fisher's Exact Test | | | | 1,000 | ,500 |
| Linear-by-Linear Association | 1,000 | 1 | ,317 | | |
| N of Valid Cases | 96 | | | | |

a Computed only for a 2x2 table

b 2 cells (50,0%) have expected count less than 5. The minimum expected count is ,50.

Bijlage 5.7

Descriptive Statistics

Dependent Variable: zoektijd op homepage

| gemeentelijke website | type opdracht | Mean | Std. Deviation | N |
|-----------------------|---------------|---------|----------------|-----|
| Utrecht | VVV | 0:00:28 | 0:00:03 | 10 |
| | paspoort | 0:00:35 | 0:00:11 | 12 |
| | VVD | 0:00:29 | 0:00:06 | 12 |
| | Total | 0:00:31 | 0:00:08 | 34 |
| Haarlem | VVV | 0:00:30 | 0:00:08 | 12 |
| | paspoort | 0:00:38 | 0:00:13 | 12 |
| | VVD | 0:00:33 | 0:00:09 | 12 |
| | Total | 0:00:34 | 0:00:10 | 36 |
| Amersfoort | VVV | 0:00:14 | 0:00:04 | 12 |
| | paspoort | 0:00:12 | 0:00:03 | 12 |
| | VVD | 0:00:15 | 0:00:04 | 12 |
| | Total | 0:00:14 | 0:00:04 | 36 |
| Leeuwarden | VVV | 0:00:29 | 0:00:09 | 10 |
| | paspoort | 0:00:52 | 0:00:11 | 11 |
| | VVD | 0:00:22 | 0:00:04 | 12 |
| | Total | 0:00:34 | 0:00:15 | 33 |
| Total | VVV | 0:00:25 | 0:00:09 | 44 |
| | paspoort | 0:00:34 | 0:00:17 | 47 |
| | VVD | 0:00:24 | 0:00:09 | 48 |
| | Total | 0:00:28 | 0:00:13 | 139 |

Tests of Between-Subjects Effects

Dependent Variable: zoektijd op homepage

| Source | Type III Sum of Squares | df | Mean Square | F | Sig. |
|--------------------|-------------------------|-----|-------------|----------|------|
| Corrected Model | 16294,936(a) | 11 | 1481,358 | 22,147 | ,000 |
| Intercept | 112332,317 | 1 | 112332,317 | 1679,412 | ,000 |
| Website | 10057,433 | 3 | 3352,478 | 50,121 | ,000 |
| Opdracht | 2713,500 | 2 | 1356,750 | 20,284 | ,000 |
| website * opdracht | 3733,367 | 6 | 622,228 | 9,303 | ,000 |
| Error | 8494,762 | 127 | 66,888 | | |
| Total | 136187,000 | 139 | | | |
| Corrected Total | 24789,698 | 138 | | | |

a R Squared = ,657 (Adjusted R Squared = ,628)

Bijlage 5.8

Multiple Comparisons

Dependent Variable: zoektijd op homepage

Scheffe

| (I) type opdracht | (J) type opdracht | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|-------------------|-------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| VVV | paspoort | -0:00:08(*) | 0:00:02 | ,006 | -0:00:15 | -0:00:02 |
| | VVD | 0:00:00 | 0:00:02 | ,976 | -0:00:06 | 0:00:07 |
| Paspoort | VVV | 0:00:08(*) | 0:00:02 | ,006 | 0:00:02 | 0:00:15 |
| | VVD | 0:00:09(*) | 0:00:02 | ,002 | 0:00:02 | 0:00:15 |
| VVD | VVV | -0:00:00 | 0:00:02 | ,976 | -0:00:07 | 0:00:06 |
| | paspoort | -0:00:09(*) | 0:00:02 | ,002 | -0:00:15 | -0:00:02 |

* The mean difference is significant at the .05 level.

Bijlage 5.9

Descriptive Statistics

Dependent Variable: zoektijd op homepage

| Gemeentelijke website | type opdracht | Mean | Std. Deviation | N |
|-----------------------|---------------|---------|----------------|----|
| Utrecht | VVV | 0:00:28 | 0:00:03 | 10 |
| | VVD | 0:00:29 | 0:00:06 | 12 |
| | Total | 0:00:29 | 0:00:05 | 22 |
| Haarlem | VVV | 0:00:30 | 0:00:08 | 12 |
| | VVD | 0:00:33 | 0:00:09 | 12 |
| | Total | 0:00:32 | 0:00:08 | 24 |
| Amersfoort | VVV | 0:00:14 | 0:00:04 | 12 |
| | VVD | 0:00:15 | 0:00:04 | 12 |
| | Total | 0:00:14 | 0:00:04 | 24 |
| Leeuwarden | VVV | 0:00:29 | 0:00:09 | 10 |
| | VVD | 0:00:22 | 0:00:04 | 12 |
| | Total | 0:00:25 | 0:00:07 | 22 |
| Total | VVV | 0:00:25 | 0:00:09 | 44 |
| | VVD | 0:00:24 | 0:00:09 | 48 |
| | Total | 0:00:25 | 0:00:09 | 92 |

Tests of Between-Subjects Effects

Dependent Variable: zoektijd op homepage

| Source | Type III Sum of Squares | df | Mean Square | F | Sig. |
|--------------------|-------------------------|----|-------------|----------|------|
| Corrected Model | 4371,439(a) | 7 | 624,491 | 13,984 | ,000 |
| Intercept | 58966,706 | 1 | 58966,706 | 1320,396 | ,000 |
| Website | 4076,490 | 3 | 1358,830 | 30,427 | ,000 |
| Opdracht | 17,500 | 1 | 17,500 | ,392 | ,533 |
| website * opdracht | 278,126 | 3 | 92,709 | 2,076 | ,110 |
| Error | 3751,300 | 84 | 44,658 | | |
| Total | 66728,000 | 92 | | | |
| Corrected Total | 8122,739 | 91 | | | |

a R Squared = ,538 (Adjusted R Squared = ,500)

Bijlage 5.10

Multiple Comparisons

Dependent Variable: zoektijd op homepage
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | -0:00:02 | 0:00:02 | ,578 | -0:00:08 | 0:00:02 |
| | Amersfoort | 0:00:14(*) | 0:00:02 | ,000 | 0:00:08 | 0:00:20 |
| | Leeuwarden | 0:00:03 | 0:00:02 | ,328 | -0:00:02 | 0:00:09 |
| Haarlem | Utrecht | 0:00:02 | 0:00:02 | ,578 | -0:00:02 | 0:00:08 |
| | Amersfoort | 0:00:17(*) | 0:00:01 | ,000 | 0:00:11 | 0:00:22 |
| | Leeuwarden | 0:00:06(*) | 0:00:02 | ,015 | 0:00:00 | 0:00:12 |
| Amersfoort | Utrecht | -0:00:14(*) | 0:00:02 | ,000 | -0:00:20 | -0:00:08 |
| | Haarlem | -0:00:17(*) | 0:00:01 | ,000 | -0:00:22 | -0:00:11 |
| | Leeuwarden | -0:00:10(*) | 0:00:02 | ,000 | -0:00:16 | -0:00:04 |
| Leeuwarden | Utrecht | -0:00:03 | 0:00:02 | ,328 | -0:00:09 | 0:00:02 |
| | Haarlem | -0:00:06(*) | 0:00:02 | ,015 | -0:00:12 | -0:00:00 |
| | Amersfoort | 0:00:10(*) | 0:00:02 | ,000 | 0:00:04 | 0:00:16 |

* The mean difference is significant at the .05 level.

Bijlage 5.11

Multiple Comparisons

Dependent Variable: zoektijd op homepage
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | -0:00:02 | 0:00:02 | ,449 | -0:00:08 | 0:00:02 |
| | Leeuwarden | 0:00:03 | 0:00:02 | ,248 | -0:00:01 | 0:00:09 |
| Haarlem | Utrecht | 0:00:02 | 0:00:02 | ,449 | -0:00:02 | 0:00:08 |
| | Leeuwarden | 0:00:06(*) | 0:00:02 | ,015 | 0:00:01 | 0:00:12 |
| Leeuwarden | Utrecht | -0:00:03 | 0:00:02 | ,248 | -0:00:09 | 0:00:01 |
| | Haarlem | -0:00:06(*) | 0:00:02 | ,015 | -0:00:12 | -0:00:01 |

* The mean difference is significant at the .05 level.

Bijlage 5.12

Descriptives

zoektijd op homepage

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|---------|----|---------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 22 | 0:00:29 | 0:00:05 | 0:00:01 | 0:00:26 | 0:00:31 | 0:00:18 | 0:00:39 |
| Haarlem | 24 | 0:00:32 | 0:00:08 | 0:00:01 | 0:00:28 | 0:00:35 | 0:00:18 | 0:00:53 |
| Total | 46 | 0:00:30 | 0:00:07 | 0:00:01 | 0:00:28 | 0:00:32 | 0:00:18 | 0:00:53 |

ANOVA

zoektijd op homepage

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|----|-------------|-------|------|
| Between Groups | 91,162 | 1 | 91,162 | 1,715 | ,197 |
| Within Groups | 2339,273 | 44 | 53,165 | | |
| Total | 2430,435 | 45 | | | |

Bijlage 5.13

Descriptive Statistics

Dependent Variable: totale zoektijd

| Gemeentelijke website | type opdracht | Mean | Std. Deviation | N |
|-----------------------|---------------|---------|----------------|----|
| Utrecht | VVV | 0:02:38 | 0:00:31 | 10 |
| | paspoort | 0:01:58 | 0:00:39 | 12 |
| | VVD | 0:01:06 | 0:00:13 | 12 |
| | Total | 0:01:51 | 0:00:47 | 34 |
| Haarlem | VVV | 0:01:11 | 0:00:22 | 12 |
| | paspoort | 0:01:37 | 0:00:40 | 12 |
| | VVD | 0:01:45 | 0:00:49 | 12 |
| | Total | 0:01:31 | 0:00:40 | 36 |
| Amersfoort | VVV | 0:00:48 | 0:00:15 | 12 |
| | paspoort | 0:00:46 | 0:00:14 | 12 |
| | VVD | 0:00:45 | 0:00:08 | 12 |
| | Total | 0:00:46 | 0:00:13 | 36 |
| Leeuwarden | VVV | 0:02:41 | 0:00:29 | 10 |
| | paspoort | 0:02:15 | 0:00:30 | 11 |
| | VVD | 0:00:49 | 0:00:07 | 12 |
| | Total | 0:01:52 | 0:00:54 | 33 |

| | | | | |
|-------|----------|---------|---------|-----|
| Total | VVV | 0:01:45 | 0:00:56 | 44 |
| | paspoort | 0:01:38 | 0:00:46 | 47 |
| | VVD | 0:01:06 | 0:00:34 | 48 |
| | Total | 0:01:29 | 0:00:49 | 139 |

Tests of Between-Subjects Effects

Dependent Variable: totale zoektijd

| Source | Type III Sum of Squares | df | Mean Square | F | Sig. |
|--------------------|-------------------------|-----|-------------|----------|------|
| Corrected Model | 232222,295(a) | 11 | 21111,118 | 26,216 | ,000 |
| Intercept | 1171393,866 | 1 | 1171393,866 | 1454,623 | ,000 |
| Website | 108992,290 | 3 | 36330,763 | 45,115 | ,000 |
| Opdracht | 47398,090 | 2 | 23699,045 | 29,429 | ,000 |
| website * opdracht | 88929,728 | 6 | 14821,621 | 18,405 | ,000 |
| Error | 102271,892 | 127 | 805,290 | | |
| Total | 1454103,000 | 139 | | | |
| Corrected Total | 334494,187 | 138 | | | |

a R Squared = ,694 (Adjusted R Squared = ,668)

Bijlage 5.14

Multiple Comparisons

Dependent Variable: totale zoektijd

Scheffe

| (I) type opdracht | (J) type opdracht | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|-------------------|-------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| VVV | paspoort | 0:00:06 | 0:00:09 | ,790 | -0:00:17 | 0:00:30 |
| | VVD | 0:00:38(*) | 0:00:09 | ,001 | 0:00:14 | 0:01:02 |
| Paspoort | VVV | -0:00:06 | 0:00:09 | ,790 | -0:00:30 | 0:00:17 |
| | VVD | 0:00:32(*) | 0:00:09 | ,005 | 0:00:08 | 0:00:55 |
| VVD | VVV | -0:00:38(*) | 0:00:09 | ,001 | -0:01:02 | -0:00:14 |
| | paspoort | -0:00:32(*) | 0:00:09 | ,005 | -0:00:55 | -0:00:08 |

* The mean difference is significant at the .05 level.

Bijlage 5.15

Descriptive Statistics

Dependent Variable: totale zoektijd

| gemeentelijke website | type opdracht | Mean | Std. Deviation | N |
|-----------------------|---------------|---------|----------------|----|
| Utrecht | VVV | 0:02:38 | 0:00:31 | 10 |
| | paspoort | 0:01:58 | 0:00:39 | 12 |
| | Total | 0:02:16 | 0:00:40 | 22 |
| Haarlem | VVV | 0:01:11 | 0:00:22 | 12 |
| | paspoort | 0:01:37 | 0:00:40 | 12 |
| | Total | 0:01:24 | 0:00:34 | 24 |
| Amersfoort | VVV | 0:00:48 | 0:00:15 | 12 |
| | paspoort | 0:00:46 | 0:00:14 | 12 |
| | Total | 0:00:47 | 0:00:15 | 24 |
| Leeuwarden | VVV | 0:02:41 | 0:00:29 | 10 |
| | paspoort | 0:02:15 | 0:00:30 | 11 |
| | Total | 0:02:27 | 0:00:32 | 21 |

| | | | | |
|-------|----------|---------|---------|----|
| Total | VVV | 0:01:45 | 0:00:56 | 44 |
| | paspoort | 0:01:38 | 0:00:46 | 47 |
| | Total | 0:01:41 | 0:00:51 | 91 |

Tests of Between-Subjects Effects

Dependent Variable: totale zoektijd

| Source | Type III Sum of Squares | df | Mean Square | F | Sig. |
|--------------------|-------------------------|----|-------------|----------|------|
| Corrected Model | 166364,069(a) | 7 | 23766,296 | 27,470 | ,000 |
| Intercept | 991420,669 | 1 | 991420,669 | 1145,937 | ,000 |
| Website | 153790,990 | 3 | 51263,663 | 59,253 | ,000 |
| Opdracht | 2482,059 | 1 | 2482,059 | 2,869 | ,094 |
| website * opdracht | 14307,548 | 3 | 4769,183 | 5,512 | ,002 |
| Error | 71808,392 | 83 | 865,161 | | |
| Total | 1183509,000 | 91 | | | |
| Corrected Total | 238172,462 | 90 | | | |

a. R Squared = ,699 (Adjusted R Squared = ,673)

Bijlage 5.16

Descriptives

totale zoektijd

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|------------|----|---------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 22 | 0:02:16 | 0:00:40 | 0:00:08 | 0:01:58 | 0:02:35 | 0:00:55 | 0:03:24 |
| Haarlem | 24 | 0:01:24 | 0:00:34 | 0:00:07 | 0:01:09 | 0:01:38 | 0:00:42 | 0:03:14 |
| Amersfoort | 24 | 0:00:47 | 0:00:15 | 0:00:03 | 0:00:41 | 0:00:53 | 0:00:31 | 0:01:21 |
| Leeuwarden | 21 | 0:02:27 | 0:00:32 | 0:00:06 | 0:02:13 | 0:02:42 | 0:01:40 | 0:03:22 |
| Total | 91 | 0:01:41 | 0:00:51 | 0:00:05 | 0:01:31 | 0:01:52 | 0:00:31 | 0:03:24 |

Multiple Comparisons

Dependent Variable: totale zoektijd
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | 0:00:52(*) | 0:00:09 | ,000 | 0:00:25 | 0:01:19 |
| | Amersfoort | 0:01:29(*) | 0:00:09 | ,000 | 0:01:02 | 0:01:56 |
| | Leeuwarden | -0:00:10 | 0:00:09 | ,736 | -0:00:38 | 0:00:16 |
| Haarlem | Utrecht | -0:00:52(*) | 0:00:09 | ,000 | -0:01:19 | -0:00:25 |
| | Amersfoort | 0:00:36(*) | 0:00:09 | ,002 | 0:00:10 | 0:01:02 |
| | Leeuwarden | -0:01:03(*) | 0:00:09 | ,000 | -0:01:30 | -0:00:36 |
| Amersfoort | Utrecht | -0:01:29(*) | 0:00:09 | ,000 | -0:01:56 | -0:01:02 |
| | Haarlem | -0:00:36(*) | 0:00:09 | ,002 | -0:01:02 | -0:00:10 |
| | Leeuwarden | -0:01:40(*) | 0:00:09 | ,000 | -0:02:07 | -0:01:13 |
| Leeuwarden | Utrecht | 0:00:10 | 0:00:09 | ,736 | -0:00:16 | 0:00:38 |
| | Haarlem | 0:01:03(*) | 0:00:09 | ,000 | 0:00:36 | 0:01:30 |
| | Amersfoort | 0:01:40(*) | 0:00:09 | ,000 | 0:01:13 | 0:02:07 |

* The mean difference is significant at the .05 level.

Bijlage 5.17

Descriptive Statistics

Dependent Variable: totale zoektijd

| type opdracht | gemeentelijke website | Mean | Std. Deviation | N |
|---------------|-----------------------|---------|----------------|----|
| VVV | Haarlem | 0:01:11 | 0:00:22 | 12 |
| | Amersfoort | 0:00:48 | 0:00:15 | 12 |
| | Total | 0:00:59 | 0:00:22 | 24 |
| paspoort | Haarlem | 0:01:37 | 0:00:40 | 12 |
| | Amersfoort | 0:00:46 | 0:00:14 | 12 |
| | Total | 0:01:11 | 0:00:39 | 24 |
| Total | Haarlem | 0:01:24 | 0:00:34 | 24 |
| | Amersfoort | 0:00:47 | 0:00:15 | 24 |
| | Total | 0:01:05 | 0:00:32 | 48 |

Tests of Between-Subjects Effects

Dependent Variable: totale zoektijd

| Source | Type III Sum of Squares | df | Mean Square | F | Sig. |
|--------------------|-------------------------|----|-------------|---------|------|
| Corrected Model | 20300,250(a) | 3 | 6766,750 | 10,487 | ,000 |
| Intercept | 207770,083 | 1 | 207770,083 | 321,992 | ,000 |
| Opdracht | 1656,750 | 1 | 1656,750 | 2,568 | ,116 |
| Website | 16206,750 | 1 | 16206,750 | 25,116 | ,000 |
| opdracht * website | 2436,750 | 1 | 2436,750 | 3,776 | ,058 |
| Error | 28391,667 | 44 | 645,265 | | |
| Total | 256462,000 | 48 | | | |
| Corrected Total | 48691,917 | 47 | | | |

a R Squared = ,417 (Adjusted R Squared = ,377)

Bijlage 5.18

Descriptive Statistics

Dependent Variable: totale zoektijd

| type opdracht | gemeentelijke website | Mean | Std. Deviation | N |
|---------------|-----------------------|---------|----------------|----|
| VVV | Utrecht | 0:02:38 | 0:00:31 | 10 |
| | Leeuwarden | 0:02:41 | 0:00:29 | 10 |
| | Total | 0:02:39 | 0:00:29 | 20 |
| paspoort | Utrecht | 0:01:58 | 0:00:39 | 12 |
| | Leeuwarden | 0:02:15 | 0:00:30 | 11 |
| | Total | 0:02:06 | 0:00:36 | 23 |
| Total | Utrecht | 0:02:16 | 0:00:40 | 22 |
| | Leeuwarden | 0:02:27 | 0:00:32 | 21 |
| | Total | 0:02:22 | 0:00:36 | 43 |

Tests of Between-Subjects Effects

Dependent Variable: totale zoektijd

| Source | Type III Sum of Squares | df | Mean Square | F | Sig. |
|--------------------|-------------------------|----|-------------|---------|------|
| Corrected Model | 13451,460(a) | 3 | 4483,820 | 4,028 | ,014 |
| Intercept | 881585,399 | 1 | 881585,399 | 791,903 | ,000 |
| Opdracht | 11431,497 | 1 | 11431,497 | 10,269 | ,003 |
| Website | 1008,331 | 1 | 1008,331 | ,906 | ,347 |
| opdracht * website | 619,448 | 1 | 619,448 | ,556 | ,460 |
| Error | 43416,726 | 39 | 1113,249 | | |

| | | | | | |
|-----------------|------------|----|--|--|--|
| Total | 927047,000 | 43 | | | |
| Corrected Total | 56868,186 | 42 | | | |

a R Squared = ,237 (Adjusted R Squared = ,178)

Bijlage 5.19

Descriptives

gebruiksvriendelijk keuzemenu

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|------------|-----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 36 | 3,67 | 1,242 | ,207 | 3,25 | 4,09 | 2 | 7 |
| Haarlem | 36 | 3,97 | ,971 | ,162 | 3,64 | 4,30 | 2 | 6 |
| Amersfoort | 36 | 2,33 | ,756 | ,126 | 2,08 | 2,59 | 1 | 4 |
| Leeuwarden | 36 | 4,58 | 1,500 | ,250 | 4,08 | 5,09 | 2 | 7 |
| Total | 144 | 3,64 | 1,407 | ,117 | 3,41 | 3,87 | 1 | 7 |

Multiple Comparisons

Dependent Variable: gebruiksvriendelijk keuzemenu
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | -,306 | ,271 | ,737 | -1,07 | ,46 |
| | Amersfoort | 1,333(*) | ,271 | ,000 | ,57 | 2,10 |
| | Leeuwarden | -,917(*) | ,271 | ,012 | -1,68 | -,15 |
| Haarlem | Utrecht | ,306 | ,271 | ,737 | -,46 | 1,07 |
| | Amersfoort | 1,639(*) | ,271 | ,000 | ,87 | 2,41 |
| | Leeuwarden | -,611 | ,271 | ,172 | -1,38 | ,16 |
| Amersfoort | Utrecht | -1,333(*) | ,271 | ,000 | -2,10 | -,57 |
| | Haarlem | -1,639(*) | ,271 | ,000 | -2,41 | -,87 |
| | Leeuwarden | -2,250(*) | ,271 | ,000 | -3,02 | -1,48 |
| Leeuwarden | Utrecht | ,917(*) | ,271 | ,012 | ,15 | 1,68 |
| | Haarlem | ,611 | ,271 | ,172 | -,16 | 1,38 |
| | Amersfoort | 2,250(*) | ,271 | ,000 | 1,48 | 3,02 |

* The mean difference is significant at the .05 level.

Bijlage 5.20

Multiple Comparisons

Dependent Variable: gebruiksvriendelijk keuzemenu
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | -,306 | ,296 | ,589 | -1,04 | ,43 |
| | Leeuwarden | -,917(*) | ,296 | ,010 | -1,65 | -,18 |
| Haarlem | Utrecht | ,306 | ,296 | ,589 | -,43 | 1,04 |
| | Leeuwarden | -,611 | ,296 | ,124 | -1,35 | ,12 |
| Leeuwarden | Utrecht | ,917(*) | ,296 | ,010 | ,18 | 1,65 |
| | Haarlem | ,611 | ,296 | ,124 | -,12 | 1,35 |

* The mean difference is significant at the .05 level.

Bijlage 5.21

Descriptives

aantal links keuzemenu voldoende

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|------------|-----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 36 | 3,97 | 1,207 | ,201 | 3,56 | 4,38 | 2 | 7 |
| Haarlem | 36 | 3,64 | ,961 | ,160 | 3,31 | 3,96 | 2 | 5 |
| Amersfoort | 36 | 2,28 | ,849 | ,141 | 1,99 | 2,57 | 1 | 4 |
| Leeuwarden | 36 | 4,17 | 1,577 | ,263 | 3,63 | 4,70 | 2 | 7 |
| Total | 144 | 3,51 | 1,384 | ,115 | 3,29 | 3,74 | 1 | 7 |

Multiple Comparisons

Dependent Variable: aantal links keuzemenu voldoende
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | ,333 | ,279 | ,699 | -,45 | 1,12 |
| | Amersfoort | 1,694(*) | ,279 | ,000 | ,91 | 2,48 |
| | Leeuwarden | -,194 | ,279 | ,921 | -,98 | ,59 |
| Haarlem | Utrecht | -,333 | ,279 | ,699 | -1,12 | ,45 |
| | Amersfoort | 1,361(*) | ,279 | ,000 | ,57 | 2,15 |
| | Leeuwarden | -,528 | ,279 | ,313 | -1,32 | ,26 |
| Amersfoort | Utrecht | -1,694(*) | ,279 | ,000 | -2,48 | -,91 |
| | Haarlem | -1,361(*) | ,279 | ,000 | -2,15 | -,57 |
| | Leeuwarden | -1,889(*) | ,279 | ,000 | -2,68 | -1,10 |
| Leeuwarden | Utrecht | ,194 | ,279 | ,921 | -,59 | ,98 |
| | Haarlem | ,528 | ,279 | ,313 | -,26 | 1,32 |
| | Amersfoort | 1,889(*) | ,279 | ,000 | 1,10 | 2,68 |

* The mean difference is significant at the .05 level.

Bijlage 5.22

Descriptives

voorkeur voor minder links

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|------------|-----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 36 | 2,92 | ,604 | ,101 | 2,71 | 3,12 | 2 | 4 |
| Haarlem | 36 | 2,86 | ,639 | ,107 | 2,64 | 3,08 | 2 | 4 |
| Amersfoort | 36 | 2,25 | ,770 | ,128 | 1,99 | 2,51 | 1 | 4 |
| Leeuwarden | 36 | 2,78 | ,797 | ,133 | 2,51 | 3,05 | 1 | 4 |
| Total | 144 | 2,70 | ,749 | ,062 | 2,58 | 2,82 | 1 | 4 |

Multiple Comparisons

Dependent Variable: voorkeur voor minder links
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | ,056 | ,167 | ,990 | -,42 | ,53 |
| | Amersfoort | ,667(*) | ,167 | ,002 | ,19 | 1,14 |
| | Leeuwarden | ,139 | ,167 | ,874 | -,33 | ,61 |

| | | | | | | | | | |
|------------|------------|--|--|--|--|--|--|--|--|
| Haarlem | Utrecht | | | | | | | | |
| | Amersfoort | | | | | | | | |
| | Leeuwarden | | | | | | | | |
| Amersfoort | Utrecht | | | | | | | | |
| | Haarlem | | | | | | | | |
| | Leeuwarden | | | | | | | | |
| Leeuwarden | Utrecht | | | | | | | | |
| | Haarlem | | | | | | | | |
| | Amersfoort | | | | | | | | |

* The mean difference is significant at the .05 level.

Bijlage 5.23

Descriptives

homepage overzichtelijk

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|------------|-----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 36 | 4,69 | 1,327 | ,221 | 4,25 | 5,14 | 2 | 7 |
| Haarlem | 36 | 3,83 | 1,207 | ,201 | 3,42 | 4,24 | 2 | 6 |
| Amersfoort | 36 | 2,86 | ,931 | ,155 | 2,55 | 3,18 | 1 | 4 |
| Leeuwarden | 36 | 5,56 | 1,054 | ,176 | 5,20 | 5,91 | 3 | 7 |
| Total | 144 | 4,24 | 1,510 | ,126 | 3,99 | 4,48 | 1 | 7 |

Multiple Comparisons

Dependent Variable: homepage overzichtelijk
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | ,861(*) | ,269 | ,019 | ,10 | 1,62 |
| | Amersfoort | 1,833(*) | ,269 | ,000 | 1,07 | 2,59 |
| | Leeuwarden | -,861(*) | ,269 | ,019 | -1,62 | -,10 |
| Haarlem | Utrecht | -,861(*) | ,269 | ,019 | -1,62 | -,10 |
| | Amersfoort | ,972(*) | ,269 | ,006 | ,21 | 1,73 |
| | Leeuwarden | -1,722(*) | ,269 | ,000 | -2,48 | -,96 |
| Amersfoort | Utrecht | -1,833(*) | ,269 | ,000 | -2,59 | -1,07 |
| | Haarlem | -,972(*) | ,269 | ,006 | -1,73 | -,21 |
| | Leeuwarden | -2,694(*) | ,269 | ,000 | -3,45 | -1,93 |
| Leeuwarden | Utrecht | ,861(*) | ,269 | ,019 | ,10 | 1,62 |
| | Haarlem | 1,722(*) | ,269 | ,000 | ,96 | 2,48 |
| | Amersfoort | 2,694(*) | ,269 | ,000 | 1,93 | 3,45 |

* The mean difference is significant at the .05 level.

Bijlage 5.24

Descriptives

op website makkelijk informatie zoeken

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|------------|-----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 36 | 4,36 | 1,437 | ,240 | 3,87 | 4,85 | 1 | 7 |
| Haarlem | 36 | 3,75 | 1,273 | ,212 | 3,32 | 4,18 | 1 | 7 |
| Amersfoort | 36 | 2,36 | ,723 | ,121 | 2,12 | 2,61 | 1 | 3 |
| Leeuwarden | 36 | 4,58 | 1,556 | ,259 | 4,06 | 5,11 | 2 | 7 |
| Total | 144 | 3,76 | 1,542 | ,128 | 3,51 | 4,02 | 1 | 7 |

Multiple Comparisons

Dependent Variable: op website makkelijk informatie zoeken
Scheffe

| (I) gemeentelijke website | (J) gemeentelijke website | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---------------------------|---------------------------|-----------------------|------------|------|-------------------------|-------------|
| | | | | | Lower Bound | Upper Bound |
| Utrecht | Haarlem | ,611 | ,303 | ,260 | -,25 | 1,47 |
| | Amersfoort | 2,000(*) | ,303 | ,000 | 1,14 | 2,86 |
| | Leeuwarden | -,222 | ,303 | ,911 | -1,08 | ,64 |
| Haarlem | Utrecht | -,611 | ,303 | ,260 | -1,47 | ,25 |
| | Amersfoort | 1,389(*) | ,303 | ,000 | ,53 | 2,25 |
| | Leeuwarden | -,833 | ,303 | ,061 | -1,69 | ,03 |
| Amersfoort | Utrecht | -2,000(*) | ,303 | ,000 | -2,86 | -1,14 |
| | Haarlem | -1,389(*) | ,303 | ,000 | -2,25 | -,53 |
| | Leeuwarden | -2,222(*) | ,303 | ,000 | -3,08 | -1,36 |
| Leeuwarden | Utrecht | ,222 | ,303 | ,911 | -,64 | 1,08 |
| | Haarlem | ,833 | ,303 | ,061 | -,03 | 1,69 |
| | Amersfoort | 2,222(*) | ,303 | ,000 | 1,36 | 3,08 |

* The mean difference is significant at the .05 level.

Bijlage 5.25

Descriptives

op website makkelijk informatie zoeken

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|---------|----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Utrecht | 36 | 4,36 | 1,437 | ,240 | 3,87 | 4,85 | 1 | 7 |
| Haarlem | 36 | 3,75 | 1,273 | ,212 | 3,32 | 4,18 | 1 | 7 |
| Total | 72 | 4,06 | 1,383 | ,163 | 3,73 | 4,38 | 1 | 7 |

ANOVA

op website makkelijk informatie zoeken

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|----|-------------|-------|------|
| Between Groups | 6,722 | 1 | 6,722 | 3,646 | ,060 |
| Within Groups | 129,056 | 70 | 1,844 | | |
| Total | 135,778 | 71 | | | |

Bijlage 5.26

Descriptives

op website makkelijk informatie zoeken

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
|------------|----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| | | | | | Lower Bound | Upper Bound | | |
| Haarlem | 36 | 3,75 | 1,273 | ,212 | 3,32 | 4,18 | 1 | 7 |
| Leeuwarden | 36 | 4,58 | 1,556 | ,259 | 4,06 | 5,11 | 2 | 7 |
| Total | 72 | 4,17 | 1,473 | ,174 | 3,82 | 4,51 | 1 | 7 |

ANOVA

op website makkelijk informatie zoeken

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|----|-------------|-------|------|
| Between Groups | 12,500 | 1 | 12,500 | 6,184 | ,015 |
| Within Groups | 141,500 | 70 | 2,021 | | |
| Total | 154,000 | 71 | | | |