

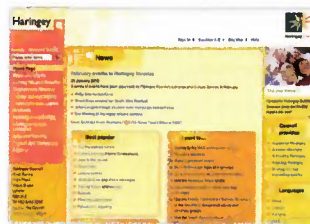
WEBSITE

Complex sites exposed

LOCAL AUTHORITY websites are the most difficult to use, according to a report from a user research consultancy.

Webcredible asked 1,000 people to choose the sector they believe has the most difficult websites to use, and an overwhelming 34 per cent chose local government.

Financial services also fared badly, getting 16 per cent of the vote, while utilities had 12 per cent. The likely reason for council sites performing so badly is the complexity and volume of information they have to display and the different audience groups they must accommodate, according to Webcredible's director



Local authority sites are complex

Trenton Moss. The research found news and media companies had the best sites to use; probably because they are easier to design with usability in mind as they require less user interaction.

www.webcredible.co.uk

Have Your Say!

Had problems finding information on your local government website? Write and let us know at letters@computeractive.com