



# Improving User Experience through Simplicity

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# How do you define the User Experience?

VD

DR

## Data Reliability

Data is sufficiently complete and convincing for its purpose and context

## Visual Design

VD focuses on the aesthetics of a site and its related materials by strategically implementing images, colors, fonts, and other elements

and visual elements you use to interact

## Information Architecture

IA is the structural design of shared information environments; the art and science of organizing and labelling websites, intranets, online communities and software to support usability and findability

RT

## User Experience

Encompasses all aspects of user's interaction with the company, its services, and its products  
**UX focuses on the user and journey through the product**

## Findability

The ease with which information contained on a website can be found.

request

Increased performance: new algorithms, additional indexes



# Challenges









# The Brainstorm...

$$\begin{array}{c} \text{Survey} \\ + \\ \text{Focus Groups} \end{array} = \begin{array}{c} \text{KISS} \\ \text{keep it simple...} \end{array}$$



# Is the ILOSTAT website easy to use?

STATEMENT				
Easy to use the data provided in Excel format	0%	69%	25%	6%
Easy to use the data provided in csv format	0%	50%	19%	13%
Easy to download the data I was looking for	6%	56%	13%	25%
Easy to find the data that I was looking for	6%	31%	44%	19%
Easy to navigate through the website	6%	25%	56%	13%
Easy to understand the different datasets	0%	25%	69%	6%



## Wish list in a nutshell



**1. Faster overall performance**

**2. Simpler navigation**

**3. More data**



How can I be fast, faster, fastest.....

- Improved data query for efficiency
- Proper database indexing
- Use Oracle result cache
- Eliminate unnecessary and redundant client/server round-trip



# Technical Constraints

- Infrastructure
  - Oracle stack
  - Web Portal
  - ADF
- Compatibility of versions and patches





HOME	DOWNLOAD	METADATA
<p>Quick access to tables and tools</p> <ul style="list-style-type: none"><li>• Key indicators</li><li>• Browse</li><li>• Data Tools</li></ul>	<ul style="list-style-type: none"><li>• Customized</li><li>• Bulk</li></ul>	<ul style="list-style-type: none"><li>• Glossary</li><li>• Indicator Descriptions</li><li>• Resolutions</li><li>• Manuals</li></ul>



# Finding data... quickly!

- Key Indicators of the Labour Market (KILM)
  - Most popular tables
  - 1-click to download (Excel) or view (online)
  - Simplified tables
    - Latest figures for best source only and aggregated breakdowns
- Browse
  - Select a subject to find an indicator
  - Customize report as needed
  - More download choices
- Data Tools

[Home](#)

[Download](#)

[Metadata](#)

## Key Indicators of the Labour Market (KILM)

- |  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> <a href="#">Labour force participation rate*</a> | <input checked="" type="checkbox"/> <a href="#">Informal economy</a>             | <input checked="" type="checkbox"/> <a href="#">Employment by economic class*</a>   |
| <input checked="" type="checkbox"/> <a href="#">Employment-to-population ratio*</a>  | <input checked="" type="checkbox"/> <a href="#">Unemployment rate*</a>           | <input checked="" type="checkbox"/> <a href="#">Industrial relations</a>            |
| <input checked="" type="checkbox"/> <a href="#">Status in employment*</a>            | <input checked="" type="checkbox"/> <a href="#">Youth NEET rate</a>              | <input checked="" type="checkbox"/> <a href="#">Labour market projections*</a>      |
| <input checked="" type="checkbox"/> <a href="#">Employment by sector*</a>            | <input checked="" type="checkbox"/> <a href="#">Time-related underemployment</a> | <input checked="" type="checkbox"/> <a href="#">Wage growth by region*</a>          |
| <input checked="" type="checkbox"/> <a href="#">Employment by occupation*</a>        | <input checked="" type="checkbox"/> <a href="#">Earnings</a>                     | <input checked="" type="checkbox"/> <a href="#">Global and regional indicators*</a> |
| <input checked="" type="checkbox"/> <a href="#">Employment by education</a>          | <input checked="" type="checkbox"/> <a href="#">Labour costs</a>                 | <input checked="" type="checkbox"/> <a href="#">Quarterly indicators</a>            |
| <input checked="" type="checkbox"/> <a href="#">Hours of work</a>                    | <input checked="" type="checkbox"/> <a href="#">Labour productivity*</a>         |   |

\* ILO modeled estimates

## Data Tools

Excel Add-In



KILM



Country Profiles



Country Profiles  
Mobile App



SDMX API



## Browse Indicators by Subject

Annual  Quarterly  Monthly

ILO modeled estimates

Population and labour force

Employment

Unemployment and labour underutilization

Youth

Working time

Earnings and labour cost

Labour productivity

Social protection

Safety and health at work

Industrial relations

Labour migration

Consumer prices



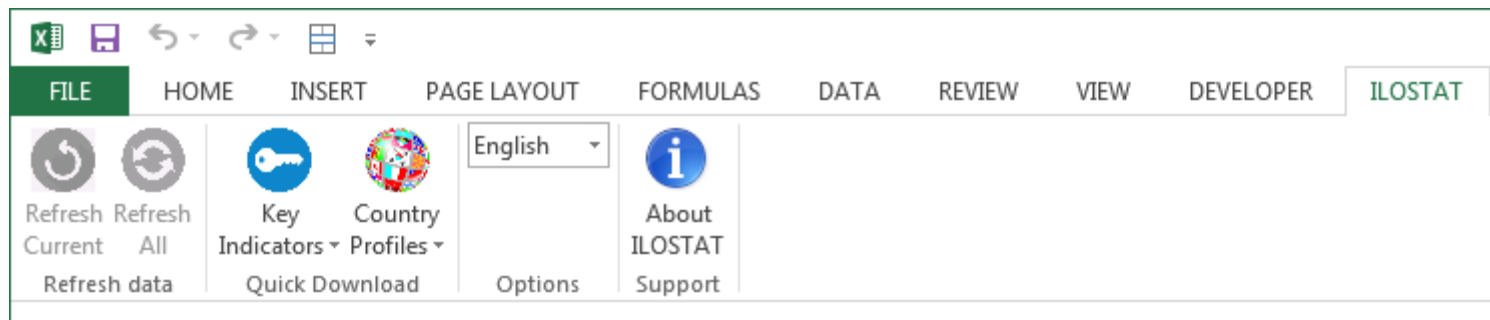
# Multiple Indicator Report (MIR)

- Used for KILM tables
- Flexible report design
  - Combine multiple indicators
  - Select display of information in rows or columns
  - Select defaults:
    - Countries / regions
    - Classifications or items → typically selected more aggregated
    - Source types
      - And whether to show all or «best» source only for each country
    - Frequency and time span
- View key figures with defaults pre-selected
  - Customize for details



# ILOSTAT Excel Add-In

- Download data directly in Excel
- 1-click download of tables
  - KILM table
  - Country Profile
- Click to refresh data already downloaded
- *Forthcoming*: Browse indicators by subject





Find tables



Tutorials

Download tables

# ilostat package

Refresh data

Add labels

Store on disk

*Query, download, manipulate and visualize data in reproducible manner*



# Behind the scenes:

## More and Better Data

- Continually improving data collection mechanisms to improve response rates
- Data and metadata cleaning
  - Including removing unnecessary metadata from data collection
- Calculations in batch
  - Aggregations (eg, 5-year to 10-year age bands)
- Harmonization
  - Adjusting local currency to common currency
  - Microdata processing (following international definitions)
  - ILO estimates: imputations for missing and not comparable data



# Lessons Learned

- Portal is quick for static contents, but hard to customize
- Heavy infrastructure and maintenance cost
- Responsiveness
- Search Engine Optimisation (SEO)
- Usage statistics (<http://www.ilo.org/dyn/ilostat/f?p=45137:112>)





# ILOSTAT

the world's leading source on labour statistics