

The solid experience

User perceptions and behaviour unveiled

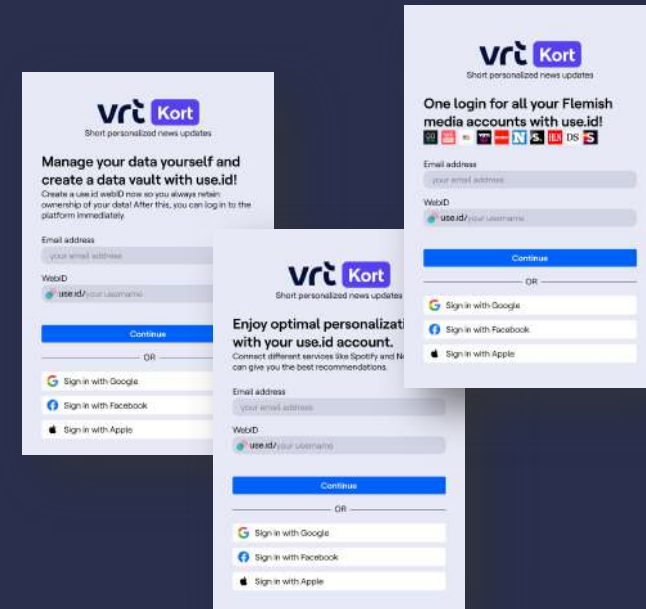
By Tim Theys



Results of two consecutive experiments



1) How does a **data vault** integration in the **news website** of the public broadcaster affect the **user experience**?



2) How can we heighten the users' intention to use Solid?

How does a **data vault** integration in the **news website** of the public broadcaster affect the **user experience**?





Gepersonaliseerd nieuws

gebaseerd op [jouw leesgedrag](#)



Omdat je leest over **Binnenland**

Fik (98) uit Meerhout getuigt na 75 jaar pas over zijn oorlogsverleden bij de Brigade Piron

15/09/2022 11:57



Omdat je leest over **Binnenland**

Regen doet slotshow OdeGand van het water naar 't Kuipke verhuizen: "Zelfde muzikaal spektakel, andere magische locatie"

15/09/2022 14:46



ESWOPIN

Oekraïense president Zelenski betrokken bij verkeersongeval in Kiev: "Geen ernstige verwondingen"

15/09/2022 11:39



Omdat je leest over **Binnenland**

"Het is een jongen!": Koningspinguin geboren in ZOO Antwerpen

15/09/2022 12:19



Omdat je leest over **Binnenland**

Armoedebaarometer: Mensen in armoede vorig jaar nog armer geworden, ook lage middenklasse stilaan in de problemen

15/09/2022 06:00

Test case

The user receives **personalized news** recommendations based on his/her reading behavior.

The effect of **different levels of transparency and control** over personal data processing was tested using **3 conditions.**



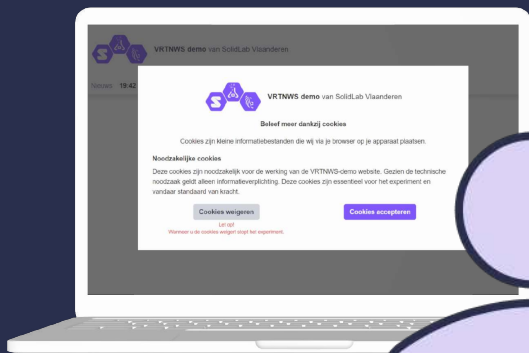
Cookies



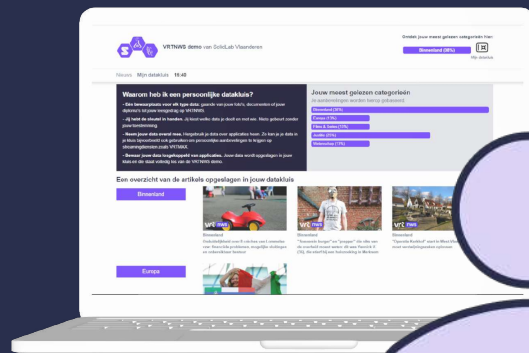
Data vault transparency



Data vault transparency & control



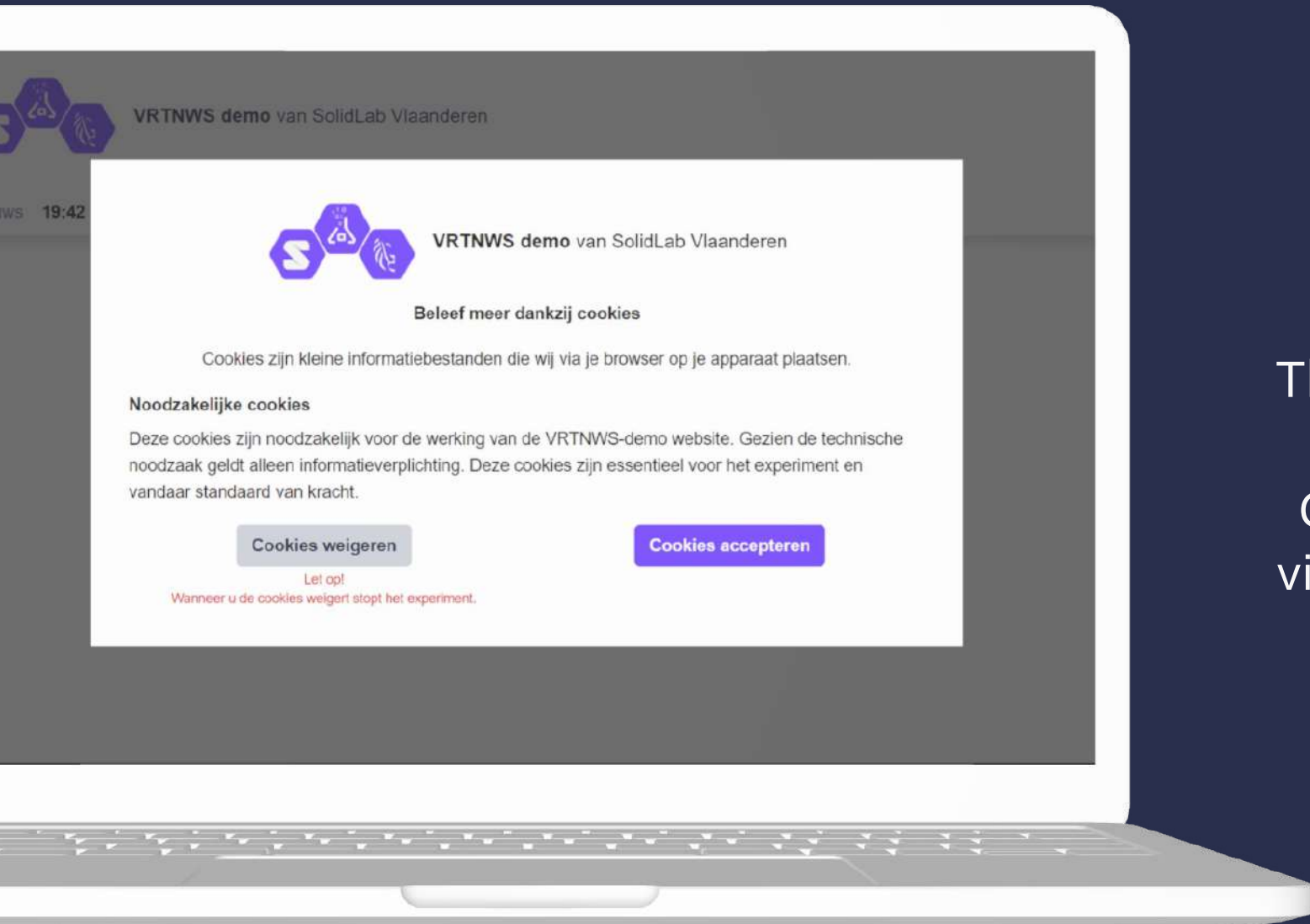
n=110



n=150



n=142



1. Cookies

The reading behavior of the user is processed via cookies. Consequently, the user cannot view or manage the stored data.



Binnenland (38%)



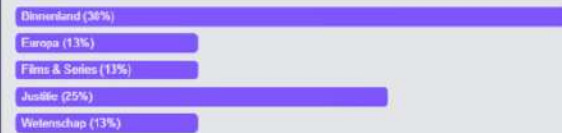
Mijn datakluis

Waarom heb ik een persoonlijke datakluis?

- **Een bewaarplaats voor elk type data:** gaande van jouw foto's, documenten of jouw diploma's tot jouw leesgedrag op VRTNWS.
- **Jij hebt de sleutel in handen.** Jij kiest welke data je deelt en met wie. Niets gebeurt zonder jouw toestemming.
- **Neem jouw data overal mee.** Hergebruik je data over applicaties heen. Zo kan je je data in je kluis bijvoorbeeld ook gebruiken om persoonlijke aanbevelingen te krijgen op streamingdiensten zoals VRTMAX.
- **Bewaar jouw data losgekoppeld van applicaties.** Jouw data wordt opgeslagen in jouw kluis en die staat volledig los van de VRTNWS demo.

Jouw meest gelezen categorieën

Je aanbevelingen worden hierop gebaseerd.



Een overzicht van de artikels opgeslagen in jouw datakluis

Binnenland



Binnenland
Onduidelijkheid over de crèches van Lommelse vzw: financiële problemen, mogelijke sluitingen en onbereikbaar bestuur



Binnenland
"Soeverein burger" en "prapper" die niks van de overheid moest weten: dit was Yannick V. (36), die stierf bij een huiszoeking in Merkssem



Binnenland
"Operatie Kerkhof" start in West-Vlaanderen en moet verdwijningszaken oplossen

Europa



2. Data vault transparency

The user can access his/her stored data through the data vault tab.





Ontdek jouw meest gelezen categorieën hier:

Binnenland (38%)



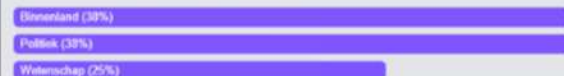
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Jouw meest gelezen categorieën

Je aanbevelingen worden hierop gebaseerd.



Een overzicht van de artikels opgeslagen in jouw datakluis

1. Neem controle over uw nieuwsaanbevelingen door artikels of bepaalde categorieën te verwijderen. Hierdoor neemt u controle over uw aanbevelingen.

Binnenland



Binnenland
"Operatie Kerkhof" start in West-Vlaanderen en moet verdwijningszaken oplossen



Binnenland
Rotselaar en Haacht maken nieuwe afspraken met festivalorganisator van Rock Werchter



Binnenland
Leuven stelt definitief voorontwerp vernieuwde stadhuis voor: "Wordt de Toren van Pisa van Leuven"

Politiek



3. Data vault transparency & control

The user can access the stored data and delete articles through the data vault tab.

The effect of **different levels of transparency and control** over personal data processing was tested using **3 conditions**.



Cookies



Data vault
transparency



Data vault
transparency &
control

Transparency: Insight into what data is processed for personalization.

No

Yes

Yes

Control: Ability to delete the data collected to affect personalization.

No

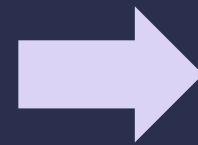
No

Yes

Experiment flow



10 min interaction with one of
the three conditions



Survey of perceptions

Surveyed perceptions



Transparency

I have a clear view of how my personal data is processed.



Control

I feel like I have control over my personal data.



Understanding

I understand how my personal data is processed.



Trust

I trust the way my personal data is handled.



Usability

I found the website easy to use.



Intention to use

I plan to use this website in the future.

The integration of a **data vault** has
a **significant positive impact** on:



Transparency 

I have a clear view of how my
personal data is processed.



Control 

I feel like I have control over my
personal data.



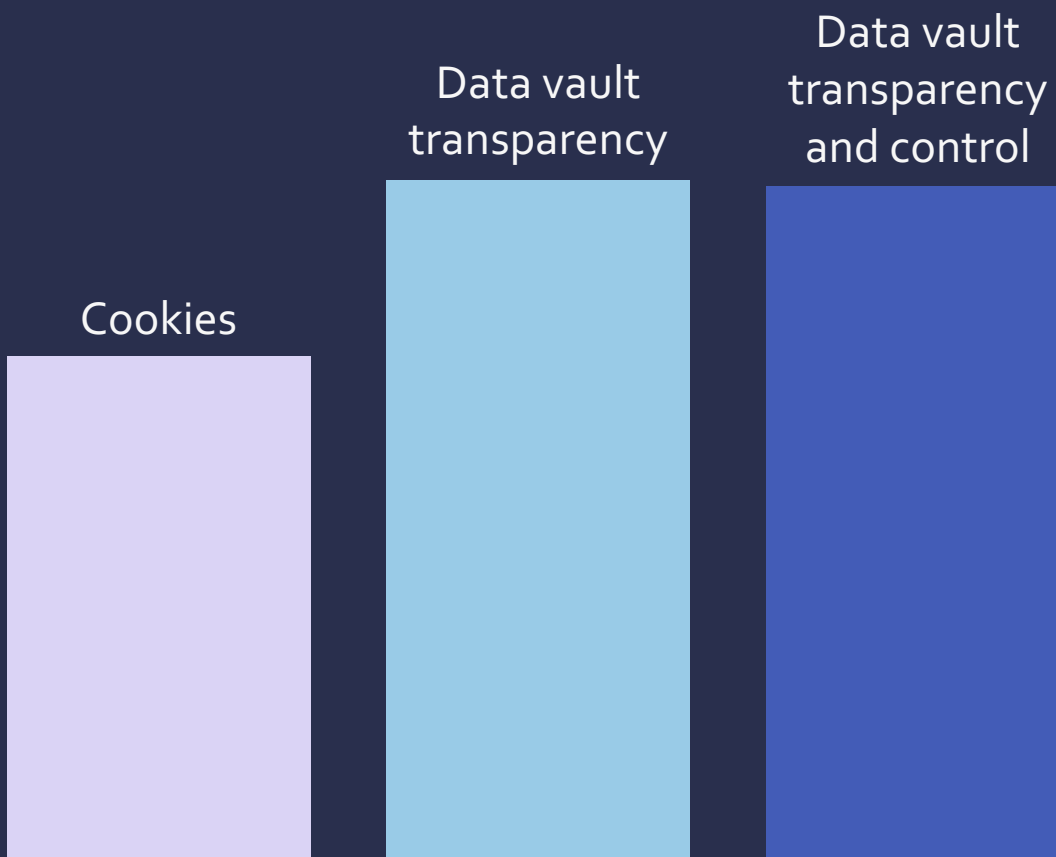
Understanding 

I understand how my personal data is
processed.



Transparency

I have a clear view of how my personal data is processed.



A data vault makes people feel that they have a **clearer view of how their personal data is being handled.**



Understanding

I understand how my personal data is processed.

Cookies

Data vault
transparency

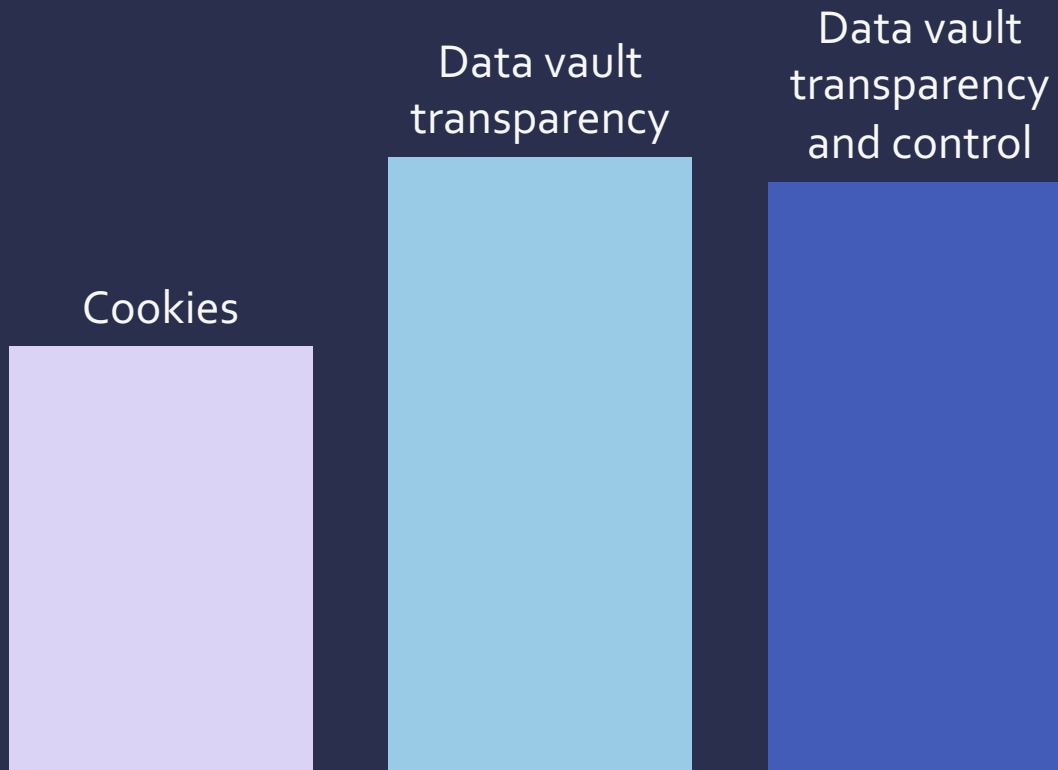
Data vault
transparency
and control

Greater transparency about data processing through a data vault also leads to a **better understanding** of it.



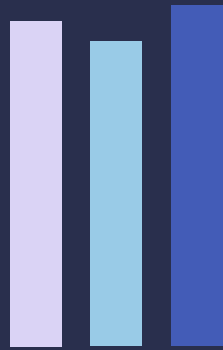
Control

I feel like I have control over my personal data.



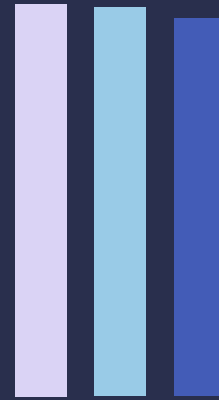
Remarkable: **Transparency in particular influences perceived control.** We see no additional effect by also effectively giving the user more control.

The integration of a data vault had no significant impact on:



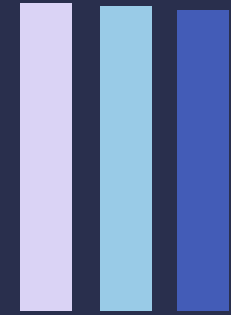
Trust

I trust the way my personal information is handled.



Usability


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Intention to use

I plan to use this site in the future.

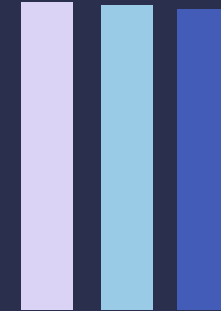
 Cookies

 Data vault transparency

 Data vault transparency and control

Experiment 2

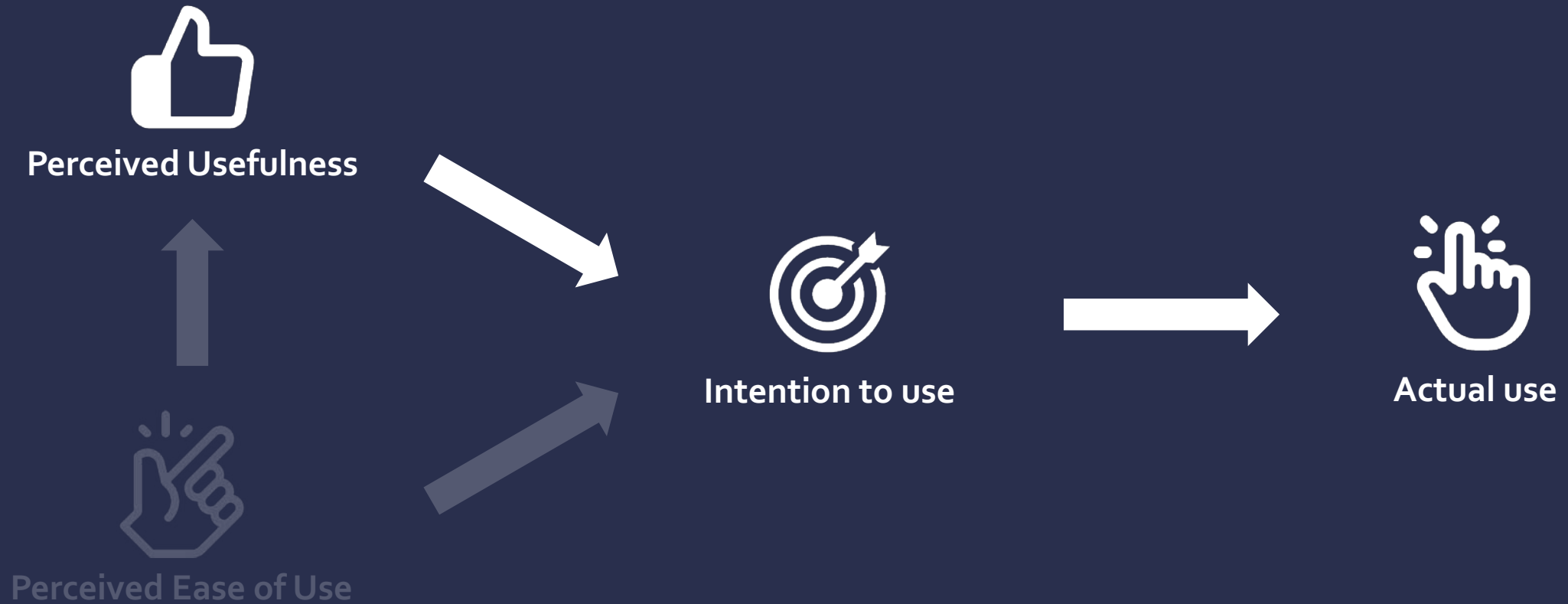
How can we **heighten the users' intention to use Solid?**



Intention to use


I plan to use this site in the future.

Technology Acceptance Model



3 different arguments aiming to heighten the perceived usefulness of Solid

Enhanced control


Short personalized news updates


Manage your data yourself and create a data vault with use.id!
Create a use.id webID now so you always retain ownership of your data! After this, you can log in to the platform immediately.


Email address


WebID

[Continue](#)


OR

 Sign in with Google

 Sign in with Facebook

 Sign in with Apple

Enhanced personalization


Short personalized news updates


Enjoy optimal personalization with your use.id account.
Connect different services like Spotify and Netflix so we can give you the best recommendations.


Email address


WebID

[Continue](#)


OR


 Sign in with Google

 Sign in with Facebook

 Sign in with Apple

Single Sign-On


Short personalized news updates


One login for all your Flemish media accounts with use.id!



Email address


WebID

[Continue](#)

OR

 Sign in with Google

 Sign in with Facebook

 Sign in with Apple

Proportion of users opting for Solid over login


Email address
your email address


WebID
use.id/your username


Continue

VS

OR

 Sign in with Google

 Sign in with Facebook

 Sign in with Apple

Enjoy optimal personalization with your use.id account.
Connect different services like Spotify and Netflix so we can give you the best recommendations.

Manage your data yourself and create a data vault with use.id!
Create a use.id webID now so you always retain ownership of your data! After this, you can log in to the platform immediately.

One login for all your Flemish media accounts with use.id!



Conclusion

Solid is a promising approach to **heightening users' perceptions** of:




Transparency



Control



Understanding

But In order to **enhance users' intention to use**  Solid, it appears more effective to emphasize the benefits of Solid, such as **improved personalization services**, or position Solid as a **Single Sign-On (SSO) solution**, rather than placing the emphasis on **enhanced control over personal data**.

Question or remarks?

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Research group Imec-Mict-UGent



FLANDERS

<https://solidlab.be>



Gefinancierd door
de Europese Unie

NextGenerationEU