



Report

European e-Justice Portal Survey report

[JUST/2024/PR/JACC/CRIM/0141](#)

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1 Introduction

The European e-Justice Portal serves as a critical digital gateway to justice information across the European Union, supporting both legal professionals and citizens in accessing essential legal resources, documents, and services. As part of ongoing efforts to enhance user experience and service delivery, this comprehensive survey analysis examines feedback from 5,265 portal users to understand current satisfaction levels, identify key challenges, and inform future improvements.

This report, conducted by the StreamLine consortium under Framework Contract COMM/2020/OP/0024, presents findings from a multi-faceted analysis that combines quantitative metrics with qualitative insights. The original dataset of 20,000 responses was refined to focus on experienced users who could provide meaningful feedback about portal functionality, excluding 14,735 first-time users who had limited interaction with the system.

Our analysis reveals an overall recommendation score of 7.39/10, indicating reasonable satisfaction levels while highlighting significant opportunities for improvement. The data exposes a notable experience gap between professional users (7.51/10) and private individuals (7.23/10), suggesting that while the portal serves its professional audience adequately, it creates barriers for citizens seeking justice information.

Through a combination of sentiment analysis, user categorisation, and comparative assessment against actual usage data, this report identifies critical issues including search functionality challenges (with 27.6% negative sentiment), navigation complexity, and content currency concerns. These findings provide actionable insights for enhancing the portal's accessibility, usability, and effectiveness in serving Europe's diverse user base.

The following analysis presents detailed breakdowns by user type, professional category, and specific pain points, offering a roadmap for targeted improvements that can bridge the gap between current performance and user expectations in the digital justice landscape.

2 Tools & methodologies

The initial goal was to separate these datasets between qualitative and quantitative responses to identify overarching themes and then filter them by respondent type to reveal specific patterns. A critical challenge was the multilingual nature of qualitative responses, requiring dedicated translation and structure in the Excel file to avoid a messy transcription process. Our main goal was to find overall patterns, then filter them by respondent type to see how themes changed across different user groups.

To manage this, we first removed data from "first-time users" and categorized quantitative responses into weekly, monthly, and daily segments. Qualitative data responses were then moved to separate tabs. The first 200 responses were manually reviewed for early insights. While AI tools like ChatGPT and Claude struggled with systematic translation, DeepL proved effective, followed by manual integration back into Excel for accuracy.

Later, we fed the Excel data into Claude for in-depth analysis, correlation questions, and visual generation. We also used a lexicon approach for sentiment analysis, chosen for its effectiveness with translated text and its ability to highlight pain points. Finally, we compiled all generated materials, with Claude helping to refine the unified report. This mix of manual checks and AI-driven analysis was crucial for overcoming data complexities and producing a clear final report.

2.0 Executive Summary

This comprehensive analysis examines **5,265 survey responses** from users of the European e-Justice Portal. The data reveals an overall recommendation score of **7.39/10**, with notable differences between professional users (7.51/10) and private individuals (7.23/10). While satisfaction levels are reasonable, this is partially due to a polarity in responses, highlighting significant challenges in search functionality, navigation complexity, and content currency.

2.0.1 Key Metrics:

- **5,265** Total Survey Responses
- **7.39/10** Overall Recommendation Score
- **63.4%** Response Rate for Key Questions
- **27.6%** Negative Sentiment in Search

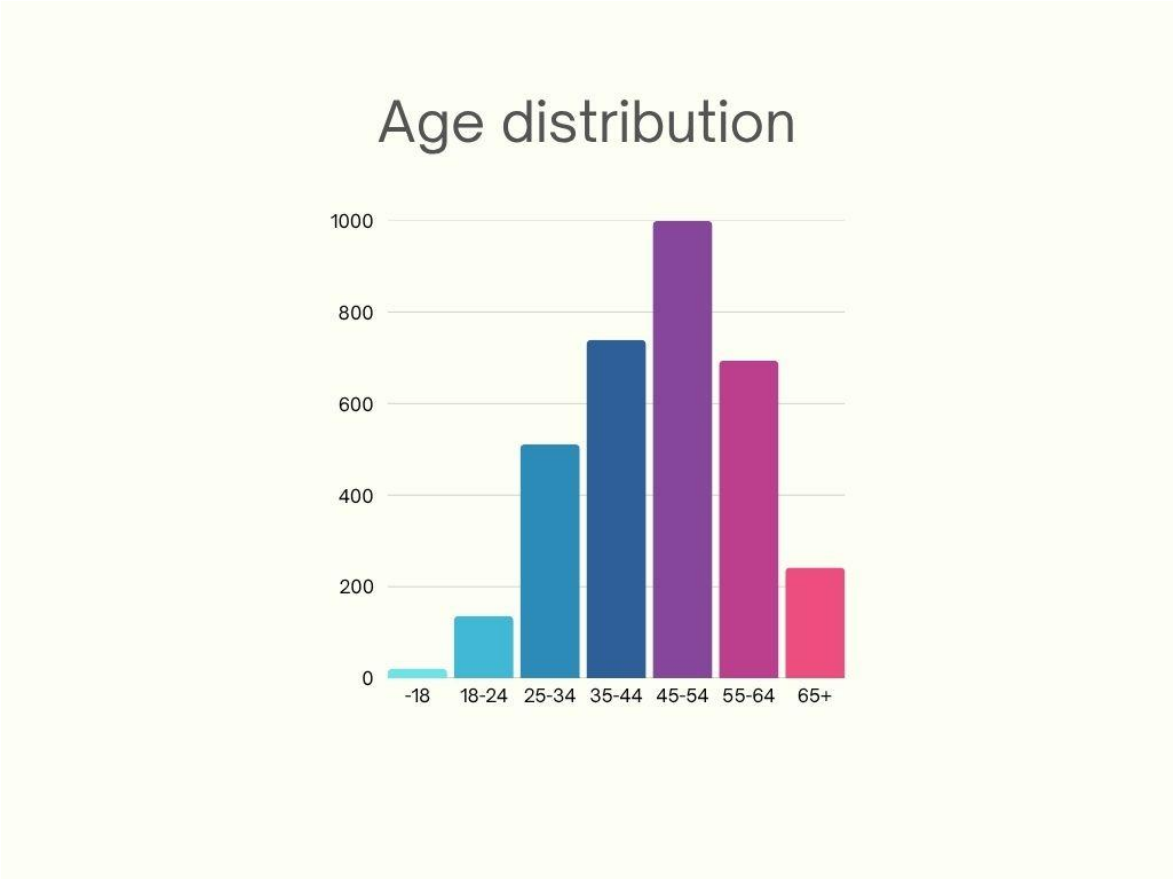
Note: The original dataset was 20,000. 14,735 of these responses were "first time user" and could not give any further responses so were taken out of the data to be analysed.

1. Survey respondent breakdown

2.0.2 Age Distribution

Age Group	Number	Percentage
<18	21	0.4%
18-24	136	2.6%
25-34	511	9.7%
35-44	739	14.0%
45-54	999	18.9%
55-64	694	13.2%
65+	242	4.6%

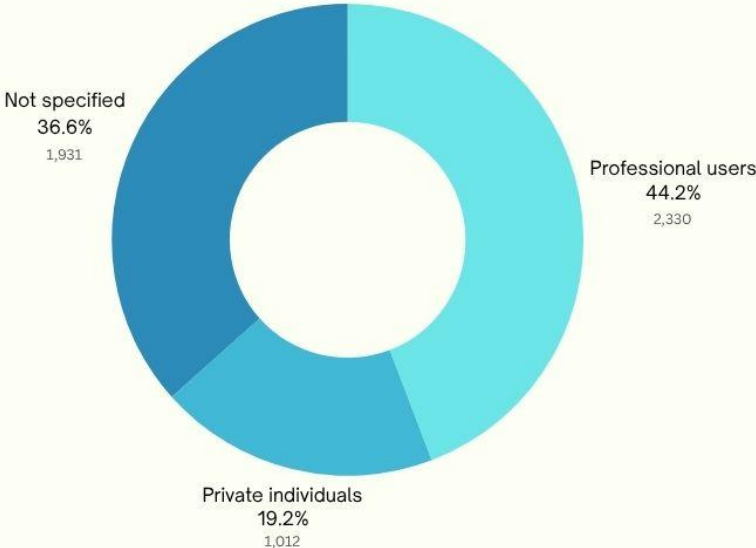
Total survey responses: 5,273
 Respondents who provided age: 3,343 (63.4%)



2.0.3 Private or professional use of the portal

User Category	Number of respondents	Percentage of total	Average Recommendation Score
Total	5,273	-	7.39/10 (overall)
Not Specified (No response)	1,931	36.6%	N/A
Private Individuals	1,012	19.2%	7.23/10
Professional Users	2,330	44.2%	7.51/10

User category breakdown



2.0.4 Professional user groups:

User Group	Count	Satisfaction Score	Key Insight
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Other Professionals (Translators, Court Staff, Banking/Compliance)	~1,230	7.97/10	HIGHEST satisfaction - Portal works well for their specific needs
Legal Professionals (Lawyers, Judges, Prosecutors)	~1,100	7.59/10	Lower than other professionals despite being primary audience
All Professional Users (Combined average)	2,330	7.51/10	Weighted average of legal + other professionals
Private Individuals (Citizens, Personal use)	1,012	7.23/10	LOWEST satisfaction - Struggle with complexity

2.1 2. Professional user analysis

2.1.1 Employment status distribution

Employment Status	Count	Percentage
Employed	2,128	40.4%
Self-employed	681	12.9%
Other	185	3.5%
Retired	139	2.6%
Student	121	2.3%
Unemployed	88	1.7%

2.1.2 Top professional sectors

Sector	Number of Users
Private Sector	883

Legal Professionals	760
Judiciary	421
Public Sector (National)	358
Public Sector (Local/Regional)	179

2.1.3 Professional roles breakdown

Professional Role	Number of respondents	Average satisfaction	Category	Details/Examples
Lawyer, legal professional	905	7.58	Legal	Attorneys, solicitors, barristers
Public administration	403	7.24	Other	Government employees, civil servants
Administrative staff	317	7.25	Other	Office workers, secretaries, clerks
Judge	197	7.66	Legal	All levels of judiciary
Consultant, advisor	161	7.31	Other	Business consultants, legal advisors
Manager, project manager	128	7.45	Other	Various management roles
Economist	116	7.58	Other	Financial analysts, economic researchers
Teacher, professor, researcher	101	7.80	Other	Academic professionals
Entrepreneur	83	6.78	Other	Business owners, self-employed
"Other (please specify)" - Detailed breakdown below:	573	7.57	Mixed	See subcategories below:
└ Translators/Interpreters	~165	7.57*	Other	Court interpreters, sworn translators,

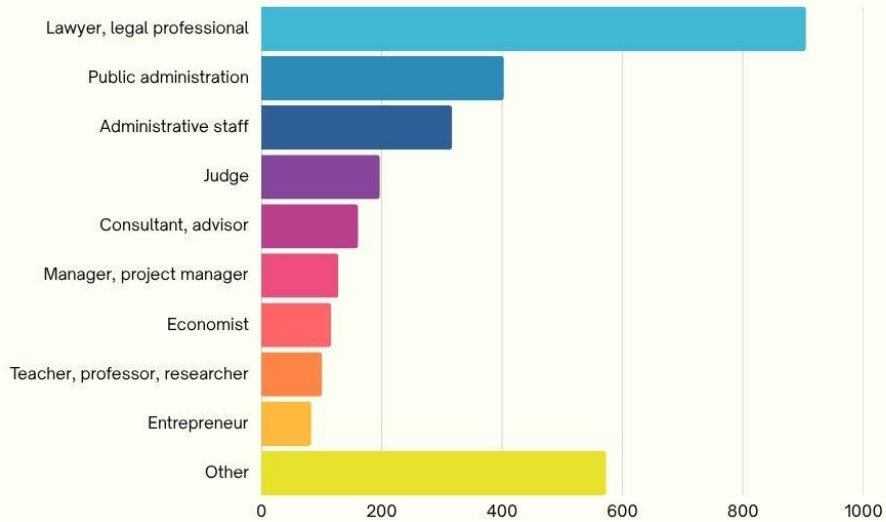
				legal translators (largest "Other" subgroup)
└ Court/Judicial Support Staff	~90	7.57*	Legal**	Court staff, bailiffs, notetakers, judicial officers (actually legal professionals)
└ Banking/Finance/Compliance	~46	7.57*	Other	Compliance officers, AML specialists, bank analysts
└ Students	~37	7.57*	Other	Law students, medical students, general students
└ Retired/Pensioners	~26	7.57*	Other	Former professionals, retirees
└ IT/Technical	~20	7.57*	Other	IT support, technical specialists
└ Various Others	~189	7.57*	Other	Drivers, cleaners, healthcare workers, unemployed, disabled, etc.

*Individual satisfaction scores for "Other" subcategories not available; showing overall "Other" average

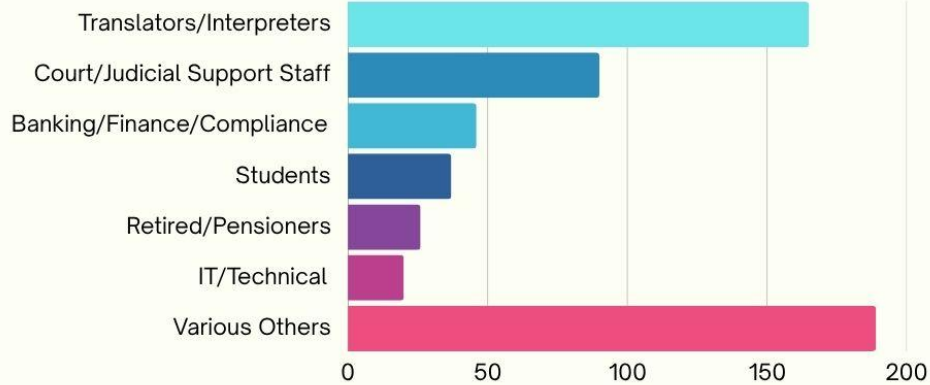
**These are legal professionals but categorized as "Other" in the original survey

***Total includes all categorized professional roles; some respondents did not specify their role

Professional roles



Professional roles (other)



Others : Drivers, cleaners, healthcare workers, unemployed, disabled, etc.

2.2 Satisfaction levels

Survey question “how likely are you to recommend the European e-Justice Portal?”

Scale: 1 (Very Unlikely) to 10 (Very Likely)

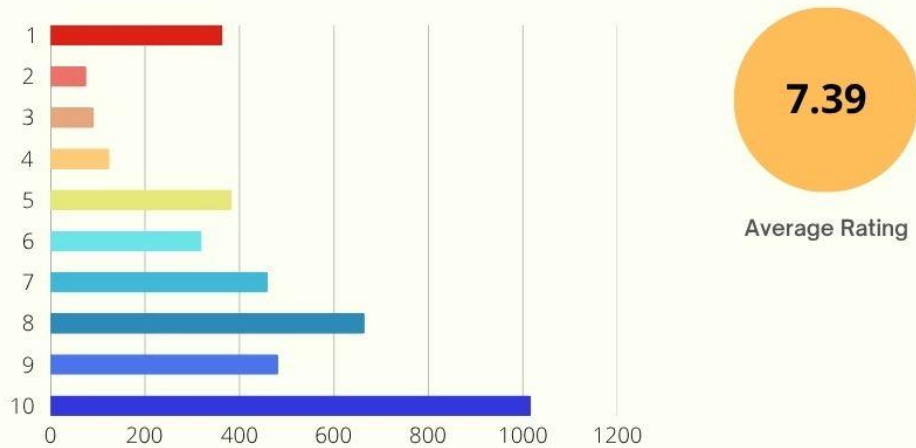
Complete Score Distribution:

Score	Number of People	Percentage	Category
1	364	9.1%	Low Satisfaction
2	76	1.9%	Low Satisfaction
3	92	2.3%	Low Satisfaction
4	125	3.1%	Low Satisfaction
5	383	9.6%	Medium Satisfaction
6	320	8.0%	Medium Satisfaction
7	460	11.5%	Medium Satisfaction
8	665	16.7%	High Satisfaction
9	482	12.1%	High Satisfaction
10	1,017	25.5%	High Satisfaction

Total Responses: 3,985

Average Score: 7.39

Satisfaction Score Comparison



Scale: 1 (Very Unlikely) to 10 (Very Likely)
Total Responses: 3,985

2.2.1 Summary by Satisfaction Level

- **High Satisfaction (8-10):** 2,164 people (54.3%)
- **Medium Satisfaction (5-7):** 1,163 people (29.2%)
- **Low Satisfaction (1-4):** 657 people (16.5%)

2.2.2 Key Findings for Low Scores (Under 5)

As requested, here's what respondents who gave scores under 5 said about their frustrations:

2.2.2.1 Score 1 (364 people - highest number of dissatisfied users):

- **Search functionality issues:** "for searches you must select a number and also the country if there is a choose in the list it will be more easier"
- **Complexity:** "complicated if you are a lot of search only one to one"
- Many provided no specific comments or just "-"

2.2.2.2 Score 2 (76 people):

- **Bulk search needs:** "Need a bulk search for LEI, EUID"
- **Category navigation:** "Suche nach Kategorien ist unübersichtlich" (Category search is confusing)
- **Missing information:** "brak adresów organów zagranicznych" (lack of foreign authority addresses)

2.2.2.3 Score 3 (92 people):

- **Missing company data:** "Brak informacji o spółkach, brak informacji o zarządach spółek, narodowości, rezydencji podatkowej" (No company information, board information, nationality, tax residence)
- **Search specificity:** "Musela som mať konkrétne výzvy" (I had to have specific queries)

2.2.2.4 Score 4 (125 people):

- **User interface:** "Niet intuïtief" (Not intuitive), "Te complex en aanloggen hopeloos" (Too complex and login hopeless)
- **Menu organization:** "Менютата са неподредени логически" (Menus are not logically organized)
- **Country filtering:** "some of the information is not filtered for the country i requested"

2.2.3 Low Satisfaction by User Type

Among the 657 people who gave scores 1-4:

- **Professional users:** 241 (36.7% of low scorers)

- **Private individuals:** 132 (20.1% of low scorers)
- **Unspecified:** 284 (43.2% of low scorers)

2.2.4 Notable Insights

1. **Score 1 has the highest count** (364 people) among low satisfaction scores, representing 9.1% of all respondents - more than scores 2, 3, and 4 combined.
2. **Score 10 is the most common** overall response (1,017 people, 25.5%), showing a polarized user experience.
3. **Search and navigation** are the most frequently mentioned frustrations among low scorers, particularly the need for:
 - a. Bulk search capabilities
 - b. Better country filtering
 - c. More intuitive category organization
 - d. Simplified search processes
4. **Language barriers** and **missing content** (especially company information) are secondary but significant issues.

2.3 3. Sentiment analysis findings

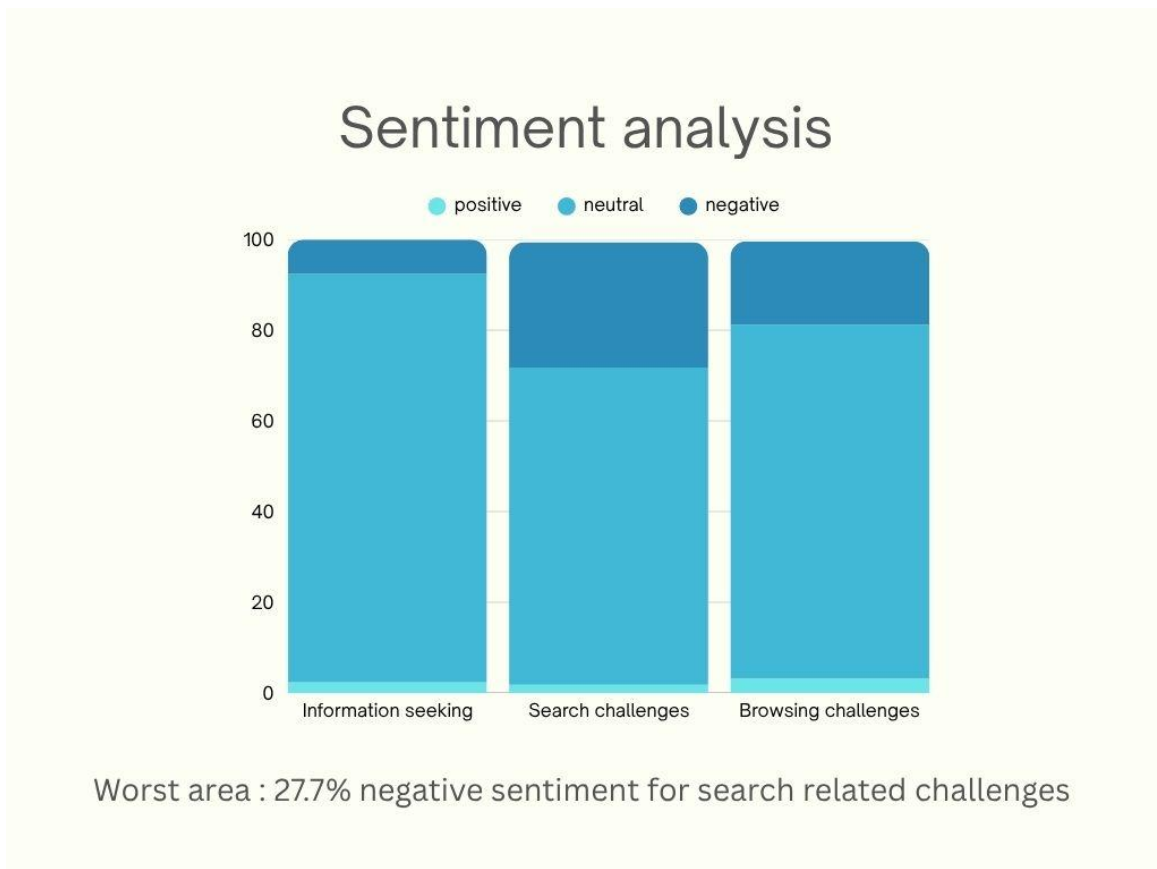
2.3.1 Overall Sentiment Distribution (1,185 text responses analysed)

- **Neutral: 81.6%** - Most responses are factual and task-oriented
- **Negative: 14.8%** - Concentrated in search and navigation issues
- **Positive: 3.6%** - Limited positive feedback typical for functional surveys

2.3.2 Sentiment Analysis by Qualitative Question Type

Question Type	Positive	Neutral	Negative	Key Finding
Information seeking	2.4%	90.0%	7.6%	Mostly factual queries about what users need
Search Challenges	1.8%	70.6%	27.6%	Critical area - highest negative sentiment
Browsing challenges	3.2%	78.4%	18.4%	Navigation complexity issues

Regarding Neutral responses see – below 2.4.5 Analysis of neutral responses



2.3.3 Themed responses by qualitative question type

2.3.3.1 QU-Searching “Challenges in finding information”

Theme	Percentage
User Interface/Usability	32.5%
Documentation/Form Completion	19.1%
Search Functionality Problems	17.2%
Navigation Issues	11.3%
Legal Information Access	8.0%

2.3.3.2 QU-Browsing “Challenges when browsing the portal”

Theme	Percentage
User Interface/Usability	31.9%
Documentation/Form Completion	18.5%
Search Functionality Problems	15.2%
Navigation Issues	12.6%

2.3.3.3 QU-Info “What information are you looking for”

Theme	Percentage
User Interface/Usability	45.0%
Documentation/Form Completion	22.9%
Legal Information Access	19.2%

The two preceding qualitative questions in the survey inquired about challenges encountered by respondents. However, the question in focus specifically requested information users were seeking on the portal, rather than difficulties experienced. Despite this distinction, a significant number of responses centred on user interface (UI) or usability issues.

This pattern suggests two potential interpretations: respondents either misread the question, or they utilized the open-ended format to express their frustrations with the portal's functionality. While it's impossible to ascertain the precise motivation behind each individual response, the prevalence of UI and usability comments in this section, alongside similar feedback in other questions, highlights a notable level of user frustration that warrants further investigation.

2.3.4 ‘Information Searching’ Response Analysis

Based on analysing **382 actual responses** (only 7.2% of survey respondents answered this question):

2.3.4.1 Raw Category Breakdown:

- **Other/Unclear: 50.8% (194 responses)**

- Legal Documents & Forms: 19.9% (76 responses)
- Company/Business Information: 14.7% (56 responses)
- Legislation & Directives: 7.6% (29 responses)
- Procedures & How-to Guides: 5.5% (21 responses)
- Court & Judicial Information: 5.0% (19 responses)
- Rights & Legal Help: 4.5% (17 responses)
- Case Law & Jurisprudence: 3.9% (15 responses)
- Financial/VAT/Tax Information: 3.9% (15 responses)



2.3.4.2 Analysis of unclear responses

We conducted two types of analysis on the unclear responses. Initially, we performed a general thematic sweep to identify common subjects. However, given the large volume of responses, we refined this process by training a language model to recognize specific keywords and nuances, which helped categorize a significant portion of the data.

The remaining responses, as noted previously, underwent manual review for approximately one-third of the uncategorized set. This manual effort aimed to determine if further categorization was possible. Unfortunately, the responses that remained after these two stages were largely uninterpretable.

2.3.4.3 Adjusted Percentages (excluding "Other"):

If we look only at categorizable responses (188 out of 382):

1. Legal Documents & Forms: 40.4%
2. Company/Business Information: 29.8%
3. Legislation & Directives: 15.4%
4. Procedures & How-to: 11.2%
5. Court & Judicial: 10.1%

2.3.5 Nuanced analysis of "Neutral" responses

The question "What information are you looking for?" naturally elicits **factual, descriptive responses** rather than emotional ones. Users simply state what they need: "EUID", "VAT number", "court procedures", etc. This is why the sentiment analysis showed 90% neutral responses, as well as similarly high neutralities in the other open questions.

Response Category Breakdown (380 total responses) for "What information are you looking for?":

- Purely Factual Queries: 344 responses (90.5%) - NEUTRAL
- Expressing Struggle: 12 responses (3.2%) - NEGATIVE
- Asking for Help: 5.5% - NEGATIVE
- Multiple Attempts: 0.8% - NEGATIVE

2.3.6 Sample of actual information requests:

"EUID" (European Unique Identifier for companies) "Daily Bankruptcy announcements of companies" "rechtsprechung" (case law in German) "VAT number" "Help against human rights abuse" "I can't find the button 'Submit'" "Directive for victim lawyers implementation" "UBO" (Ultimate Beneficial Owner information)

2.4 4. Critical issues identified

2.4.1 Priority issues by frequency (from negative responses)

Issue Category	Number of Mentions	% of Negative Responses	Common Complaints
1. Content Quality	52	29.7%	"Outdated information", "Missing documents", "Incomplete procedures"
2. Navigation Issues	48	27.4%	"Can't find the right section", "Too many clicks required", "Confusing menu"
3. Complexity	41	23.4%	"Too complicated for non-lawyers", "Technical jargon", "Need simpler explanations"
4. Language/Translation	35	20.0%	"Poor translation quality", "Not available in my language", "Legal terms unclear"
5. Technical Problems	28	16.0%	"Slow loading", "Broken links", "Search errors"



Size of bubble relates to frequency of response, data shown in table above.

2.4.2 Critical Findings:

- **Context-dependent:** 2x higher complaints during browsing vs. targeted searching
- **Fallback mechanism:** Users resort to search when navigation fails
- **Expectation gap:** Users expect Google-like search capabilities

2.5 6. Key patterns in the data

2.5.1 Pattern 1: Professional vs. Private user experience gap

Finding: Professional users show consistently higher satisfaction (7.51/10) compared to private individuals/citizens (7.23/10).

Implication: The portal better serves its professional audience but creates barriers for citizens seeking justice information.

(This pattern is based on the question "how do you use the portal" as a professional or private citizen, not to be misunderstood as legal professionals only)

2.5.2 Pattern 2: search functionality crisis

Finding: Search-related queries show 27.6% negative sentiment - nearly 4x higher than information seeking (7.6%).

Implication: Search is broken for many users and represents the single biggest barrier to portal effectiveness.

2.5.3 Pattern 3: Silent Majority

"Silent Majority" refers to the 36.6% who didn't tell us how they use the portal. This large non-response rate suggests:

- Survey fatigue
- The Professional/Private binary doesn't fit their usage (e.g., researchers, students, journalists)
- They may use the portal for both professional AND personal reasons

7. Key insights

2.5.4 Hypothesis: The legal professional experience gap

We hypothesize a **14% satisfaction gap** in portal usage between legal professionals and other users. This disparity likely stems from four key areas:

- **Domain Knowledge:** Legal professionals' familiarity with terminology and document structures eases their navigation.
- **Usage Patterns:** Daily users (often legal professionals) develop workarounds for system limitations, enhancing their experience.
- **Expectations:** Non-legal users anticipate consumer-grade simplicity, leading to frustration with complex interfaces.
- **Support Needs:** Citizens require more guidance and plain language options, a need less pronounced for legal professionals.

This hypothesis will be further investigated and confirmed or disproved through future research with portal visitors.

2.5.5 Key Insights Summary:

1. **Satisfaction Paradox:** Other professional categories (administrative staff, consultants, teachers, etc.) actually show higher satisfaction (7.97/10) than legal professionals (lawyers, judges) (7.59/10). This suggests the portal may be more accessible to non-legal professionals than expected or that legal professionals require higher standards of the portal.
2. **Business Information Dominates:** Many users seek business-related information (EUID, company registers, bankruptcy data), suggesting the portal functions as much as a business registry as a legal resource.
3. **Technical Issues Impact All Users:** Even simple tasks like finding a "Submit" button cause frustration, indicating fundamental usability problems that affect all user types.

2.5.6 Common Challenges by User Type

Legal Professionals Report:

- Search Precision: Need better legal-specific search filters
- Document Organization: Case law could be better structured
- Performance: Slow loading during peak hours
- Updates: Need notifications for legal changes

Other Users Report:

- Complexity: Interface too technical and overwhelming
- Navigation: Can't find basic forms or information
- Language: Legal jargon is incomprehensible
- Guidance: No clear path for non-legal users

2.6 Voice of the Users

"As a legal professional, I use the portal daily. While I can usually find what I need eventually, the search function could be more intuitive. The legal terminology is accurate, which I appreciate, but the navigation structure requires significant familiarity. It works for us professionals who have learned the system, but I can see how others might struggle with the complexity."

- *Legal Professional, Daily User*

"I don't use legal portals often, so when I need to find something, it's really challenging. The language is very technical - I'm never sure if I'm looking in the right place or if I'm understanding the information correctly. I usually give up and call a lawyer instead. More guidance for non-legal users would be incredibly helpful."

- *Business Owner, Occasional User*

2.7 8. Comparison with actual portal usage

Looking at the actual portal usage statistics from the 2024 report compared to what survey respondents said they were looking for, there are some interesting alignments and discrepancies:

2.7.1 Key alignments:

1. **Business/company information**
 - a. Survey: 14.7% seeking company/business information
 - b. Portal Stats: Business registers appear twice in top 10 pages (#4 and #7), with 513,273 BRIS searches
 - c. ✓ Match: High actual usage aligns with survey responses
2. **Legal documents & forms**
 - a. Survey: 19.9% seeking forms/documents (highest categorized response)

- b. Portal Stats: 294,921 forms downloaded, with Service of Documents being most popular (143,452)
- c. ✓ Match: Forms are heavily used as survey indicated

2.7.2 Notable discrepancies:

3. Bankruptcy/insolvency

- a. Survey: Not mentioned as a distinct category (likely in "Other" 50.8%)
- b. Portal Stats: #1 most visited page! 70,588 searches
- c. ✗ Mismatch: Major usage area not captured in survey responses

4. Family matters

- a. Survey: Only 1.0% mentioned family/inheritance
- b. Portal Stats: Divorce (#6), Parental responsibility (#5), and Succession (#3) all in top 10
- c. ✗ Mismatch: Very popular pages but rarely mentioned in survey

5. Case law

- a. Survey: Only 3.9% seeking case law
- b. Portal Stats: 28.3 million searches (though inflated by data harvesting)
- c. ? Unclear: High usage but low survey mention

2.7.3 Why the Discrepancies?

- **Survey design issue:** With only small rates of response on many questions the survey severely underrepresents actual usage.
- **Data analysis faults on the annual report:** due to other technical issues and harvesting problems on the portal itself, the data in the annual reports may misrepresent the reality of the portal usage.
- **Different user populations:** The survey respondents may not represent typical portal users.
- **Question framing:** "What information are you looking for?" may have elicited general responses rather than specific tasks.

2.7.4 Conclusion

The survey results only partially reflect the documented portal usage. While business information and forms show alignment, the survey completely missed bankruptcy/insolvency as the #1 use case

and significantly underrepresented family law matters. This suggests the survey methodology needs improvement to capture actual user needs accurately.