Assessment of the Croatian Open Data Portal Using User-Oriented Metrics

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Abstract

Open data portals are the central access point for datasets, both spatial and non-spatial. They are web-based interfaces that facilitate access, reuse, and discovery of public sector information. Open data portals are an important element of most Open Data initiatives led and founded by the government with the primary goal of making their datasets public. Thanks to these Open Data initiatives, a large amount of high-quality government data is now available on portals.

However, data quality is not the only aspect that should be considered when publishing data. To improve the reusability of data and its availability to a wide range of users, it is also important to consider various aspects of portal management, discovery, and use of data (e.g., organizing the portal in a user-centric way, providing accurate metadata, using a standardized and open data format, etc.).

The European Data Portal has published a report entitled "The Future of Open Data Portals", which presents ten principles that open data portals should implement in terms of sustainability and added value: organise for use, promote use, be discoverable, publish metadata, promote standards, co-locate documentation, link data, be measurable, co-locate tools, be accessible. This report was followed by a study "Open Data Portal Assessment Using User-Oriented Metrics" which provides metrics and methods for assessing these user-oriented principles.

In this paper, we adopt the methods and metrics of the above-mentioned study to assess the Croatian Open Data Portal's compliance with the 10 user-oriented sustainability principles.

While preliminary results show government's efforts in publishing data, some aspects such as better collaboration with data providers and other data portals, offering different visualization tools, etc. need to be improved to achieve active use and impact. We compare our findings with the performance of other European portals and propose recommendations to improve the overall user experience of the Croatian Open Data portal.

Keywords: assessment, open data, portal, user-experience