



EUROPEAN COMMISSION  
EUROSTAT

Directorate A: Cooperation in the European Statistical System; international cooperation;  
resources  
Task Force Integrated Planning

# REPORT ON THE EUROSTAT 2016 USER SATISFACTION SURVEY

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## 1. Background – about the survey

Eurostat’s mission is to be the leading provider of high quality statistics on Europe. In order to measure the degree to which it meets its obligations towards its users, Eurostat carried out a general User Satisfaction Survey (USS) over the period of April – June 2016. It was based on the agreed model questionnaire for the European Statistical System and was designed to obtain a better knowledge about users, their needs and satisfaction with the services provided by Eurostat. The first survey of this kind was held in 2007 and then repeated in 2009, 2011, 2012, 2013, 2014 and 2015. The USS 2016 is, therefore, the eighth of a general nature.

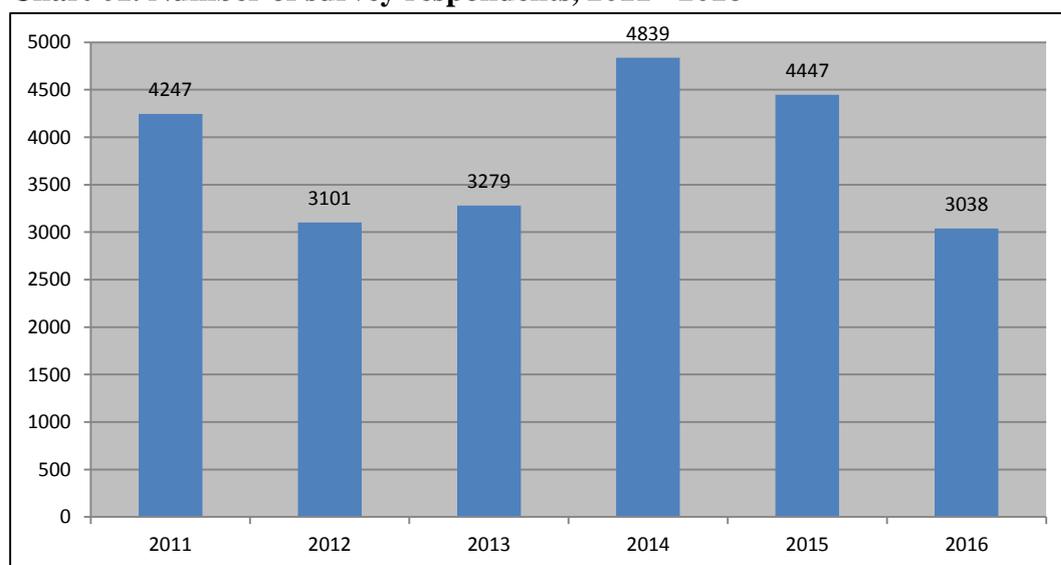
The present survey covered four main aspects:

- information on types of users and uses of European statistics,
- quality aspects,
- trust in European statistics,
- dissemination of statistics.

The survey was carried out online, with a link on Eurostat website. It was launched on 19 April and was open until 22 June. Email invitations were sent out to about 165 000 registered Eurostat users.

A total of 3038 replies were received, far less than in 2014 and in 2015, and the lowest number of replies since the survey started to be organised yearly in 2011. Although the number of replies is still enough to draw meaningful conclusions, Eurostat will have to reflect on how to try to attract more participants. The reasons for the declining number of respondents could be the length of the questionnaire, although it was not increased in 2015, the high frequency of the survey, which is a yearly survey since 2011 and the fact that the previous survey was conducted few months later in 2014 and so less than one year had passed when the new one was launched. The fact that the large majority of results are almost unchanged from year to year, which makes the results less interesting, may also play a role.

**Chart 01. Number of survey respondents, 2011 - 2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

The questionnaire was similar to the one used in 2015, allowing for a comparative analysis over time. It was also possible to compare the results of the survey with those of the previous years for almost all questions. The only structural changes this year were in the dissemination section of the questionnaire where two questions were combined and a new one added.

To obtain a better overview of types of users, different user groups were distinguished in the survey: 1) students, academic and private users, 2) EU, international and political organisations, 3) business, 4) government and 5) other users.

A separate specific survey was carried out for press and media users. However, some media users might have nonetheless responded to the general user satisfaction survey. Their replies would be classified under the category “other users”.

The results presented in this report constitute a summary of the most interesting and compelling findings, supported by graphs. The report also shows the main differences compared to the previous survey and an evolution of the users' opinion since 2011, date of the first yearly and fully comparable survey.

## **2. Main outcomes**

### General aspects

- In 2016 the survey was open on line for two months getting 3038 replies, 31.7% less than in 2015 (4447).
- Looking at the distribution of responses by user groups, students, academic and private users accounted for the largest proportion (44.9%), followed by business (24.1%), and government (19.0%). Replies from international organisations, including EU institutions, and from other users both accounted for more than 5%. The results remain very similar to the previous year.
- Like in the past, respondents indicated that “Population and social conditions” and “Economy and finance” were the two areas they used most frequently. The former received from 13.8% to 19.8% of responses whereas the latter ranged from 15.9% to 19.4% across all user groups.
- As in 2015, “research” (24.4%) and “general background information” (19.1%) were the most common purposes for all users combined. However, the purposes of statistical data use varied by groups of respondents reflecting different needs and nature of work of each group.
- More than two thirds of participants (69.5%) indicated European statistics to be either “essential” or “important” for their work. Accounting for a breakdown by purposes, statistical data was this time most significant for “preparing legislation”, where it was indicated to be “essential” by 40.8% of respondents and “important” by 39.5%.
- Almost one quarter of users (24.4%) stated they used European statistics in their daily or weekly activities, 30.7% did soon a monthly basis and the remaining 44.8% at other intervals.

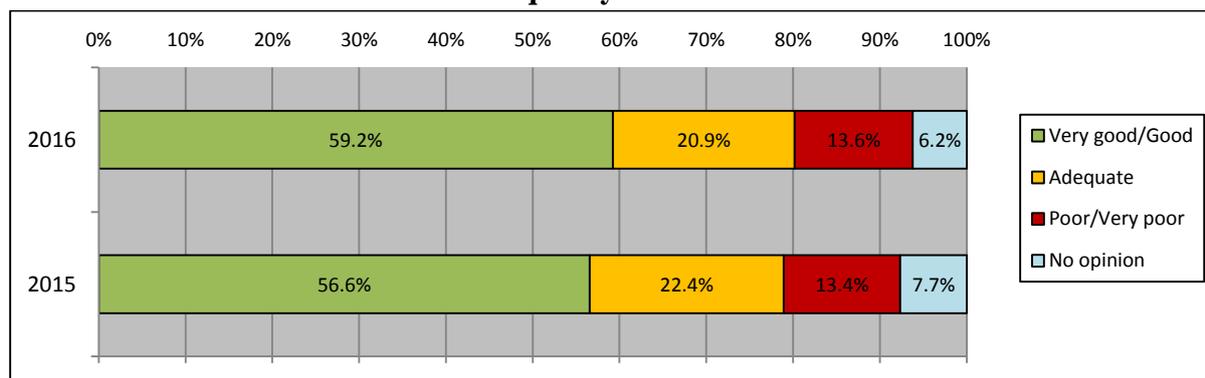
- Similarly to the previous year, Eurostat database stood out as the most popular source of information with 74.8% of all respondents accessing it for their purposes. Half of the users (50.2%) utilised Eurostat’s main tables. Database and main tables were followed by Eurostat press releases, Statistics Explained and Statistics in Focus, which accounted for respective shares of 28.6%, 27.9% and 27.0% of all users.
- User assessment of the data sources (i.e. Eurostat's database and different types of publications) was generally positive, passing the 60% of "very good/good" judgements for practically all sources, with Statistics in Focus (65.1%), Statistics Explained (64.7%) and Europe 2020 Strategy (62.7%) receiving the best scores.
- Eurostat was interested to check if users continue to trust European statistics in a period when European citizens sometimes persist to be sceptic about the role and functioning of the EU institutions. As in previous years, responses were overwhelmingly positive, with 93.8% of users stating they trusted European statistics greatly or tended to trust them. Only 3.5% said they did not trust statistics and 2.7% had no opinion.
- Trust seems to be related with the importance and the perceived quality of statistics. Those respondents, for which the statistics are of value, trust more the statistics than those for whom statistics are not so important, who tend more often to not express an opinion. The respondents who trust more European statistics are also more convinced of their overall good quality.

### Quality aspects

#### Overall quality

- The level of satisfaction with the overall quality of European data remained high, with 59.2% of all users considering the quality to be “very good” or “good” (2.6% points more than in 2015) and 20.9% considering it as “adequate”.

**Chart 02. Assessment of overall data quality in 2015 and 2016**



Source: Eurostat 2015 and 2016 user satisfaction surveys

- At a more disaggregated level, “Economy and finance” again received the highest positive evaluation (63.2% of “very good/good” answers). “Population and social conditions” and “International trade” also passed the bar of 60%, with shares of

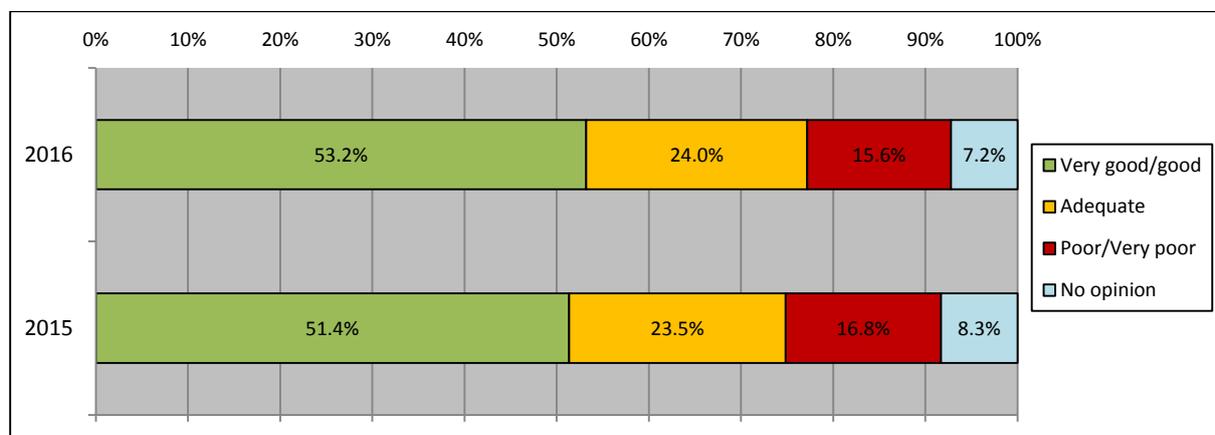
61.5% and 60.6%, respectively. These are the same three areas which constantly outperform the average every year.

- On the other side of the spectrum, "Science, technology and innovation", "Environment statistics" and "Industry, trade and services" were among the ones with lowest share of positive views on overall quality, with 54.2%, 55.1% and 55.1%, respectively. Nevertheless, the differences between all statistical domains (excluding "other statistics") were smaller than in 2015.
- The quality of Eurostat's data fares very well compared with other statistical data producers. The majority of participants saw the quality as better or same, resulting in a combined share of 65.4%. Among other positive sides of Eurostat, users highlighted better quality and reliability of the data provided, more complete, more timely and harmonised data, better coverage and comparability, better metadata, friendly and easier to use interface and better search engine, and the independence from national politics.

### Timeliness

- On average 53.2% of users saw timeliness of European data as "very good" or "good", 24.0% as "adequate" and 15.6% as "poor" or "very poor". Compared to 2015, this constitutes a slightly larger share of the "very good/good" evaluations and slightly smaller shares of "adequate" and of "poor/very poor" evaluations.

**Chart 02. Assessment of overall timeliness in 2015 and 2016**



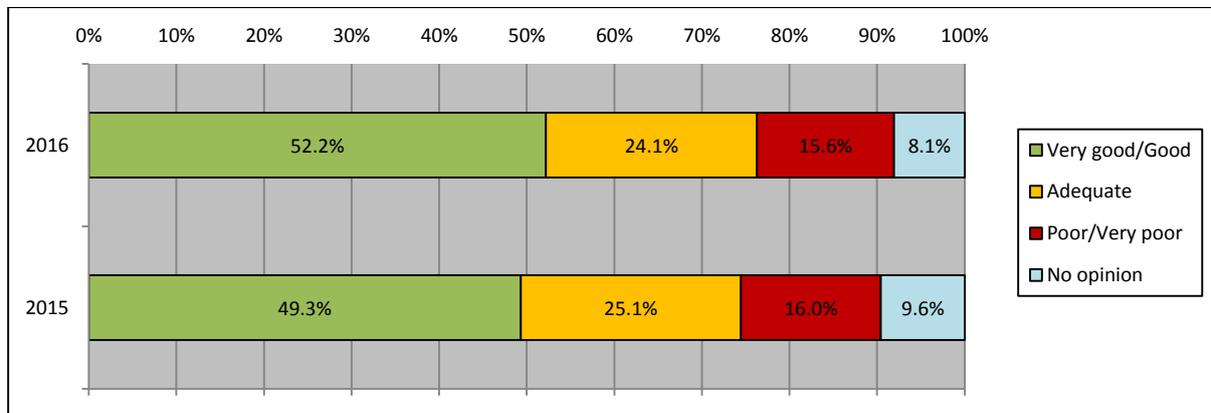
Source: Eurostat 2015 and 2016 user satisfaction surveys

- From a statistical domain perspective, "Economy and finance" was again rated as having the best timeliness across all areas, followed this time by "Population and social conditions" and "International trade", accounting for 56.7%, 54.9% and 54.1% of "very good/good" responses, respectively.
- Looking at the user groups, 57.2% of respondents from EU, international and political organisations rated the timeliness as "very good/good" and were closely followed by government officials (56.0%). Businesses were the least enthusiastic (51.1%)

### Completeness

- On average for all areas, 52.2% of users saw data completeness as “very good” or “good”, 24.1% thought it was “adequate” and 15.6% perceived it as “poor” or “very poor”.

**Chart 04. Assessment of overall completeness in 2015 and 2016**



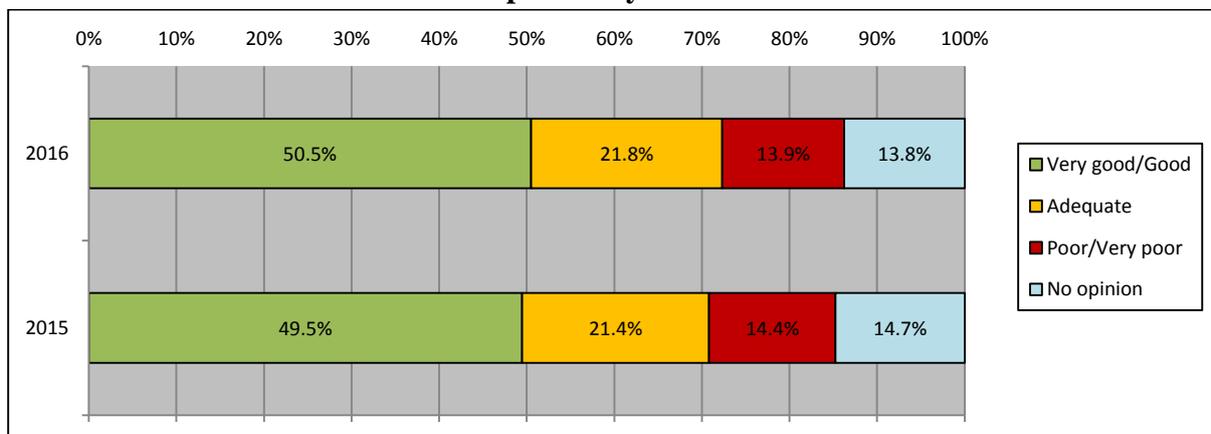
Source: Eurostat 2015 and 2016 user satisfaction surveys

- “Economy and finance” once again stood out as the best rated domain, followed by “International trade” and "Population and social conditions" (56.2%, 54.5% and 54.1% of “very good/good” replies, respectively). The least performing area remained “Regional statistics” with just a fifth (20.0%) of respondents stating completeness of this domain was either “poor” or “very poor”. However, "Regional statistics" was also the domain which improved most compared to 2015, getting closer to the results of the others.
- From the user group perspective, government officials were most positive about the completeness of European data (55.8% of “very good/good” ratings).

#### Comparability

- The average of “very good/good” responses across all areas was 50.5% this year, 21.8% saw comparability as “adequate” and 13.9% did not feel positive about it.

**Chart 05. Assessment of overall comparability in 2015 and 2016**



Source: Eurostat 2015 and 2016 user satisfaction surveys

- Once again, “Economy and finance” as well as “Populations and social conditions” were among the highest rated domains with 55.2% and 51.3% of “very good” and “good” shares respectively. For this quality dimension “Agriculture and fishery” received the lowest share of positive responses; however, more than 2 in 5 respondents (44.6%) considered the comparability of this domain to be either “very good” or “good”.
- This year it was the EU, international and political organisations that were most satisfied with the comparability of the data. 63.6% of them saw this quality aspect as “very good” or “good”, an increase of 6.7% points compared to 2015.

#### Dissemination aspects

- The overall satisfaction with the Eurostat website is in line with the other dissemination related questions. The share of satisfied respondents, not counting those not giving an opinion, is 60.3% with another 33.8% being partly satisfied. The share of those not giving an opinion is now of 5.4%.
- More than half of the respondents (53.7%) found it easy to access and to understand the statistics on Eurostat website and another third (34.2%) partly easy. 7.8% were not satisfied while the remaining 4.3% did not express an opinion.
- As in previous years, respondents were very positive about the content of Eurostat website. On average 18.4% of all users were very satisfied with the content and another 46.4% thought it was good. This gives a combined 64.8% of positive feedback which is highly valuable for Eurostat and very close to the results of 2015.
- Respondents were less positive on the website’s technical characteristics, even if some limited improvements could be registered. Just as in the past, overall performance and speed as well as database extraction tools received relatively high evaluations with respective shares of “very good/good” responses reaching 56.9% and 52.6%.
- For other tools, like search facilities, navigation to required information and help texts/ help facilities, persisting lower shares of satisfied respondents and/or relatively higher shares of unhappy ones, confirm that these attributes still require further attention and improvements.
- User assessment of Eurostat's visualisation tools was rather positive, with shares of respondents judging them as very good or good going from 57.4% for the widgets to 65.9% for the Infographics “Economic trends”. The percentage of respondents who use and gave an opinion on the different tools is in some cases still low, below 30% for few of them, but has increased by 4 to 6% points compared to 2015.
- User assessment of Eurostat's mobile applications were similar to that of the visualisation tools, going from with 54.7% of the respondents rating the Quiz application as very good or good to 60.6% for the EU economy application. The

number of respondents who actually gave the rating was in this case still quite low, between 8.4% and 11.3% for the different applications.

- Users were asked for the first time this year to rate the information on microdata access on Eurostat website. 39.1% of the respondents gave their opinions, indicating a satisfaction rate in line with other questions related to the website, with 54.8% of respondents judging the information on microdata access as very good or good, another 35.3% as adequate and the remaining 9.9% being unsatisfied. In their comments respondents seemed to consider not only the information on microdata access but also the access procedure and the set of microdata available.
- Users' awareness of Eurostat's release calendar, which provides information on the dates and times of Euro indicators' publications, remained relatively low, even if increasing by 3% points compared to 2015. Less than a third of users seemed to be aware of it (31.3%). Among user groups, government as well as EU, international and political organisations were most informed, with the shares of aware users being 45.0% and 43.0%, respectively. However, a large part of the users who are aware of the release calendar, are satisfied with its content (66.4%).
- Metadata was utilised by almost a half of European data users (48.5%), and the share of metadata users who find it easily accessible remained of more than a half (51.7%) this year. Users were also generally satisfied with metadata sufficiency but slightly less than in the past. On average 54.1% found metadata sufficient for their purposes and another 40.8% partly sufficient. 5.1% stated metadata was not sufficient.
- Out of all respondents who expressed their opinion, 58.1% saw the interest of the Eurostat's Twitter feed as good or very good, just 1% point less than in 2015.
- Leaving out those with no opinion or not aware of the user support function, the degree of satisfaction with it remains the highest of all services, with 72.5% of the respondents saying that they were either "very satisfied" or "satisfied" with the support service provided by Eurostat. The share of unsatisfied users was 7.6% this year.
- The level of overall satisfaction with Eurostat's *data and services* was quite high with 65.3% of all respondents evaluating data and services as "very good" or "good", 23.3% as "adequate" and only 3.9% as "poor" or "very poor".

### **3. Results of the USS 2016**

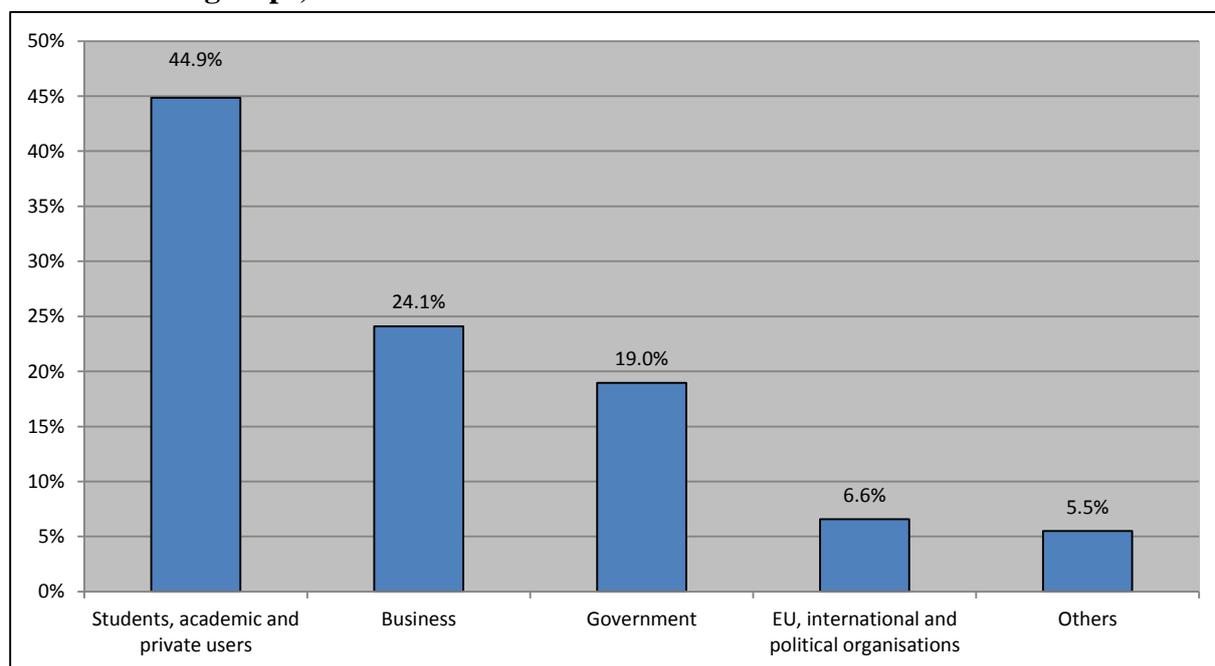
#### **3.1 General information**

##### **3.1.1 Who uses Eurostat's European statistics?**

Looking at the distribution of responses by user groups (Chart 1), students, academic and private users accounted for the largest proportion (44.9%), followed by business (24.1%), and government (19.0%). Replies from international organisations, including EU institutions, and

from other users both accounted for more than 5% of the total responses. The results remain very similar to the previous year.

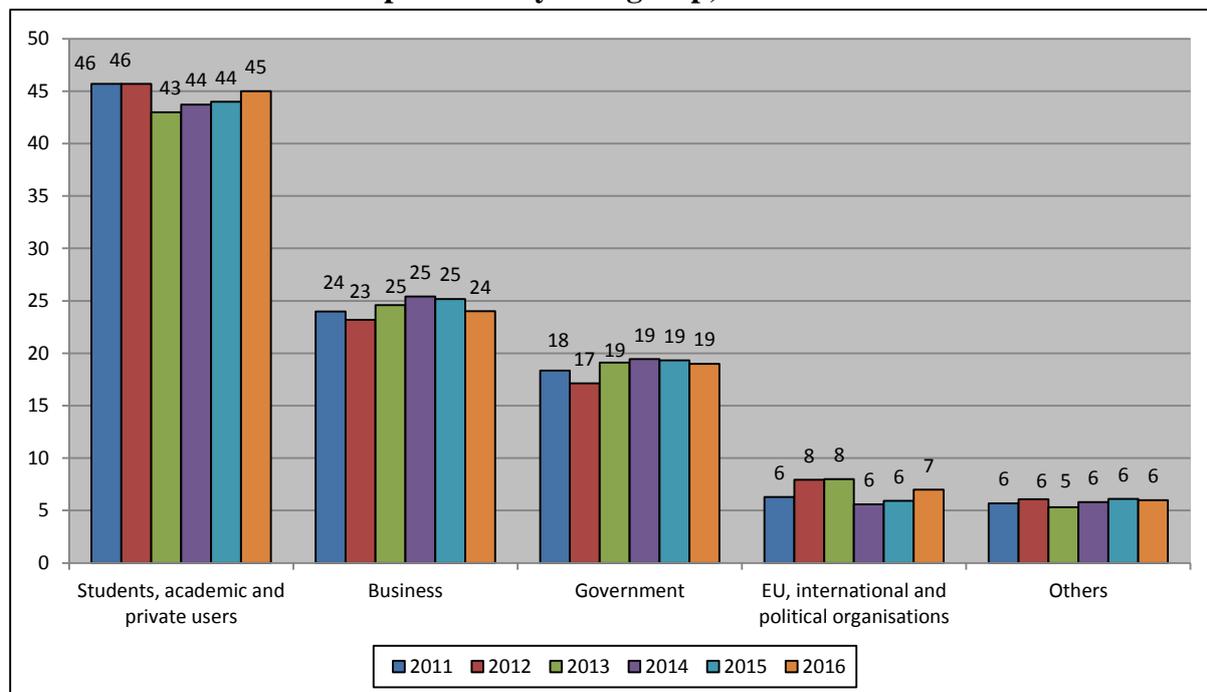
**Chart 1. User groups, in %**



Source: Eurostat 2016 user satisfaction survey

Throughout the last six years of the User Satisfaction Survey execution the distribution of the different user groups remained largely similar (Chart 2). This guarantees that the results can be compared through the years.

**Chart 2. Distribution of respondents by user group, in %**



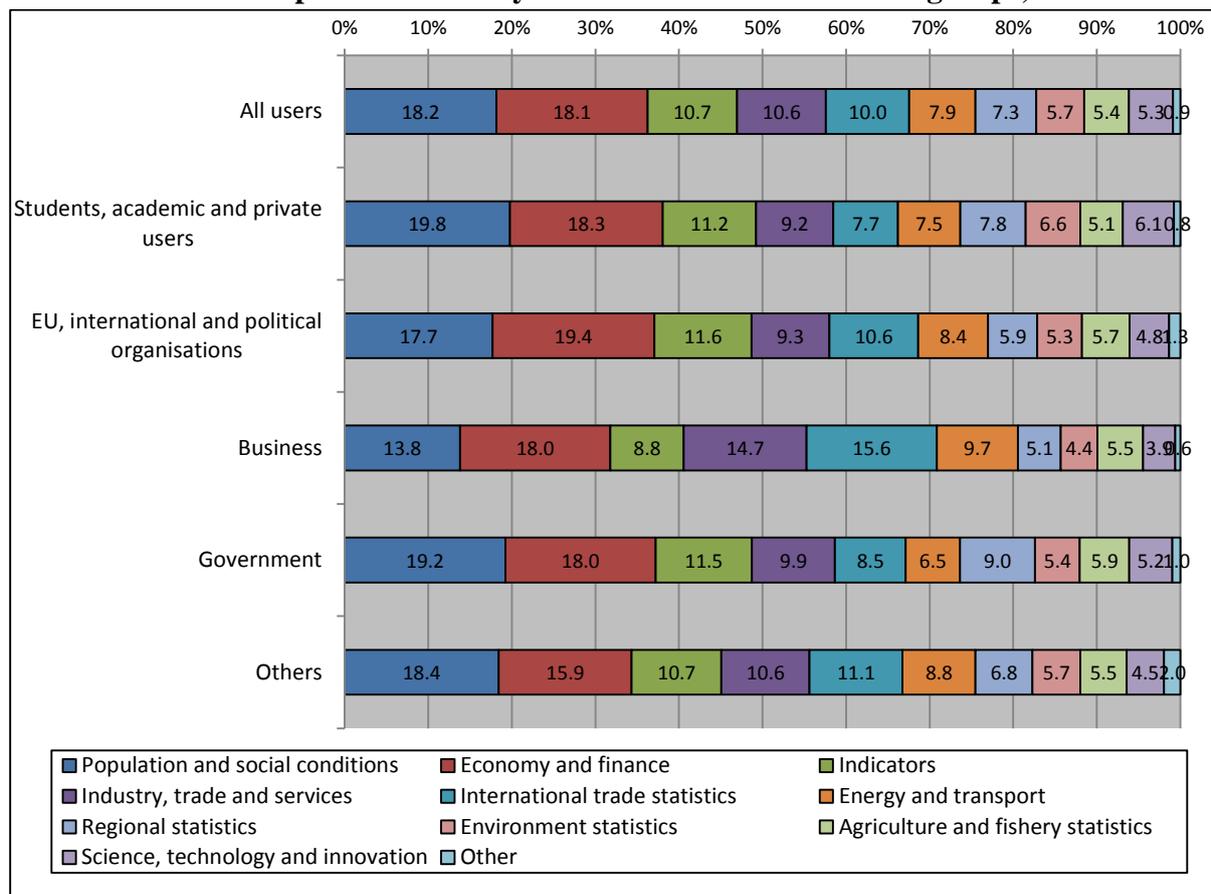
Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

As in previous years, geographical distribution of European statistics’ users remained strongly tilted towards the EU countries with 84.5% of respondents coming from the 28 Member States and remaining 15.5% from non-EU countries. On a country level, the biggest proportion again came from Germany (11.2%), which was followed by Italy (9.0%), Belgium (7.2%), Spain (7.1%) and France (7.0%). It is worth noting that relatively high percentage of users coming from Belgium can be explained by their relationship to the European institutions based in Brussels.

Participants were also asked to specify which statistics they used most frequently and given an option to pick more than one answer. As seen from Chart 3, “Population and social conditions” and “Economy and finance” remained the two dominating areas across all user groups, except for business users. The former domain received from 13.8% to 19.8% of responses whereas the latter ranged from 15.9% to 19.4% across user groups. For business representatives, “Economy and finance” was found to be the most widely used domain (18.0%), followed by “International trade” (15.6%), “Industry, trade and services” (14.7%) and then “Population and social conditions” statistics (13.8%).

The least utilised statistics were “Environment”, “Agriculture and fishery” and “Science, technology and innovation”, with approximate average shares of around 5%. When compared to the results of last year, proportions remained roughly the same.

**Chart 3. Use of European statistics by statistical domains and user groups, in %**



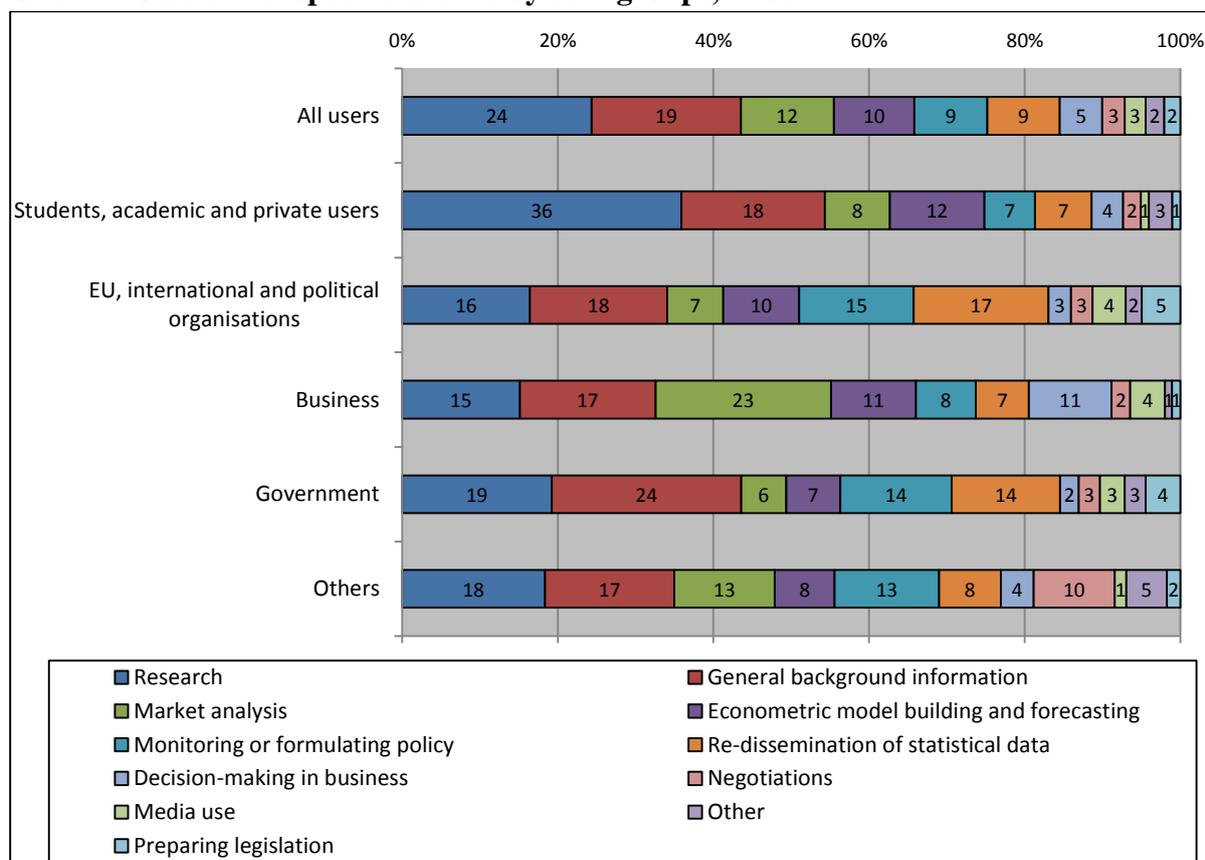
Source: Eurostat 2016 user satisfaction survey

### 3.1.2 To do what?

The users of European statistics were also asked to indicate the purpose of their interest in it. Multiple responses were available. As shown in Chart 4, “research” (24.1%) and “general background information” (19.1%) were the most common purposes for all users combined. However, a closer look at the purposes reveals a different nature of statistical data use by groups of respondents.

As in previous years, “research” remained the main purpose for students and academia. Combined with the fact that this user group represents 44.9% of the overall pool of respondents, it explains a large total share of “research” and its dominance compared to other uses, despite the fact that it is not the primary purpose for other user groups.

**Chart 4. Uses of European statistics by user groups, in %**



Source: Eurostat 2016 user satisfaction survey

EU, international and political organisations and government users mostly used statistics as “background information” with 17.6% and 24.3%, respectively. For businesses, “market analysis” remains the most popular purpose (22.5%). These results are mostly in line with the analysis of previous surveys.

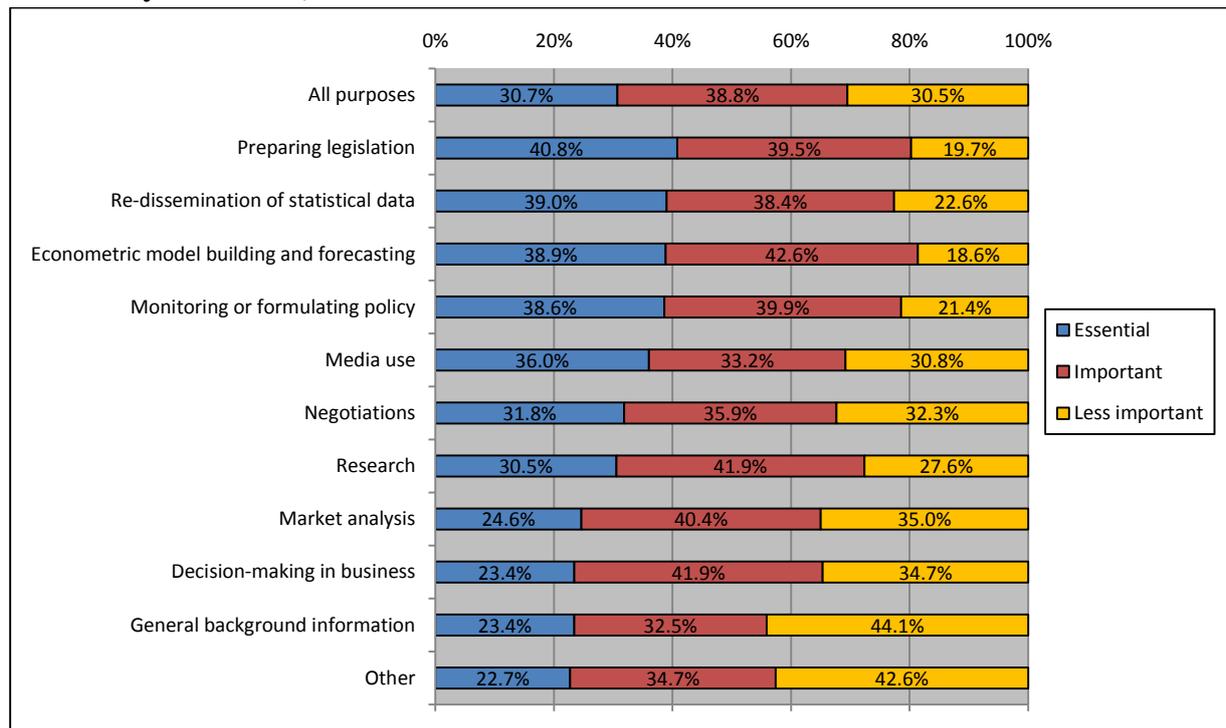
#### 3.1.2.1 How important are the statistics?

Looking at the importance of European statistics, more than two thirds of participants (69.5%) indicated them to be either “essential” or “important” for their work (Chart 5).

Accounting for a breakdown by purposes, statistical data was most significant for “preparing legislation”, where it was indicated to be “essential” by 40.8% of respondents and “important” by 39.5%. "Econometric model building and forecasting", “Monitoring or formulating policy” and "Re-dissemination of statistical data" also got combined shares of "essential" and "important" close to or passing 80%.

As in the previous year, European statistics were considered least essential for “market analysis”, “decision-making in business”, and “general background information” (24.6%, 23.4% and 23.4% share of responses, respectively).

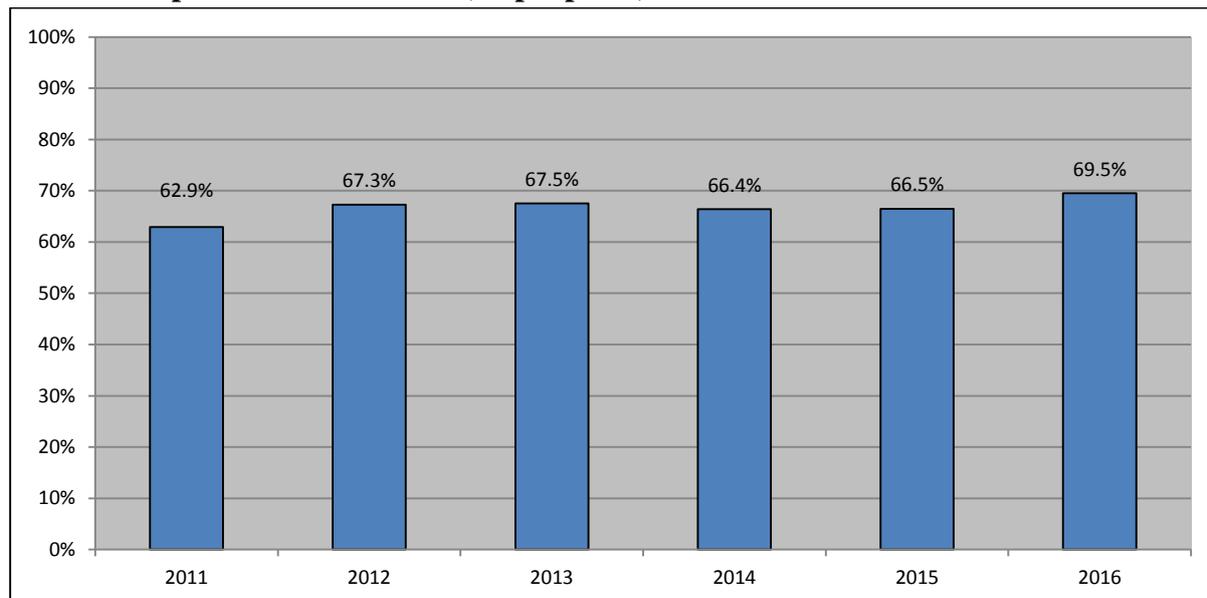
**Chart 5. Importance of statistics for different uses, in % (How do European statistics influence your work?)**



Source: Eurostat 2016 user satisfaction survey

Chart 6 below shows the importance of statistics over time, throughout the period between 2011 and 2016. The importance of statistics remained high during this period, with around two thirds of participants (62.9% to 69.5%) reporting them to be either “essential” or “important” for their work, reaching its maximum in 2016.

**Chart 6. Importance of statistics (all purposes) 2011-2016**



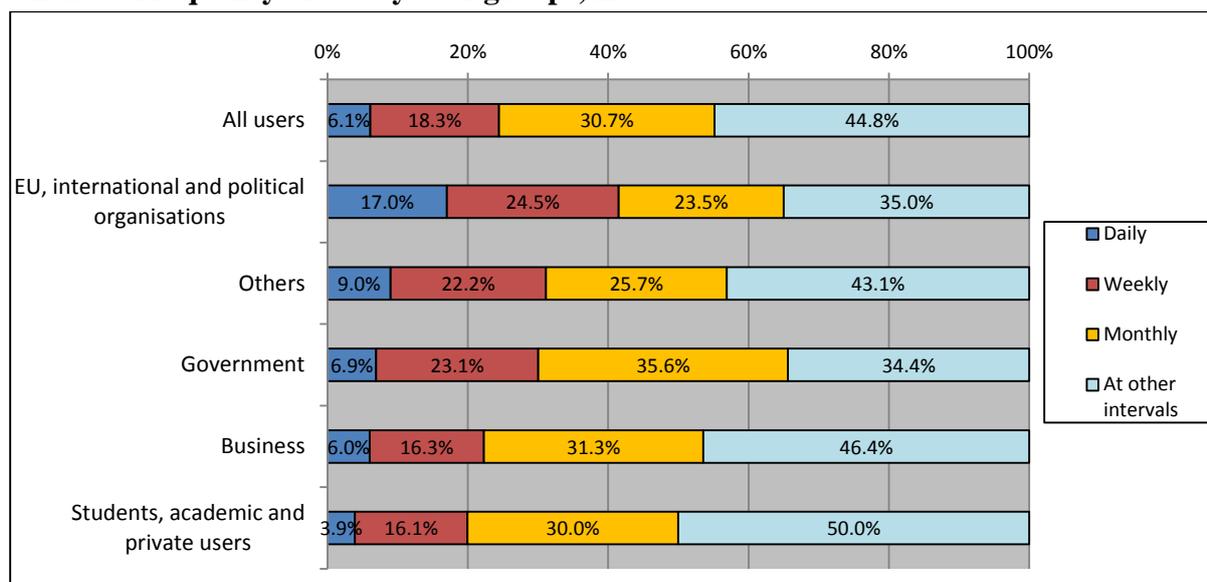
Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

### 3.1.2.2 How often are European statistics used?

Knowing the purpose of use and importance of statistical information, it is interesting to see how frequently statistics were used. As Chart 7 shows, almost one quarter of users (24.4%) stated they used European statistics in their daily or weekly activities, 30.7% did so on a monthly basis and the remaining 44.8% at other intervals. When compared to the results of the survey carried out for media users, statistical information was used more frequently by press and media representatives, with a percentage of daily and weekly usage exceeding 80%.

Users from EU, international and political organisations remain, as in previous years, the most frequent users of European data with 41.5% using them daily or weekly.

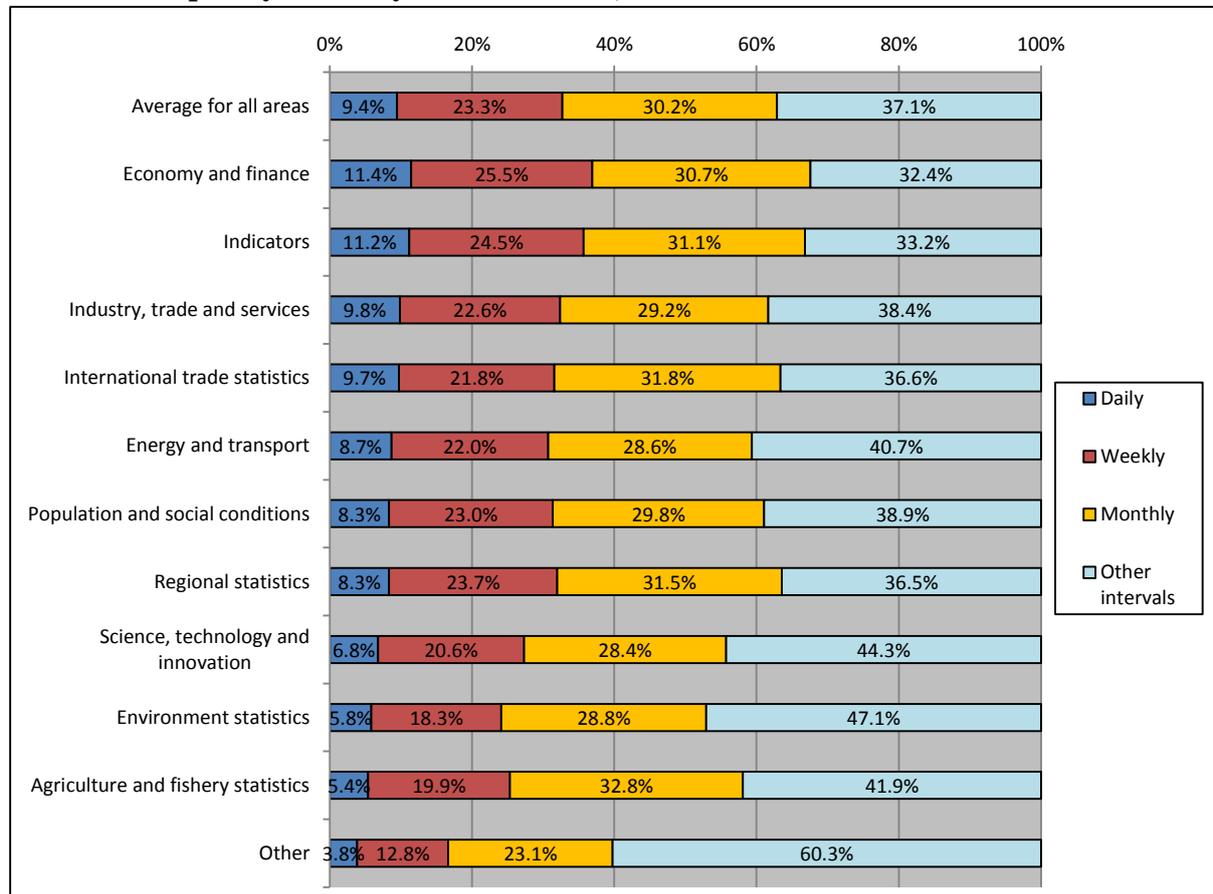
**Chart 7. Frequency of use by user groups, in %**



Source: Eurostat 2016 user satisfaction survey

The frequency also differed by statistical domains (Chart 8). Highest daily use was found in the areas of “Economy and finance” (11.4%), “Indicators” (11.2%) and “Industry, trade and services” (9.8%). On the opposite, least frequently utilised domains contained “Agriculture and fishery”, “Environment” and “Science, Technology and Innovation”. The differences, however, were rather small.

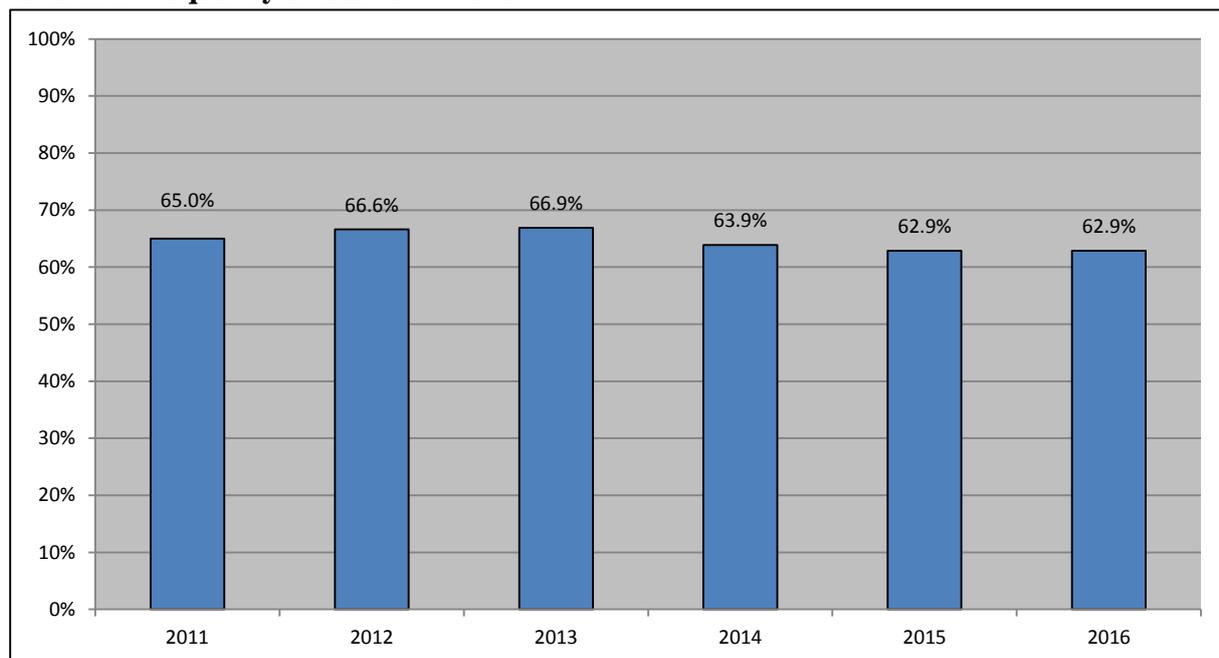
**Chart 8. Frequency of use by statistical area, in %**



Source: Eurostat 2016 user satisfaction survey

Chart 9 illustrates the trend of the frequency of use between 2011 and 2016. More specifically, it shows the percentage of respondents who use Eurostat's statistics on daily, weekly or monthly basis. Overall, the use of the statistics has slightly declined, the peak being at 2012 and 2013 when two thirds of respondents (66.6% - 66.9%) used statistics at least on a monthly basis.

**Chart 9. Frequency of use 2011-2016**



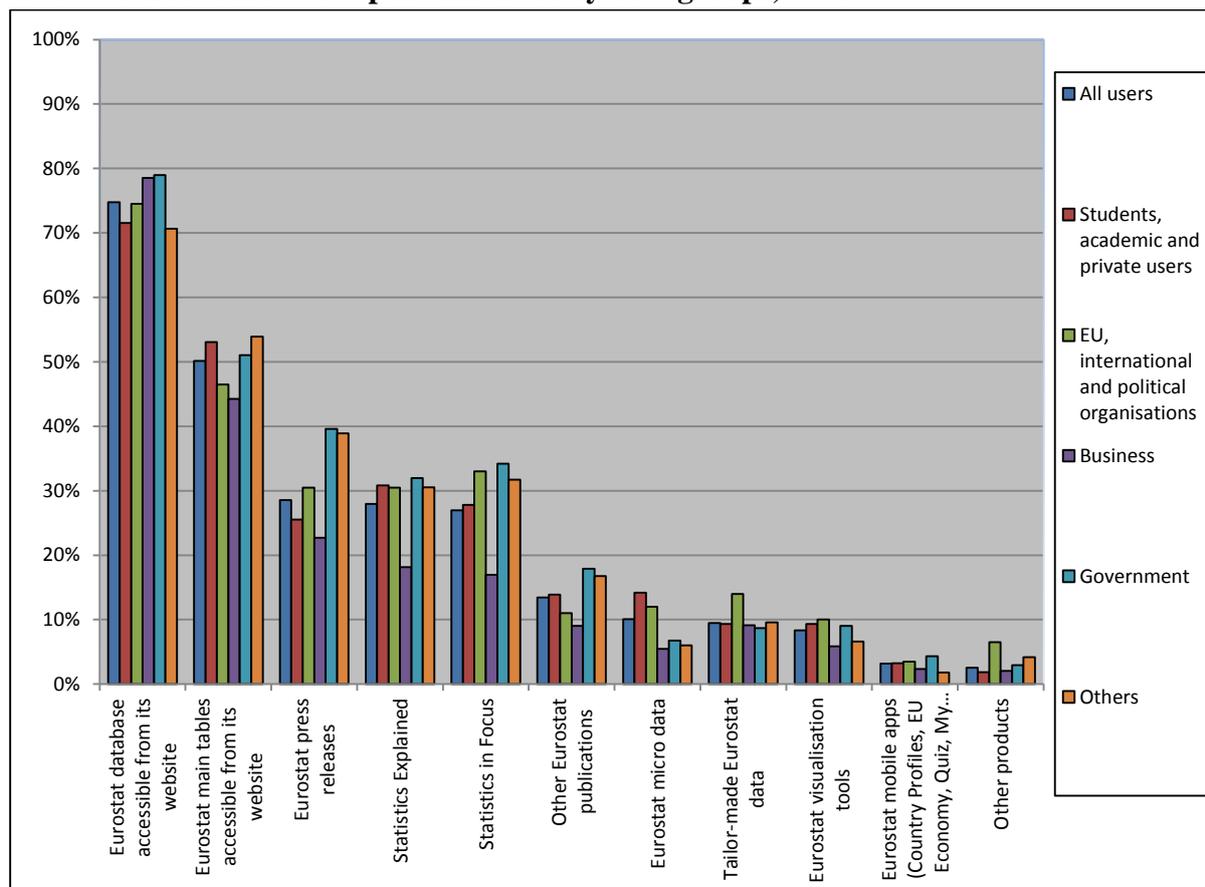
*Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys*

### **3.1.3 Where are European statistics obtained from?**

When asked to specify the source of retrieving European data (Chart 10), Eurostat database stood out as the most popular source with 74.8% of all respondents accessing it. The share of responses remained highest across all user groups; however, the database was the most popular among government users (79.0%) followed very closely by business (78.6%).

With regard to other sources, half of the users (50.2%) used Eurostat's main tables, which were most popular with students, academic and private users (53.0%). Database and main tables were followed by Eurostat press releases, Statistics Explained and Statistics in Focus, which accounted for respective shares of 28.6%, 27.9% and 27.0% of all users. Eurostat applications for mobile devices continue to be used by a quite small share of respondents, which was also the case in the previous years. Government users were those using them relatively more (4.3%).

**Chart 10. Sources of European statistics by user groups, in %**



Source: Eurostat 2016 user satisfaction survey

Respondents were also asked to assess the quality of the sources. Highest evaluations were received as in 2015 by Statistics in Focus (65.1%) and Statistics Explained (64.7%), followed this year by Europe 2020 Strategy (62.7%). For all the other tools the rate of "very good/good" replies were also at around 60% or above.

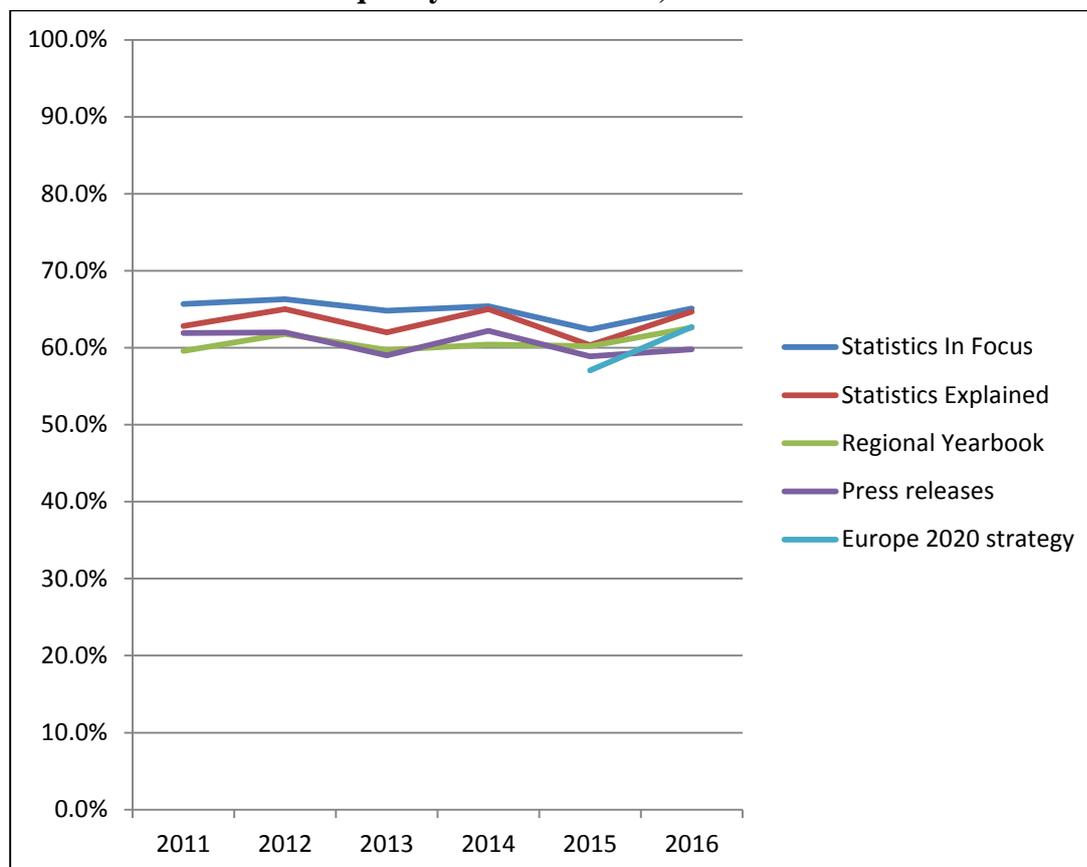
**Chart 11. Assessment of quality of data sources, in %**



Source: Eurostat 2016 user satisfaction survey

Looking at the evolution over time of the assessment of the quality of data sources, a substantial stability can be observed with small variations each year.

**Chart 12. Assessment of quality of data sources, 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

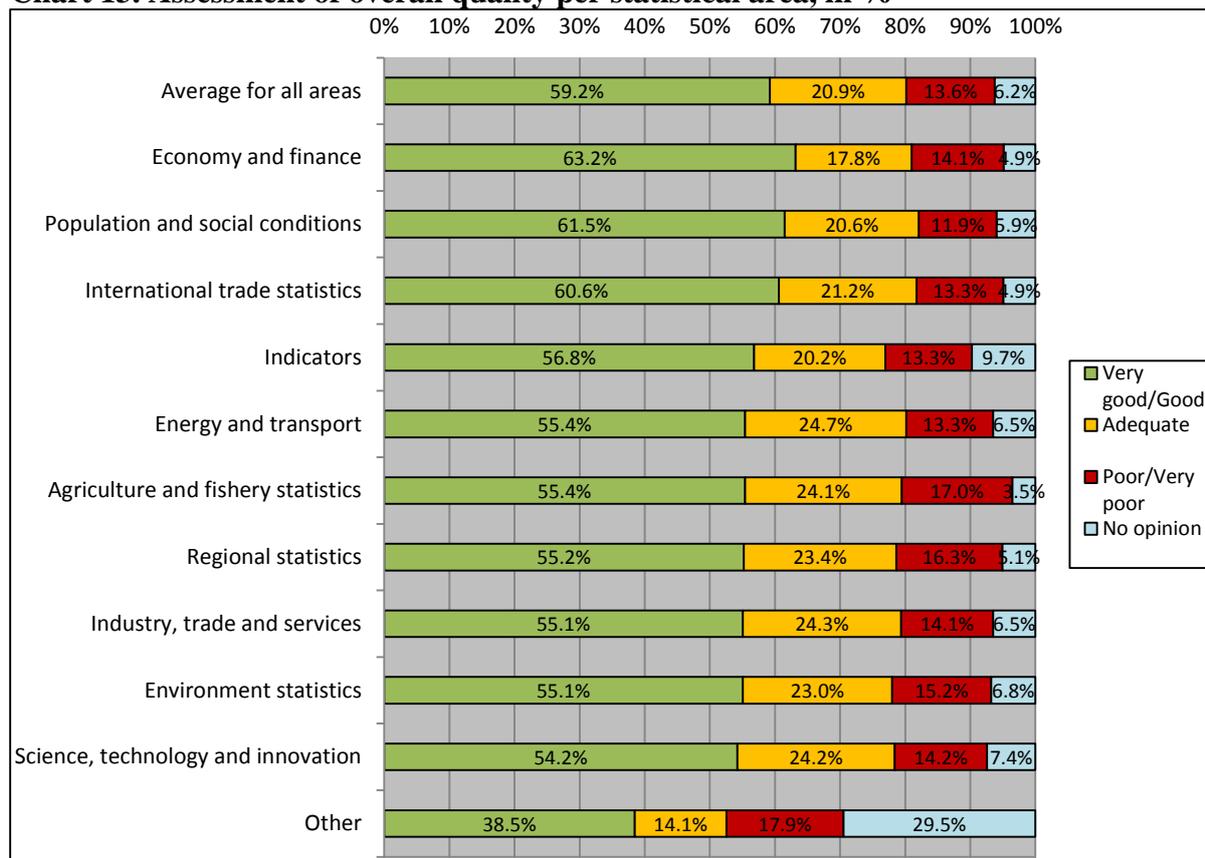
### 3.2 Information on quality aspects

In accordance with the Eurostat’s mission statement, quality considerations play a central role in both its corporate management and day-to-day statistical operations. It is thus important to find out how users assess the quality of the European statistics produced and disseminated by Eurostat. In addition to the overall quality, the survey looked at three different aspects of quality that are considered as the most important for Eurostat - timeliness, completeness and comparability.

#### 3.2.1 Overall quality

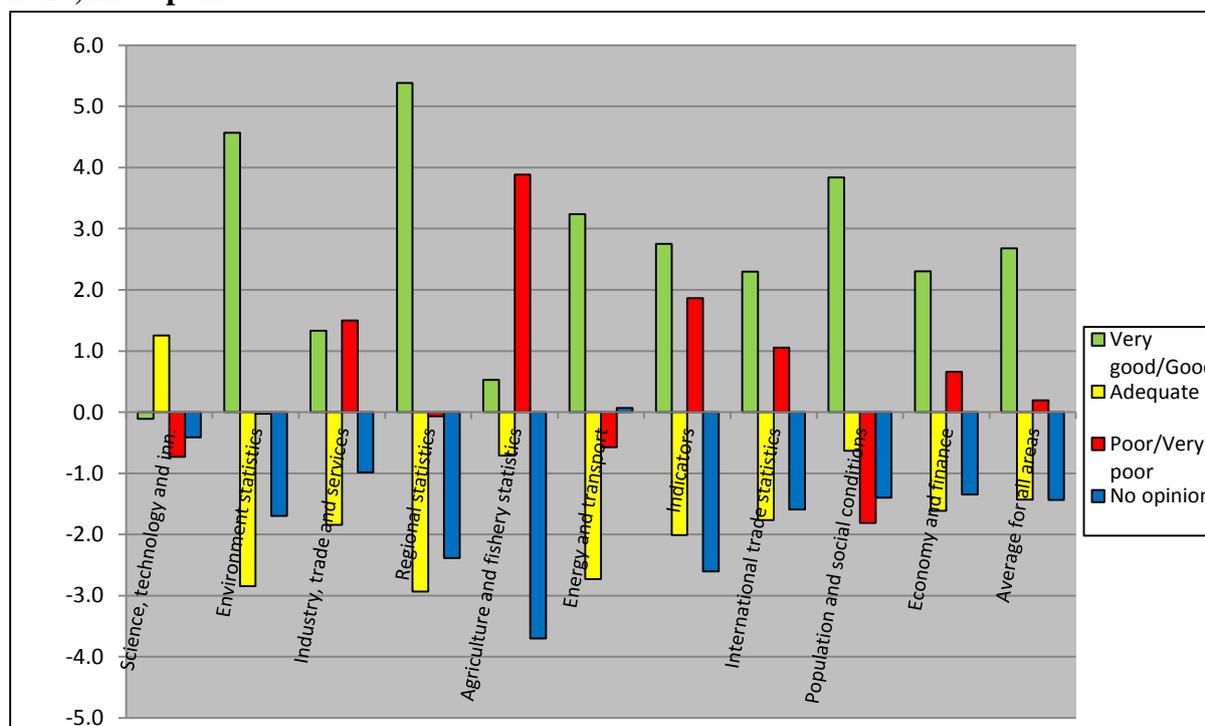
As in the past, this year evaluations were generally positive with almost 60% of users viewing the quality of statistics as “very good” or “good”. As can be seen from Chart 13, the level of satisfaction with the overall quality of European data remained high, with 59.2% of all users considering the quality to be “very good” or “good” and 20.9% as “adequate”. Compared to 2015, the share of those considering the overall quality as least good increased of 2.6% points, with the strongest progression at around 5% points for regional statistics and environment statistics, as shown in Chart 14.

**Chart 13. Assessment of overall quality per statistical area, in %**



Source: Eurostat 2016 user satisfaction survey

**Chart 14. Difference in the assesment of overall quality per statistical area in 2015 and 2016, in % points**



Source: Eurostat 2015 and 2016 user satisfaction surveys

At a more disaggregated level, “Economy and finance” again received the highest positive evaluation (63.2% of “very good/good” answers). “Population and social conditions” and “International trade” also passed the bar of 60%, with shares of 61.5% and 60.6%, respectively. It should be noted that these three areas have been the leaders every year.

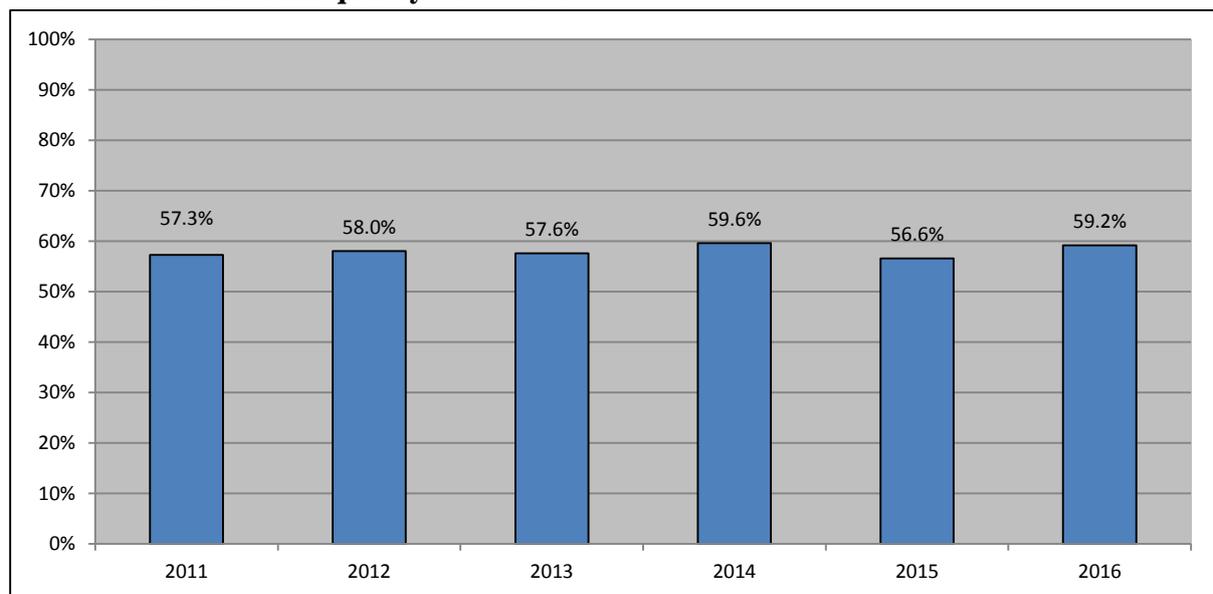
“Economy and finance” continues to be the highest rated area across all quality dimensions. Given the interest in economic and financial developments in Europe during the recent years and the fact that this domain is used most frequently, high evaluations represent positive views of European data users. A more detailed analysis of the domain revealed that “National accounts, “Price statistics”,” and “Government finance statistics” came to the top of the list receiving 67.0%, 62.8% and 62.2%, respectively, of “very good/good” assessments.

On the other side of the spectrum, "Science, technology and innovation", “Environment statistics” and “Industry, trade and services" were among the ones with lowest share of positive views on overall quality, with 54.2%, 55.1% and 55.1%, respectively. Nevertheless, the differences between all statistical domains (excluding “other statistics”) were smaller than in 2015.

When analysed by user groups, respondents from EU, international and political organisations were this year for the first time the most positive about the overall data quality with a percentage of “very good/good” responses reaching 66.9%. They were followed by the government officials (63.4%) and students, academics and private users (59.2%). Respondents from EU, international and political organisations are also the most positive when judging the data timeliness and comparability, while those from government are so on the data completeness.

Chart 15 shows that there has not been a lot of difference with the overall data assessment in the period from 2011 to 2016, this year being close to the maximum of "very good/good" replies for the all period.

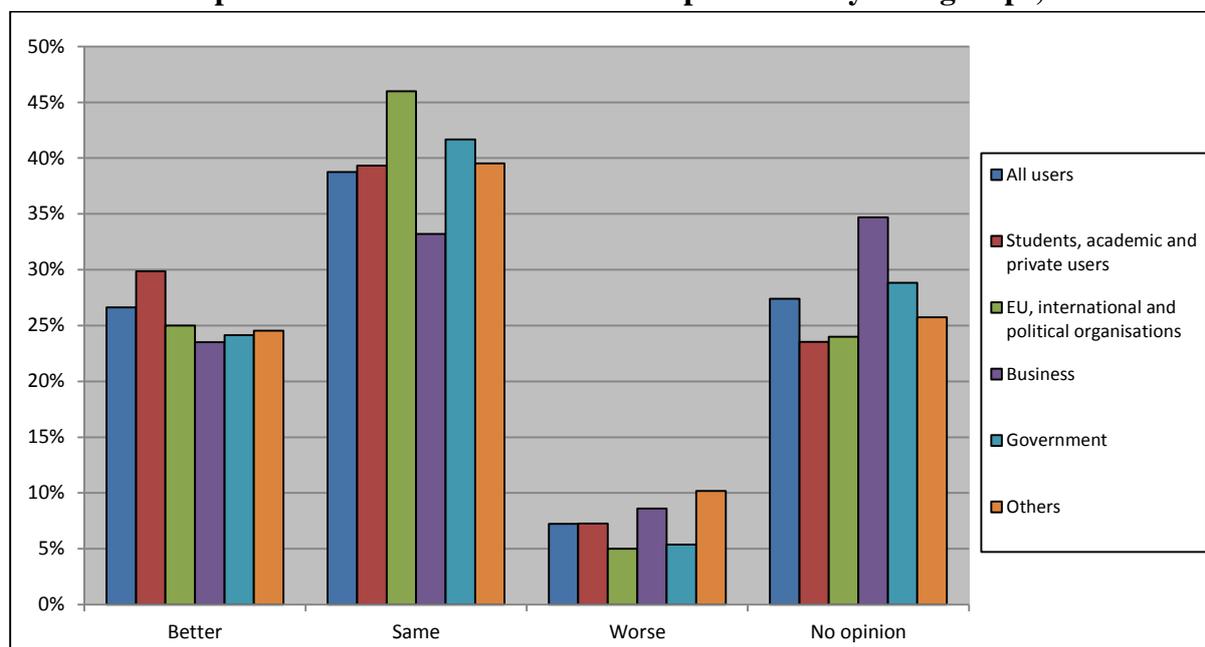
**Chart 15. Overall data quality 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

Given that there are several producers of European statistics, respondents were also asked to compare the quality of Eurostat’s data with that of national statistical institutes (NSIs) and other international organisations. The results are presented in Chart 16.

**Chart 16. Comparison with other statistical data producers by user groups, in %**



Source: Eurostat 2016 user satisfaction survey

As can be seen, the majority of participants consider the quality to be better or the same, resulting in a combined share of 65.4%. Among other positive sides of Eurostat, users highlighted better quality and reliability of the data provided, more complete, more timely and harmonised data, better coverage and comparability, better metadata, friendly and easier to use interface and better search engine, and the independence from national politics.

Less than one in ten of all users (7.2%) considered European data of a worse quality when compared to other sources. Respondents mentioned shorter time series and old data disappearing, limited coverage of non-EU sources, limited micro data and too much aggregated data, data timeliness, less forecasts and unclear methodology as major drawbacks due to which they may prefer other data sources. Some also said that other websites were more user-friendly and clearer.

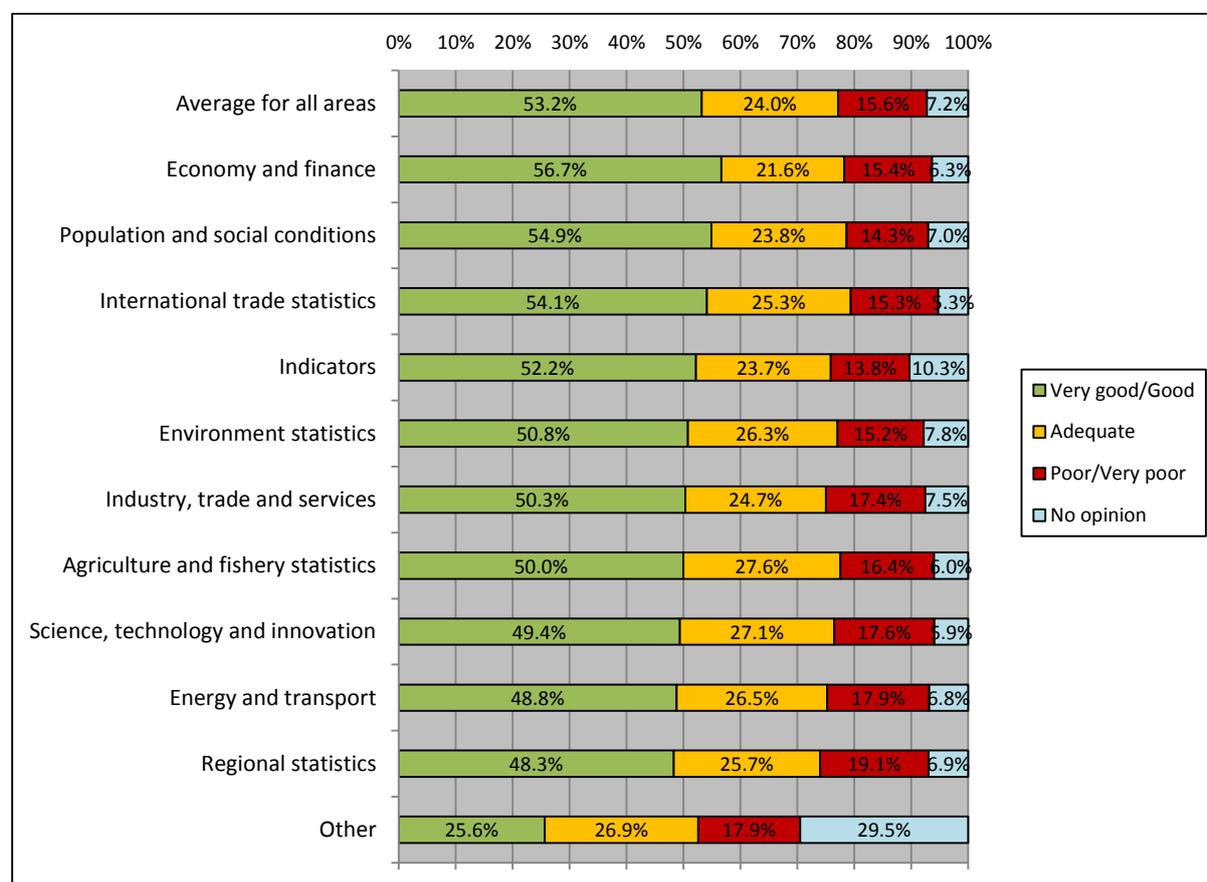
It is also worth noting that more than a quarter (27.4%) of the respondents did not have an opinion on the issue, suggesting that a relatively large share of Eurostat statistics' users either do not use other data sources or find it hard to formulate such comparisons.

### 3.2.2 Timeliness

The aspect of information timeliness reflects the length of time between its availability and the event or phenomenon it describes. According to the results, which are presented in Chart 17, on average 53.2% of users saw timeliness of European data as “very good” or “good”, 24.0% as “adequate” and 15.6% as “poor” or “very poor. Timeliness remains the quality dimension, of the three investigated, with the best performance.

From a statistical domain perspective, “Economy and finance” was again rated as having the best timeliness across all areas, followed this time by “Population and social conditions” and “International trade”, accounting for 56.7%, 54.9% and 54.1% of “very good/good” responses, respectively.

**Chart 17. Assessment of timeliness per statistical area, in %**



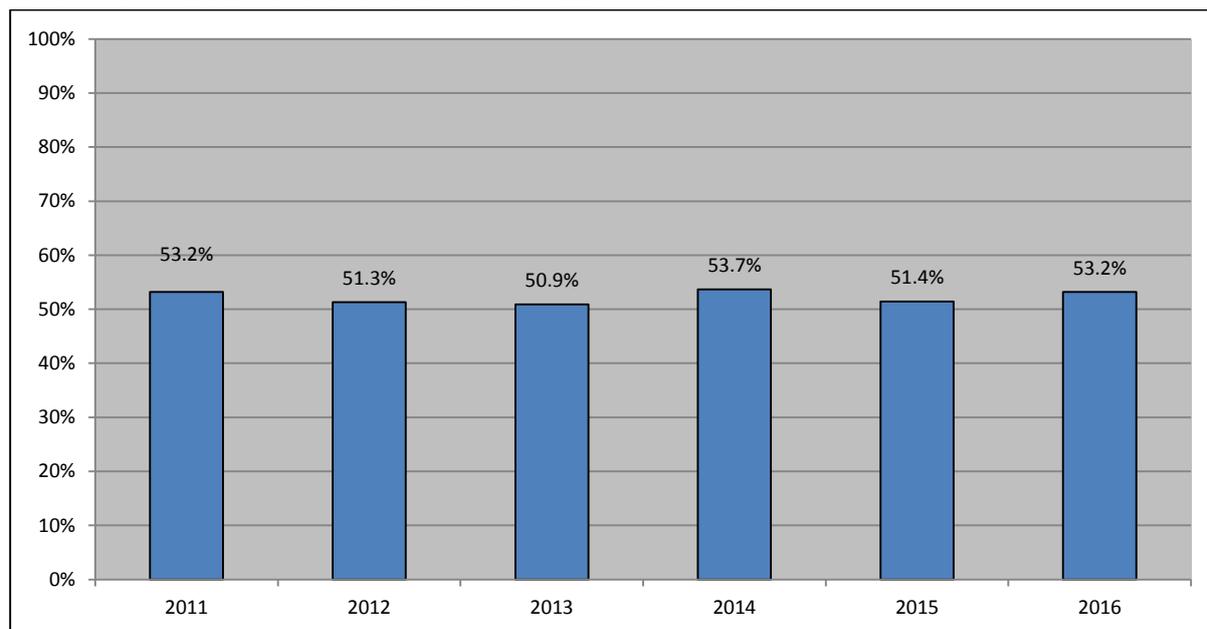
Source: Eurostat 2016 user satisfaction survey

Looking at the user groups, 57.2% of respondents from EU, international and political organisations rated the timeliness as “very good/good” and were closely followed by government officials (56.0%). Businesses were the least enthusiastic (51.1%).

From a timeliness perspective, 58.0% of all users considered Eurostat's timeliness to be better than or the same as timeliness of national statistical offices in the member countries. Last year the rate was 55.1%. Those perceiving timeliness as worse accounted for 14.8% versus 15.7% in 2015.

A small increase in the assessment of the overall timelines from 2015 can be seen in Chart 18. In fact, as Chart 18 demonstrates, this year the share of respondents reporting the timeliness to be very good or good was quite close to that of 2014, which was a peak year in terms of the positive assessment of this indicator.

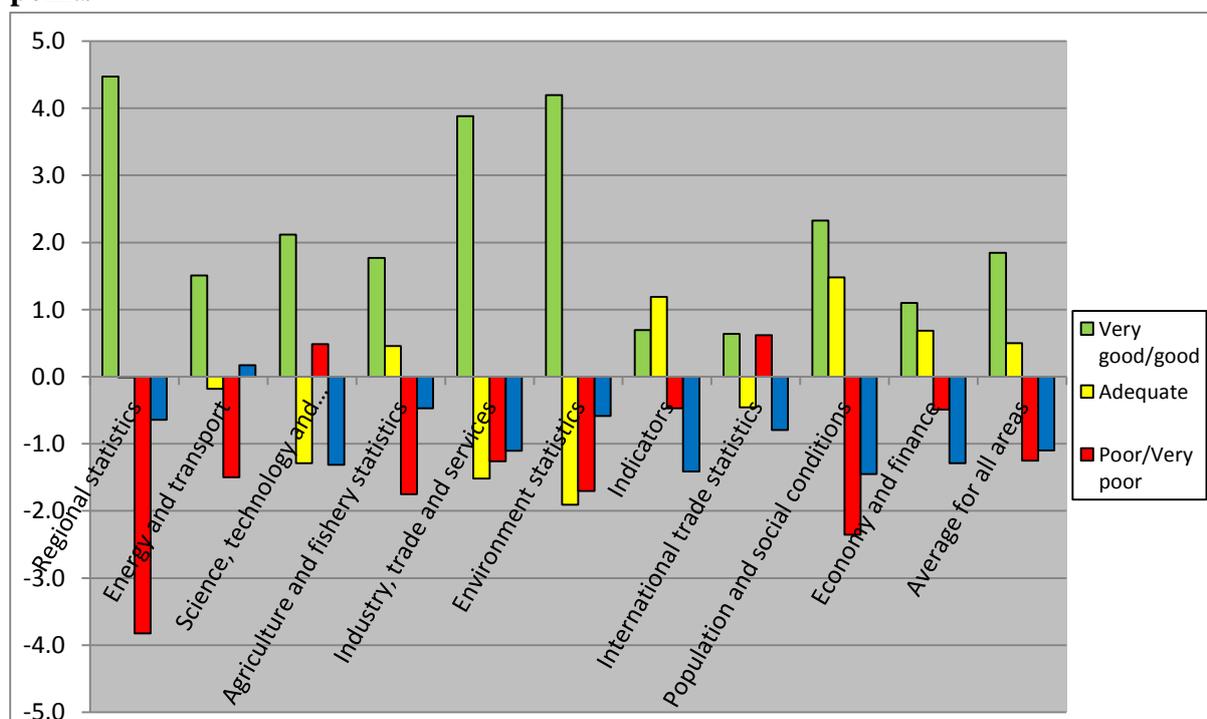
**Chart 18. Assessment of overall timeliness in 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

The slight increase of “very good” and “good” responses this year is further illustrated by Chart 19 which shows that every statistical domain received more “very good/good” responses in 2016, compared to 2015. It can also be seen that the relatively bigger increases were around 4% points for regional statistics, environment statistics and Industry, trade and services.

**Chart 19. Differences in the assessment of data timeliness between 2015 and 2016 in % points**



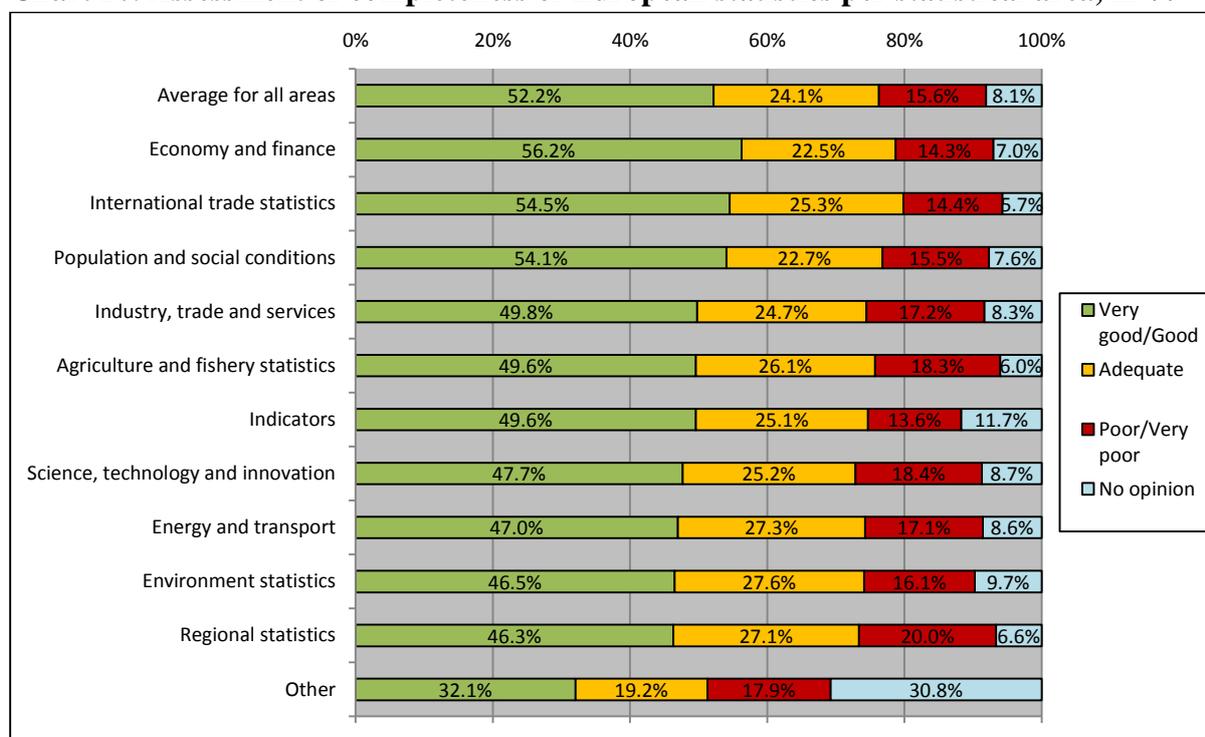
Source: Eurostat 2015 and 2016 user satisfaction surveys

### 3.2.3 Completeness

Completeness is the extent to which all statistics that are needed are available. It is usually described as a measure of the amount of available data from a statistical system compared to the amount that was expected to be obtained. Chart 20 presents the results of user views on data completeness in 2016.

On average for all areas, 52.2% of users saw data completeness as “very good” or “good”, 24.1% thought it was “adequate” and 15.6% perceived it as “poor” or “very poor”. “Economy and finance” once again stood out as the best rated domain, followed by “International trade” and "Population and social conditions" (56.2%, 54.5% and 54.1% of “very good/good” replies, respectively). The least performing area remained “Regional statistics” with a fifth (20.0%) of respondents stating completeness of this domain was either “poor” or “very poor”. However, "Regional statistics" was also the domain which improved most compared to 2015, getting closer to the results of the others.

**Chart 20. Assessment of completeness of European statistics per statistical area, in %**

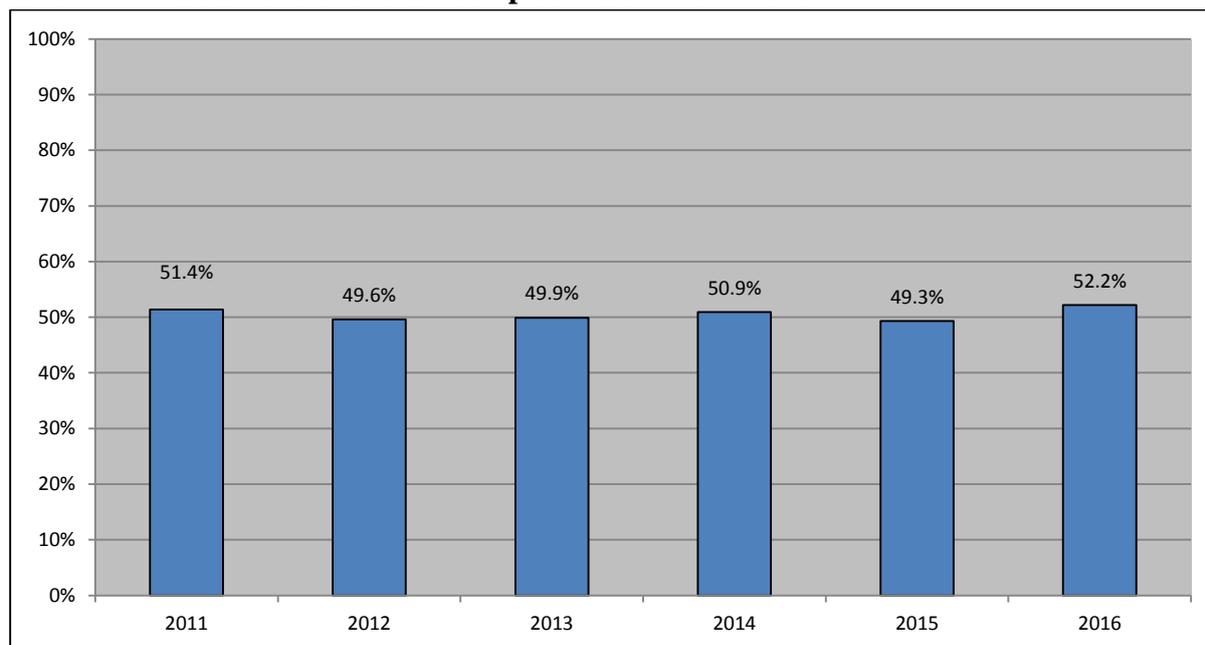


Source: Eurostat 2016 user satisfaction survey

From the user group perspective, government officials were most positive about the completeness of European data (55.8% of “very good/good” ratings). The least satisfied group were business users, who accounted for slightly less than half of positive responses (49.6%).

As Chart 22 shows, compared to 2015, there was a small increase (2.9%) in the “very good” and “good” assessments of data completeness this year. Again, as can be seen in Chart 21, the differences in the user satisfaction with this indicator in the last six years were very small but 2016 was the year with the best result.

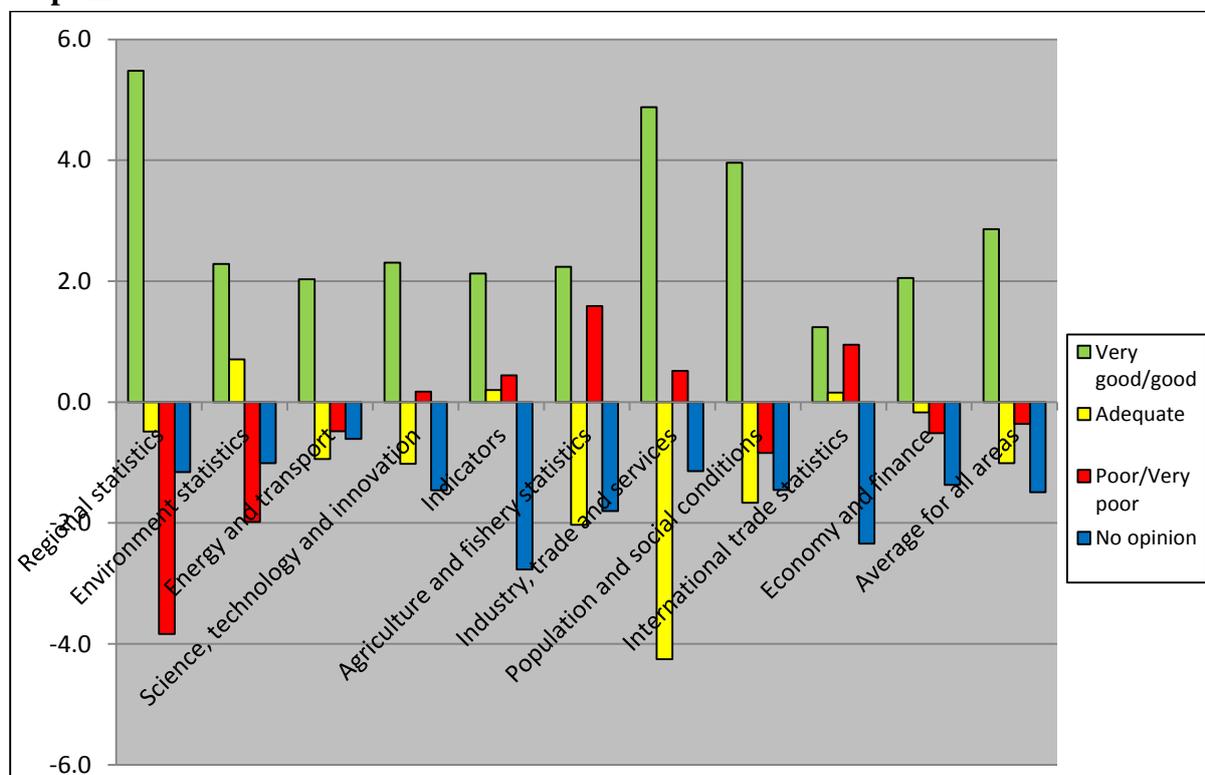
**Chart 21. Assessment of overall completeness in 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

A closer look to the different statistical domains again reveals slight increases in the share of “very good” and “good” responses between 2015 and 2016 in all the areas, reaching 5% points or more for regional statistics and industry, trade and services.

**Chart 22. Differences in the assessment of data completeness between 2015 and 2016 in % points**



Source: Eurostat 2015 and 2016 user satisfaction surveys

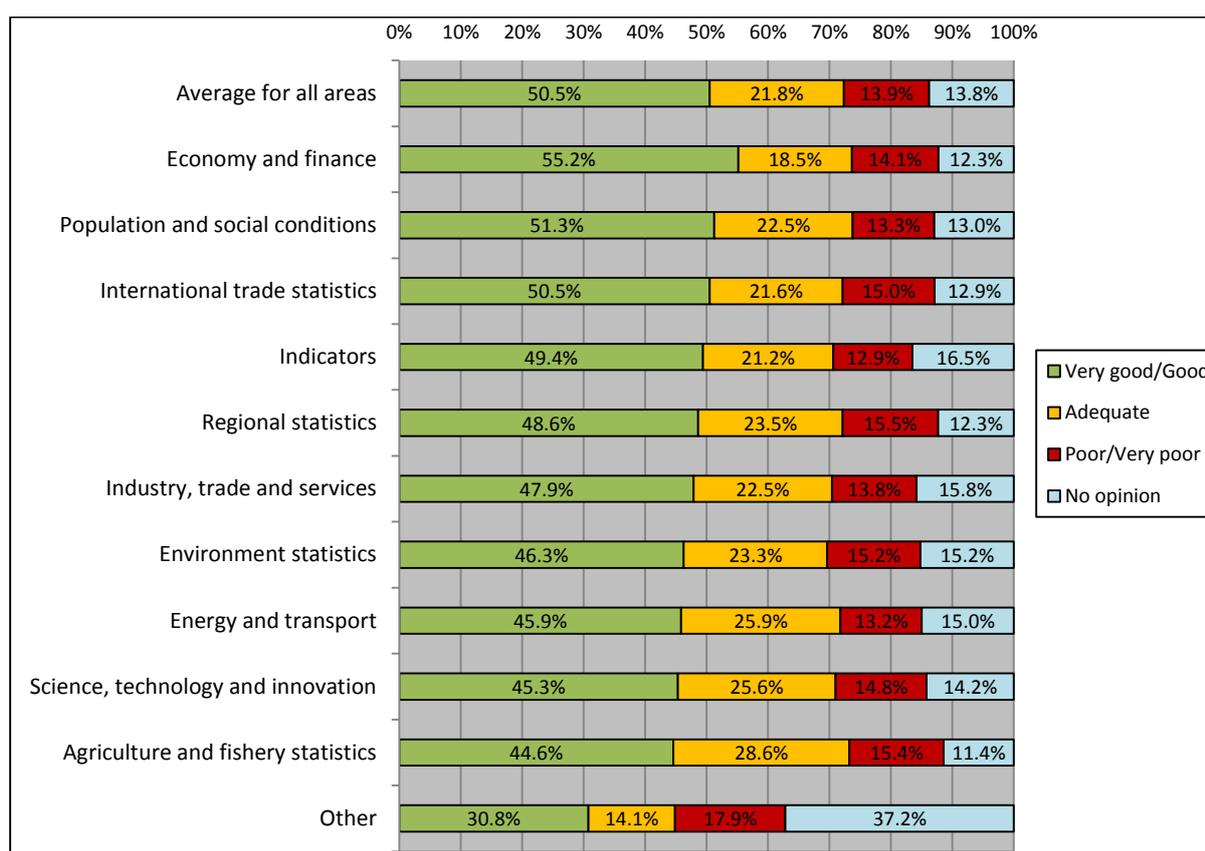
### 3.2.4 Comparability

Comparability is the extent to which differences between statistics from different geographical areas, non-geographic domains or over time can be attributed to differences between the true values of statistics.

As seen from Chart 23, an average of “very good/good” responses across all areas was 50.5% this year. 21.8% saw comparability as “adequate” and 13.9% did not feel positive about it. Once again, “Economy and finance” as well as “Populations and social conditions” were among the highest rated domains with 55.2% and 51.3% of “very good” and “good” shares respectively. For this quality dimension “Agriculture and fishery” received the lowest share of positive responses; however, more than 2 in 5 respondents (44.6%) considered the comparability of this domain to be either “very good” or “good”.

This year it was the EU, international and political organisations that were most satisfied with the comparability of the data. 63.6% of them saw this quality aspect as “very good” or “good”, an increase of 6.7% points compared to 2015.

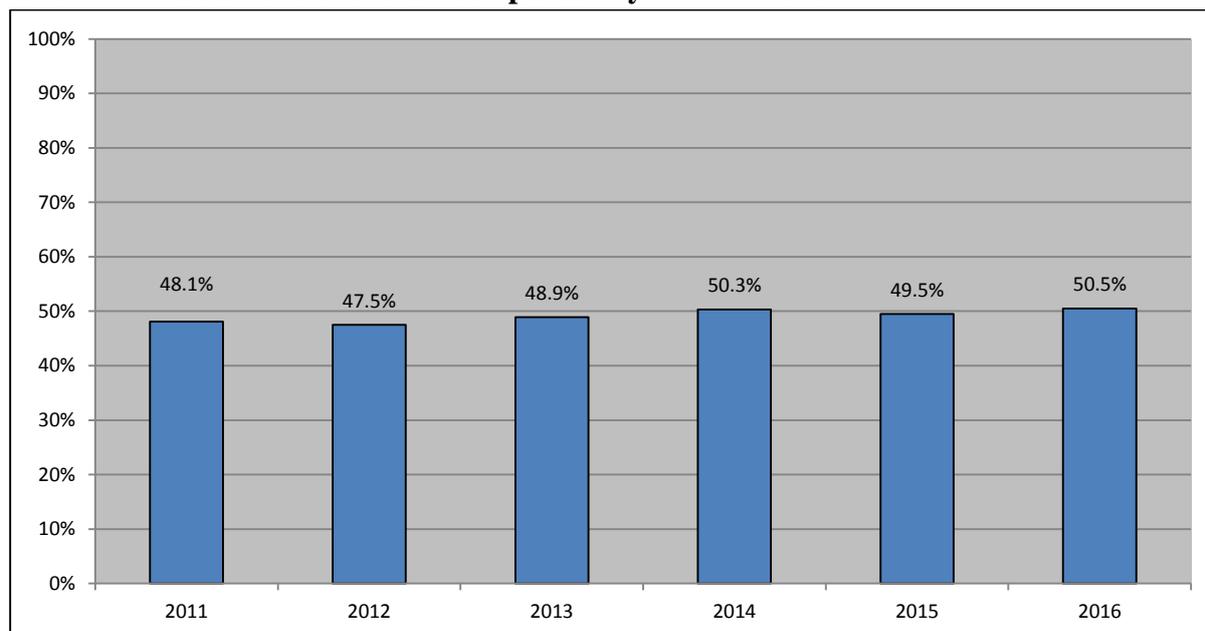
**Chart 23. Assessment of comparability of European statistics per statistical area, in %**



Source: Eurostat 2016 user satisfaction survey

There has been a minimal (1.0% points) increase in the assessment of the overall comparability compared to last year (Chart 25), but enough to make 2016 the year with the highest user satisfaction in the last six years, as shown in Chart 24.

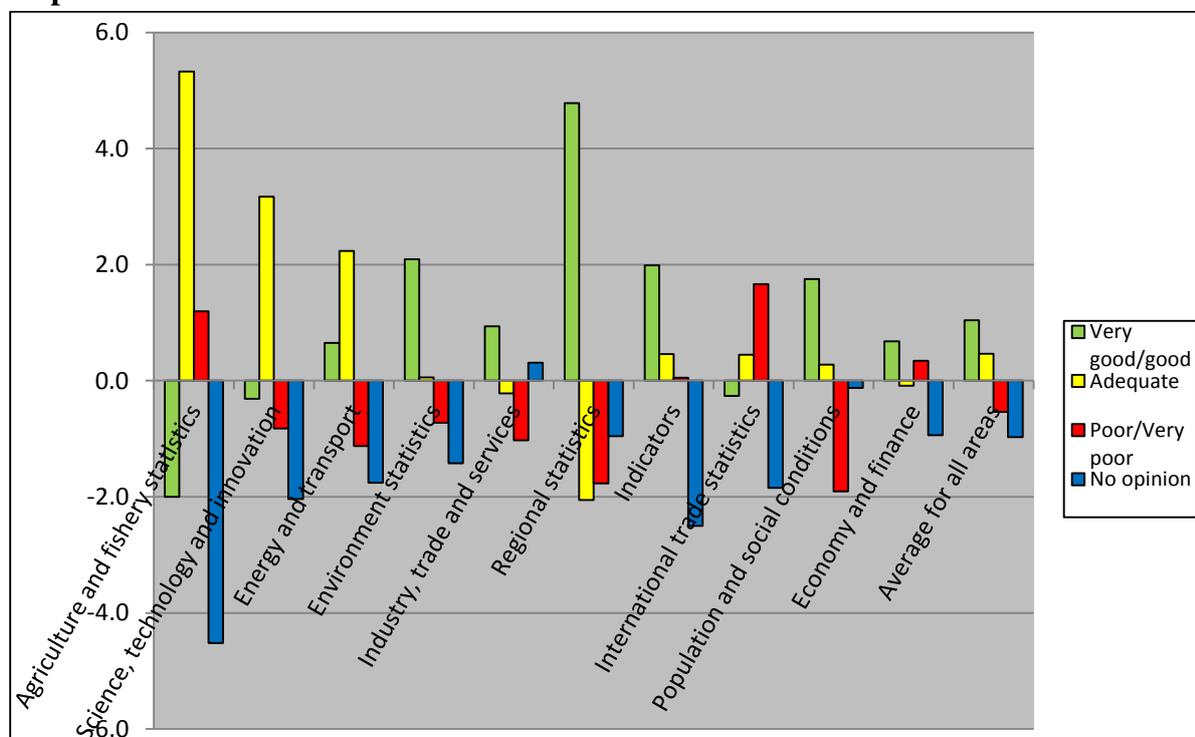
**Chart 24. Assessment of overall comparability in 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

The slight increase of “very good” and “good” responses between years 2015 and 2016 is mirrored in most of the statistical domains and it is particularly evident for regional statistics where it reached almost 5% points (Chart 25).

**Chart 25. Differences in the assessment of data comparability between 2015 and 2016 in % points**



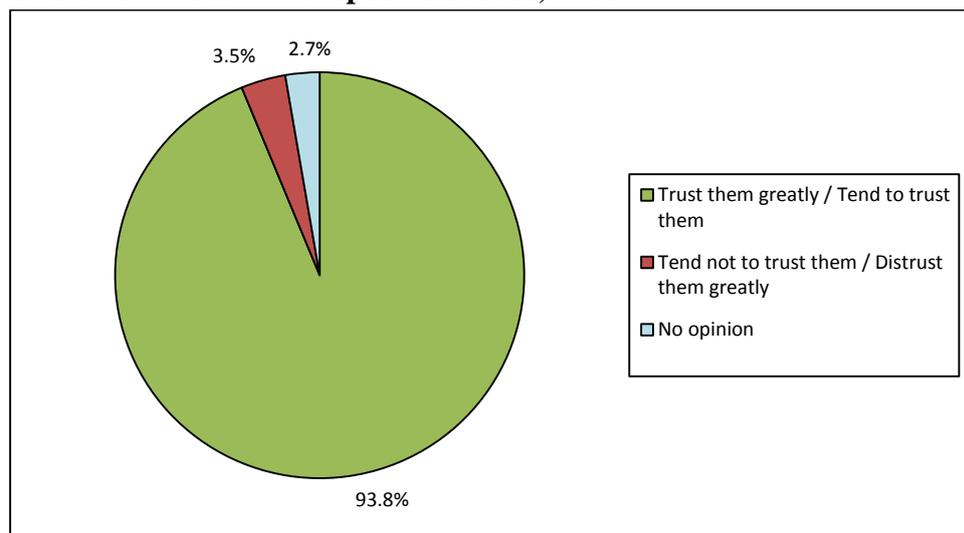
Source: Eurostat 2015 and 2016 user satisfaction surveys

### 3.3 Trust in European statistics

In a period when European citizens sometimes persist to be sceptic about the role and functioning of the EU institutions, it was interesting to check if users continue to trust the statistics produced by Eurostat. Results are presented in Chart 26.

As in previous years, responses were overwhelmingly positive, with 93.8% of users stating they trusted European statistics greatly or tended to trust them. Only 3.5% said they did not trust statistics and 2.7% had no opinion.

**Chart 26. Trust in European statistics, in %**



Source: Eurostat 2016 user satisfaction survey

Despite the potential bias that comes from the fact that Eurostat's data users should generally trust the data they use, the constantly high rate of positive answers over time demonstrates a very good and encouraging sign on the confidence of users in the statistics disseminated by Eurostat.

**Chart 27. Trust in European statistics by user groups, in %**



Source: Eurostat 2016 user satisfaction survey

When looking at the distribution of responses by user groups (Chart 27), the share of respondents trusting European statistics is very similar for all groups, none, except others, going below 92%.

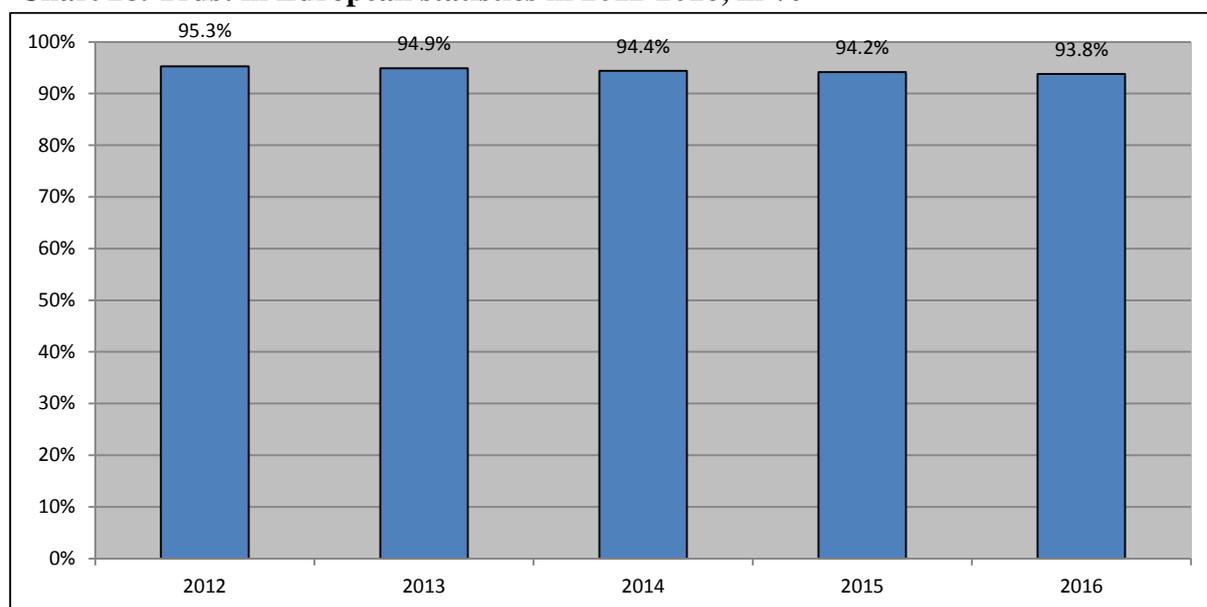
Looking at the responses, some of the reasons while people trust the statistics are that they are based on harmonised methodology and that there are few errors or discrepancies, and in the cases where they occur, they are detected, corrected and/or explained. The fact that Eurostat is professional and is not politically influenced also helped to gain user trust.

As in past years, the most recurrent comment of those few who tend not to trust European statistics is because they depend on national statistics. Some then pointed out discrepancies with national data and reported implausible data and errors. Few also complained about the difficulty to interpret statistical legislation.

This year users were also explicitly asked to suggest ways to improve trust. Common suggestions included more checks and better quality control on the data provided by the countries and more transparency in the methodology used. Few also suggested giving more feedback in case of errors in the database, more data breakdowns, so users could make their own calculations, and links to the data of the NSIs for checking and getting more details.

Between 2012 and 2016 there has been a continuous but very small decrease in trust in European statistics of 1.5% points over the 5 year period (Chart 28).

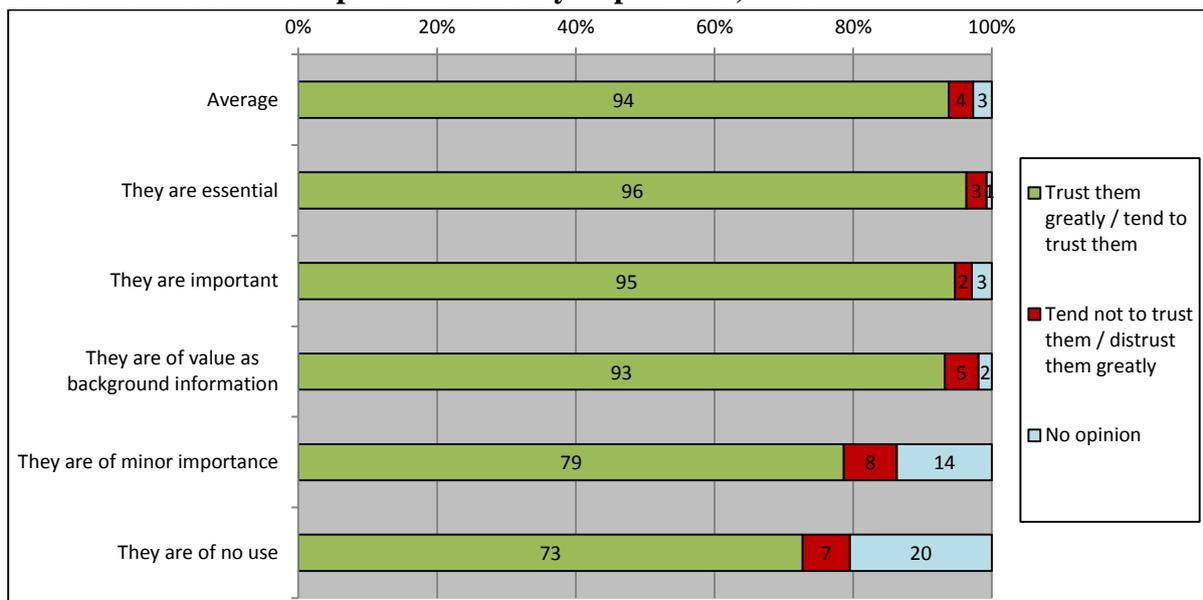
**Chart 28. Trust in European statistics in 2012-2016, in %**



*Source: Eurostat 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys*

This year to deepen our analysis on the trust in statistics, we have checked whether there is some relation between importance, trust and perceived quality of statistics. As can be seen in Chart 29 the degree of trust in European statistics depends on the importance that the statistics have for the users. Those respondents, for which the statistics are of value, trust more the statistics than those for whom statistics are not so important, who tend more often to not express an opinion.

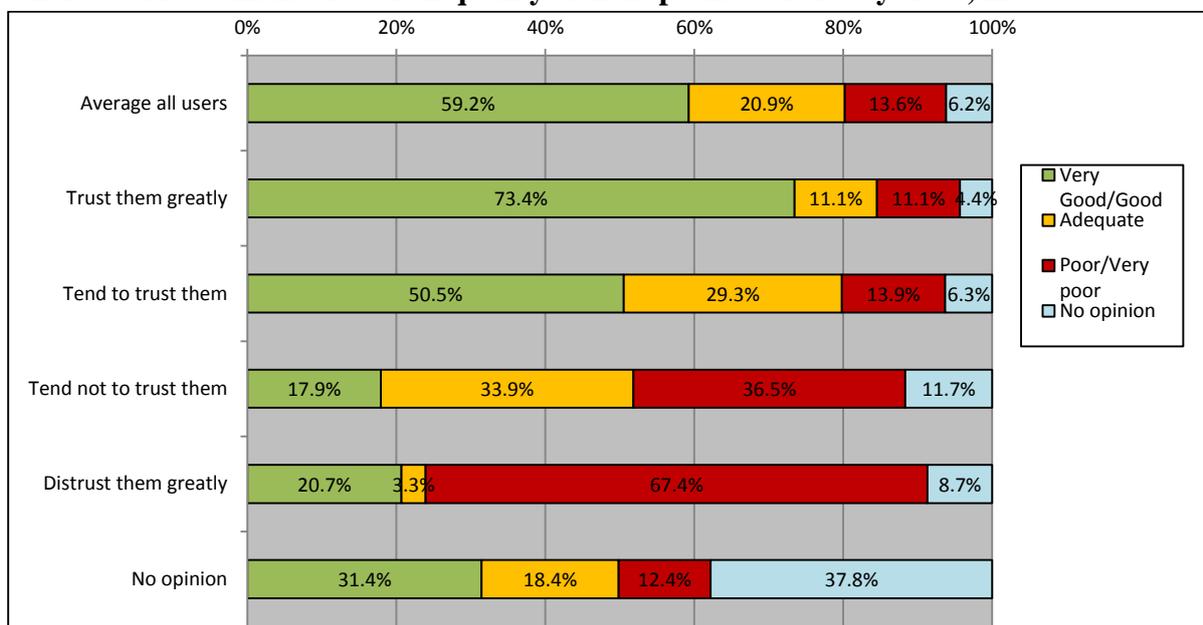
**Chart 29. Trust in European statistics by importance, in %**



Source: Eurostat 2016 user satisfaction survey

The respondents who trust more European statistics are also more convinced of their overall good quality, as it appears in Chart 30. In particular those respondents who trust European statistics greatly are 14.2% points more satisfied with the data quality than the average of all users, while the few respondents who tend not to trust or distrust greatly the statistics, are also much more critical towards their quality.

**Chart 30. Assessment of overall quality of European statistics by trust, in %**



Source: Eurostat 2016 user satisfaction survey

### 3.4 Information on dissemination aspects

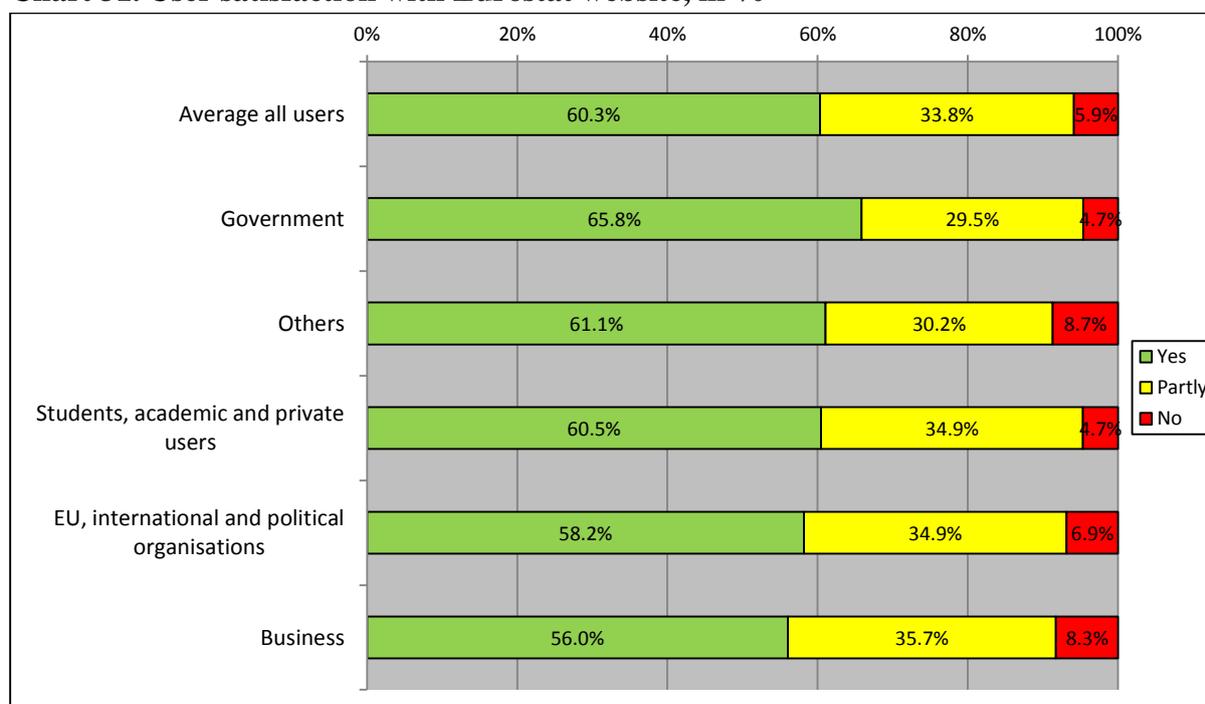
This section covers a number of aspects concerning dissemination of European statistics (access to the European statistics, content and characteristics of Eurostat website, release calendar and user support provided by Eurostat).

In 2015 users were asked the specific question on satisfaction with the "new Eurostat website opened in December 2014". It was replaced this year by a more general question on the satisfaction with the "Eurostat website" which was targeted to assess the more global level of satisfaction of the overall Eurostat dissemination offer. Indeed, for consumers of European statistics the term "Eurostat website" groups the various dissemination products and tools Eurostat publishes via the website. The degree of satisfaction expressed is 60.3% satisfied and 33.8% partly satisfied, as presented in Chart 31. The overall satisfaction is in line with other dissemination related questions which remain generally stable.

Furthermore, it is interesting to note that in the question on the "changes in perception of the overall quality of data and services provided by Eurostat", the website was the item with the highest share of respondents (20.3%) perceiving that it had improved compared to the previous year. Another striking phenomenon was noticed in the parallel survey for media users. The satisfaction rate for the "easiness to access the statistics on Eurostat website" went up by 17.5% points. This could be partly explained by the fact that the media survey in 2015 was performed early in the year and media users had not had enough time to get used to the new website released in December 2014.

Government had the highest rate of "satisfied" responses (65.8%) with the Eurostat website while businesses were the least happy (56.0%).

**Chart 31. User satisfaction with Eurostat website, in %**



Source: Eurostat 2016 user satisfaction survey

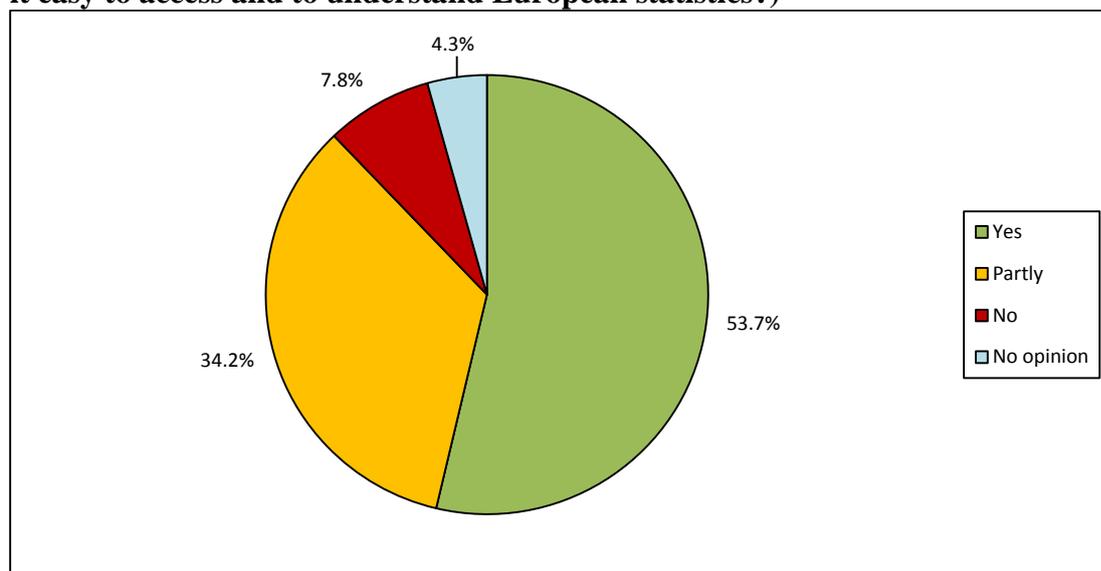
### 3.4.1 Access to and understanding of European statistics on Eurostat Website

In 2016 the two questions on easiness of access to European statistics and of understanding them were combined into one, to make space for a new question in this section while not increasing the total length of the questionnaire. Many users have asked in the past to try to shorten rather than make the questionnaire longer.

More than half of the respondents (53.7%) found it easy to access and to understand the statistics on Eurostat website and another third (34.2%) partly easy. 7.8% were not satisfied while the remaining 4.3% did not express an opinion.

A comparison with the results of the two separate questions of 2015, which had known then their best result because of the effect of the new website, is not completely sound, but the present results are higher than the past ones for the access to European statistics, which were close to 50% or less and lower than those on understanding such statistics, which were close to 60% or more.

**Chart 32. Assessment of the access to and understanding of European statistics, in % (Is it easy to access and to understand European statistics?)**

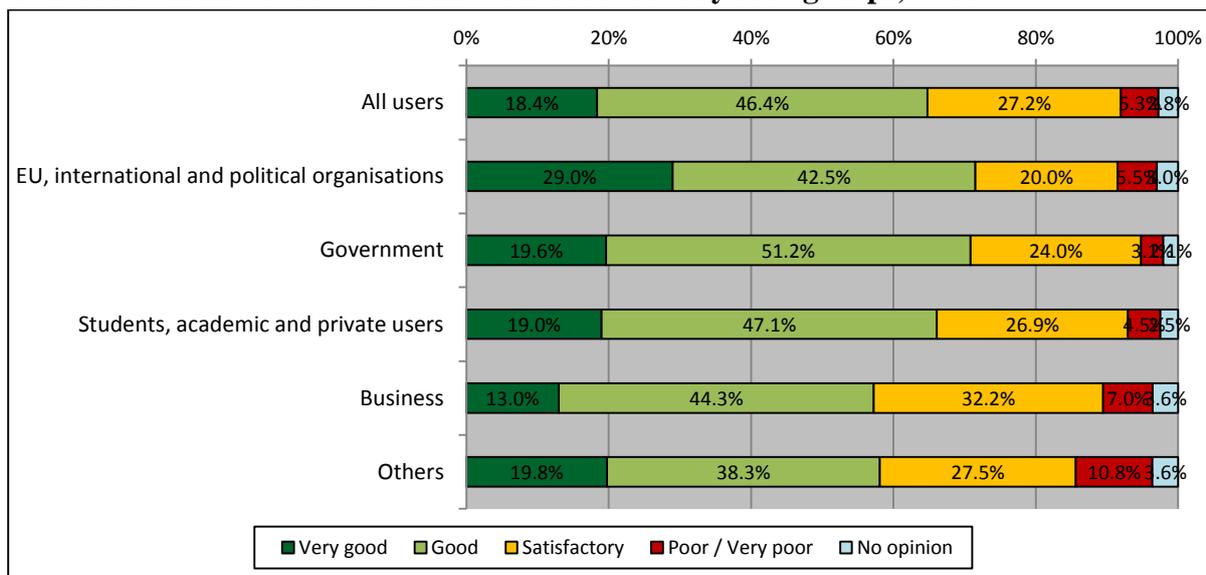


*Source: Eurostat 2016 user satisfaction survey*

Users were also asked to evaluate the content of Eurostat’s database. As in previous years, responses were very positive (Chart 33). On average 18.4% of all users were very satisfied with the content and another 46.4% thought it was good. This gives a combined 64.8% of positive feedback which is highly valuable for Eurostat and very close to the results of 2015.

Respondents from EU, international and political organisations had this year the highest rates of “good/very good” responses ahead of government representatives (71.5% and 70.8% respectively).

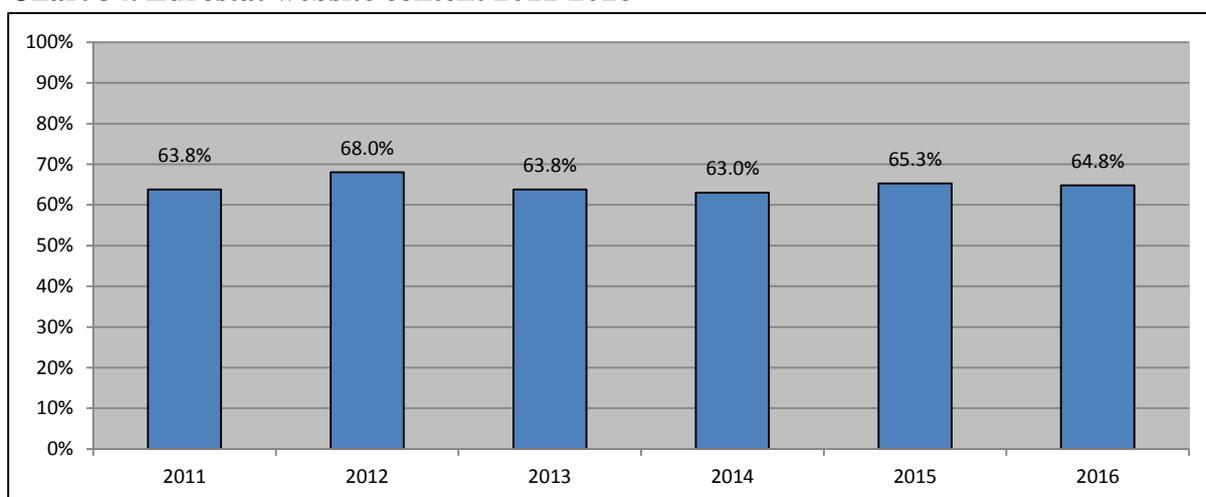
**Chart 33. Assessment of Eurostat website content by user groups, in %**



Source: Eurostat 2016 user satisfaction survey

Looking at the five-year period (Chart 34), one can notice that there was a peak in satisfaction in 2012 which proved difficult to replicate afterwards. However, the difference between the peak figure and the current one is only around 3% points.

**Chart 34. Eurostat website content 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

In another question, users were requested to judge its technical characteristics (Chart 35). Results are very similar to 2015 and uneven. Some technical characteristics, like performance and speed or database extraction tools get more than half of "very good/good" judgements (56.9% and 52.6% respectively) while for others like the help texts and facilities or the search facilities, the share of satisfied users does not reach 40% and even without taking into account those not giving an opinion, it would not reach 50%. It can be deduced that these attributes still require further attention and improvements. In the case of the alert and notification mechanisms, a large 42.8% of the respondents did not give an opinion as many do not use or do not need this service. Such share is anyway decreasing compared to the past.

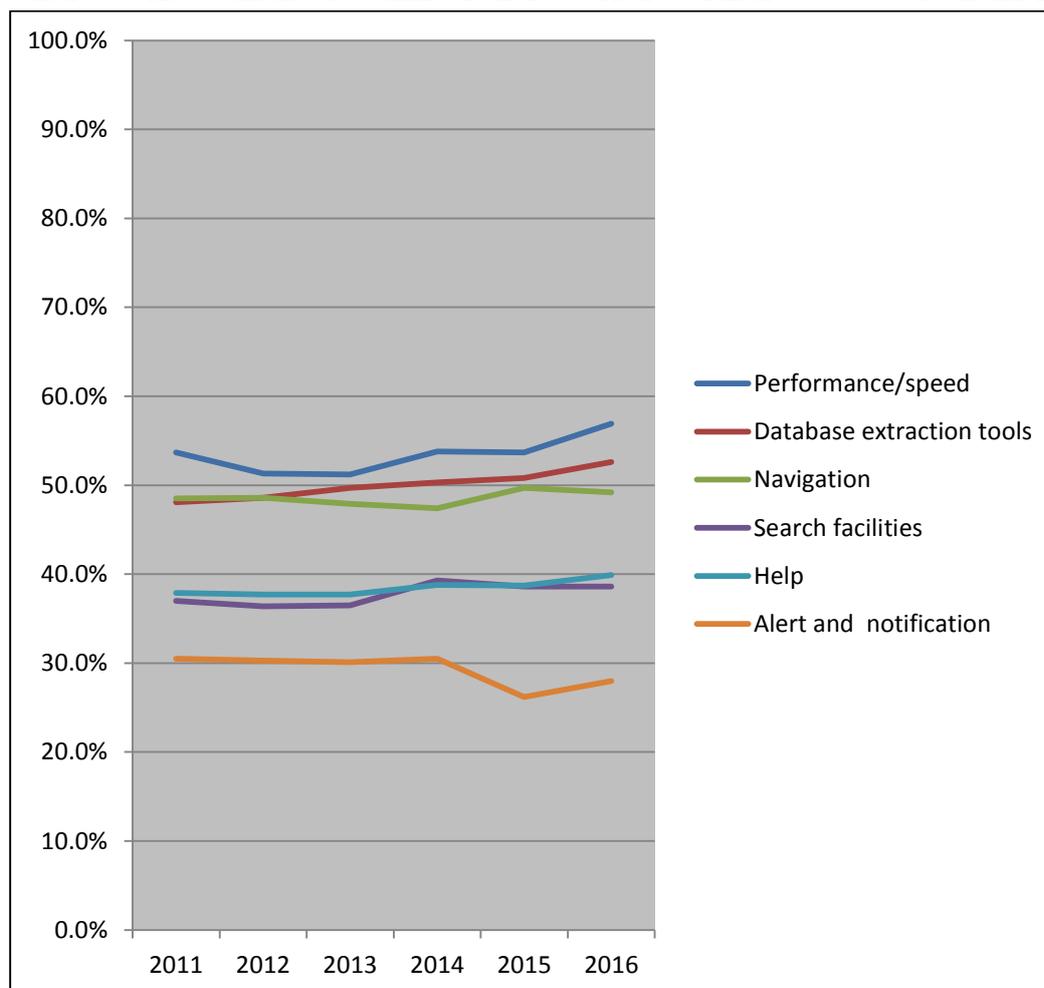
**Chart 35. Assessment of technical characteristics of Eurostat website, in %**



Source: Eurostat 2016 user satisfaction survey

Chart 36 shows that the results have not changed much over time, even if for some tools the share of satisfied users is the largest this year.

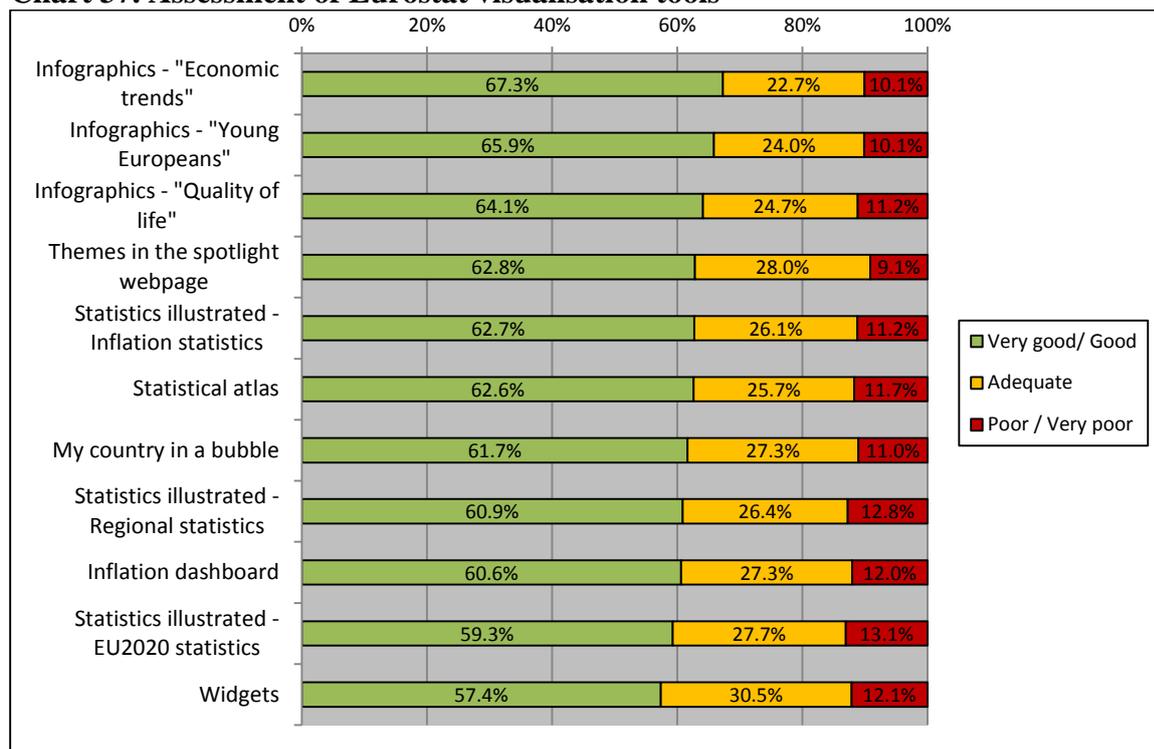
**Chart 36. Assessment of technical characteristics of Eurostat website 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction survey

The following questions were to rate Eurostat's visualisation tools and Eurostat's mobile applications. The satisfaction with the former indicator is presented in the Chart 37, and is generally very positive, with more than two thirds of respondents (67.3%) seeing the highest-rated tool – Infographics “Economic trends” as very good or good, followed closely by infographics "Young Europeans" and Infographics “Quality of life” (65.9% and 64.1% “very good/good” responses respectively). Even the least-rated tool – Widgets – was rated as very good or good by 57.4% of the respondents who have used it and who expressed an opinion.

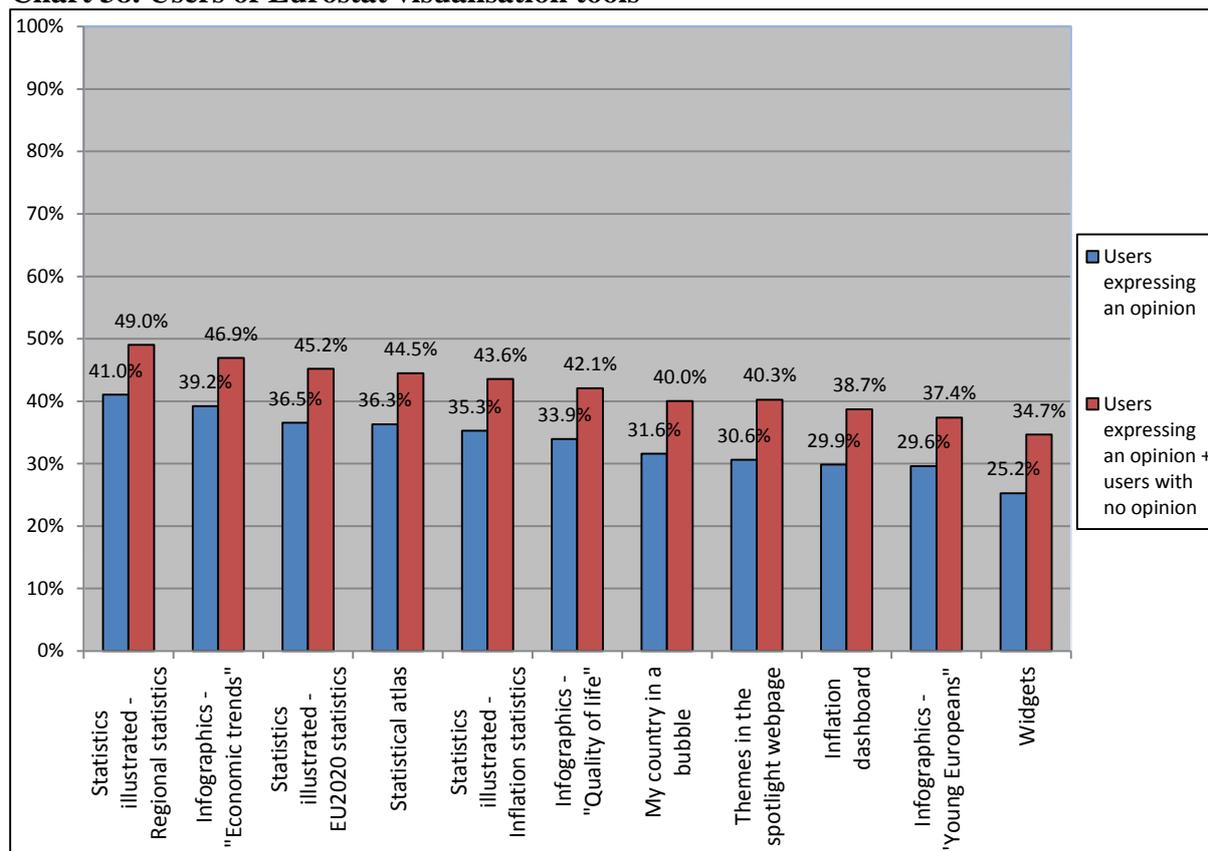
**Chart 37. Assessment of Eurostat visualisation tools**



Source: Eurostat 2016 user satisfaction survey

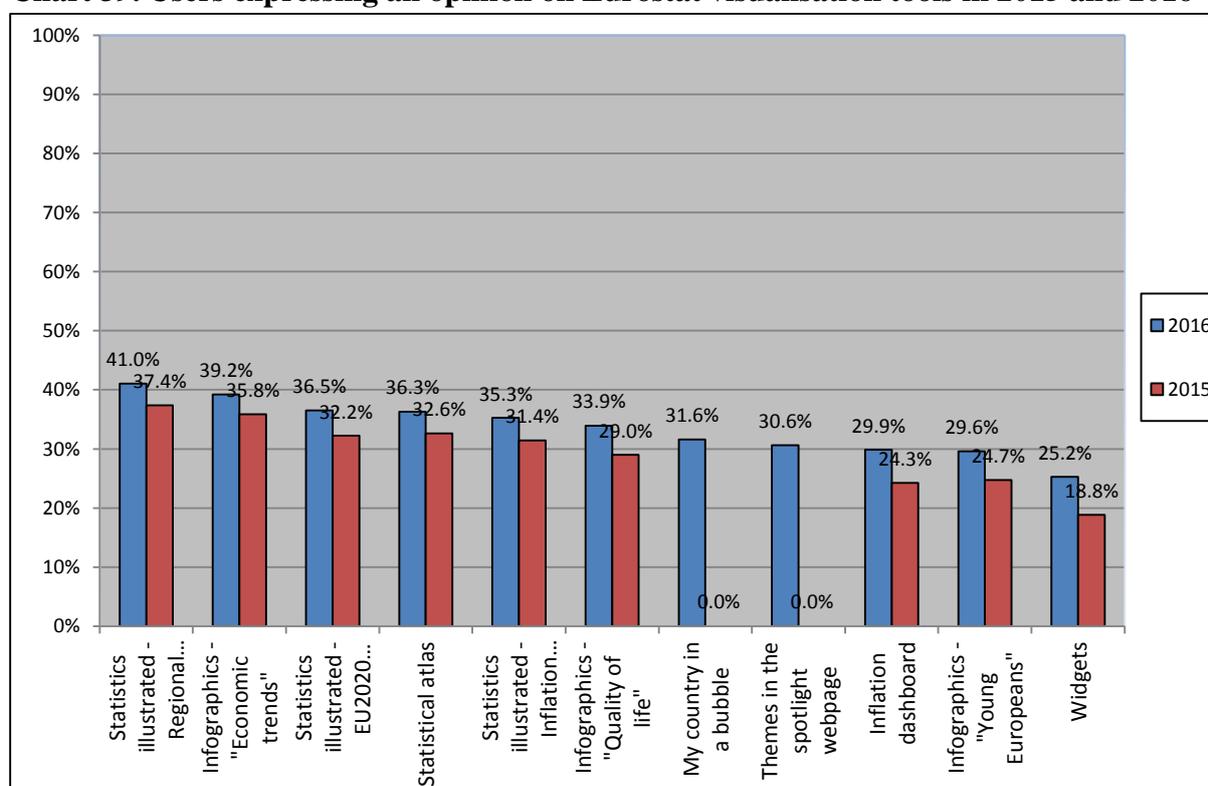
It is worth noting that there is a considerable difference between all the survey respondents, the respondents who used Eurostat's visualisation tools, and the respondents who used these tools and chose to express an opinion. As demonstrated in Chart 38, 34.7% to 49.0% of the survey respondents used the different visualisation tools, Statistics Illustrated – Regional Statistics being the most widely utilised tool, followed by Infographics “Economic trends” (46.9%). However, as it can be seen in the same chart, the percentage of users who actually gave their opinion in the question concerned was about 7 - 10% points smaller than the number of tool users for each of the visualisation tools. In some cases, namely Inflation dashboard, Infographics “Young Europeans” and Widgets, this meant that the assessment was given by less than 30% of users who filled in the survey. While such percentages represent a reasonable absolute number of respondents, the differences of how many users expressed an opinion is something to take into account when making comparisons between the assessments of the different tools. It should also be noted that the percentages of respondents who use the tools and give an opinion have increased by 4 – 6% point compared to 2015 for all tools, as shown in Chart 39.

**Chart 38. Users of Eurostat visualisation tools**



Source: Eurostat 2016 user satisfaction survey

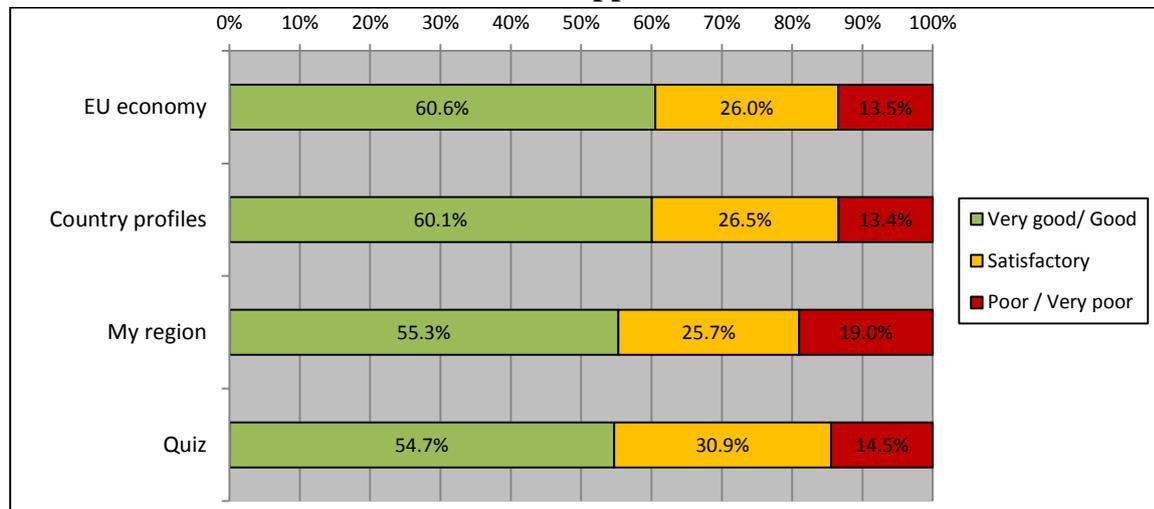
**Chart 39. Users expressing an opinion on Eurostat visualisation tools in 2015 and 2016**



Source: Eurostat 2015 and 2016 user satisfaction surveys

User assessment of Eurostat's mobile applications were similar to that of the visualisation tools, going from with 54.7% of the respondents rating the Quiz application as very good or good to 60.6% for the EU economy application (Chart 40).

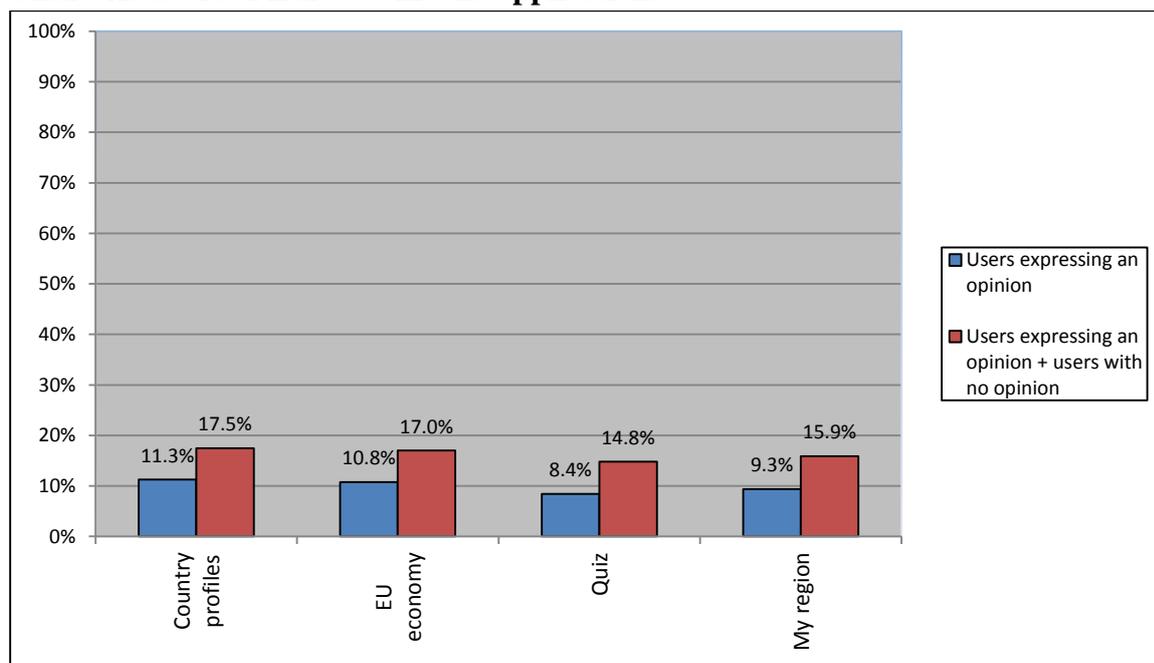
**Chart 40. Assessment of Eurostat mobile applications**



Source: Eurostat 2016 user satisfaction survey

As chart 41 demonstrates, there is an even bigger gap between the overall number of survey respondents and the users actually expressing an opinion on this specific subject. Among the survey respondents, between 14.8% and 17.5% appear to have used each of them (calculated by adding the users who rated the application and the users who stated that they have no opinion). The number of respondents who actually gave the rating was between 8.4% and 11.3% for the different applications, not increasing much since 2015 and again indicating that some caution is needed when interpreting the results.

**Chart 41. Users of Eurostat mobile applications**



Source: Eurostat 2016 user satisfaction survey

Questioned on the problems they encountered or on what they would like to improve in the website, respondents gave many useful comments, which include the following. A lot of respondents still found it rather difficult to find data, especially for new users or those who do not use the webpage daily. Some felt that a clear overview was missing and that titles, definitions and units were not always clear. The size of the database and the high level of detail of data were also seen as a drawback by some users who found it hard to find the specific data they needed.

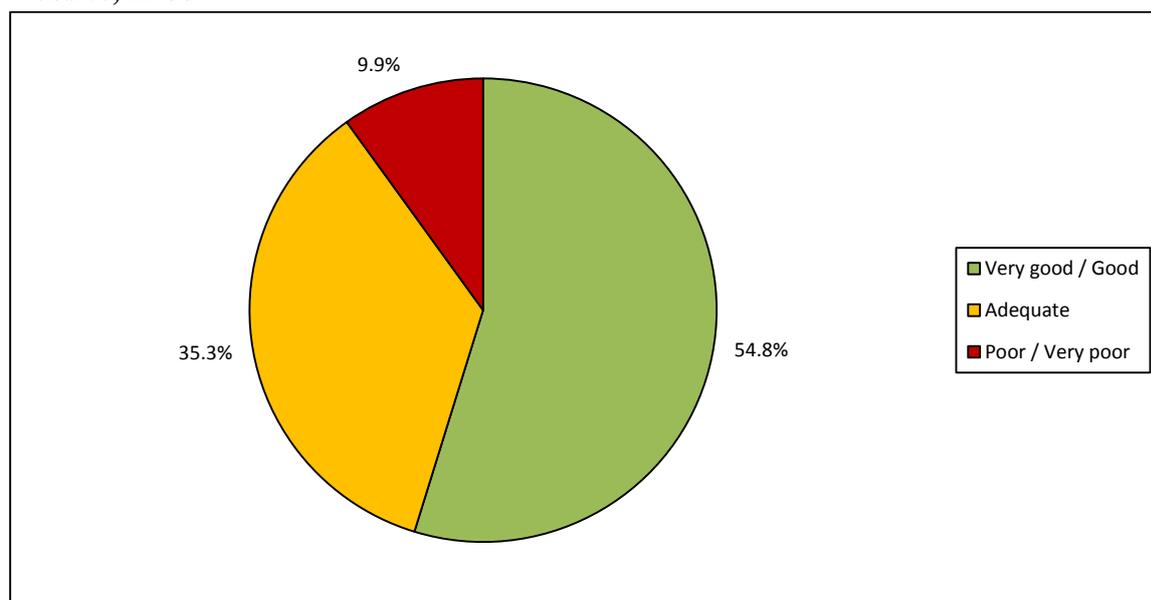
Regarding data search, there were users dissatisfied with the search engine, some of whom would have preferred to a search targeted exclusively to databases rather than the whole website. Search by keywords was also difficult for a number of users. Respondents also reported difficulties in understanding definitions and metadata for the users who are not statisticians themselves.

Other recurrent comments referred to the poor timeliness of the data or to the difficulty to find old data. Several reported problems with the changes in the database, which are not always clearly explained and on which users are not informed. Other problematic issues are considered the gaps in the data, also due to confidentiality, and the fact that the website is not fully multilingual.

One specific technical drawback often mentioned is that the Data Explorer does not support multiple windows or queries in one session. More critical comments were given on the complexity of data extraction and the limited choices that the user has in the process. Finally, some put on their wish list to have more estimate and to be notified by e-mail when data are revised.

To complete the section of the survey on the website, users were asked for the first time this year to rate the information on microdata access on Eurostat website. 39.1% of the respondents gave their opinions, indicating a satisfaction rate in line with other questions related to the website, with 54.8% of respondents judging the information on microdata access as very good or good, another 35.3% as adequate and the remaining 9.9% being unsatisfied, as shown in Chart 42. As it could be expected, given that the question concerned access for scientific purposes, the response rate was higher for students, academic and private users, with 47.8% of them giving an opinion, versus 32.1% for the other groups put together.

**Chart 42. Assessment of the information on microdata access services on Eurostat website, in %**



*Source: Eurostat 2016 user satisfaction survey*

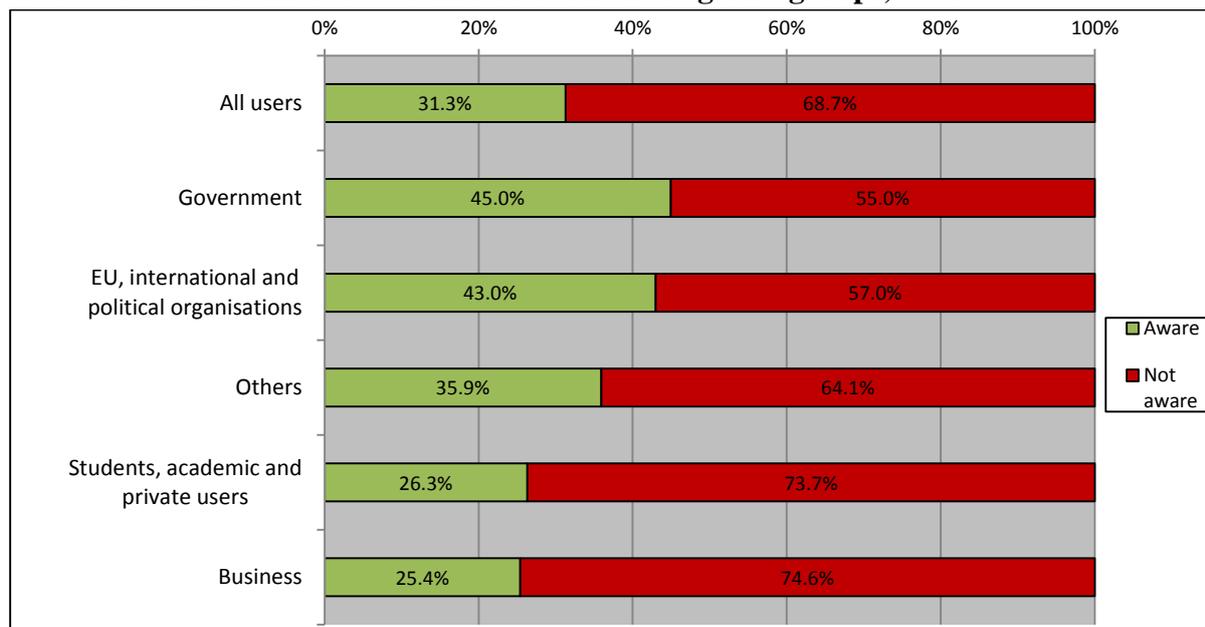
Government officials were the most content with this service with 61.2% of very good and good opinions, and respondents from EU, international and political organisations as well as students, academic and private users were also slightly more satisfied than the average (55.2% and 55.1% respectively).

In their comments respondents considered not only the information on microdata access but also the access procedure and the set of microdata available. They declared to appreciate the service, good and useful to create personal statistics. However, several pointed out that it is difficult to receive an answer when asking for microdata and the procedure for getting access is too complicate and long. On this it can be noted that when getting a request Eurostat has to verify the criteria laid down in the applicable Regulation, which usually takes about one week. A few respondents said that they would like to get microdata also for other topics than those available.

### **3.4.2 Release calendar**

When asked about their awareness of Eurostat's [release calendar](#) (Chart 43), which provides information on the dates and times of Euro indicators' publications, less than a third of users seemed to be aware of it (31.3%), but with a share increasing by 3% points compared to 2015. Among user groups, government as well as EU, international and political organisations were most informed, with the shares of aware users being 45.0% and 43.0%, respectively. A possible explanation could be the fact that these users are interested in the newest data and try to get them as soon as they are available. This year, unlike in 2015, it was business who were the least informed, with only 25.4% of them being aware of the calendar.

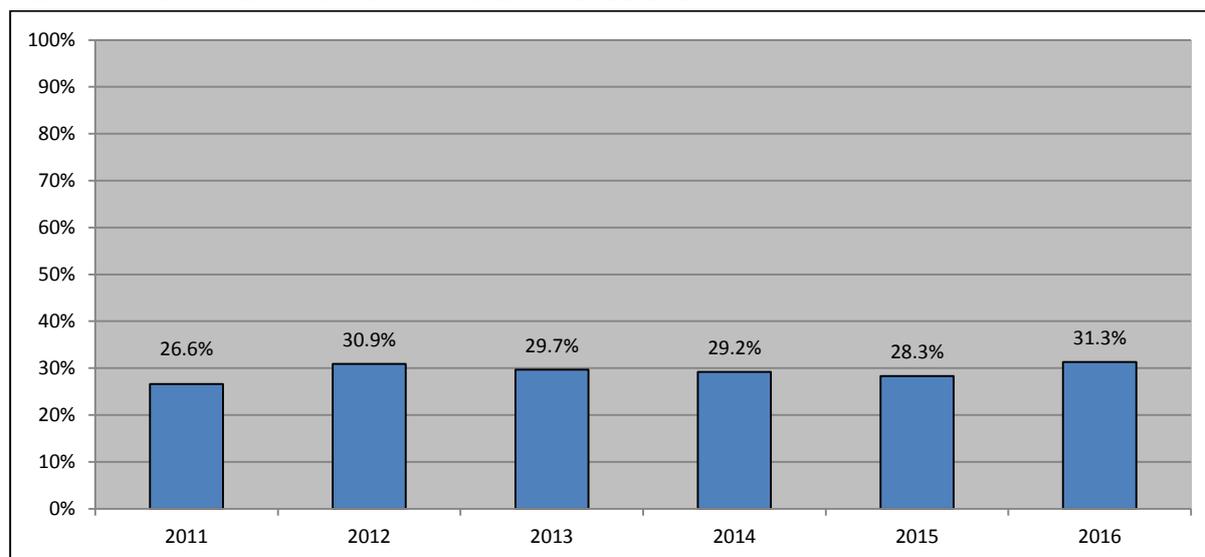
**Chart 43. Awareness of the release calendar among user groups, in %**



Source: Eurostat 2016 user satisfaction survey

Within the six-year surveying period, 2016 is the year with the highest degree of awareness.

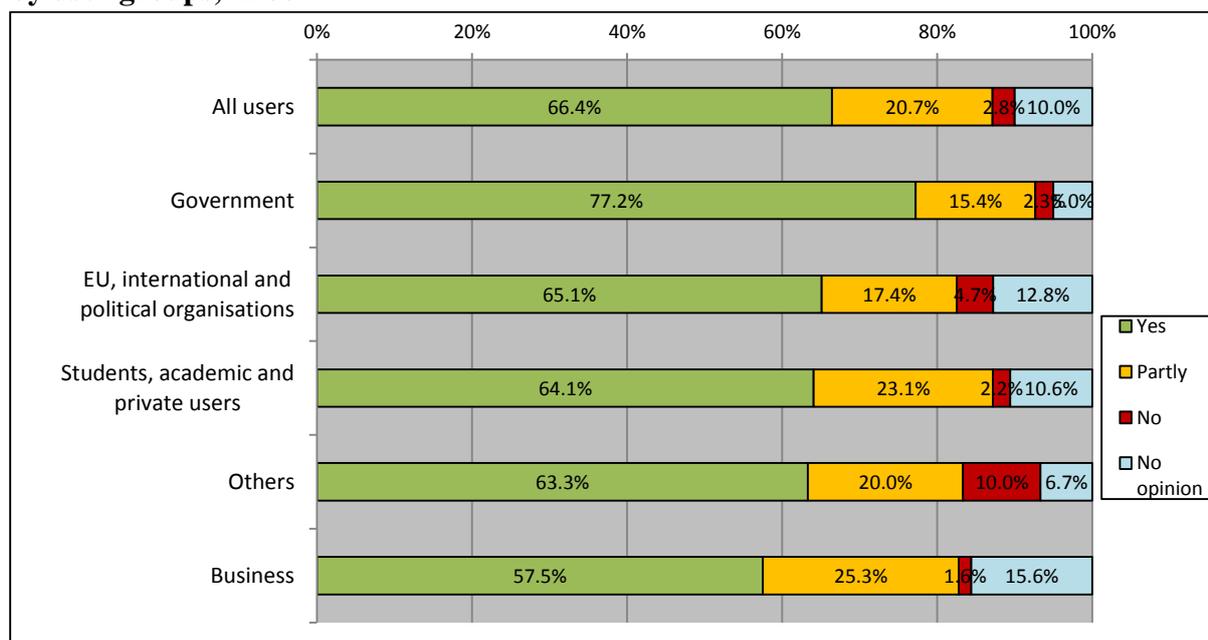
**Chart 44. Awareness of release calendar 2011-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

Those who were aware of the calendar were also asked to assess whether the release calendar had sufficient and relevant information to fulfil their needs (Chart 45). About two thirds of the respondents (66.4%), a share close to 2015, gave positive opinions, indicating that Eurostat release calendar continues to be of great value for those who are aware of it and use it for their needs. 20.7% of respondents said the calendar satisfied their needs partly.

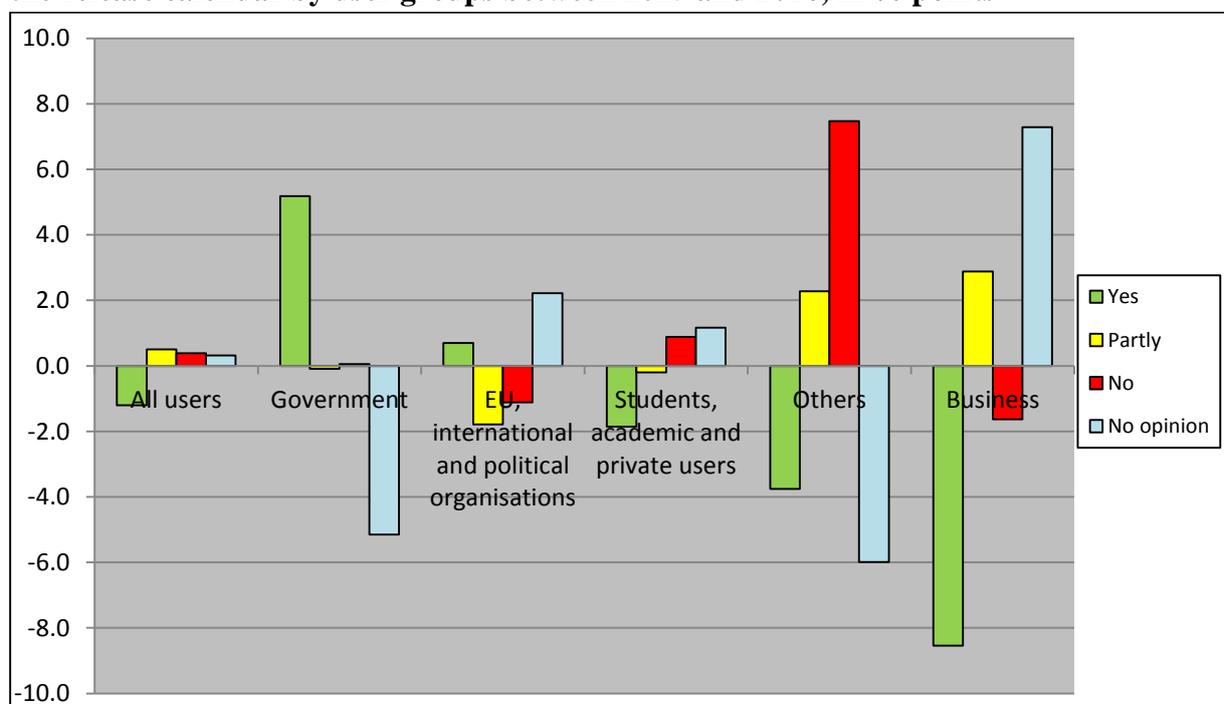
**Chart 45. Assessment of sufficiency and relevance of information in the release calendar by user groups, in %**



Source: Eurostat 2016 user satisfaction survey

Just as in 2015, government officials were among the most satisfied users with 77.2% of “yes” replies. Businesses were this time the least satisfied, the share of the satisfied users in this group going down by 8.5 % points (Chart 46).

**Chart 46. Differences in the assessment of sufficiency and relevance of information in the release calendar by user groups between 2015 and 2016, in % points**

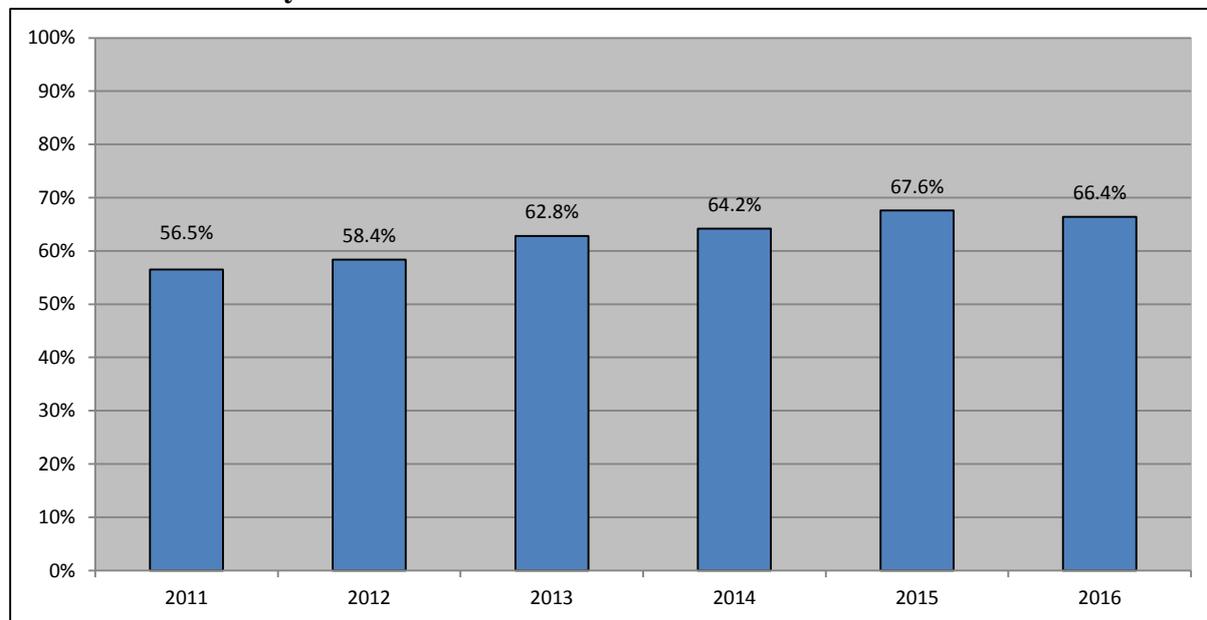


Source: Eurostat 2016 user satisfaction survey

In their comments users expressed the wish to have more topics covered by the release calendar, including more social statistics, to include in the calendar the list of all data for which updates or releases are expected, and to respect the publications dates.

After growing steadily since 2011, user satisfaction with the sufficiency and relevance of information in the release calendar seem to have stabilised this year (Chart 47).

**Chart 47. Sufficiency and relevance of information in the release calendar 2011-2016**

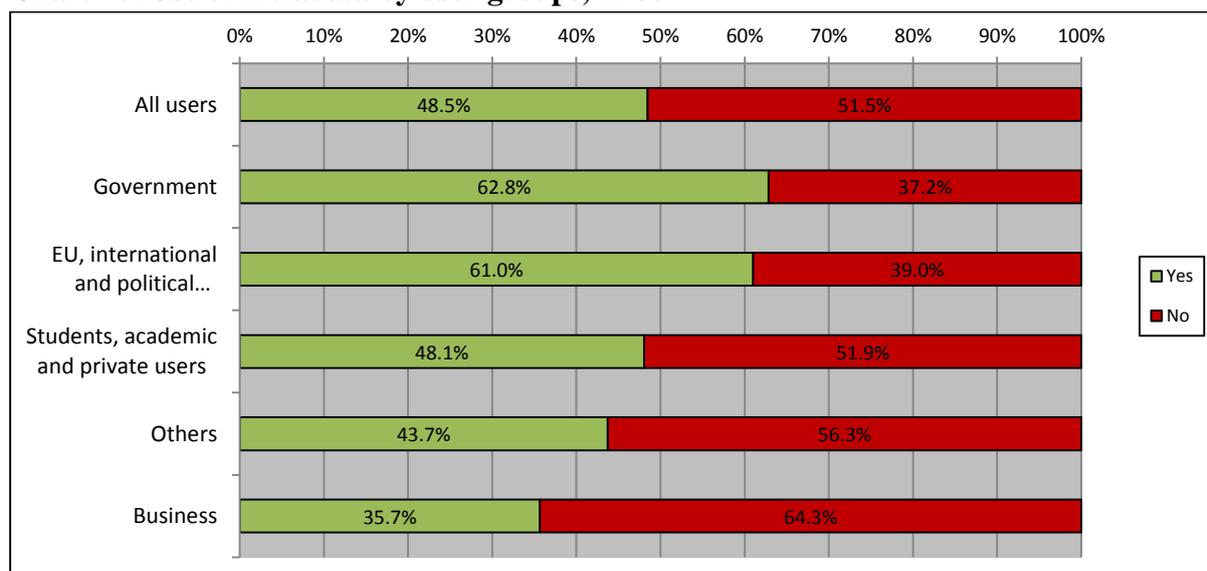


Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

### 3.4.3 Metadata and methodological information

Eurostat publishes metadata in order to provide better background information about the data (definitions, methodology, classifications, nomenclature, etc.) and to explain their limitations.

**Chart 48. Use of metadata by user groups, in %**

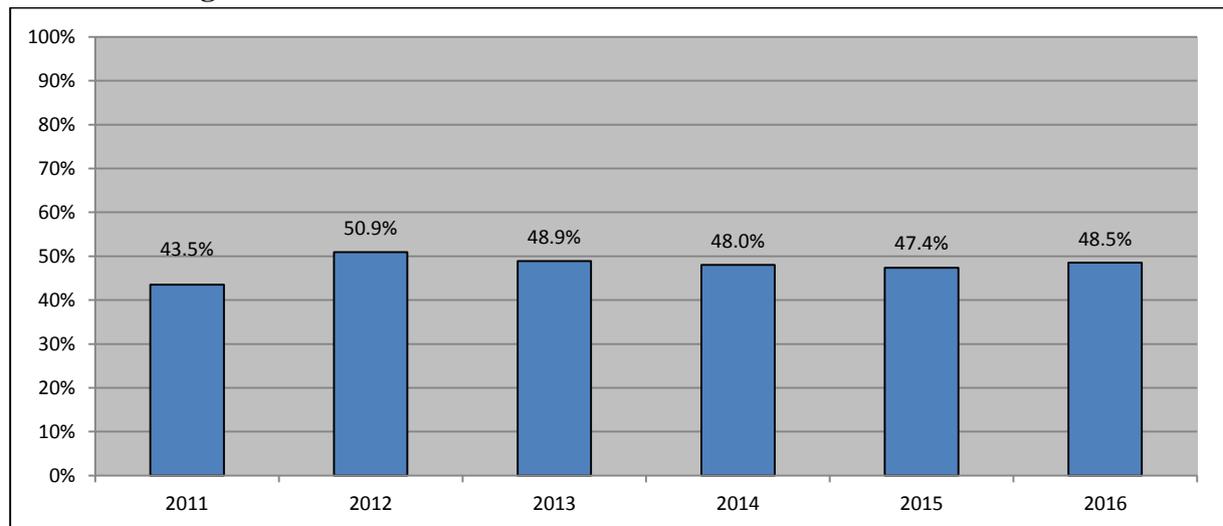


Source: Eurostat 2016 user satisfaction survey

Users were asked to indicate whether they used metadata provided by Eurostat. As seen from Chart 48, metadata was utilised by almost a half of European data users (48.5%), slightly more than in 2015 (47.4%). This year, it was users from the government who used metadata the most, followed by EU, international and political organisations. In these groups shares of metadata users reached 62.8% and 61.0%, respectively. As in previous years, business users were using metadata the least (35.7%).

Within the last six years, the most notable change in the use of metadata was a 7.4% points increase in 2012, the only year when it passed the share of 50%. Since then, it has remained substantially stable at a bit less than half of the respondents.

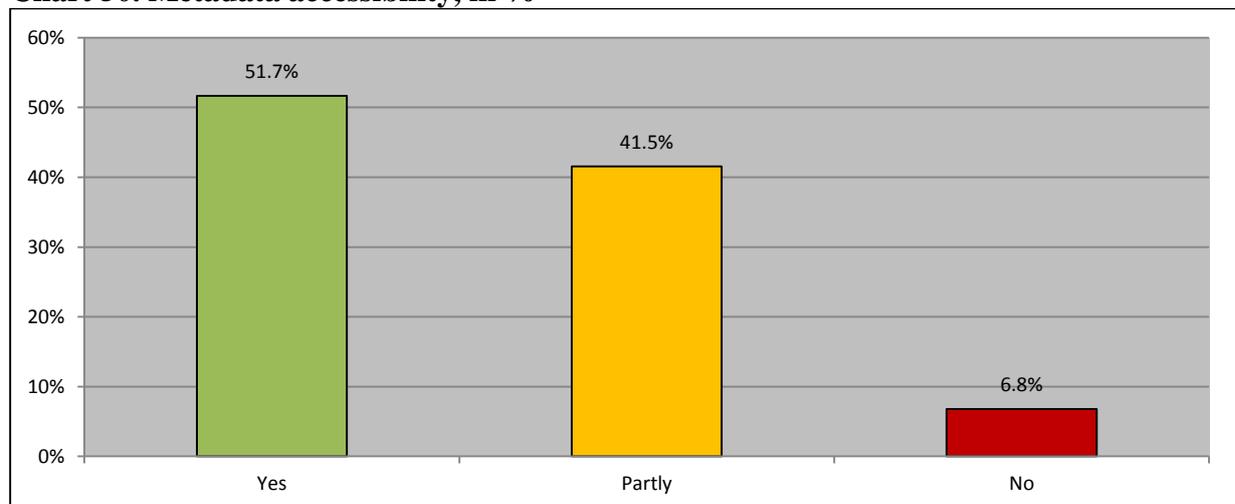
**Chart 49. Usage of metadata 2011-2016**



*Source: Eurostat 2011, 2012, 2013, 2015 and 2016 user satisfaction surveys*

Metadata users were also asked about their accessibility. Results of Chart 50 reveal that this year the share of respondents who find it easily accessible has remained at slightly more than a half (51.7%). A share of 41.5% thought it was partly easy to find and 6.8% experienced difficulties.

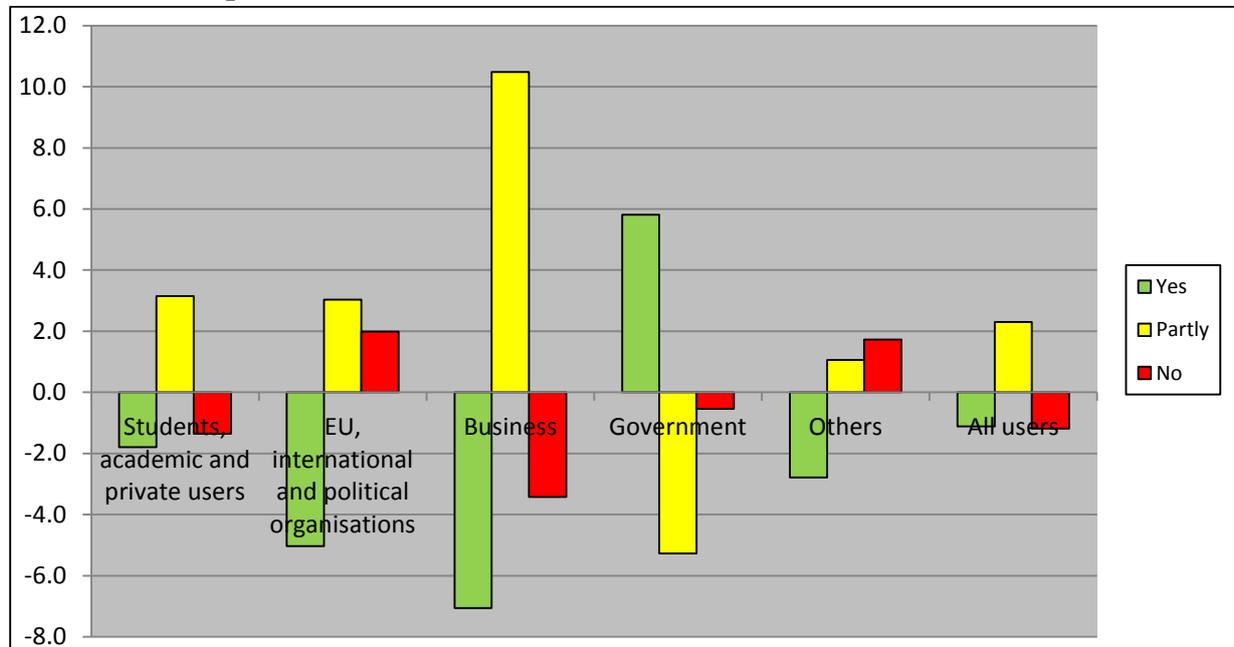
**Chart 50. Metadata accessibility, in %**



*Source: Eurostat 2016 user satisfaction survey*

The overall share of users who find metadata easily accessible did not change much between 2015 and 2016, even if some larger variations could be observed, up or down, for some user groups, as demonstrated in Chart 51.

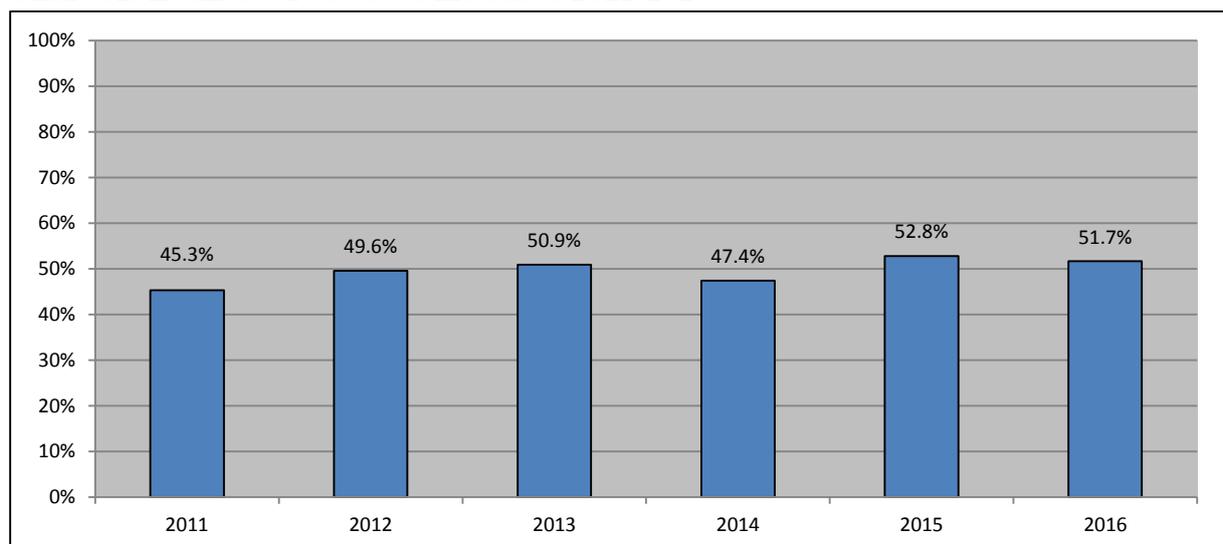
**Chart 51. Differences in the assessment of the accessibility of metadata between 2015 and 2016, in % points**



Source: Eurostat 2015 and 2016 user satisfaction surveys

As can be seen from Chart 52, after the peak registered in 2015, which could have been due to the new website, user satisfaction with this aspect of the metadata, even if slightly decreasing, remained in 2016 at a higher level than in previous years.

**Chart 52. Easiness of access to metadata 2011-2016**

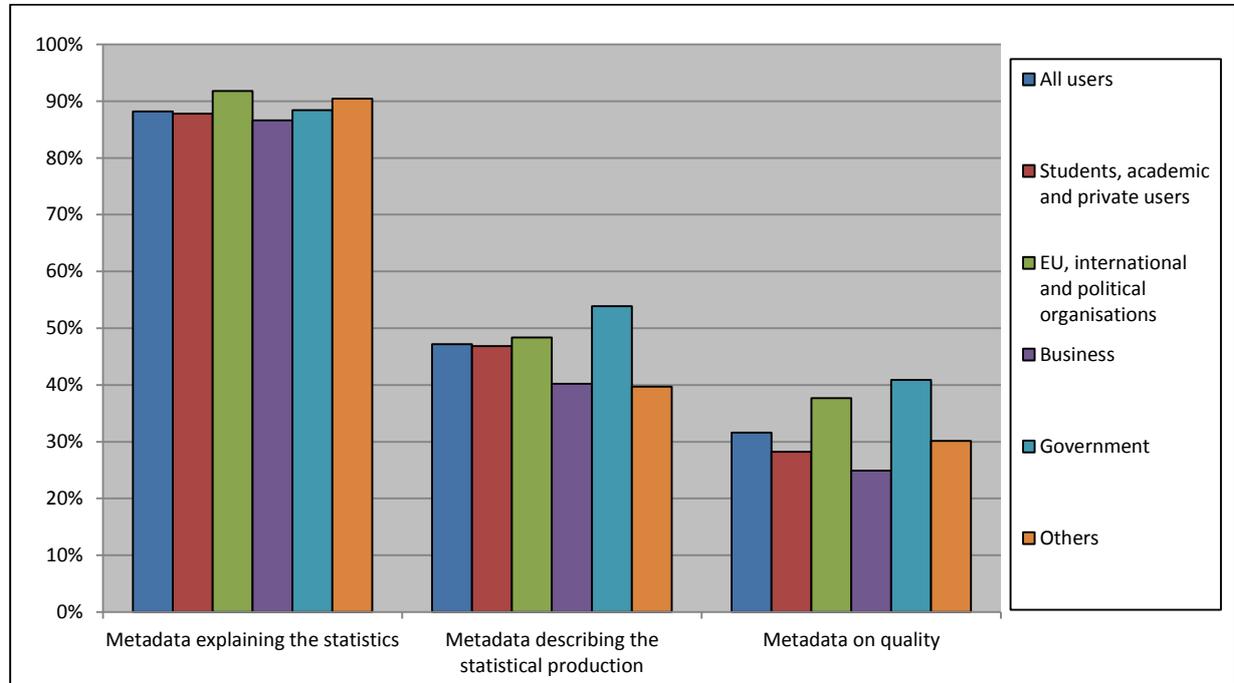


Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

Out of different types of metadata, metadata explaining statistics was the most popular (Chart 53). 88.2% of respondents that used metadata specified that they utilised that type of

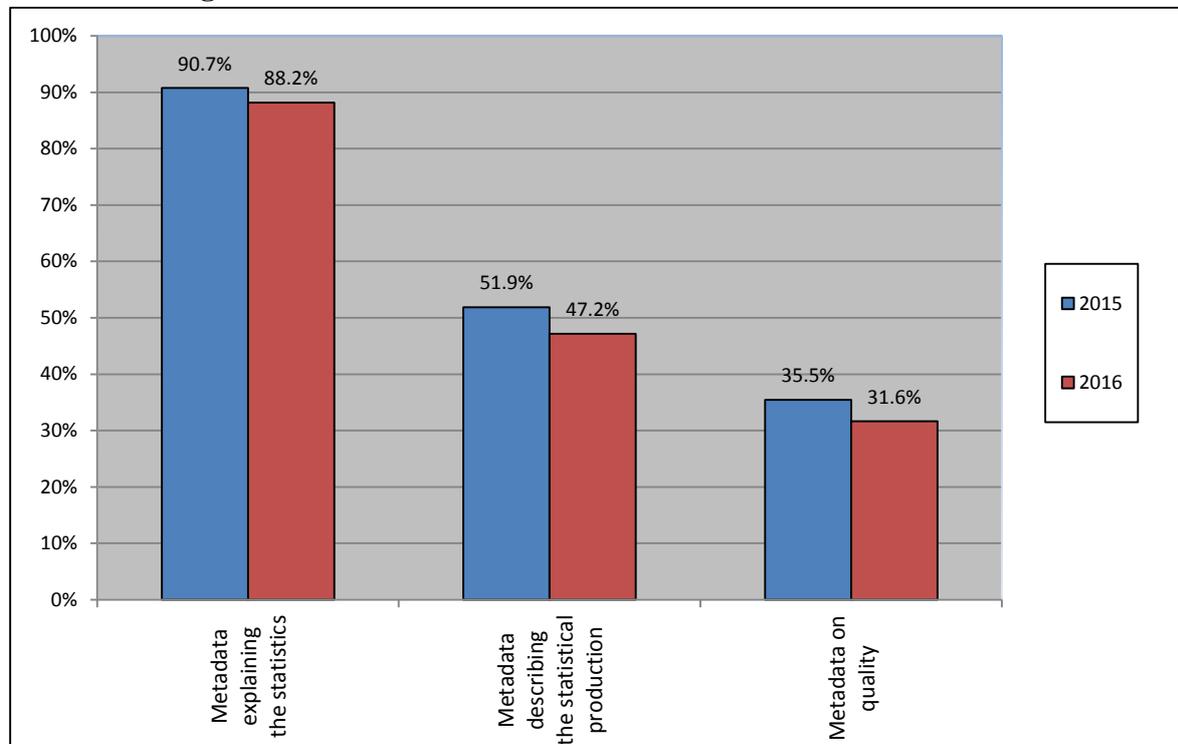
metadata. Metadata describing statistical production and metadata on quality were used by 47.2% and 31.6% of users respectively. These proportions are lower than last year, with a decrease of 2.5% points for metadata explaining statistics; 4.7% points for metadata describing statistical production; 3.9% points for metadata on quality (Chart 54).

**Chart 53. Metadata use by types of metadata and user groups, in %**



Source: Eurostat 2016 user satisfaction survey

**Chart 54. Usage of metadata in 2015 and 2016**

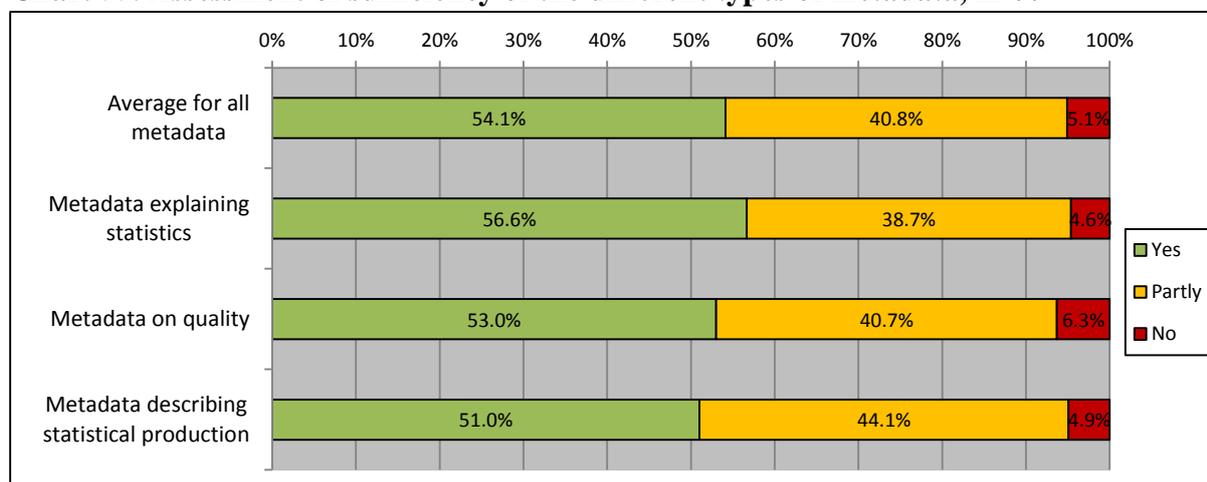


Source: Eurostat 2015 and 2016 user satisfaction surveys

Metadata users were also generally satisfied with its sufficiency (Chart 55). On average 54.1% - slightly less than last year - found metadata sufficient for their purposes and another 40.8% partly sufficient. 5.1% stated metadata was not sufficient.

Apart from being most popular with all users, metadata explaining statistics was also the one evaluated the best. 56.6% of respondents said it was sufficient and adequate for their needs.

**Chart 55. Assessment of sufficiency of the different types of metadata, in %**

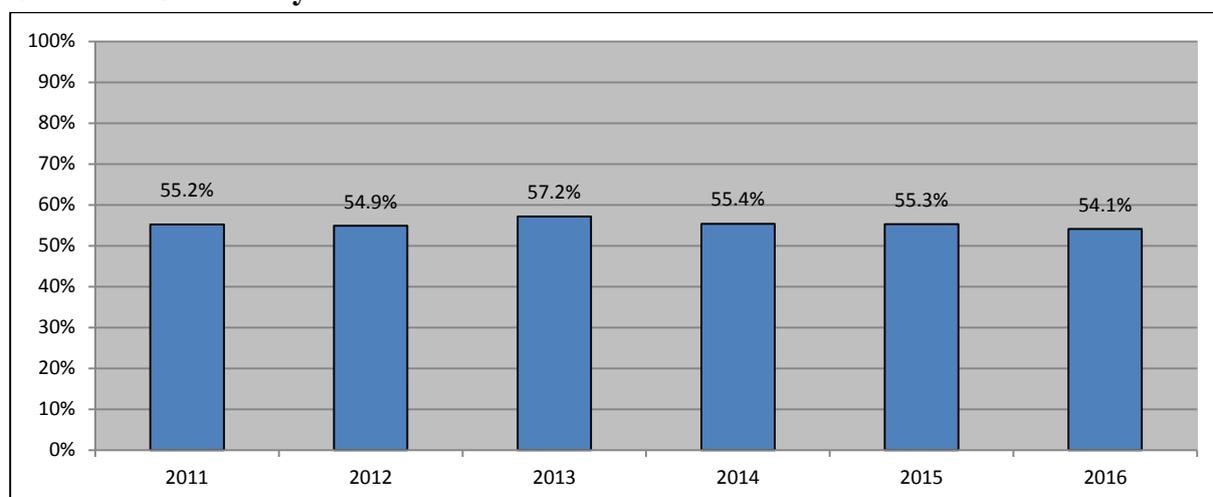


Source: Eurostat 2016 user satisfaction survey

While some users reaffirmed in their comments that metadata are good and have improved, others still found them not easy to access, not clear enough, too long or too technical. The main suggested further improvements included to give more detailed information on the production of statistics and the used methodology, to clarify better the main concepts used, to better facilitate comparability among countries and to always update the metadata in case of changes in the methodology.

As Chart 56 demonstrates, as a whole there has been very little change in the user assessment of metadata sufficiency between 2011 and now. However, 2016 proved to be the year when users were the least satisfied with this criterion.

**Chart 56. Sufficiency of metadata 2011-2016**

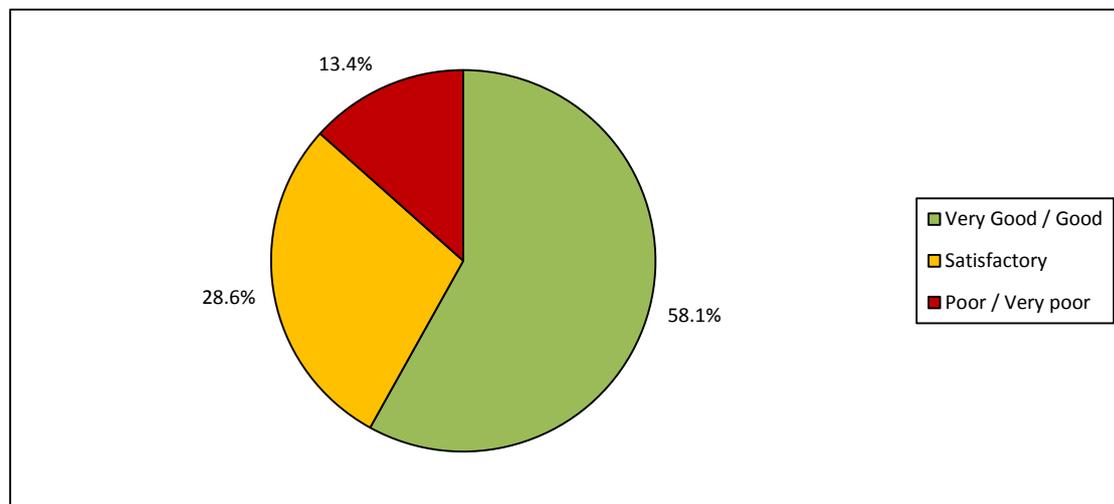


Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

### 3.4.4 Twitter account

This year for the second time users were also asked to rate the interest of Eurostat's Twitter feed and as in 2015 a bit more than 10% of the respondents expressed their opinion. The responses (Chart 57) showed a positive evaluation, with over 86% of the respondents rating it as at least satisfactory. Out of all respondents who expressed their opinion, 58.1% saw the interest of the Eurostat's Twitter feed as good or very good, just 1 % point less than in 2015.

**Chart 57. Interest of Eurostat's Twitter feed**



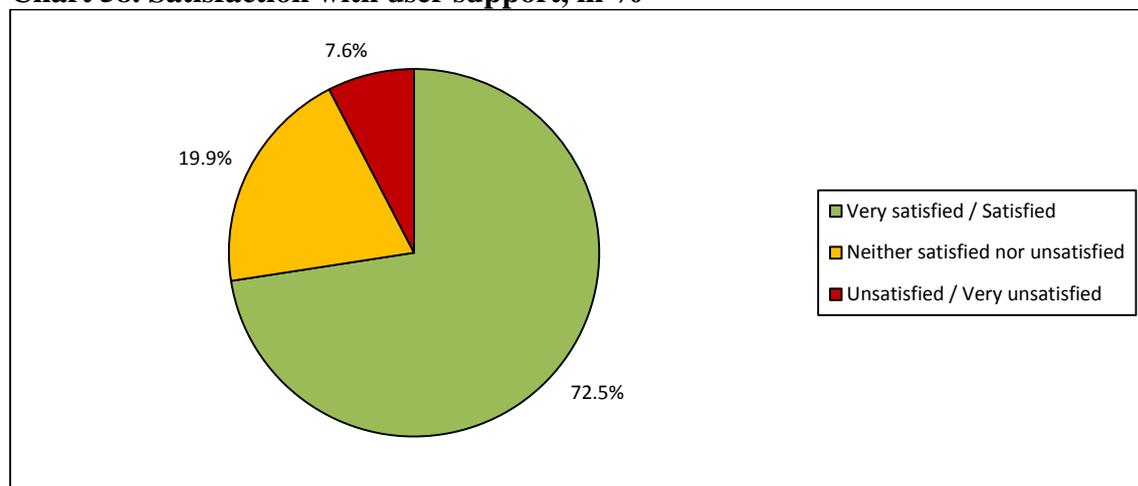
Source: Eurostat 2016 user satisfaction survey

### 3.4.5 User support

In the survey, users also had the opportunity to express their opinion on the support services offered by Eurostat. Results are presented in Chart 58.

Leaving out those with no opinion or not aware of the user support function, the degree of satisfaction remains the highest of all services with 72.5% of the respondents saying that they were either “very satisfied” or “satisfied” with the support service provided by Eurostat. The share of unsatisfied users was 7.6% this year.

**Chart 58. Satisfaction with user support, in %**

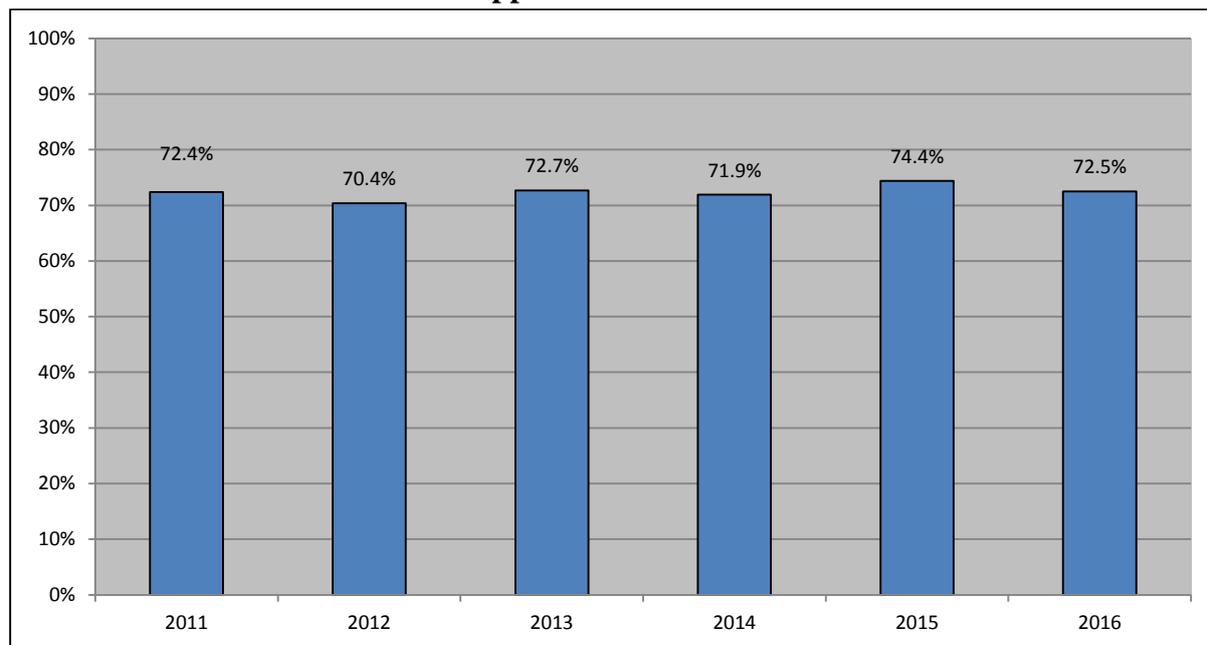


Source: Eurostat 2016 user satisfaction survey

From a user group perspective, EU, international and political organisations were the most satisfied with the user support (78.1%), followed by government users (77.5%) and students, academics and private users (72.9%). Similarly to last year, businesses were a bit less satisfied with the lowest share of positive responses (67.6%).

Between 2011 and 2016, overall satisfaction with user support has remained stable, as shown in Chart 59.

**Chart 59. Satisfaction with user support 2011-2016**

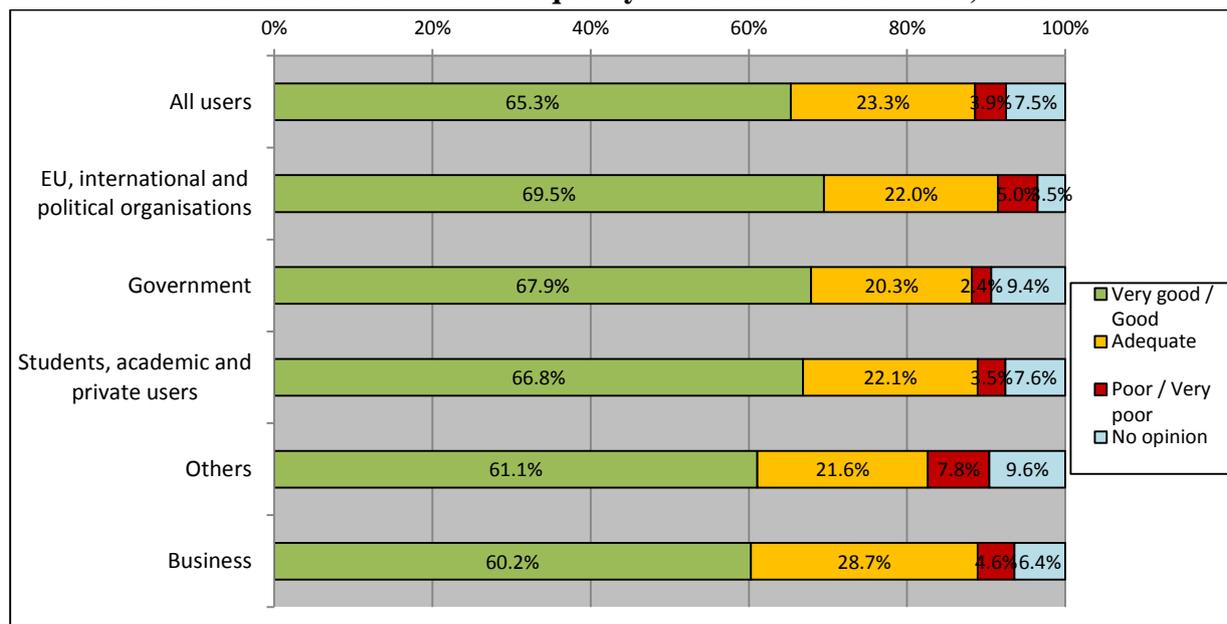


*Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys*

### 3.5 Overall quality of data and services

Users were also asked to express their views on the overall quality of the *data and services* provided by Eurostat. As can be seen from Chart 60, the level of overall satisfaction remained quite high with 65.3% of all respondents evaluating data and services as “very good” or “good”, 23.3% as “adequate” and only 3.9% as “poor” or “very poor”. This year, EU, international and political institutions as well as government provided most positive feedback (69.5% and 67.9% choosing highest evaluations respectively).

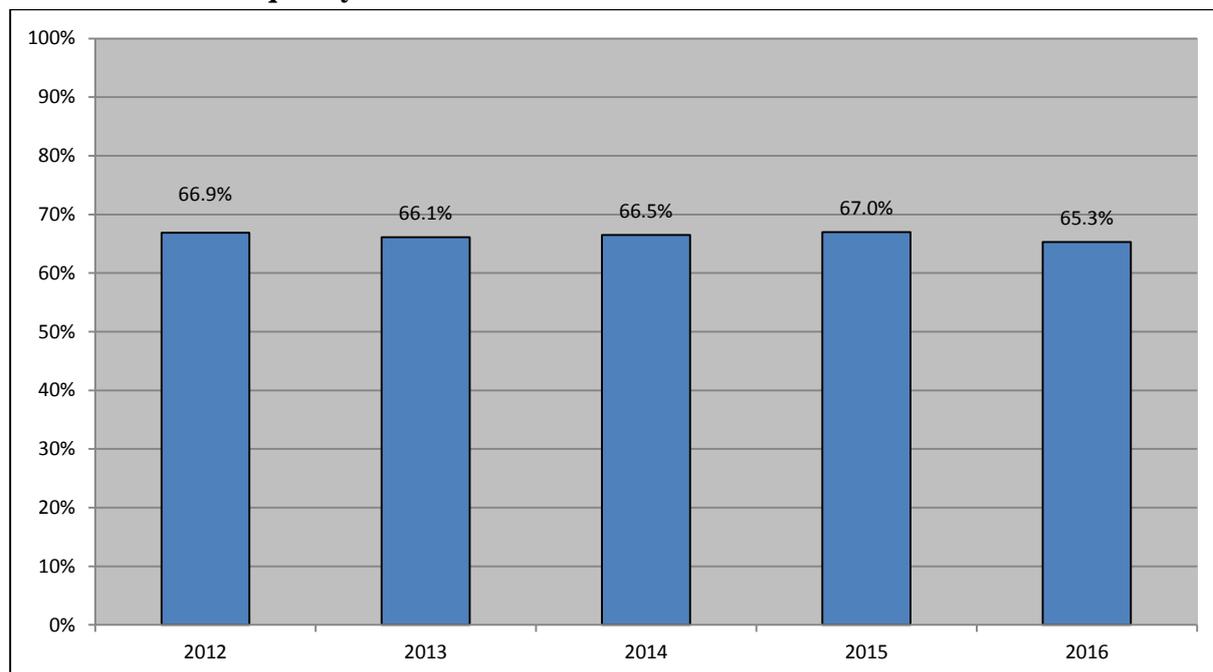
**Chart 60. Overall satisfaction with the quality of the data and services, in %**



Source: Eurostat 2016 user satisfaction survey

As Chart 61 demonstrates, there has been little change in the assessment of the overall quality of data and services since 2012, even if this year it is slightly lower than in the past.

**Chart 61. Overall quality of data and services 2012-2016**



Source: Eurostat 2011, 2012, 2013, 2014, 2015 and 2016 user satisfaction surveys

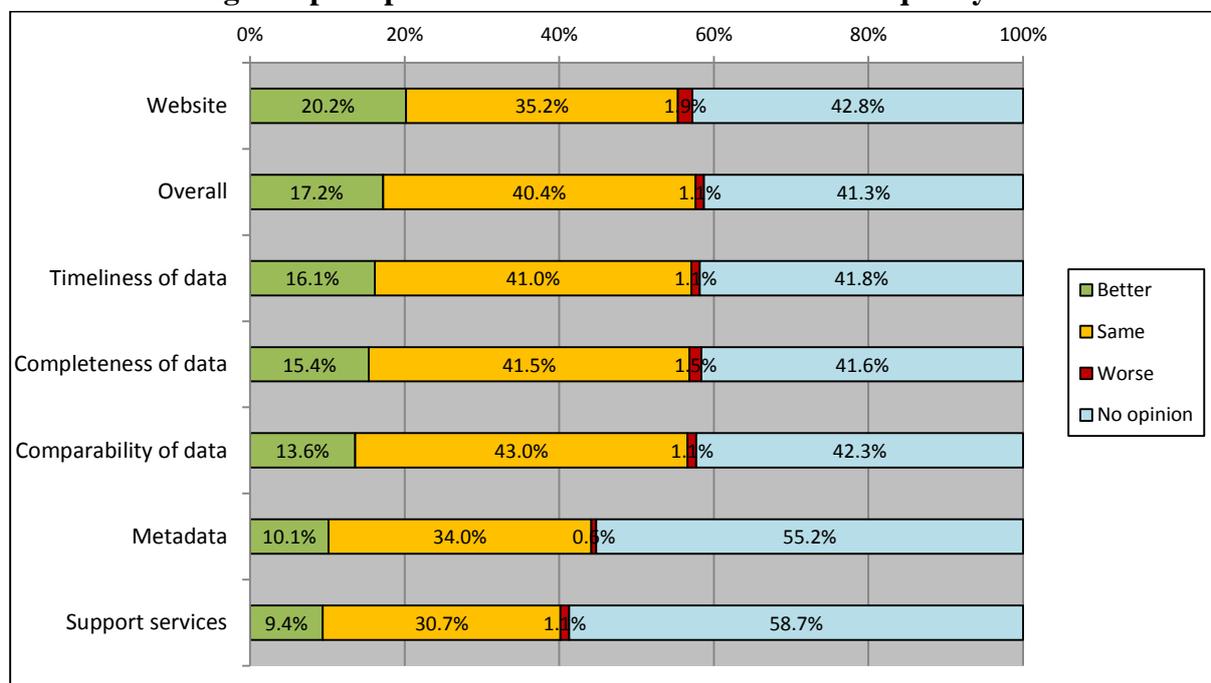
### 3.6 Comparison with previous year

It is interesting to note that more positive feedback came again, as in the past, from the comparison of overall evaluation of Eurostat’s data, products or services with the previous year (Chart 62).

Contrary to what was expressed in response to some other questions, a number of respondents stated that they saw data quality components and services as “better” than last year when looking at the bigger picture. The most striking evaluation is for the website, which was considered better than in 2015 by 20.2% of respondents, even if the judgement on its quality went down when asked directly about it. This phenomenon might also be explained by a potential continuous increase in quality standards that users expect from Eurostat. Users may see improved data or service quality from last year, but are not necessarily more satisfied with it.

A high percentage of “no opinion” responses remained, even if decreasing by 3 to 5% points compared to 2015, which can be partly explained by the fact that some users did not take part in the survey last year, did not recall their responses or simply did not have experience with the services.

**Chart 62. Changes in perception of Eurostat's data and services quality**



*Source: Eurostat 2016 user satisfaction survey*

The large majority of the comments that users gave on this last question were again referring to Eurostat website. Most of them expressed their satisfaction with the website which they saw improved while some still preferred the old version. Some respondents also said that regional statistics had improved, confirming the registered increased quality ratings for this domain.

#### 4. Messages from the users

A list of suggestions for improvement was drawn taking into account both the quantitative analysis of the answers to different questions and the recurrent comments that respondents could give as a free text. Most of them have already been mentioned in the previous reports.

- To further improve the quality of statistical data by: (i) improving timeliness, (ii) adding more estimates and forecasts, (iii) reducing data gaps due to confidentiality, (iv) performing more checks and better quality control on data received by NSIs.
- To provide data at a more disaggregated level or give more options for a breakdown.
- To provide longer time series.
- To provide more microdata and to make microdata more easy to access for the users.
- To make navigation, data search and help tools more performant and user-friendly. An overview of the data and links to national data would be useful.
- To improve the Data Explorer so that it can support multiple queries.
- To provide an email notifications system for when data are modified.
- To expand the geographical coverage of provided data on non-EU countries.
- To make the website more multilingual.
- To improve metadata by: (i) providing more structured meta information on the production of all published data, (ii) making clear, user-friendly and less technical explanations on methodology and definitions, trying to avoid specialist language, (iii) regularly updating metadata (e.g. when the methodology changes), (iv) in order to make it easier to compare how national data are produced.
- To have more topics covered by the release calendar and to include all expected updates.
- To keep further user surveys as concise as possible.

## Statistical areas

### *1. Economy and finance, composed of*

- 1.1 National accounts (including GDP, main aggregates, input-output tables and European sector accounts)
- 1.2 Price statistics
- 1.3 Government finance statistics
- 1.4 Balance of payments
- 1.5 Financial accounts and monetary indicators

### *2. Industry, trade and services, composed of*

- 2.1 Structural business statistics
- 2.2 Short-term business statistics
- 2.3 Tourism
- 2.4 Information society

### *3. Population and social conditions, composed of*

- 3.1 Labour market (including labour force survey)
- 3.2 Population
- 3.3 Health
- 3.4 Education and training
- 3.5 Living conditions and social protection

### *4. International trade statistics*

### *5. Environment statistics*

### *6. Agriculture and fishery statistics*

### *7. Energy statistics*

### *8. Transport statistics*

### *9. Science and technology and innovation*

### *10. Regional statistics*

### *11. Indicators, composed of*

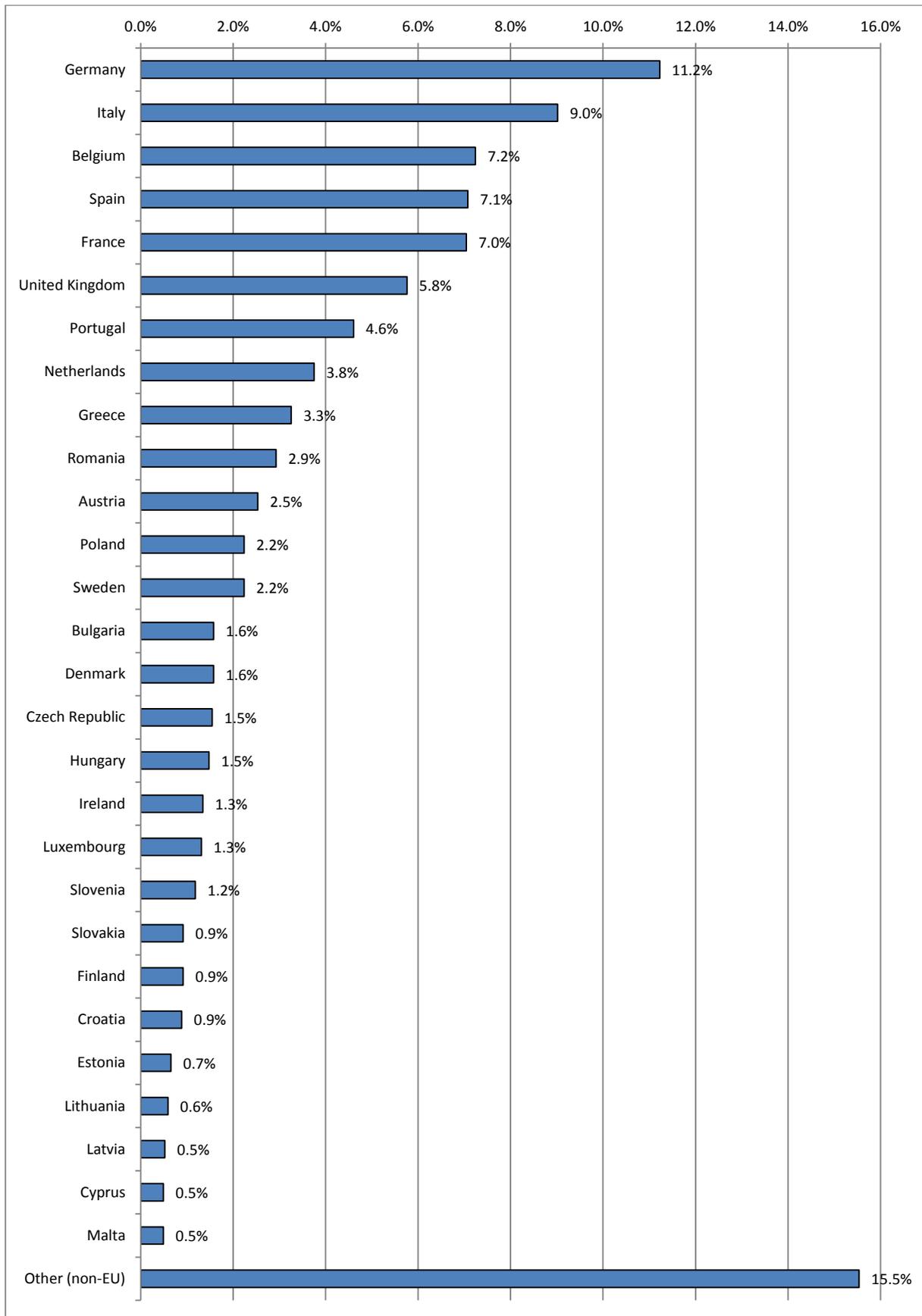
- 11.1 Europe 2020 indicators
- 11.2 Sustainable Development indicators
- 11.3 Euro indicators / PEEIs (Principal European Economic Indicators)
- 11.4 Globalisation indicators
- 11.5 MIP (Macroeconomic Imbalances Procedure) indicators

### *12. Other*

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### Breakdown of respondents by user group and country of work place

	Students, academic and private users	EU, international and political organisations	Business	Government	Others	Total
Belgium	57	69	51	31	12	<b>220</b>
Bulgaria	27	0	8	10	3	<b>48</b>
Czech Republic	24	0	7	16	0	<b>47</b>
Denmark	18	5	13	7	5	<b>48</b>
Germany	118	21	128	47	27	<b>341</b>
Estonia	11	0	1	8	0	<b>20</b>
Ireland	23	3	6	6	3	<b>41</b>
Greece	70	1	18	8	2	<b>99</b>
Spain	128	6	37	36	8	<b>215</b>
France	83	16	65	38	12	<b>214</b>
Croatia	14	0	2	10	1	<b>27</b>
Italy	125	12	54	61	22	<b>274</b>
Cyprus	4	0	4	5	2	<b>15</b>
Latvia	9	0	2	5	0	<b>16</b>
Lithuania	12	0	1	5	0	<b>18</b>
Luxembourg	6	10	11	9	4	<b>40</b>
Hungary	29	0	6	9	1	<b>45</b>
Malta	3	0	3	7	2	<b>15</b>
Netherlands	33	5	61	8	7	<b>114</b>
Austria	35	3	19	15	5	<b>77</b>
Poland	39	1	9	17	2	<b>68</b>
Portugal	76	5	24	29	6	<b>140</b>
Romania	59	3	11	13	3	<b>89</b>
Slovenia	18	0	3	13	2	<b>36</b>
Slovakia	17	0	5	6	0	<b>28</b>
Finland	9	1	7	8	3	<b>28</b>
Sweden	25	3	15	20	5	<b>68</b>
United Kingdom	75	4	69	15	12	<b>175</b>
Other (non- EU)	216	32	92	114	18	<b>472</b>
<b>Total</b>	<b>1363</b>	<b>200</b>	<b>732</b>	<b>576</b>	<b>167</b>	<b>3038</b>



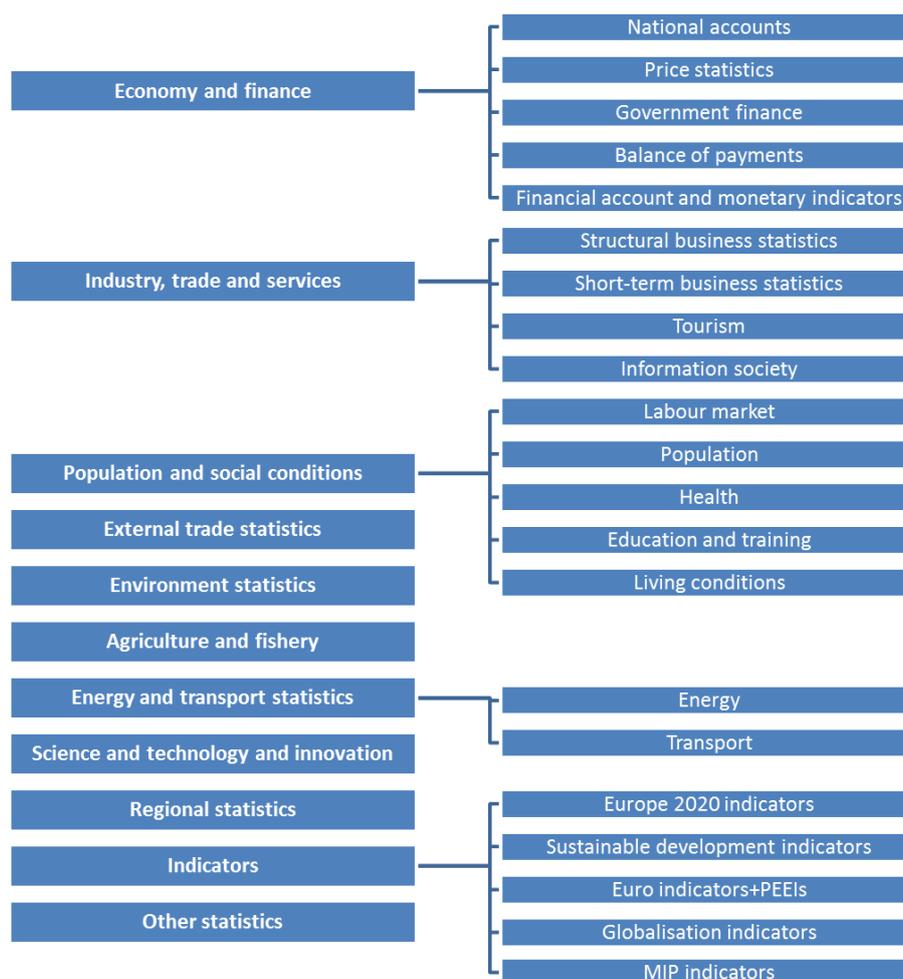
### Brief description on the methodology for compiling the information on quality

Respondents to the user satisfaction survey had to choose the statistical areas they utilise data from in one of the very first questions. Only for the areas selected by them in this question they could later in the questionnaire provide an answer on the three quality aspects of timeliness, completeness and comparability and on the overall quality.

The answers were summarised by Eurostat in the following way:

1. For all statistical areas that were composed of sub-areas the answers were summed-up in such a way that the results would be compiled for the bigger heading (left column). As an example we can take the bigger heading of "Industry, trade and services statistics", which is composed of "Structural Business Statistics (SBS)", "Short term Statistics (STS)", "Tourism" and "Information Society (INFSO)". Answers were provided for an assessment of SBS, STS, Tourism and INFSO quality aspects but the results were added to come up with the figures for the heading "Industry, trade and services statistics". The detailed results for SBS, STS, Tourism and INFSO are also available but not published in this report.

The statistical domains (on the right) have been grouped under a bigger heading in the following way:



2. Another compilation aspect is the adding up of the answers "very good" and "good" into one answering category as well as adding up answers of "very poor" and "poor" into one answering category. In the question about trust, the options "trust them greatly" and "tend to trust them" as well as "tend not to trust them" and "distrust them greatly" were aggregated.

3. Percentages were then calculated as the share of answers for the heading of the statistical area and for the answering categories of "good" (contains "very good" and "good"), "adequate" and "poor" (contains "poor" and "very poor") as well as the "no opinion". As an example the different steps of data calculation are illustrated in annex 4 for the question on the assessment of overall quality.

4. Different smaller user categories were also aggregated in the following way to 5 broader groups:

A) Students, academic and private users

Private users

Student or academic users

B) EU, international and political organisations

Commission DG or service

European Institution/body (other than Commission)

Political party/political organisation

International organisation

C) Business

Commercial company

Trade association

D) Government

Public administration

National Statistical Institute

E) Others

Redistributor of statistical information

Other

### Example of calculations for the question on overall quality

Step 1. Detailed results for all statistical areas

<b>Q9: How do you rate the overall quality of European statistics?</b>							
<b>Overall Quality</b>	<b>Very good</b>	<b>Good</b>	<b>Adeq.</b>	<b>Poor</b>	<b>Very poor</b>	<b>No opinion</b>	<b>Total</b>
Economy and finance - National accounts	377	564	238	112	57	56	1404
Economy and finance - Price statistics	183	292	142	71	40	28	756
Economy and finance - Government finance	165	247	114	67	30	39	662
Economy and finance - Balance of payments	118	166	90	54	30	29	487
Economy and finance - Financial accounts and monetary indicators	97	163	86	46	23	31	446
Industry, trade and services - Structural business statistics	115	228	167	68	24	41	643
Industry, trade and services - Short-term business statistics	74	163	103	47	17	23	427
Industry, trade and services - Tourism	67	106	65	29	14	22	303
Industry, trade and services - Information society	44	109	65	22	11	21	272
Population and social conditions - Labour market	229	411	212	81	39	60	1032
Population and social conditions - Population	236	426	207	87	41	64	1061
Population and social conditions - Health	118	191	111	45	15	29	509
Population and social conditions - Education and training	132	282	138	60	16	44	672
Population and social conditions - Living conditions	141	255	143	68	18	37	662
International trade	194	347	189	85	34	44	893
Environment	94	189	118	58	20	35	514
Agriculture and fishery	88	179	116	61	21	17	482
Energy and transport - Energy	108	191	122	46	25	35	527
Energy and transport - Transport	53	159	106	38	14	25	395
Science, technology and innovation	83	173	114	49	18	35	472
Regional statistics	123	236	152	73	33	33	650
Indicators - Europe 2020 indicators	134	201	121	51	29	47	583
Indicators - Sustainable	70	129	83	36	13	35	366
Indicators - Euro indicators + PEEIs	67	110	61	35	8	37	318
Indicators - Globalisation indicators	50	91	48	24	7	25	245
Indicators - MIP (Macroeconomic Imbalances Procedure) indicators	41	57	24	14	5	19	160
Other	7	23	11	8	6	23	78

Step 2. Results are aggregated under bigger areas

<b>Overall Quality</b>	<b>Very good</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>	<b>Very poor</b>	<b>No opinion</b>	<b>Total</b>
Economy and finance	940	1432	670	350	180	183	3755
Industry, trade and services	300	606	400	166	66	107	1645
Population and social conditions	856	1565	811	341	129	234	3936
International trade statistics	194	347	189	85	34	44	893
Environment statistics	94	189	118	58	20	35	514
Agriculture and fishery	88	179	116	61	21	17	482
Energy and transport	161	350	228	84	39	60	922
Science, technology and	83	173	114	49	18	35	472
Regional statistics	123	236	152	73	33	33	650
Indicators	362	588	337	160	62	163	1672
Other	7	23	11	8	6	23	78
<b>Total</b>	<b>3208</b>	<b>5688</b>	<b>3146</b>	<b>1435</b>	<b>608</b>	<b>934</b>	<b>15019</b>

Step 3. "Very good" and "good" and "very poor" and "poor" are merged

<b>Overall Quality</b>	<b>Very good/Good</b>	<b>Adequate</b>	<b>Poor/Very poor</b>	<b>No opinion</b>	<b>Total</b>
Economy and finance	2372	670	530	183	3755
Industry, trade and services	906	400	232	107	1645
Population and social conditions	2421	811	470	234	3936
International trade statistics	541	189	119	44	893
Environment statistics	283	118	78	35	514
Agriculture and fishery	267	116	82	17	482
Energy and transport	511	228	123	60	922
Science, technology and	256	114	67	35	472
Regional statistics	359	152	106	33	650
Indicators	950	337	222	163	1672
Other	30	11	14	23	78
<b>Total</b>	<b>8896</b>	<b>3146</b>	<b>2043</b>	<b>934</b>	<b>15019</b>

Step 4. Final table with percentages calculated

<b>Overall Quality</b>	<b>Very good/Good</b>	<b>Adequate</b>	<b>Poor/Very poor</b>	<b>No opinion</b>
Economy and finance	63.2%	17.8%	14.1%	4.9%
Industry, trade and services	55.1%	24.3%	14.1%	6.5%
Population and social conditions	61.5%	20.6%	11.9%	5.9%
International trade statistics	60.6%	21.2%	13.3%	4.9%
Environment statistics	55.1%	23.0%	15.2%	6.8%
Agriculture and fishery	55.4%	24.1%	17.0%	3.5%
Energy and transport	55.4%	24.7%	13.3%	6.5%
Science, technology and	54.2%	24.2%	14.2%	7.4%
Regional statistics	55.2%	23.4%	16.3%	5.1%
Indicators	56.8%	20.2%	13.3%	9.7%
Other	38.5%	14.1%	17.9%	29.5%
<b>Total</b>	<b>59.2%</b>	<b>20.9%</b>	<b>13.6%</b>	<b>6.2%</b>