



EUROPEAN COMMISSION  
EUROSTAT

Directorate A: Cooperation in the European Statistical System; international cooperation;  
resources

**Task Force Integrated Planning**

## **Follow-up of suggestions for improvements coming from the Eurostat user satisfaction survey.**

Eurostat considers its general user satisfaction survey (USS) as an important management instrument and is committed to follow up on what users propose to improve its services and products. For that purpose a list of suggestions for improvement actions is drawn at the end of each USS and their implementation is monitored regularly.

This report presents a summary of the actions carried out in 2016 to respond to the suggestions expressed in the USS 2015 and earlier and which were mostly repeated also in the USS 2016. Some of the actions need longer than one year to be fully implemented and so they are still on going.

### 1) To improve timeliness of statistical data:

- A quality analysis was performed in view of shortening the deadline for publication of the flash estimates of Euro Area quarterly sector accounts at t+94 days. The analysis was positive and Eurostat decided to start the more timely publication in 2017.

### 2) To encourage Member States to submit data on time and provide complete data:

- A continuous process for monitoring the Members States' compliance with the Transport statistics legal framework has been put in place. Reminders at technical and Head of Unit level will be sent to those Member States having a problem with respecting the timeliness, followed by letter at director level if the non-compliance persists. Country visits are organised for specific non-compliance issues

### 3) To provide data at a more detailed or disaggregated level:

- New detailed data at NUTS3 are provided: population and deaths by sex and 5 year age group and live births by 5 year age group.
- More detailed data on the type of goods for Inland Waterways have been published.

### 4) To improve data comparability among countries and regions:

- Some indicators have been published for demographic statistics which are computed at regional level following the same approach as at the national level (population structure indicators NUTS2 and NUTS3, mean age of the mother).

- The environmental statistics regional questionnaire has been streamlined to improve the coherence of the regional data with the national totals.
  - The environmental accounts handbooks and compilation guides have been revised to improve comparability among countries. In particular, the handbook and guide for Environmental Goods and Services Sector have been published and those for Environmental Protection Expenditure and Material Flow Accounts are going to be published in 2017.
- 5) To improve metadata:
- Metadata on demographic statistics have been improved on the collection content and analysis.
  - Standard metadata sets are now available for Harmonised Indices of Consumer Prices and House Price Indices.
- 6) To make available more data and more anonymised microdata:
- Information on the dynamics of the labour market are made available, in particular transition probabilities between the different labour market statuses (employed, unemployed, inactive) on a quarterly basis.
  - Requests can now be sent to Eurostat for anonymised microdata of Road freight statistics.
- 7) To improve data clarity:
- Some new Statistics Explained articles were published in the area of Migrant integration.
  - Annual Government Finance Statistics summary tables were published in the statistical books collection. These tables show the economic activities of government at country level in a harmonised and comparable way, in addition to the regularly published quarterly tables.
- 8) To expand the geographical coverage of provided data:
- More data have been published for Albania at regional level and collected for Serbia on international migration flows and stocks.
- 9) To provide News Releases on a wider range of topics:
- Eurostat has continued to expand the range of topics covered, with a particular focus in 2016 on International and European Days of several different themes.
  - In addition to News Releases another 'News section' has been added on Eurostat website.
- 10) To keep further user surveys as concise as possible:
- A much shorter questionnaire is going to be used for the user satisfaction survey in 2017, focusing just on the quality of the statistics provided by Eurostat.