

Public summary

The assignment was performed at the Kadaster, to improve its online service. The main research question was: 'How does a design system improve the online services of the Kadaster, considering accessibility and user experience?' To answer this question, first an analysis was executed. In this analysis, the staff members of the Kadaster were interviewed and the process to implementing a design system was discussed. Also, other solutions to the defined problem were evaluated.

Besides the analysis, a base of a design system was created. For this base, the current elements were evaluated and changed, if necessary. Some parts of the design system required additions as well. All parts were separately discussed and substantiated.

After that a prototype of an application was created with the current base of the design system. This prototype was evaluated with user flows. Also, the prototype of the application was used to compare it with a user test with the current application on the website of the Kadaster.

From the analysis could be concluded that staff members have the need for a design system. They experienced the same problems that were described in another part of the research as well. The advantages that were also described in that part were related to the Kadaster, which led to the conclusion that a design system could be the right solution. After comparing it to a static style guide and a pattern library, it was argued that a design system was still the best option.

Evaluating the existing parts of the design system was mainly positive. Yet, considering consistency there could be a lot improved, definitely with the spacing. Considering content there were only things added in most cases. Only in forms, things in the content were changed to improve accessibility and user friendliness.

The prototype was built successfully. However, from the user test it became clear that it could still be improved. Yet, the results from the user test were positive for the prototype when it was compared to the application that is currently used at the website of the Kadaster. Not all results were usable or comparable with this current application, but the test still led to insights for the Kadaster in general.

Implementing a design system could still cause problems for the Kadaster, since a culture change would be necessary. Staff member are used to making their own decisions based on personal taste, but this must be altered. Also, in the practical sense it can be hard to organize the updates of the current applications and webpages.

After evaluating the existing design system, it was clear that the Kadaster needs to keep in mind consistency. Some standardizations should be revised as well, to see if the correct choices were made in the past.

The user test showed that findability within the website of the Kadaster should be improved, just as trustworthiness. Also, users should always receive feedback when operating applications of the Kadaster.

So in conclusion: a design system helps the Kadaster to create more unity and consistency through all of their online services. Users will easily understand their applications because these will be equally operable and accessible to all users. During the further development of the design system, I would say that consistency and unity should be kept in mind here as well.