



**Case**

## Officials go 'burden-hunting'

"The inspiration for our new plan has emerged in close cooperation with industry. The government's 'burden hunters' have been hard at work."

**Lene Espersen**  
The Minister of Economic and  
Business Affairs

**MIND  
LAB**

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**“This is totally pointless!” That is a common sentiment among Danish businesses when they are asked to describe their experiences of official regulation and monitoring. Forms and reports must be completed, sent off, duplicated for a different authority. All in all, this is a time-consuming administrative spiral that businesses experience as a burden. The fact that official requirements take time to comply with is fair enough as far as businesses are concerned. It is when these requirements seem incomprehensible and unreasonable that they are perceived as burdensome.**

**In collaboration with MindLab, three ministries therefore focused on Danish businesses' subjective experience of public administration. Officials from the ministries went out into the field with MindLab and helped observe and interview Danish companies in connection with their experience of administrative burdens.**

**The goal was to develop a new approach that would reduce the companies' perceived burdens, i.e. the burdens of annoyance. This 'burden-hunting method' was developed by MindLab, and the project was then implemented in cooperation with the Copenhagen Living Lab consultancy.**

### MindLab involved:

- In cooperation with the consultants, MindLab conducted interviews and observations in 24 companies.

### Principal results:

- Several of the government's 37 simplification initiatives contained in the LET administration plan derive from the hunt for annoying burdens conducted by MindLab and public officials.
- MindLab's method for hunting down burdens has attracted great interest both at home and abroad, including the OECD and the World Bank.