



EUROPEAN COMMISSION
EUROSTAT

Directorate A: Resources
Legal affairs; Document management

REPORT ON THE EUROSTAT 2020 USER SATISFACTION SURVEY

Commission européenne, 2920 Luxembourg, LUXEMBOURG - Tel. +352 4301-1
Office: BECH - Tel. direct line +352 4301-37123
<http://ec.europa.eu/eurostat>
Antonio.Consoli@ec.europa.eu

Index

1. Background – about the survey	4
2. Main outcomes	7
3. Results of the USS 2020	11
3.1 General information	11
3.1.1 Who uses Eurostat's European statistics?	11
3.2 Information on quality aspects	12
3.2.1 Overall data quality	13
3.2.3 Timeliness	15
3.2.4 Completeness	16
3.2.5 Comparability	18
3.3 Trust in European statistics	21
3.4 Information on dissemination aspects	22
3.5 Overall quality of data and services	24
4. Messages from the users	26
Annex 1 - Statistical areas	27
Annex 2 - Breakdown of respondents by country of work place	28
Annex 3 - Example of calculations for the question on overall quality	29

Index of Charts

Chart 1. Number of survey respondents, 2011 - 2020.....	4
Chart 2. Distribution of respondents by user group, in %	5
Chart 3. Assessment of overall data quality in 2019 and 2020	7
Chart 4. Assessment of overall timeliness in 2019 and 2020, in %.....	8
Chart 5. Assessment of overall completeness in 2019 and 2020, in %	9
Chart 6. Assessment of overall comparability in 2019 and 2020	9
Chart 7. User types, in %.....	11
Chart 8. Use of European statistics by statistical domains and user types, in %.....	12
Chart 9. Overall data quality 2011-2020, in %.....	13
Chart 10. Assessment of overall quality per statistical area, in %.....	14
Chart 11. Assessment of timeliness per statistical area, in %.....	15
Chart 12. Assessment of overall timeliness in 2011-2020, in %.....	16
Chart 13. Assessment of completeness of European statistics per statistical area, in %	17
Chart 14. Assessment of overall completeness in 2011-2020, in %	18
Chart 15. Assessment of overall comparability in 2011-2020, in %.....	19
Chart 16. Assessment of comparability of European statistics per statistical area, in %.....	20
Chart 17. Trust in European statistics by user types, in %	21
Chart 18. Trust in European statistics in 2012-2020, in %	22
Chart 19. Assessment of the easiness to find European statistics, in %.....	23
Chart 20. Easiness to find European statistics 2011-2020, in %.....	23
Chart 21. Overall satisfaction with the quality of the data and services, in %.....	25
Chart 22. Overall quality of data and services 2012-2020, in %	25

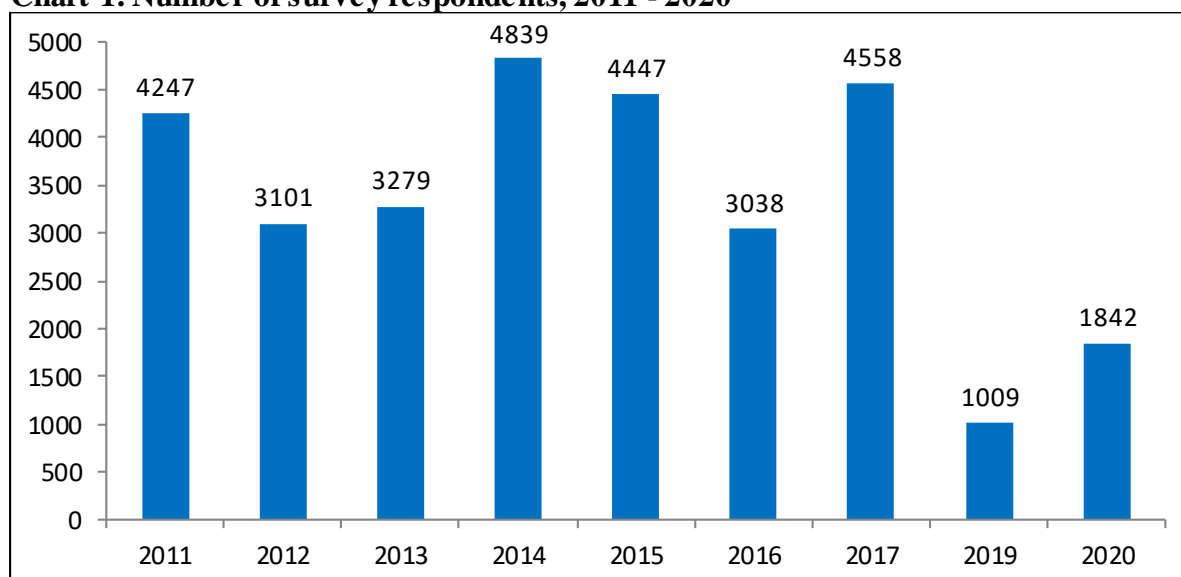
1. Background – about the survey

Eurostat’s mission is to provide 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 2020. 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, 2015, 2016, 2017 and 2019. The USS 2020 is, therefore, the 11th of a general nature.

In 2020 the survey was shorter than in 2019, similar to the one in 2017 and focusing mostly on the quality of the statistics and on the services provided by Eurostat. Compared to 2017, one question on trust and one on the easiness to find statistics on the Eurostat website were added, as these are now used as indicators to measure the performance of Eurostat.

The reason to alternate full and short surveys is to avoid users’ fatigue to reply to long surveys and so to get a good number of responses. Once again, the approach has been successful, allowing to get 82% replies more than in 2019. We need to remind that 2019 had been a special year, because the number of users registered on the Eurostat website, whom could be contacted for the survey, had been drastically reduced from around 172 000 to about 24 000. That was due to the entry into force of Regulation 2018/1725 on personal data protection in the EU institutions¹. Related to this, the number of replies to the survey decreased from 4 558 in 2017 to only 1 009 in 2019. Despite of having practically the same number of users to contact than in 2019, the number of responses this year went up to 1 842.

Chart 1. Number of survey respondents, 2011 - 2020



Source: Eurostat 2011 to 2020 user satisfaction surveys

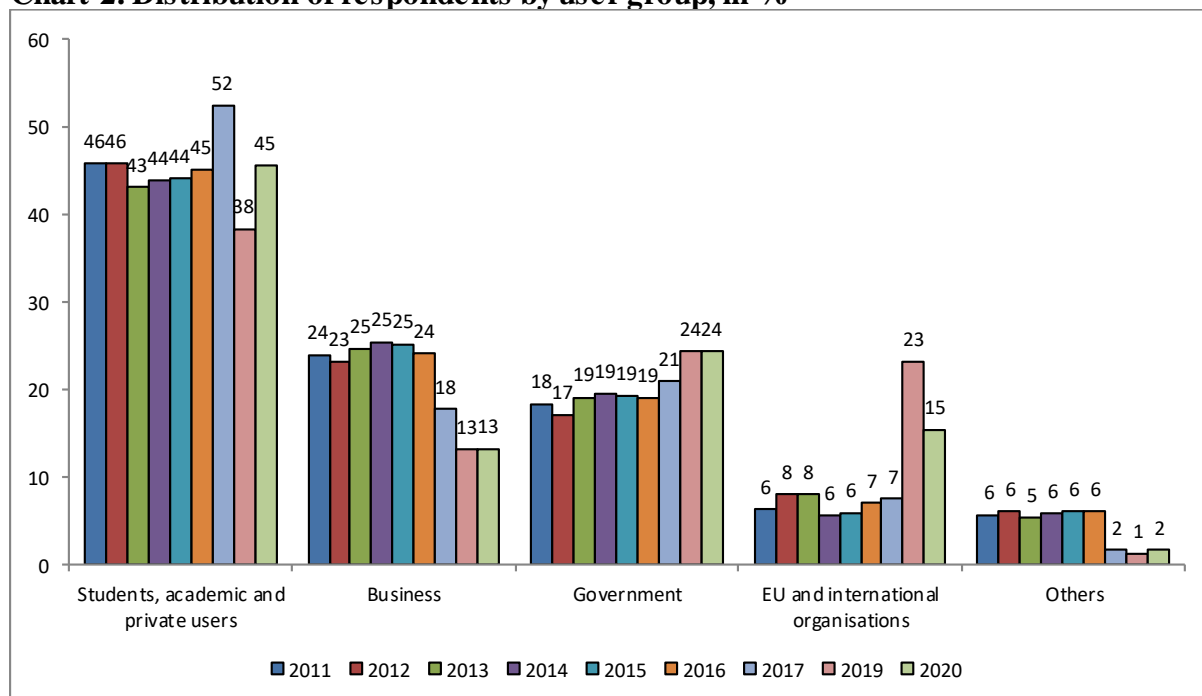
In addition to the users contacted through the website, around another 1 500 users were contacted as considered the most important contacts by all Eurostat’s units and more channels

¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018R1725>

to advertise the survey were used (info news on the Eurostat and ESS websites; Twitter; Collaboration in Research and Methodology for Official Statistics (CROS) portal; newsletter to researchers using Eurostat’s microdata).

The increased number of responses was notably due to a growth of those of the category of students, academic and private users, which went back to a share similar to the years until 2017, while the share of respondents from EU and international organisations, which was exceptionally high in 2019, had a decrease. Therefore, the distribution of users was more comparable with the years before 2019

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



Source: Eurostat 2011 to 2020 user satisfaction surveys

As in 2019, users were asked to specify the category they were belonging, by using the classification in three types: “light”², “intermediate”³ or “advanced”⁴. The same classification was used for the analysis of the results. However, this time we could not observe the same

² Light user: e.g. use data visualisations, graphs and statistical articles which are easy to read to get interpreted data; use data to support opinions in discussions, share data on social media, use data in class or want to explore what is available out of curiosity; visit the Eurostat website on a weekly to less than monthly basis; medium to low statistical literacy and computer proficiency.

³ Intermediate user: e.g. look for raw data / predefined tables or work with existing data visualisations and ready-to-use interpretations in publications/reports to support work, for personal interest (e.g. to verify data in news articles) or to get a basic understanding of what is available for future reference; use Eurostat data on a weekly to monthly basis; have a medium statistical literacy and computer proficiency.

⁴ Advanced user: e.g. use the database to mainly obtain raw data and adjust table and data to their needs; draw their own conclusions based on specific data for their job; download data very frequently (even daily); have a high statistical literacy and computer proficiency.

uniform differences in the judgements of the three types of users as in 2019. The relative levels of satisfaction of the three types changed depending on the questions.

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 comparable survey. Even if comparisons of the results have to be taken with caution, for the reasons explained above, the majority of the results show a marked increase in the satisfaction of the respondents.

The exceptional situation of the year 2020, due to the Covid-19 crisis, and the way Eurostat responded to it, may explain such results. However, this is just a guess, which is not supported by the comments given by the respondents, who do not mention the crisis. Therefore, it will have to be seen whether the good results will be confirmed in the future survey, planned for 2022, when the situation will hopefully be back to normal.

Another partial explanation of some increases may be the formal change in the way the questions on data quality were formulated. Until 2019, respondents could rate the data quality on a scale “1” to “5”, with clearly indicated that “1” was equivalent to “very good”, “2” to “good” and so on until “5” to “very poor”. When analysing the answers to the USS 2019, some comments seemed not to correspond to the marks. A few users were giving bad marks but expressing good comments, as if they had inversed the scale by mistake. To avoid possible errors, in 2020 the scale of the questions was directly a textual one “very good”, “good”, “adequate”, “poor” and “very poor” and not a numeric one. The fact that a decrease in the share of “poor/very poor” ratings corresponded to a similar increase in the share of “very good/good” ones for the first three questions on data quality, seem to confirm such hypothesis, at least up to a certain point. However, the satisfaction increased also for questions where the same textual scale of the past was used. This was the case for example for the easiness of finding statistics and for the overall quality of Eurostat data and services.

2. Main outcomes

General aspects

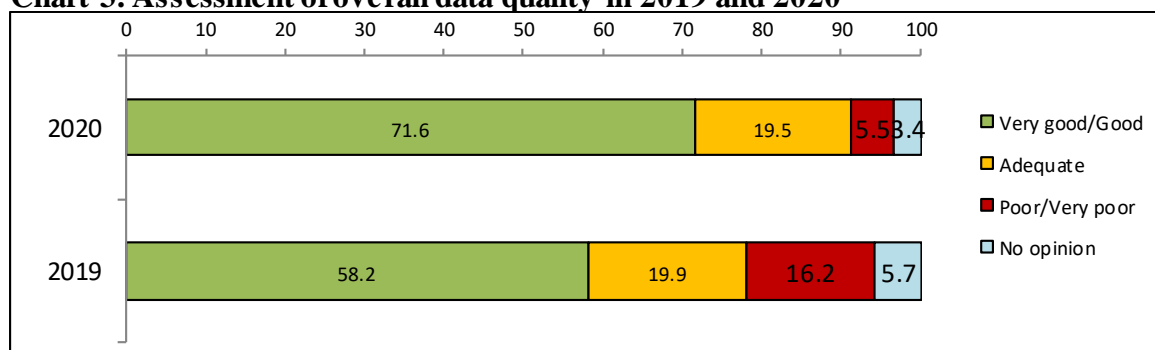
- In 2020 the survey was open on line for about two months getting 1 842 replies, an increase of 82% compared to 2019 but still far from the 3 000 – 4 800 of the previous editions of the survey.
- Looking at the distribution of responses by user groups, it was more similar to the years before 2019, with the largest share of respondents, 45%, being students, academic and private users. Looking at user types, most of the respondents identified themselves as advanced users (39.3%), followed by intermediate users (35.2%) and light users (25.5%). Compared to 2019, the share of advanced users decreased by about 5 percentage points while the share of light users increased by a similar ratio.
- Like in the past, respondents indicated that “Population and social conditions” and “Economy and finance” were the two areas they used most. The former is used by 44.8% to 55.8% of respondents whereas the latter ranged from 43.7% to 50.1% across all user types.
- It was interesting to check if users continue to trust European statistics in a period of health and economic crisis, when many fake news are spreading. As in previous years, responses were overwhelmingly positive, with 96.0% of users stating they trusted European statistics greatly or tended to trust them, the same as in 2019. Only 2.2% said they did not trust statistics and 1.8% had no opinion.

Quality aspects

Overall quality

- The level of satisfaction with the overall quality of European statistics jumped by 13.4 percentage points, the largest difference ever registered between consecutive years, to reach its highest level ever with 71.6% of all users considering the overall quality to be “very good” or “good”. Another 19.5% judge it as “adequate”.

Chart 3. Assessment of overall data quality in 2019 and 2020



Source: Eurostat 2019 and 2020 user satisfaction surveys

- At a more disaggregated level, “Economy and finance” received the highest positive evaluation this time (78.0% of “very good/good” answers). “Population and social conditions” and “International trade statistics” were also well above 70%, with shares

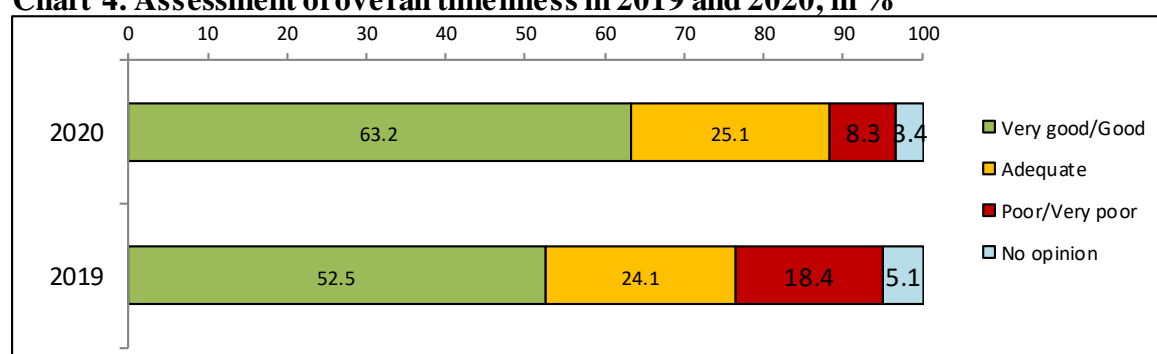
of 73.9% and 72.6%, respectively. Even the lowest ranked domain, in this case Environment statistics, got more than 60% of positive judgements at 60.2%.

- When analysed by user types, light users were a bit more satisfied (73.9% of “very good/good” answers) than advanced and intermediate users (71.7% and 70.2%, respectively).

Timeliness

- A strong increase in satisfaction of more than 10 percentage points was registered for the data timeliness. On average 63.2% of users saw timeliness of European statistics as “very good” or “good” versus 52.5% in 2019. 25.1% judged it as “adequate” and only 8.3% as “poor” or “very poor”.

Chart 4. Assessment of overall timeliness in 2019 and 2020, in %



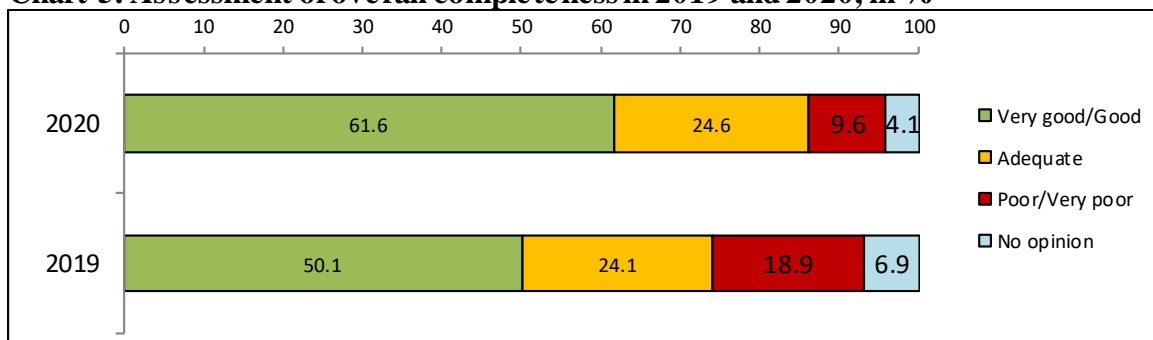
Source: Eurostat 2019 and 2020 user satisfaction surveys

- 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 “Policy indicators”, accounting for 72.0%, 65.4% and 63.5% of “very good/good” responses, respectively. Only “Fishery statistics” was just below 50% at 49.4%.
- Looking at the user types, light users appear more satisfied than advanced and intermediate users. The share of “very good/good” responses from light users was 67.6%, while from advanced and intermediate users almost equal shares of 62.1% and 62.0%.

Completeness

- Also data completeness registered a very strong increase in the average degree of satisfaction, with 61.6% of respondents judging it as “very good” or “good”, a difference of +11.5 percentage points compared to 2019. 24.6% thought it was “adequate” and 9.6% perceived it as “poor” or “very poor”. The same phenomenon could be noted for overall quality, timeliness and completeness, with the shares of “adequate” judgements remaining similar to those of 2019, a strong increase of “very good/good” and an almost equivalent decrease of “poor/very poor”.

Chart 5. Assessment of overall completeness in 2019 and 2020, in %



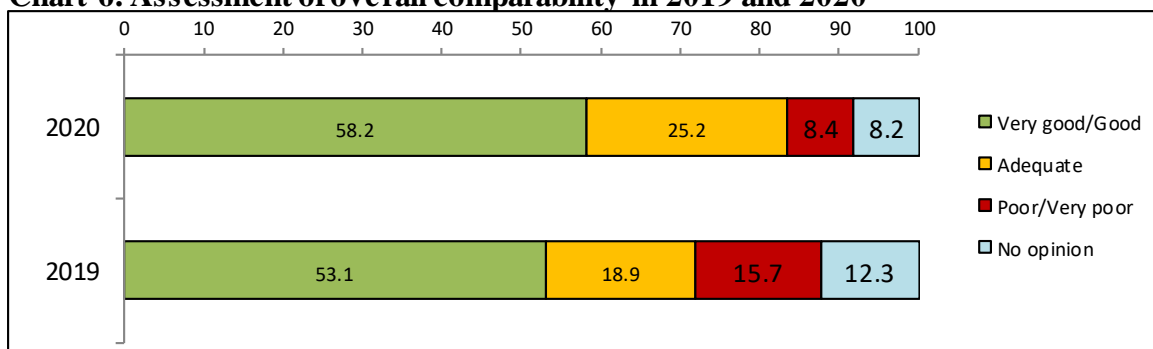
Source: Eurostat 2019 and 2020 user satisfaction surveys

- “Economy and finance” once again stood out as the best rated domain, followed by “International trade” and "Industry, trade and services" (69.3%, 63.7% and 63.5% of “very good/good” replies, respectively). The only area slightly below 50% is this time “Regional statistics” with 49.1% of “very good” or “good”.
- From the user type perspective, also for completeness light users were more satisfied than intermediate and advanced users (67.0%, 60.5% and 59.9% of “very good/good” ratings, respectively).

Comparability

- An increase in the satisfaction with comparability was also observed, even if not as strong as in the other quality dimensions. The share of “very good/good” went up by 5.1 percentage points, reaching 58.2%. 25.2% of respondents saw comparability as “adequate” and 8.4% did not feel positive about it. In this case, also the share of “adequate” responses grew, by 6.3 percentage points, while the one of “poor/very poor” decreased by 7.3 percentage points.

Chart 6. Assessment of overall comparability in 2019 and 2020



Source: Eurostat 2019 and 2020 user satisfaction surveys

- “Economy and finance” once again stood out as the best rated domain, followed by “International trade” and "Population and social conditions" (65.1%, 60.3% and 59.5% of “very good/good” replies, respectively). The least performing area is this time “Fishery statistics” with 42.9% of “very good” or “good”.

- From the user type perspective, advanced users were in this case more satisfied than light and intermediate users (60.7%, 58.1% and 55.4% of “very good/good” ratings, respectively).

Dissemination and services

- More than half of the respondents (54.8%) judged it easy to find the statistics on the Eurostat website and around another third (34.0%) partly easy. 7.8% were not satisfied while the remaining 3.3% did not express an opinion. Such question had not been asked in the most recent surveys, where users were asked to rate the easiness of accessing and understanding the statistics. A similar question in 2015 got 50.7% of positive answers and so an improvement can be noted also for this question.
- The level of overall satisfaction with Eurostat’s *data and services* was really high reaching 80.8% of all respondents evaluating data and services as “very good” or “good”, an increase by 10.7 percentage points compared to 2019. Another 14.1% evaluated them as “adequate” and only 2.9% as “poor” or “very poor”. On this, the levels of satisfaction of the three types of users were similar. Advanced users were a bit more satisfied (81.8%) than intermediate (81.0%) and light users (79.1%).

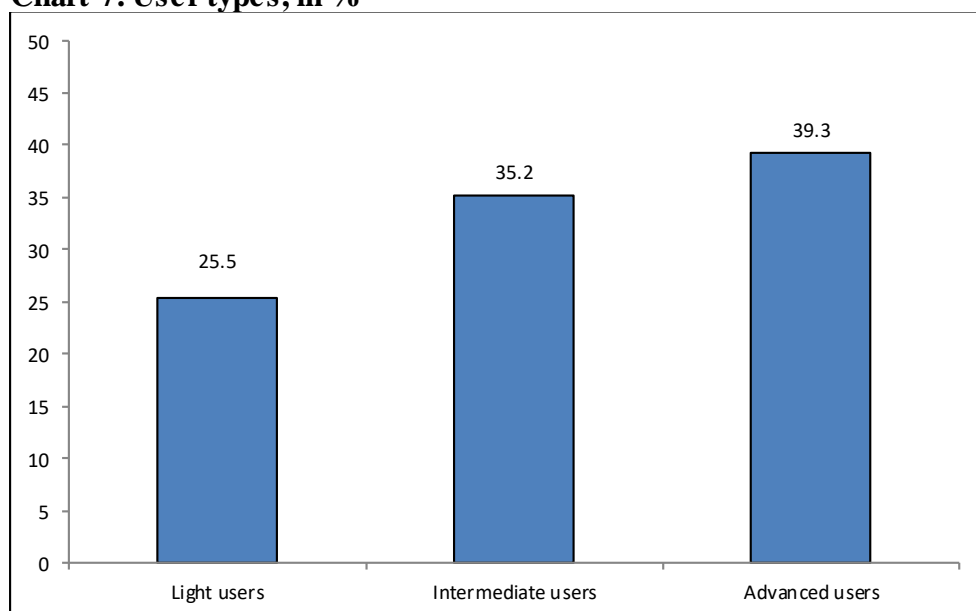
3. Results of the USS 2020

3.1 General information

3.1.1 Who uses Eurostat's European statistics?

Looking at the distribution of responses by user types (Chart 7), a bit less than 40% of the respondents identified themselves as advanced users, a bit more than one third as intermediate users and only a fourth as light users. Compared to 2019, the share of advanced users went down by around 5 percentage points and the one of light users went up of a similar quantity.

Chart 7. User types, in %



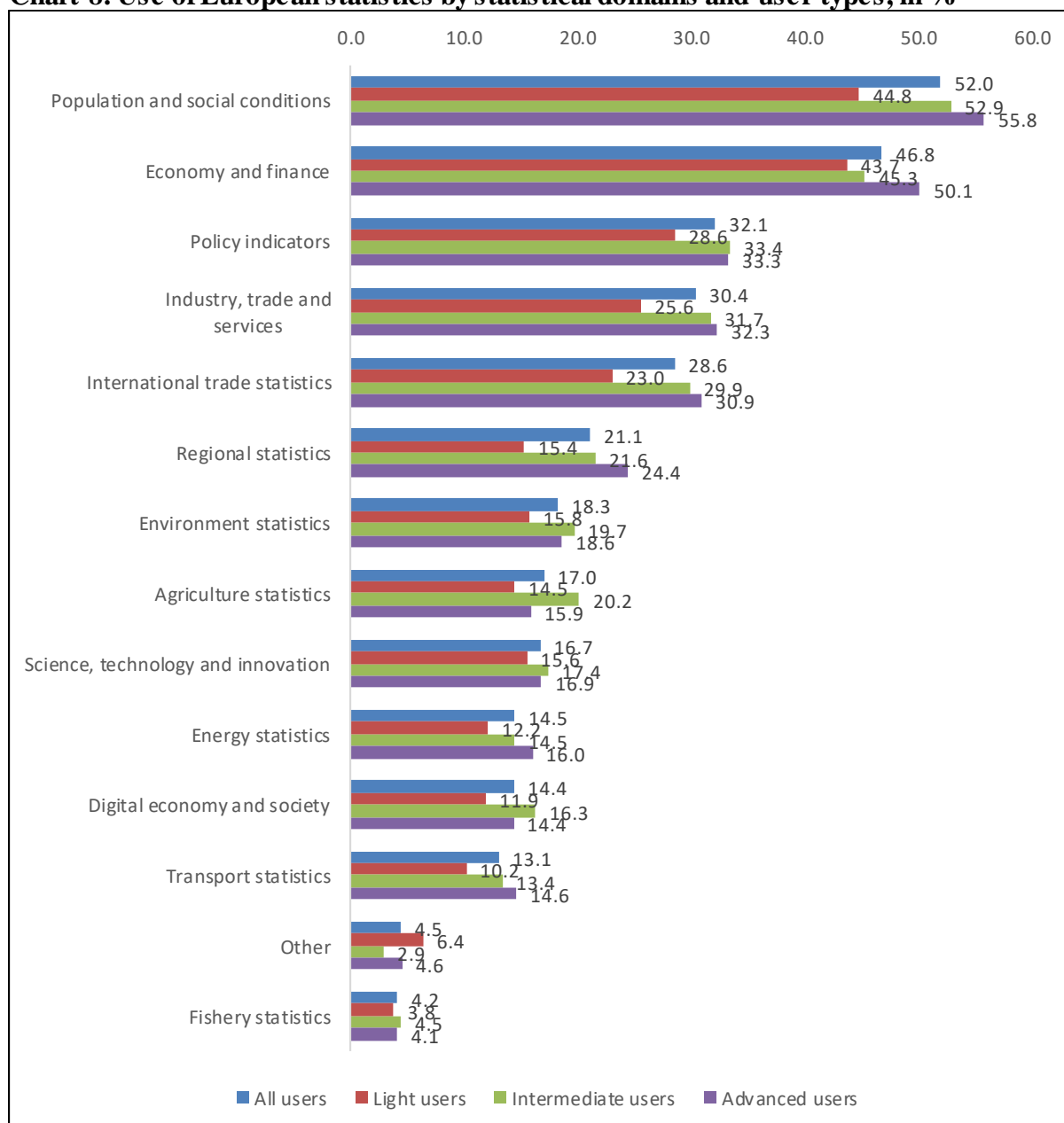
Source: Eurostat 2020 user satisfaction survey

As in previous years, geographical distribution of European statistics' users remained strongly tilted towards the EU countries with 82.2% of respondents coming from the 27 Member States and remaining 17.8% from non-EU countries. On a country level, the biggest proportion came from Belgium (12.3%), which was followed by Italy (10.0%), Germany (8.0%) and Spain (7.2%). It is worth noting that the 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 and given an option to pick more than one answer. As seen from Chart 8, "Population and social conditions" and "Economy and finance" remained the two dominating areas across all user types. The former domain is used by 44.8% to 55.8% of respondents whereas the latter ranged from 43.7% to 50.1% across user types.

The least utilised statistics were "Digital economy and society", "Transport statistics" and "Fishery statistics", with average shares of 14.4%, 13.1% and 4.2% respectively. When compared to the results of previous years, the order remained roughly the same.

Chart 8. Use of European statistics by statistical domains and user types, in %



Source: Eurostat 2020 user satisfaction survey

3.2 Information on quality aspects

In accordance with 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 and of the services provided by Eurostat. In addition to the overall data quality, the survey looked at three different aspects of data quality that are considered as the most important for Eurostat - timeliness, completeness and comparability.

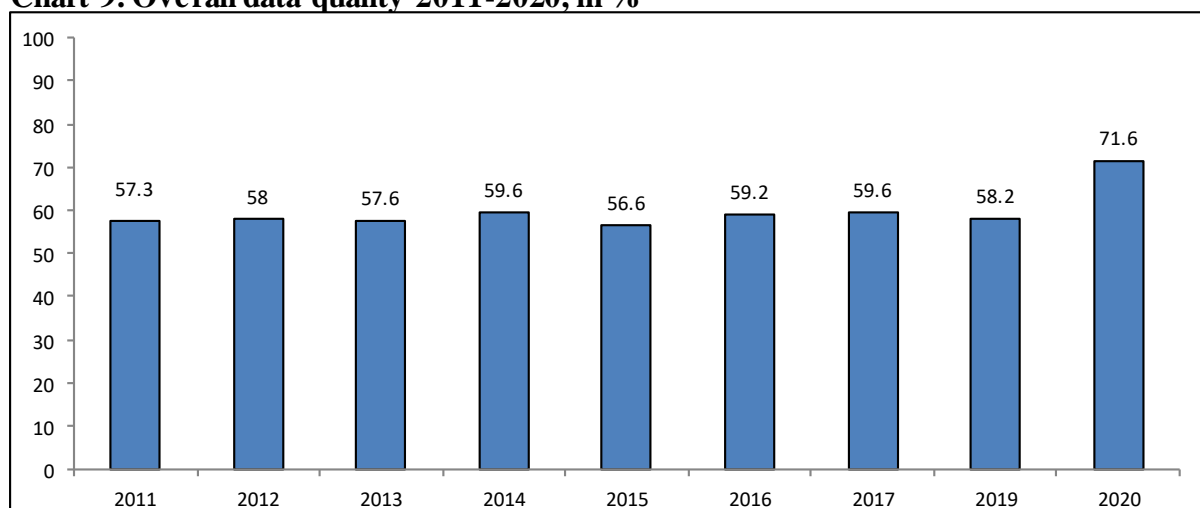
The results of this year mark a clear break with the past for all quality criteria. The shares of satisfied users, rating the quality aspects as “very good” or “good” increased a lot, reaching the highest values ever registered. The increase of satisfied responses matched in most cases

an almost equivalent decrease of unsatisfied respondents, those giving ratings of “poor” or “very poor”, while the shares of “adequate” responses remained stable except for data comparability. It is difficult to explain such big improvements and one must consider that this year the survey took place in an exceptional period, during the COVID-19 crisis. The efforts Eurostat has made to improve the quality and dissemination of European statistics may have paid off, especially regarding light users. Those were the least satisfied last year and improved most their judgements this time, and on them Eurostat concentrated its actions. The responses that Eurostat, together with the national statistical offices, gave to the crisis, with the attempt to keep the regular production of statistics while trying to release new, reliable and fresh figures to satisfy the increasing data demands linked to the crisis, may have also played a role. However, this is just a guess, which is not supported by the comments given by the respondents, who do not mention the crisis. Therefore, it will be necessary to check if the results will be confirmed in the next survey, planned in 2022.

Another partial explanation of some increases may be the formal change in the way the questions on data quality were formulated. Until 2019, respondents could rate the data quality on a scale “1” to “5”, with clearly indicated that “1” was equivalent to “very good”, “2” to “good” and so on until “5” to “very poor”. When analysing the answers to the USS 2019, some comments seemed not to correspond to the marks. A few users were giving bad marks but expressing good comments, as if they had inversed the scale by mistake. To avoid possible errors, in 2020 the scale of the questions was directly a textual one “very good”, “good”, “adequate”, “poor” and “very poor” and not a numeric one. The fact that a decrease in the share of “poor/very poor” ratings corresponded to a similar increase in the share of “very good/good” ones for the first three questions on data quality, seem to confirm such hypothesis, at least up to a certain point. However, the satisfaction increased also for questions where the same textual scale of the past was used. This was the case for example for the easiness of finding statistics and for the overall quality of Eurostat data and services.

3.2.1 Overall data quality

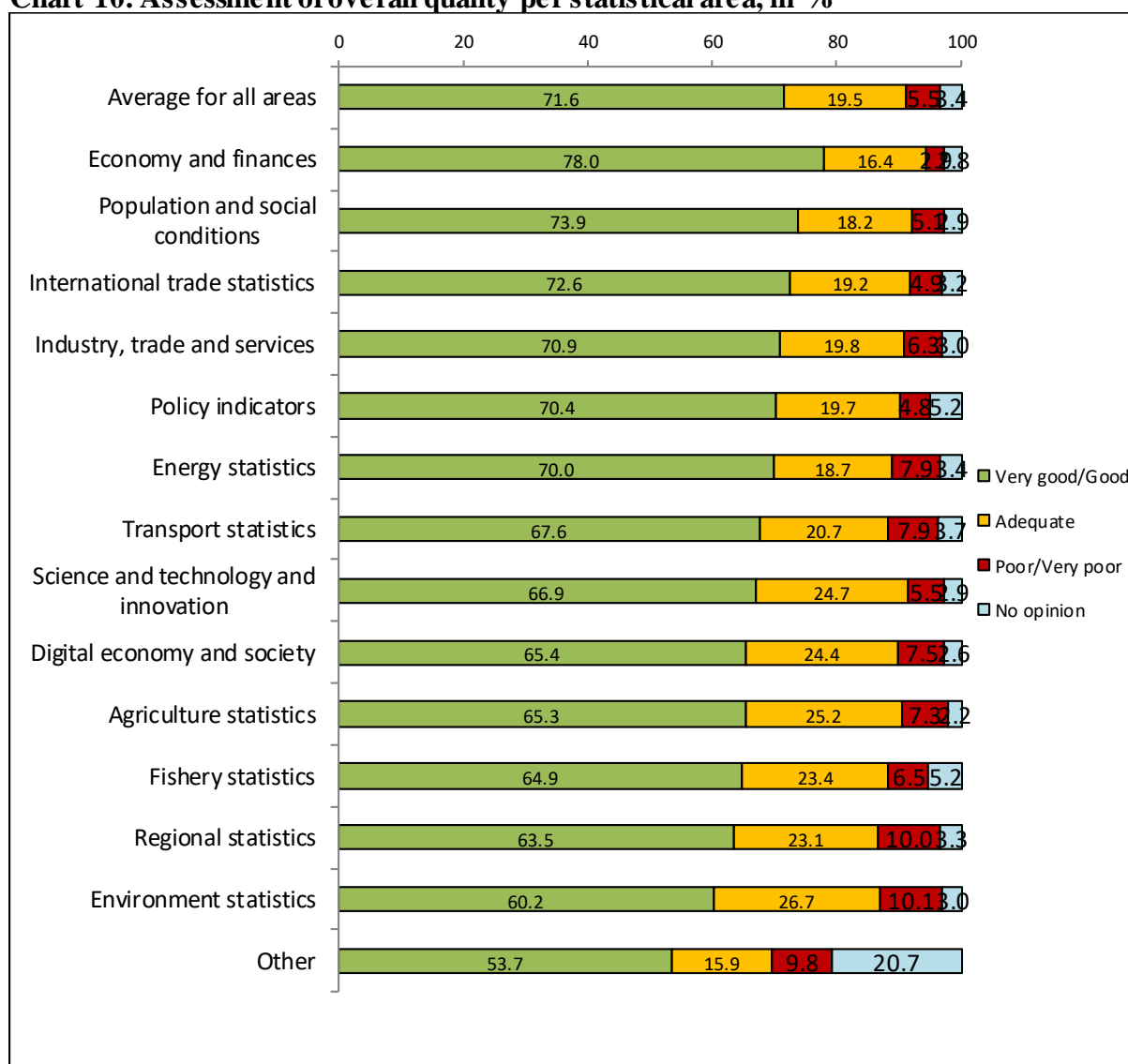
Chart 9. Overall data quality 2011-2020, in %



Source: Eurostat 2011 to 2020 user satisfaction surveys

The overall data quality was the question for which the degree of satisfaction increased the most, jumping by 13.4 percentage points, the largest difference ever registered between consecutive years, and reaching its highest level ever with 71.6% of all users considering the overall quality to be “very good” or “good”, as shown in chart 9. Another 19.5% judge it as “adequate”, as shown in chart 10.

Chart 10. Assessment of overall quality per statistical area, in %



Source: Eurostat 2020 user satisfaction survey

At a more disaggregated level, “Economy and finance” received the highest positive evaluation this time (78.0% of “very good/good” answers). “Population and social conditions” and “International trade statistics” were also well above 70%, with shares of 73.9% and 72.6%, respectively. Even the lowest ranked domain, in this case Environment statistics, got more than 60% of positive judgements at 60.2%. A more detailed analysis of the best rated domains revealed that “National accounts”, “Euro indicators/PEEIs” and “Government finance statistics”, came to the top of the list receiving 80.6%, 78.4% and 77.0%, respectively, of “very good/good” assessments.

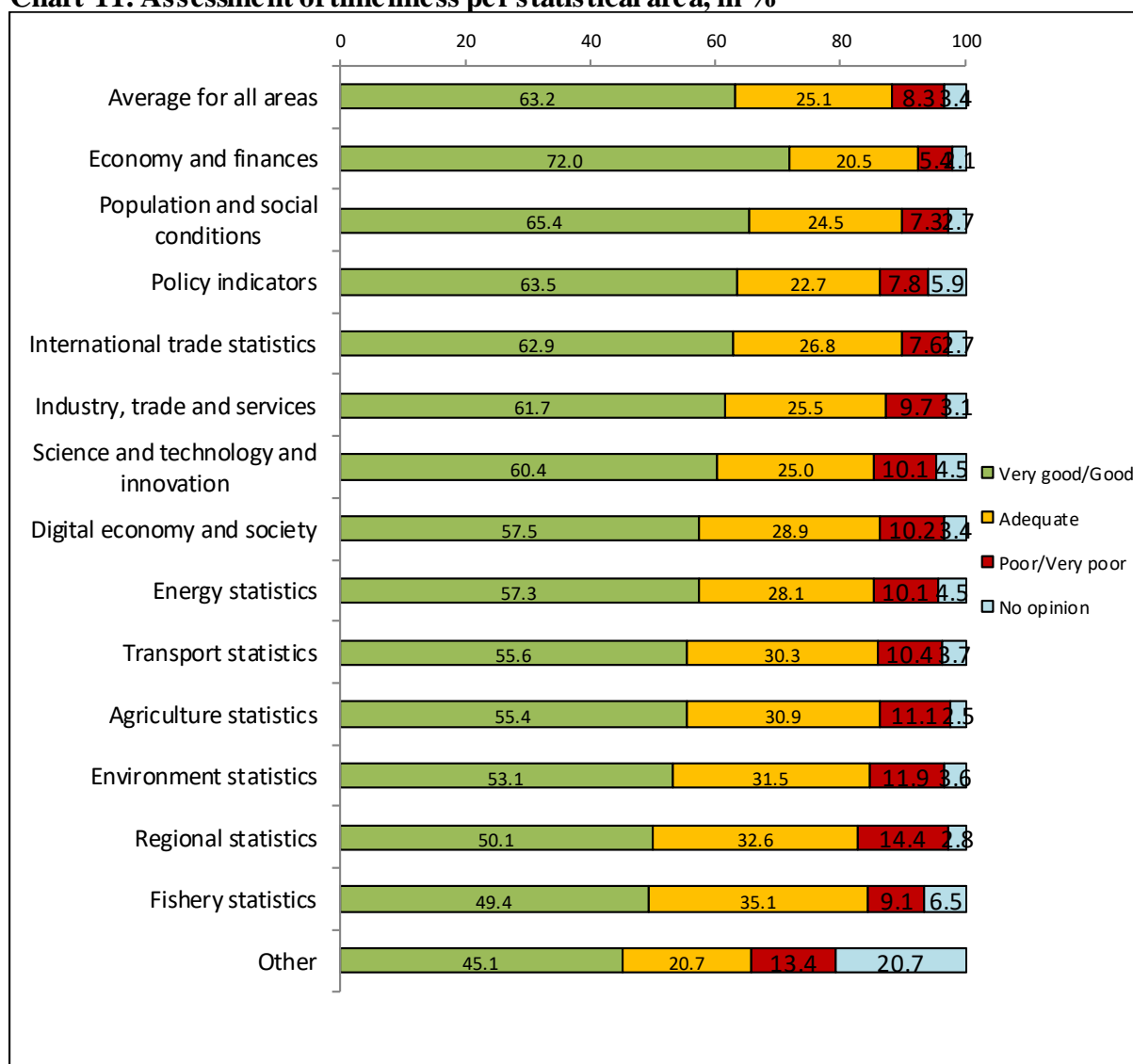
When analysed by user types, light users were a bit more satisfied (73.9% of “very good/good” answers) than advanced and intermediate users (71.7% and 70.2%, respectively).

3.2.3 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 11, on average 63.2% of users saw timeliness of European statistics as “very good” or “good”, 25.1% as “adequate” and only 8.3% as “poor” or “very poor. This represents a strong increase in satisfaction of 10.8 percentage points (Chart 12) and which makes timeliness the best rated of the three single quality dimensions.

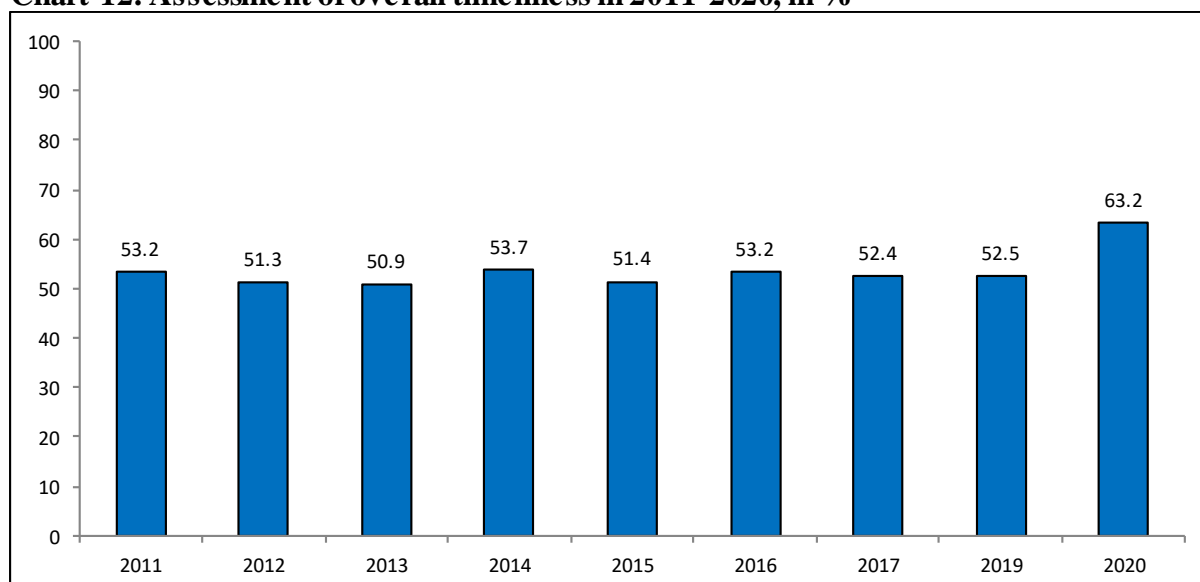
From a statistical domain perspective, “Economy and finance” was again rated as having the best timeliness across all areas, followed this time by “Population and social conditions” and “Policy indicators”, accounting for 72.0%, 65.4% and 63.5% of “very good/good” responses, respectively. Only “Fishery statistics” was just below 50% at 49.4%.

Chart 11. Assessment of timeliness per statistical area, in %



Source: Eurostat 2020 user satisfaction survey

Chart 12. Assessment of overall timeliness in 2011-2020, in %



Source: Eurostat 2011 to 2020 user satisfaction surveys

Looking at the user types, light users appear more satisfied than advanced and intermediate users. The share of “very good/good” responses from light users was 67.6%, while from advanced and intermediate users almost equal shares of 62.1% and 62.0%.

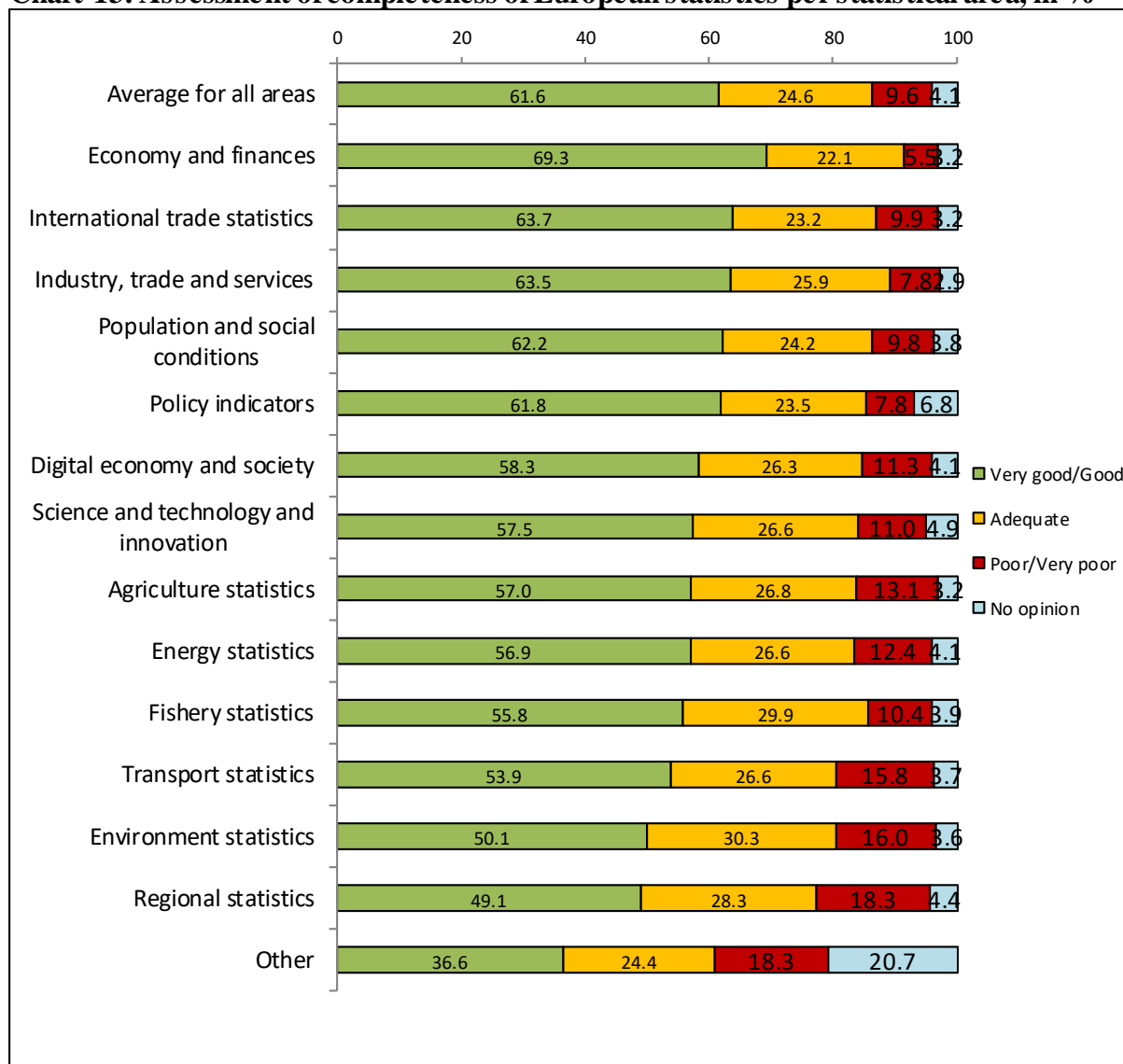
3.2.4 Completeness

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 13 presents the results of user views on data completeness in 2020.

Data completeness registered, as overall quality and timeliness, a very strong increase in the average degree of satisfaction, with 61.6% of respondents judging it as “very good” or “good”, a difference of +11.5 percentage points compared to 2019. 24.6% thought it was “adequate” and 9.6% perceived it as “poor” or “very poor”, as shown in Chart 14.

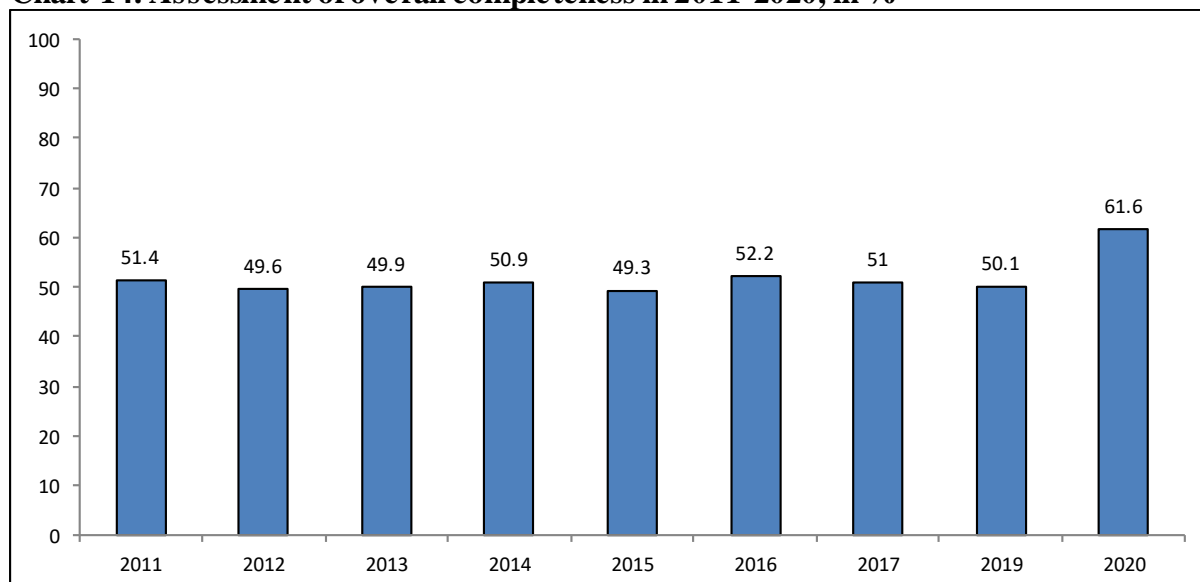
“Economy and finance” once again stood out as the best rated domain, followed by “International trade” and “Industry, trade and services” (69.3%, 63.7% and 63.5% of “very good/good” replies, respectively). The only area slightly below 50% is this time “Regional statistics” with 49.1% of “very good” or “good”.

Chart 13. Assessment of completeness of European statistics per statistical area, in %



Source: Eurostat 2020 user satisfaction survey

Chart 14. Assessment of overall completeness in 2011-2020, in %



Source: Eurostat 2011 to 2020 user satisfaction surveys

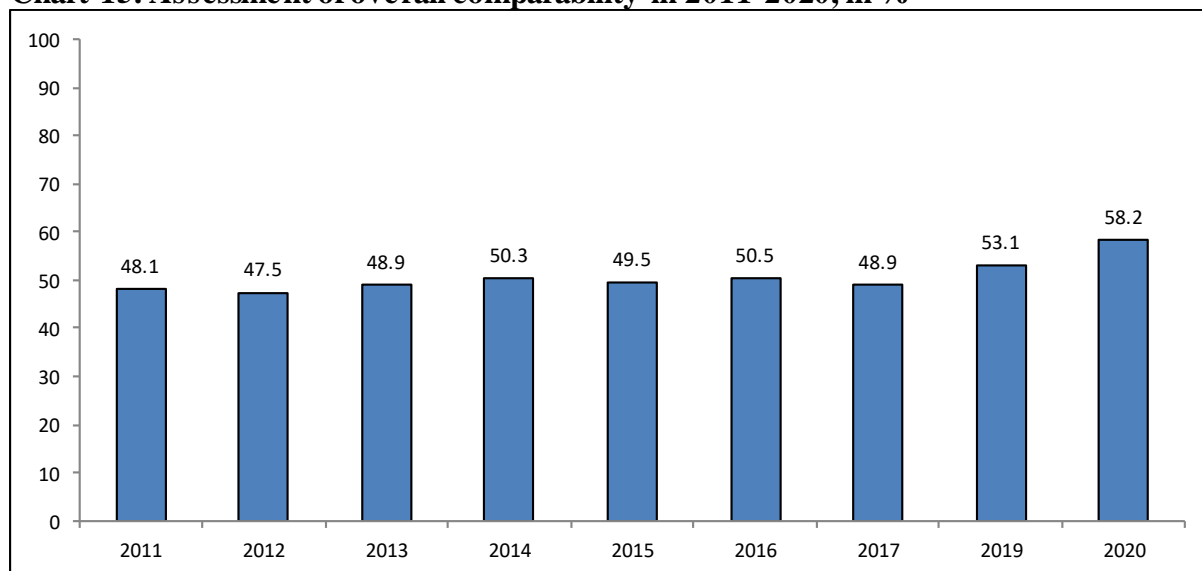
From the user type perspective, also for completeness light users were more satisfied than intermediate and advanced users (67.0%, 60.5% and 59.9% of “very good/good” ratings, respectively).

3.2.5 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.

The situation for comparability is somewhat different from the other questions on data quality. An increase in the satisfaction with comparability was also observed but not as strong as in the other quality dimensions. The share of “very good/good” went up by 5.1 percentage points, reaching 58.2%, as shown in Chart 15. 25.2% of respondents saw comparability as “adequate” and 8.4% did not feel positive about it. In this case, also the share of “adequate” responses grew, by 6.3 percentage points, while the one of “poor/very poor” decreased by 7.3 percentage points. It is interesting to note that comparability had reached its previous highest score in 2019, which could explain why the increase was lower than for the other quality dimensions.

Chart 15. Assessment of overall comparability in 2011-2020, in %

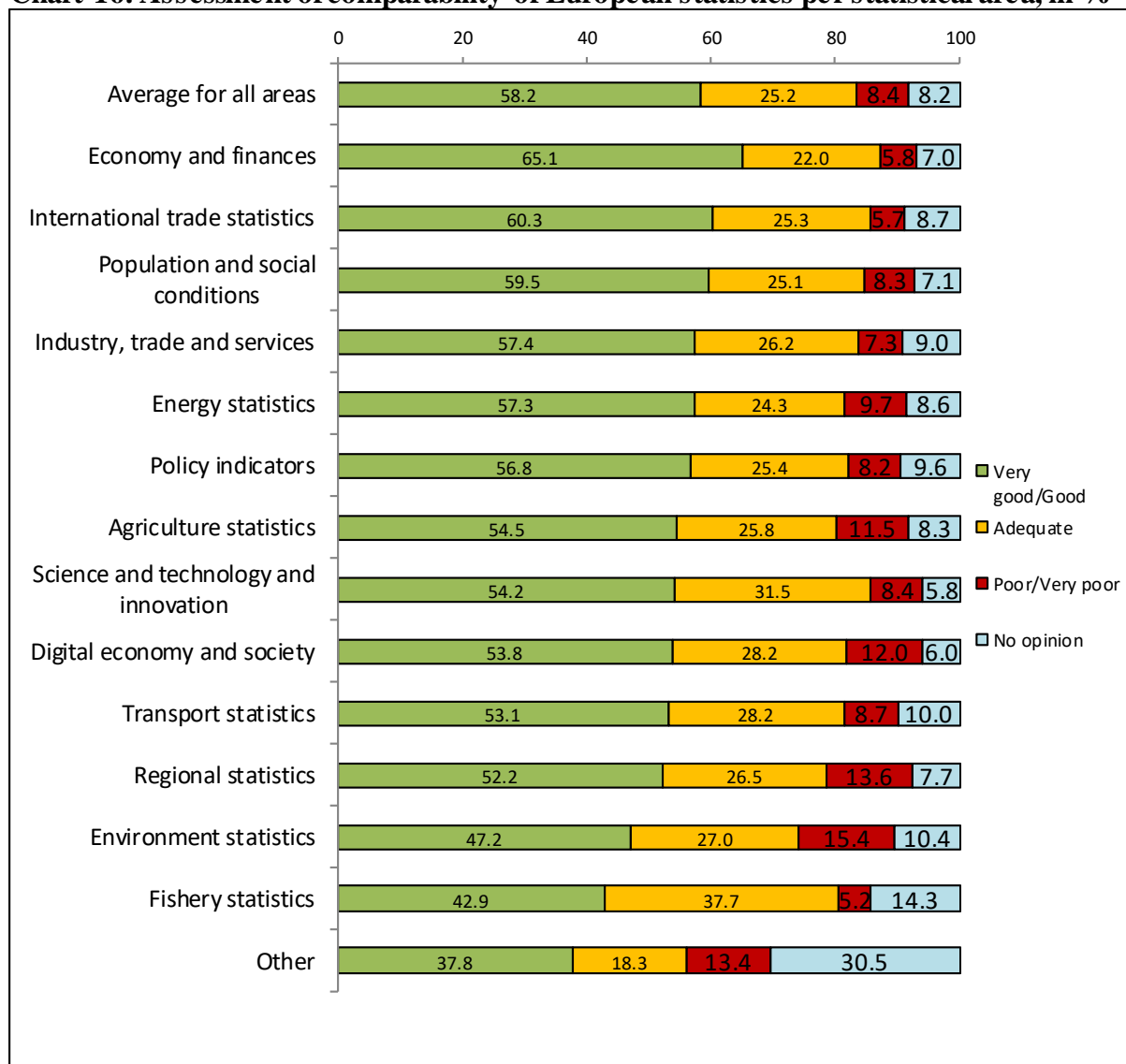


Source: Eurostat 2011 to 2020 user satisfaction surveys

As seen from Chart 16, “Economy and finance” was again the best rated domain, followed by “International trade” and "Population and social conditions" (65.1%, 60.3% and 59.5% of “very good/good” replies, respectively). The least performing area is this time “Fishery statistics” with 42.9% of “very good” or “good”.

From the user type perspective, differently from the other questions on data quality, advanced users were in this case more satisfied than light and intermediate users (60.7%, 58.1% and 55.4% of “very good/good” ratings, respectively).

Chart 16. Assessment of comparability of European statistics per statistical area, in %



Source: Eurostat 2020 user satisfaction survey

Some respondents gave also some comments on the quality of European statistics, even if a specific request for such comments was not in the questionnaire, by adding them in the general comments. Comments were added not only by the less satisfied users but also by some happy ones, who wished to contribute by giving useful suggestions to improve further the quality of the statistics. Many provided also comments confirming that they were satisfied with the data published and congratulating Eurostat for the good work.

Concerning what users would like to have improved, the majority of the comments were asking for more data on a lot of different topics, in all domains. Many users seem to have a preferred topic, for which they would like to have detailed statistics, beyond the level offered by Eurostat. Respondents asked in particular to have data more detailed at regional level or more disaggregated on other dimensions. Some users also asked to have more microdata and more easily accessible.

Going more precisely on the different quality criteria, the necessity to improve timeliness was the most mentioned. Some respondents found data too old and already outdated. Some also mentioned that data for some countries are older than for the other ones. Users would wish more frequent data in many domains. Some suggested to use provisional data and earlier estimates or to publish data as soon as they are received from Member States, without waiting to have complete data sets. Other, though, complained that some data are revised too often. Some users complained that in some cases old data are discontinued and cannot be found any more. It was even suggested to have a kind of archive of historical data collections, which could still be consulted.

On completeness, the most mentioned problem was the lack of data for some countries, often always the same. Some respondents encouraged continuing to remind countries of their obligations, when data are not received on time. Another cited problem is that too many data are marked as confidential.

On comparability, the main problems seem to be when countries use different methodologies and sources, which should be avoided, or when the same data are reported in two different data collections and they are not identical.

3.3 Trust in European statistics

It was interesting to check if users continue to trust European statistics in a period of health and economic crisis, when many fake news are spreading. As in previous years, responses were overwhelmingly positive, with 96.0% of users stating they trusted European statistics greatly or tended to trust them, the same as in 2019. Only 2.2% said they did not trust statistics and 1.8% had no opinion.

When looking at the distribution of responses by user types, the share of respondents trusting European statistics is very similar for all types, none going below 93.2% and with a peak at 97.1% for advanced users. Results are presented in Chart 17.

Chart 17. Trust in European statistics by user types, in %



Source: Eurostat 2020 user satisfaction survey

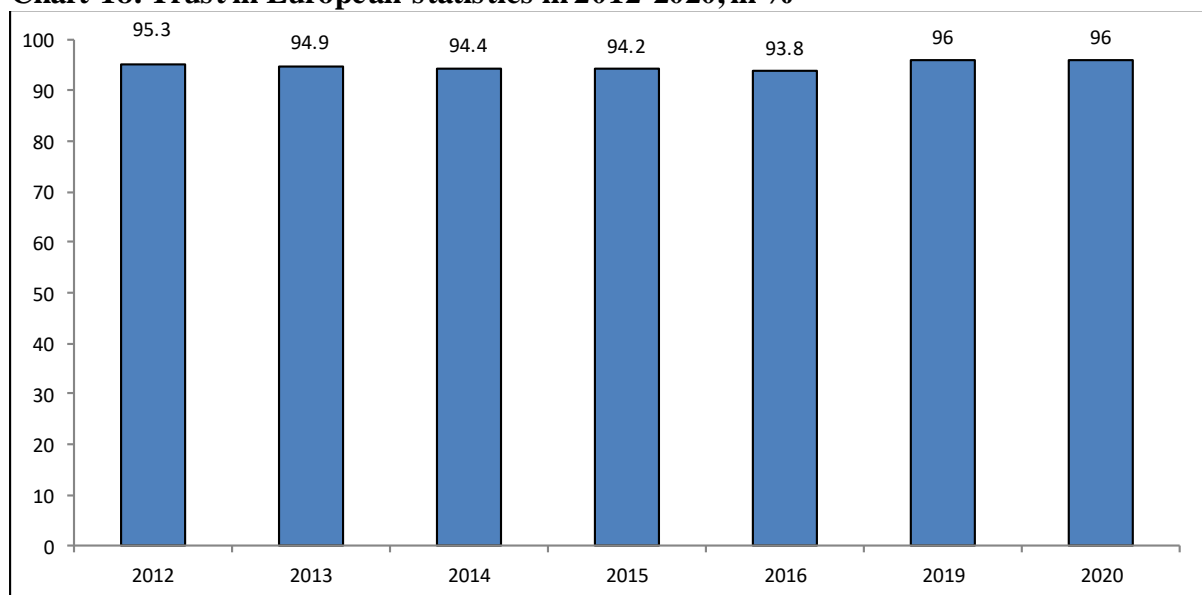
Despite the potential bias that comes from the fact that Eurostat's data users should generally trust the data they use, the constantly high rate of positive answers over time demonstrates a

very good and encouraging sign on the confidence of users in the statistics disseminated by Eurostat.

A few of the respondents not trusting the statistics mentioned that they feared that data could be manipulated, especially economic data, in time of crisis.

Since the beginning of the measurements in 2012, the share of users trusting European statistics has always been higher than 90%, with the highest value in 2019 and 2020 at 96.0% (Chart 18).

Chart 18. Trust in European statistics in 2012-2020, in %



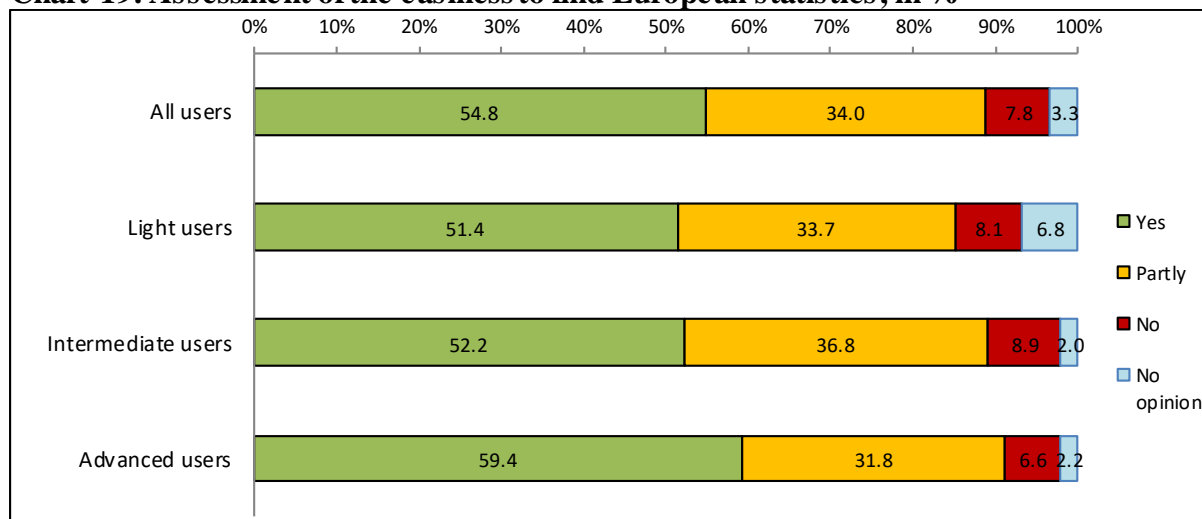
Source: Eurostat 2012 to 2020 user satisfaction surveys

3.4 Information on dissemination aspects

No question on the dissemination of European statistics was asked in 2017, the first time that the survey had been launched in a short format, focusing on data quality. However, this time one question, on the easiness to find statistics on the Eurostat website was added, as dissemination is an essential part of the work of Eurostat and the result of the question is now used as an indicator to measure the performance of Eurostat.

More than half of the respondents (54.8%) found it easy to find the statistics on the Eurostat website and around another third (34.0%) partly easy. 7.8% were not satisfied while the remaining 3.3% did not express an opinion. As it could be expected, the most satisfied were this time the advanced, and so more experienced, users, 59.4% of whom judged easy to find the statistics, versus 52.2% of intermediate users and 51.4% of light users, as shown in Chart 19.

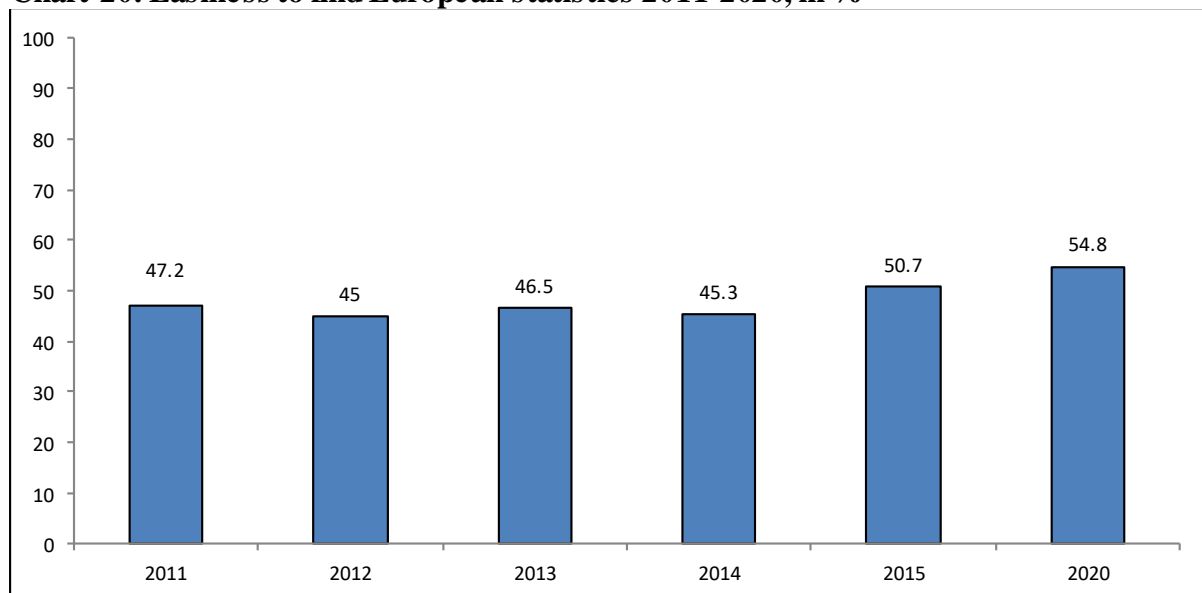
Chart 19. Assessment of the easiness to find European statistics, in %



Source: Eurostat 2020 user satisfaction survey

Such question had not been asked in the most recent surveys, where users were asked to rate the easiness of accessing and understanding the statistics. A similar question was posed until 2015, asking how easy it was to access European statistics on the Eurostat website. It had got a maximum 50.7% of positive answers in 2015 and so an improvement can be noted also for this question, as shown in Chart 20, even if the general level of satisfaction is lower than for other questions.

Chart 20. Easiness to find European statistics 2011-2020, in %



Source: Eurostat 2011 to 2015 and 2020 user satisfaction surveys

Users who responded that it is partly or not easy to find data on the Eurostat website were invited to say why. Almost all of them gave their reasons. The two main problems by far were the difficulty to find the data they were looking for, especially because they judge that the search function does not work well, and the complexity of the structure of the website and of the data tree. For those users, finding the right data is not intuitive, may require many clicks and some said it is easier to find them by using Google or other common search

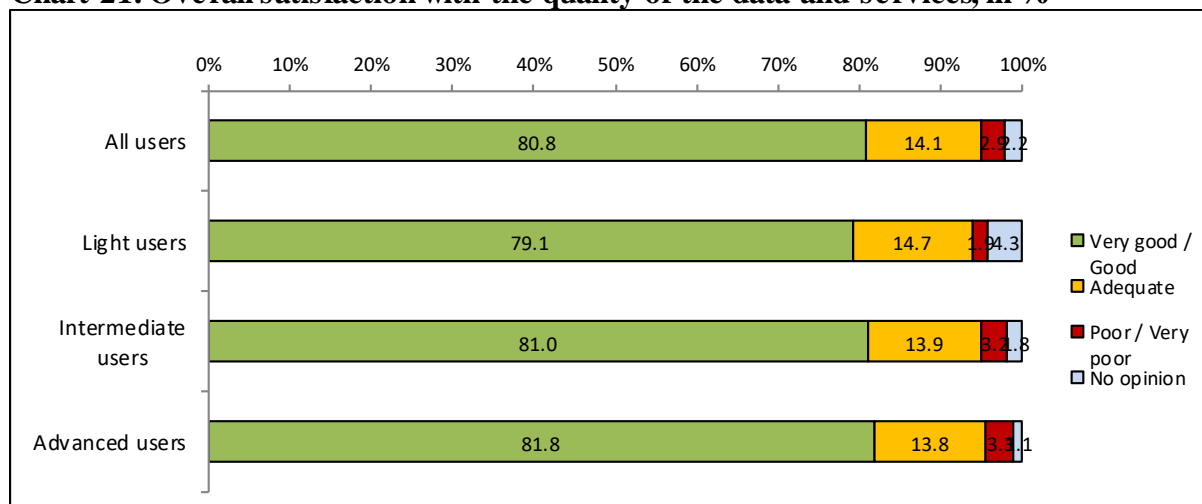
engines than the functionality offered by the website. Some would even prefer to have more keywords at all levels of the navigation tree to be able to search them on common search engines.

Several users suggested adding a filtering mechanism, to have all data of a specific theme, and the possibility to create a kind of personalised page with their favourite statistics and indicators and the possibility to save queries to reuse. Names of themes and datasets are judged unclear by some respondents and navigating in the website seems to be especially difficult for new or occasional users. Other drawbacks, which were repeatedly mentioned, were the quality of the explanations and metadata in general, the lack of detailed data, at regional or other levels, and that some respondents did not find the data they needed. Some respondents also mentioned the necessity to have the website, or at least a glossary, in more languages, and a few said that even when a language other than English is used, like German, it is just in the opening pages while the rest is only in English. The lack of comparability of data, in particular with those found on the websites of the countries or of other international organisations, the necessity to improve the API and the user interface, data not up to date and changes in the structure were other mentioned problems. The download facilities could also be improved. Similar comments were also made on the COMEXT database, from respondents using international trade data. All of those confirm the need to revise the Eurostat website, which Eurostat is soon going to do. However, it must be taken into account that the majority of the respondents were satisfied with the Eurostat website and so they did not give comments on this question, while some expressed their satisfaction in the general comments at the end of the questionnaire.

3.5 Overall quality of data and services

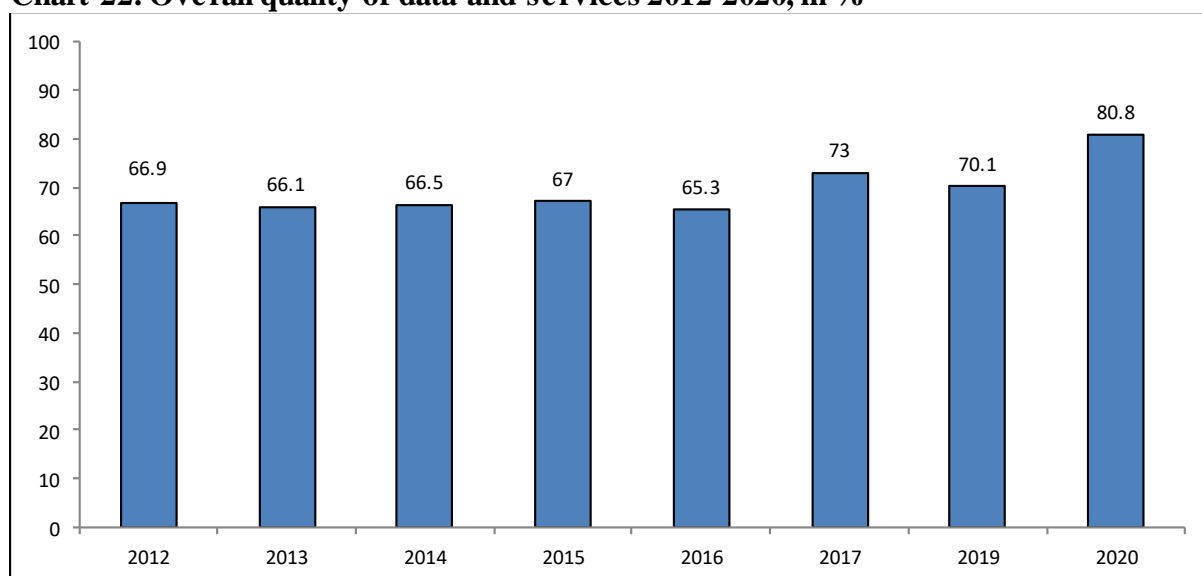
Users were also asked to express their views on the overall quality of the *data and services* provided by Eurostat. As can be seen from Chart 22, the level of overall satisfaction, which has been constantly good, was this time really high. It reached 80.8% of all respondents evaluating data and services as “very good” or “good”, an increase by 10.7 percentage points compared to 2019. Another 14.1% evaluated them as “adequate” and only 2.9% as “poor” or “very poor”. On this, the levels of satisfaction of the three types of users were similar. Advanced users were a bit more satisfied (81.8%) than intermediate (81.0%) and light users (79.1%), as shown in Chart 21.

Chart 21. Overall satisfaction with the quality of the data and services, in %



Source: Eurostat 2020 user satisfaction survey

Chart 22. Overall quality of data and services 2012-2020, in %



Source: Eurostat 2012 - 2020 user satisfaction surveys

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. The list contains suggestions which have already been mentioned in the previous reports but on which respondents insist that Eurostat should act.

- To further improve the quality of statistical data especially by improving timeliness and reducing data gaps due to confidentiality and lack of data for some countries.
- To provide data at a more disaggregated level and at a more detailed regional level.
- To save old or discontinued data in some sort of historical archive.
- To revise the Eurostat website, making it more modern, performant and user friendly, easier to navigate also for non-expert users.
- To improve the search engine, download and queries facilities.
- To improve metadata.

Annex 1 - 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. *Population and social conditions, composed of:*
 - 2.1. Labour market (including labour force survey)
 - 2.2. Population
 - 2.3. Health
 - 2.4. Education and training
 - 2.5. Living conditions and social protection

3. *Industry, trade and services, composed of*
 - 3.1. Structural business statistics
 - 3.2. Short-term business statistics
 - 3.3. Tourism

4. *International trade statistics*

5. *Environment statistics*

6. *Agriculture statistics*

7. *Fishery statistics*

8. *Energy statistics*

9. *Transport statistics*

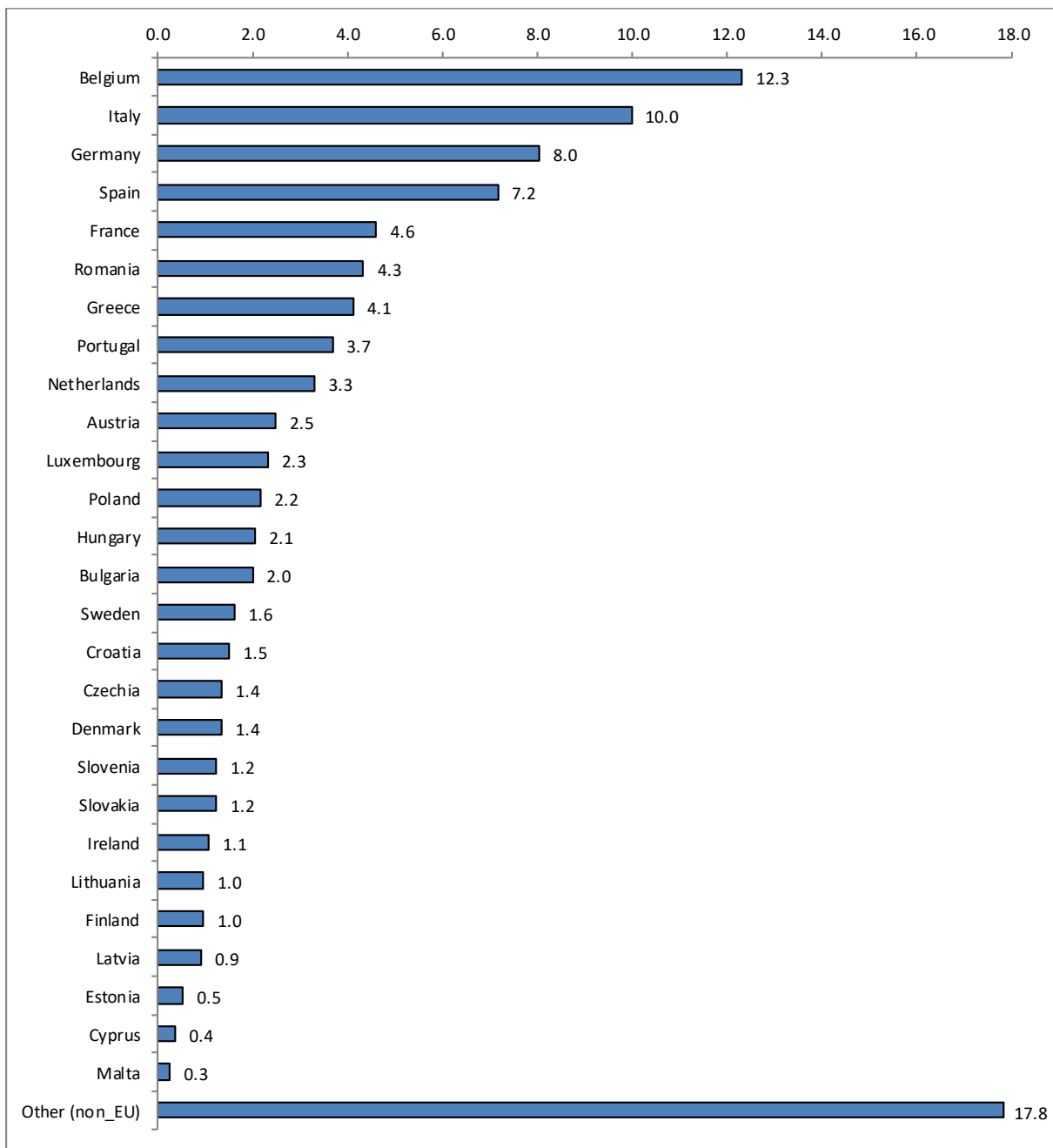
10. *Digital economy and society*

11. *Regional statistics*

12. *Policy indicators, composed of*
 - 12.1. Europe 2020 indicators
 - 12.2. Sustainable Development indicators
 - 12.3. Euro indicators / PEEIs (Principal European Economic Indicators)
 - 12.4. Globalisation indicators
 - 12.5. MIP (Macroeconomic Imbalances Procedure) indicators

13. *Other*

Annex 2 - Breakdown of respondents by country of work place



Annex 3 - Example of calculations for the question on overall quality

Step 1. Detailed results for all statistical areas

Q_10: How do you rate the overall quality of European statistics?

Overall Quality	Very good	Good	Adeq.	Poor	Very poor	No opin.	Total
National accounts (including GDP, main aggregates, input-output tables and European sector accounts)	242	343	105	14	4	18	726
Price statistics	107	167	61	9	1	11	356
Government finance statistics	80	144	53	8	3	8	296
Balance of payments	62	106	37	6	1	7	219
Financial accounts and monetary indicators	43	94	35	3	2	5	182
Structural business statistics	91	200	94	23	4	13	425
Short-term business statistics	64	131	44	15	2	9	265
Tourism	49	85	35	11	0	4	184
Labour market (including labour force survey)	161	267	98	22	1	14	563
Population	172	275	98	17	3	16	581
Health	85	171	75	22	2	12	367
Education and training	98	166	73	21	1	10	369
Living conditions and social protection	118	197	76	25	4	14	434
International trade statistics	143	239	101	22	4	17	526
Environment statistics	63	140	90	31	3	10	337
Agriculture statistics	78	127	79	20	3	7	314
Fishery statistics	22	28	18	5	0	4	77
Energy statistics	60	127	50	17	4	9	267
Transport statistics	56	107	50	15	4	9	241
Science and technology and innovation	67	139	76	16	1	9	308
Digital economy and society	60	114	65	16	4	7	266
Regional statistics	70	177	90	36	3	13	389
Europe 2020 indicators	104	157	63	10	1	11	346
Sustainable development indicators	78	118	66	19	1	15	297
Euro indicators / PEELs (Principal European Economic Indicators)	34	75	19	3	1	7	139
Globalisation indicators	22	58	31	5	3	9	128
MIP (Macroeconomic Imbalances Procedure) indicators	17	47	20	4	1	10	99
Your other European statistics as specified under Question 4	15	29	13	6	2	17	82

Step 2. Results are aggregated under bigger areas

Overall Quality	Very good	Good	Adequate	Poor	Very poor	No opinion	Total
Economy and finances	534	854	291	40	11	49	1779
Industry, trade and services	204	416	173	49	6	26	874
Population and social conditions	634	1076	420	107	11	66	2314
International trade statistics	143	239	101	22	4	17	526
Environment statistics	63	140	90	31	3	10	337
Agriculture statistics	78	127	79	20	3	7	314
Fishery statistics	22	28	18	5	0	4	77
Energy statistics	60	127	50	17	4	9	267
Transport statistics	56	107	50	15	4	9	241
Science and technology and innovation	67	139	76	16	1	9	308
Digital economy and society	60	114	65	16	4	7	266
Regional statistics	70	177	90	36	3	13	389
Policy indicators	255	455	199	41	7	52	1009
Other	15	29	13	6	2	17	82
Total	2261	4028	1715	421	63	295	8783

Step 3. "Very good" and "Good" and "Very poor" and "Poor" are merged

Overall Quality	Very good / Good	Adequate	Poor / Very poor	No opinion	Total
Economy and finances	1388	291	51	49	1779
Industry, trade and services	620	173	55	26	874
Population and social conditions	1710	420	118	66	2314
International trade statistics	382	101	26	17	526
Environment statistics	203	90	34	10	337
Agriculture statistics	205	79	23	7	314
Fishery statistics	50	18	5	4	77
Energy statistics	187	50	21	9	267
Transport statistics	163	50	19	9	241
Science and technology and innovation	206	76	17	9	308
Digital economy and society	174	65	20	7	266
Regional statistics	247	90	39	13	389
Policy indicators	710	199	48	52	1009
Other	44	13	8	17	82
Average for all areas	6289	1715	484	295	8783

Step 4. Final table with calculated percentages

Overall Quality	Very good/Good	Adequate	Poor/Very poor	No opinion
Economy and finances	78.0%	16.4%	2.9%	2.8%
Industry, trade and services	70.9%	19.8%	6.3%	3.0%
Population and social conditions	73.9%	18.2%	5.1%	2.9%
International trade statistics	72.6%	19.2%	4.9%	3.2%
Environment statistics	60.2%	26.7%	10.1%	3.0%
Agriculture statistics	65.3%	25.2%	7.3%	2.2%
Fishery statistics	64.9%	23.4%	6.5%	5.2%
Energy statistics	70.0%	18.7%	7.9%	3.4%
Transport statistics	67.6%	20.7%	7.9%	3.7%
Science and technology and innovation	66.9%	24.7%	5.5%	2.9%
Digital economy and society	65.4%	24.4%	7.5%	2.6%
Regional statistics	63.5%	23.1%	10.0%	3.3%
Policy indicators	70.4%	19.7%	4.8%	5.2%
Other	53.7%	15.9%	9.8%	20.7%
Average for all areas	71.6%	19.5%	5.5%	3.4%