



EUROPEAN COMMISSION
EUROSTAT

Directorate A – Resources
A.2 – Legal affairs; Document management

Report on the Eurostat 2022 user satisfaction survey

TABLE OF CONTENTS

1. Background – about the survey	5
2. Main outcomes	8
3. Results of the USS 2022.....	13
3.1. General information.....	13
3.1.1. Who uses Eurostat’s European statistics?	13
3.1.2. To do what?	15
3.1.2.1. How important are the statistics?	16
3.1.2.2. How often are European statistics used?.....	18
3.2. Information on quality	20
3.2.1. What is the perceived quality and user friendliness of Eurostat products?.....	20
3.2.2. Overall data quality	22
3.2.3. Timeliness.....	25
3.2.4. Completeness.....	27
3.2.5. Comparability	29
3.3. Trust in European statistics	31
3.4. Information on dissemination aspects	34
3.4.1. Access to and understanding of European statistics on Eurostat’s website.....	35
3.4.2. Release calendar	45
3.4.3. Metadata and methodological information.....	48
3.4.4. User support.....	51
3.5. Overall quality of data and services	52
3.6. Comparison with previous survey	53
4. Messages from the users.....	55
Annex 1- Statistical areas	56
Annex 2 - Breakdown of respondents by country of workplace	57
Annex 3 - Example of calculations for the question on overall quality	58

INDEX OF FIGURES

Figure 1: Number of survey respondents 2011-2022	6
Figure 2: Distribution of respondents by user group, in %	6
Figure 3: Assessment of overall data quality in 2020 and 2022, in %	9
Figure 4: Assessment of overall timeliness in 2020 and 2022, in %	9
Figure 5: Assessment of overall completeness in 2020 and 2022, in %	10
Figure 6: Assessment of overall comparability in 2020 and 2022, in %	10
Figure 7: Distribution of respondents by user type 2019-2022, in %	13
Figure 8: Use of European statistics by statistical domain and user type, in %	14
Figure 9: Uses of European statistics by user type, in %	16
Figure 10: Importance of European statistics by user type, in %	17
Figure 11: Importance of statistics for different uses, in %	17
Figure 12: Importance of statistics 2011-2022, in %	18
Figure 13: Frequency of use by user type, in %	18
Figure 14: Frequency of use by statistical domain, in %	19
Figure 15: Frequency of use 2011-2022, in %	20
Figure 16: Assessment of quality of Eurostat products, in %	21
Figure 17: Assessment of quality of ‘Statistics Explained’ articles 2011-2022, in %	21
Figure 18: Assessment of user friendliness of Eurostat products, in %	22
Figure 19: Overall data quality 2011-2022, in %	23
Figure 20: Assessment of overall quality per statistical area, in %	24
Figure 21: Comparison with other statistical data producers by user type, in %	25
Figure 22: Assessment of timeliness per statistical area, in %	26
Figure 23: Assessment of overall timeliness in 2011-2022, in %	27
Figure 24: Assessment of completeness of European statistics per statistical area, in %	28
Figure 25: Assessment of overall completeness in 2011-2022, in %	29
Figure 26: Assessment of comparability of European statistics per statistical area, in %	30
Figure 27: Assessment of overall comparability in 2011-2022, in %	31
Figure 28: Trust in European statistics by user type, in %	32
Figure 29: Trust in European statistics in 2012-2022, in %	33
Figure 30: Trust in European statistics by importance, in %	33
Figure 31: Assessment of overall quality of European statistics by trust, in %	34
Figure 32: User satisfaction with the Eurostat website, in %	35
Figure 33: Assessment of the access to and understanding of European statistics, in %	35
Figure 34: Assessment of the Eurostat website content by user type, in %	36
Figure 35: Eurostat’s website content 2011-2022, in %	37
Figure 36: Assessment of technical characteristics of the Eurostat website, in %	37
Figure 37: Assessment of technical characteristics of Eurostat’s website 2011-2022, in %	38
Figure 38: Assessment of Eurostat’s interactive publications, in %	40
Figure 39: Users of Eurostat’s interactive publications, in %	41
Figure 40: Assessment of Eurostat’s interactive publications in 2019 and 2022, in %	41
Figure 41: Users of Eurostat’s experimental statistics, in %	42
Figure 42: Usefulness of Eurostat’s experimental statistics, in %	43
Figure 43: Usefulness of Eurostat’s experimental statistics in 2019 and 2022, in %	43
Figure 44: Assessment of the coverage of statistics on equality and discrimination, in %	44
Figure 45: Assessment of the information on microdata access services on the Eurostat website, in %	45
Figure 46: Assessment of the information on microdata access services on the Eurostat website in 2019 and 2022, in %	45

Figure 47: Awareness of the release calendar by user type, in %	46
Figure 48: Awareness of release calendar 2011-2022, in %	46
Figure 49: Assessment of sufficiency and relevance of information in the release calendar by user type, in %	47
Figure 50: Sufficiency and relevance of information in the release calendar 2011-2022, in %.....	47
Figure 51: Use of metadata by user type, in %.....	48
Figure 52: Use of metadata 2011-2022, in %.....	48
Figure 53: Metadata accessibility, in %	49
Figure 54: Ease of accessing metadata 2011-2022, in %	49
Figure 55: Assessment of sufficiency of metadata by user type, in %.....	50
Figure 56: Sufficiency of metadata 2011-2022, in %.....	51
Figure 57: Satisfaction with user support, in %	52
Figure 58: Satisfaction with user support, 2011-2022, in %	52
Figure 59: Overall satisfaction with the quality of data and services, in %	53
Figure 60: Overall quality of data and services 2012-2022, in %.....	53
Figure 61: Changes in perception in the quality of Eurostat’s data and services, in % ...	54

1. BACKGROUND – ABOUT THE SURVEY

Eurostat's mission is to provide high quality statistics on Europe. To measure the degree to which it fulfils users' expectations, Eurostat carried out a general user satisfaction survey (USS) in June-July 2022. The USS was designed to increase knowledge about users, their needs and their satisfaction with Eurostat's services. The first survey of this kind was conducted in 2007 and then repeated in 2009, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2019 and 2020. The USS for 2022 is therefore the 12th general survey.

The questionnaire was similar to the one used in 2019, allowing for a comparative analysis over time. Changes were made in the sections where Eurostat products have changed since 2019, e.g. in the questions about dissemination products. To gather more information on accessibility and equality, the 2022 questionnaire also asked users whether they had any permanent or temporary disabilities or limitations and how they rate the current coverage of European statistics on equality and discrimination.

The questionnaire used in 2020 was shorter, focusing only on quality of data and on Eurostat's services. Eurostat alternates between full and short surveys in order to avoid respondents' fatigue in replying to long surveys and to get a high number of responses.

Since the short 2020 questionnaire does not include all the questions covered by the full 2019 and 2022 questionnaires, the results of the USS for 2022 are compared with the results from the 2020 survey where possible, and from the 2019 survey for the remaining questions, mainly on dissemination.

The current survey covered four main aspects:

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

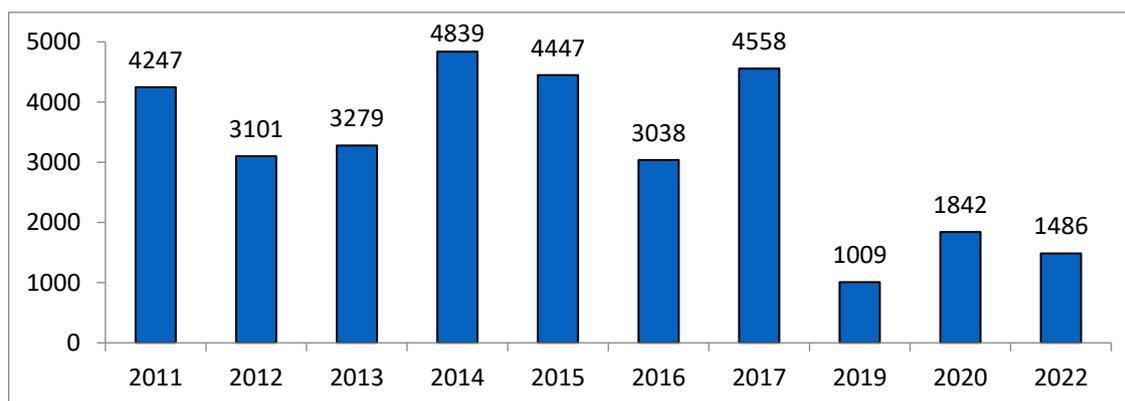
The survey was carried out online via EUSurvey, with a link on the Eurostat website. It was launched on 10 June and was open until 4 July 2022.

To guarantee a high participation rate, Eurostat sent an invitation to all users registered on the Eurostat website that had opted to be informed about user satisfaction surveys (approximately 31 200 individuals). Eurostat also contacted around 1 100 users that its units considered to be their most important contacts.

In addition a news item was published on Eurostat's website and the survey invitation was disseminated to the mailing lists for European Statistical Data Support/user support network, journalists/media and usability testing. The survey was also promoted with regular posts on Eurostat's social media channels (Facebook, Twitter and Instagram) and a pop-up banner on Eurostat's website, appearing at various points during the survey period.

Eurostat received 1 486 replies, which was fewer than the short survey in 2020 but more than the last full survey in 2019.

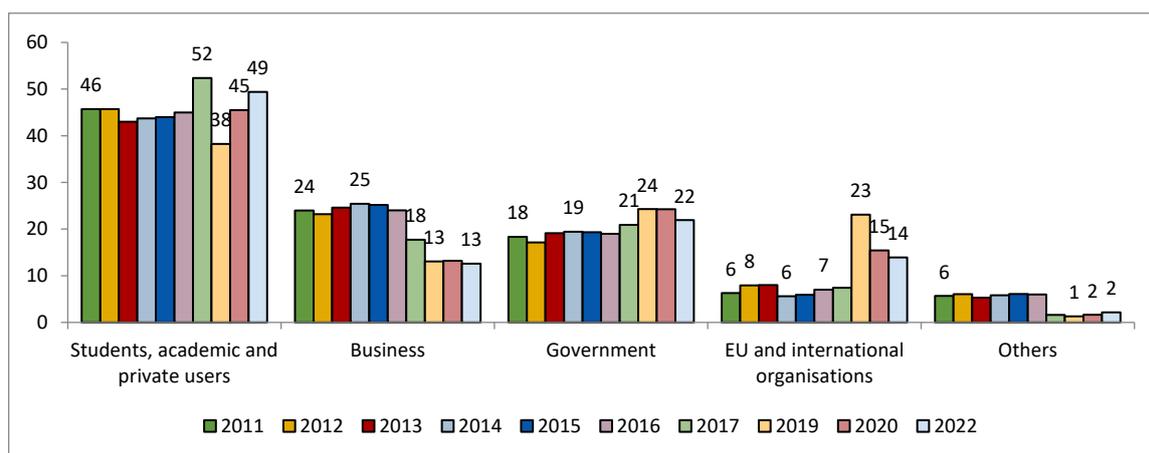
Figure 1: Number of survey respondents 2011-2022



Source: Eurostat user satisfaction surveys between 2011 and 2022

Looking at the distribution of responses by user group, almost half of the respondents are students, academic and private users (49%), followed by users working for a government (22%) and the EU and international organisations (14%). This distribution is quite similar to 2020. Compared to the previous survey, the share of responses from students, academic and private users increased slightly, while the share of respondents working for a government or the EU and international organisations slightly decreased.

Figure 2: Distribution of respondents by user group, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

Since 2019, respondents have been asked to specify whether they are ‘light’¹, ‘intermediate’² or ‘advanced’³ users. The same classifications were used when analysing the results. Advanced users are in general more familiar with the different tools and data,

¹ 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.

² 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.

³ 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.

and expect more than other users, while intermediate and light users tend to be more satisfied with the Eurostat's products and data they use.

This report presents a summary of the most interesting and compelling findings, supported by graphs. It also shows the main differences with the previous survey (2019 or 2020 depending on the question) and the evolution of users' opinions since the first comparable survey in 2011. Even if the comparisons of the results must be taken with caution, for the reasons explained above, the majority of the results show that respondents' opinions are stable, with small variations in the degree of satisfaction.

2. MAIN OUTCOMES

General aspects

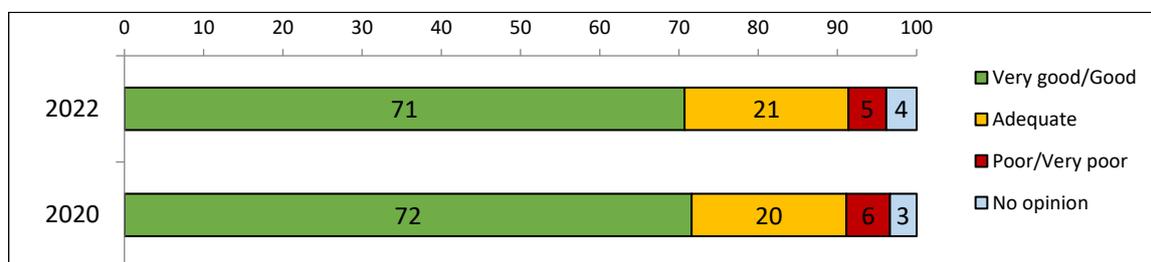
- In 2022, the survey was open online for about 2 months and received 1 468 replies. Almost half of the respondents are students, academic and private users, followed by users working for a government (22%) and the EU and international organisations (14%). Looking at user types, most of the respondents identified themselves as intermediate users (38%), followed by advanced users (35%) and light users (27%). Since 2019, the share of advanced users decreased while the share of light users increased by a similar share.
- For the first time, Eurostat asked respondents to the user satisfaction survey if they had any disabilities or limitations that affect their use of the Eurostat website or products. 96% of respondents answered ‘no’, 1% answered ‘yes’ and 3% preferred not to say.
- As in the past, respondents indicated that ‘population and social conditions’ and ‘economy and finance’ were the two areas they used most. These areas are very broad categories that cover a number of statistics.
- ‘Research’ and ‘general background information’ were the most common purposes for using statistical data for all users combined, with ‘monitoring or formulating policy’ in third place. This is related to the distribution of user types (light, intermediate and advanced) responding to the survey (see Figure 2). In 2019, ‘monitoring or formulating policy’ was the most common reason. The reasons for using statistical data varied by type of respondent, reflecting the different needs of each user type.
- 72% of all users indicated that European statistics were either ‘essential’ or ‘important’ for their work. About a third of users stated they used European statistics in their daily or weekly activities, 29% did so on a monthly basis and the remaining 36% at other intervals.
- User assessment of the quality and user friendliness of Eurostat’s products was generally positive, with shares of ‘very good/good’ replies at 60% or above. The ‘Eurostat euro indicator releases’ and ‘Eurostat database’ were rated highest for quality, followed by ‘Statistics Explained’. Compared to 2019, the share of ‘very poor/poor’ ratings decreased significantly, corresponding to a similar increase in the share of ‘very good/good’ ratings. A partial explanation for this increase in satisfaction could be the switch from a numerical to a textual scale, minimising the risk of users misunderstanding the scale.
- Regardless of the ongoing pandemic and Russia’s invasion of Ukraine, which have led to an increase in fake news, users continue to trust European statistics: 95% of users said they trusted European statistics greatly or tended to trust them. Respondents, for which the statistics are of greater value, have a higher trust in the statistics in comparison to those for whom statistics are not so important. Respondents who trust European statistics more are also more convinced of their overall good quality.

Quality aspects

Overall quality

- 71% of all users considered the overall quality to be ‘very good’ or ‘good’, a similar share as in 2020.

Figure 3: Assessment of overall data quality in 2020 and 2022, in %



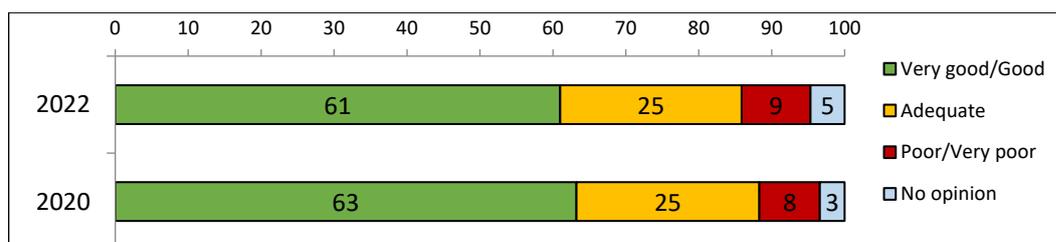
Source: Eurostat 2020 and 2022 user satisfaction surveys

- By domain, ‘economy and finance’ received the highest evaluation once again, followed by ‘population and social conditions’ and ‘international trade statistics’. Even the lowest-ranked domain, ‘fishery statistics’, received more than 60% of positive judgements. By user type, intermediate and light users are more satisfied than advanced users.
- Eurostat data also fares very well compared to other statistical data producers, with 66% of participants considering the quality to be better or the same as other sources.

Timeliness

- On average, 61% of users rated the timeliness of European statistics as ‘very good’ or ‘good’ versus 63% in 2020.

Figure 4: Assessment of overall timeliness in 2020 and 2022, in %



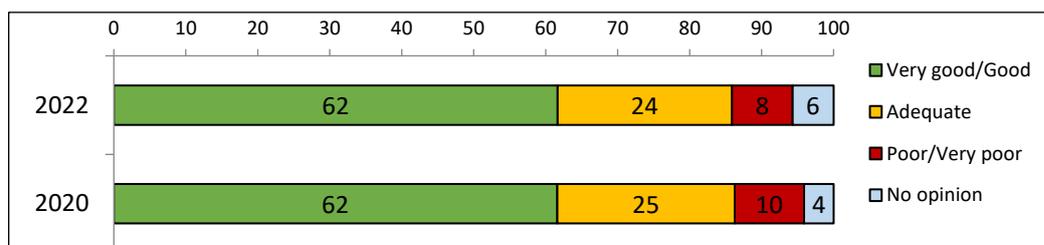
Source: Eurostat 2020 and 2022 user satisfaction surveys

- By domain, ‘economy and finance’ received the highest positive evaluation just as in 2020. It was followed this time by ‘international trade statistics’ and ‘transport statistics’. By user type, light users continue to be more satisfied than intermediate and advanced users.

Completeness

- Data completeness stayed at a high level with 62% of respondents judging it as ‘very good’ or ‘good’.

Figure 5: Assessment of overall completeness in 2020 and 2022, in %



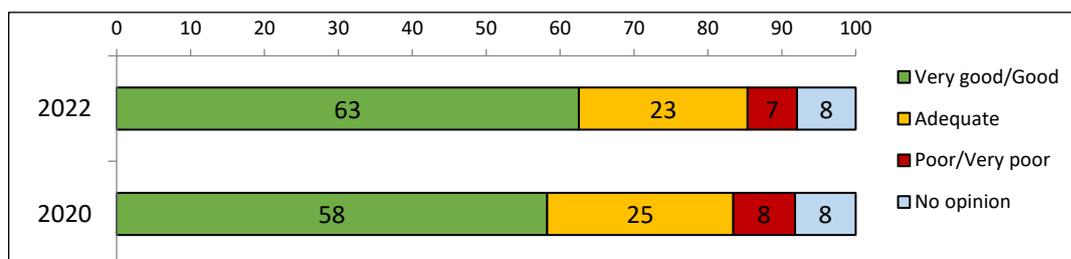
Source: Eurostat 2020 and 2022 user satisfaction surveys

- ‘Economy and finance’ was once again the best-rated domain, followed by ‘international trade statistics’ and ‘population and social conditions’. The only area slightly below 50% was ‘regional statistics’. By user type, intermediate and light users are more satisfied than advanced users.

Comparability

- Comparability was the highest-scoring quality dimension this time. The average of ‘very good/good’ responses across all areas was 63%, which is the highest share ever registered for this dimension.

Figure 6: Assessment of overall comparability in 2020 and 2022, in %



Source: Eurostat 2020 and 2022 user satisfaction surveys

- ‘Economy and finance’ was again the best-rated domain, followed by ‘population and social conditions’ and ‘digital economy and society’. The lowest-rated area this time was ‘environment statistics’ with 53%. By user type, intermediate and light users were more satisfied than advanced users.

Dissemination and services

- Overall satisfaction with Eurostat’s website among respondents giving an opinion is 63% - 5 percentage points more than in 2019, with another 31% being partly satisfied. There is a clear difference in satisfaction between user types. Advanced users are the least satisfied, while light users and intermediate users are more satisfied.
- 57% of respondents found it easy to access and to understand the statistics on Eurostat’s website - 4 percentage points more than in 2019, with intermediate and advanced users more satisfied than light users.
- On average, 73% of all respondents were satisfied with the content of the website - 5 percentage points more than in 2019, and the highest value ever registered. Again, intermediate and advanced users were a bit more satisfied with the content of the website than light users.

- Satisfaction with the website's technical characteristics also increased compared to 2019, with an increase of between 8 and 13 percentage points for individual characteristics. The four highest-scoring characteristics, receiving a satisfaction rate above 55%, were performance/speed, clarity of information, navigation to required information and the database extraction tools.
- More than 70% of respondents who expressed an opinion judged the interactive publications as 'very good/good', up to 80% for the digital publication 'Key figures on Europe'. Light users are more satisfied with the publications than intermediate and advanced users.
- Since 2019, the user satisfaction survey also covers the usefulness of Eurostat's experimental statistics. This year, around 30-40% of respondents expressed an opinion on this, most of whom found these statistics useful. Light users found them more useful compared to intermediate and advanced users.
- This year, for the first time, Eurostat asked users how they rate the coverage of European statistics on equality and discrimination. 43% of respondents did not express an opinion. Of those that did, 66% said the coverage was 'very good/good', with another 26% judging it as adequate. Overall, light users were more satisfied than intermediate and advanced users.
- Half of the respondents gave their opinion on microdata access on Eurostat's website. The share was highest for intermediate users (54%), followed by advanced users (49%), with light users having the lowest response rate (45%). Of those expressing an opinion, 65% rated the services as 'very good' and 'good', an increase of 7 percentage points compared to 2019. Light users were the most satisfied, followed by intermediate and advanced users.
- Users' awareness of Eurostat's [release calendar](#) increased by 3 percentage points compared to 2019. Advanced and intermediate users were much more aware of the calendar than light users. 92% of users that are aware of the release calendar are satisfied or partly satisfied with the sufficiency and relevance of its content.
- 57% of respondents said they use metadata, a similar share to 2019. However, only 31% of light users said they use metadata, versus 58% of intermediate users and 76% of advanced users. 55% of metadata users find it easily accessible, which is the highest satisfaction recorded. 54% find it sufficient for their purposes, 9 percentage points more than in 2019. Light users were the most satisfied, followed by intermediate users and advanced users. In recent years, Eurostat has made it easier to use and find metadata, which benefits light and intermediate users in particular.
- Eurostat's user support services received the highest satisfaction of all services, with 77% of respondents expressing an opinion being either 'very satisfied' or 'satisfied' - the best-ever results recorded for this area. All types of user were very satisfied.
- The level of overall satisfaction with Eurostat's data and services remained quite high with 72% of all respondents finding them to be 'very good' or 'good'. However, the assessment of the overall quality of data and services dropped by 9 percentage points compared to 2020, to similar levels as in 2017 and 2019. Since

the more detailed questions on products and services show a similar satisfaction rate as for the previous survey or even an increase in satisfaction, the difference could be attributed to the larger share of ‘no opinion’ – 8% in 2022 compared to 2% in 2020.

3. RESULTS OF THE USS 2022

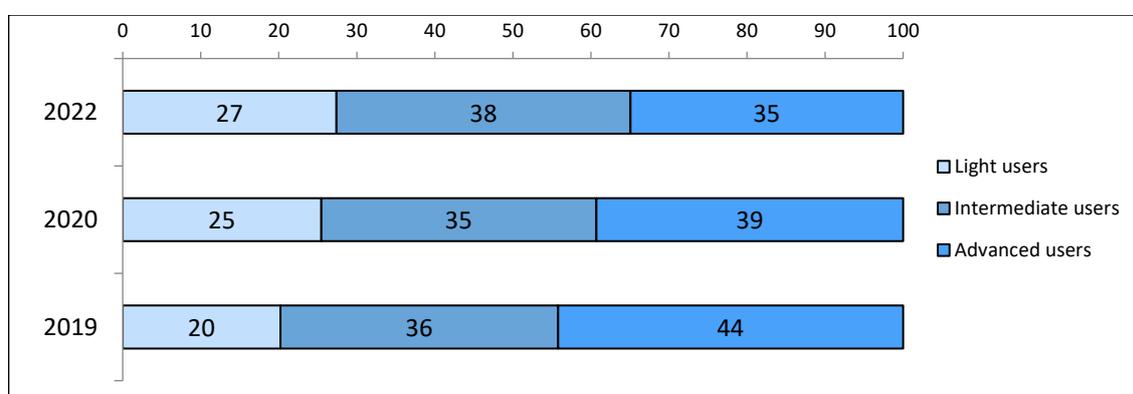
3.1. General information

3.1.1. Who uses Eurostat's European statistics?

Looking at the distribution of responses by user type, a bit more than a third of the respondents identified themselves as intermediate and advanced users respectively, and only 27% as light users.

The three user categories 'light', 'intermediate' and 'advanced' were introduced in 2019. Over the years, the share of respondents identifying themselves as intermediate stayed roughly the same. However, the share of light users increased, while the share of advanced users declined (Figure 7).

Figure 7: Distribution of respondents by user type 2019-2022, in %



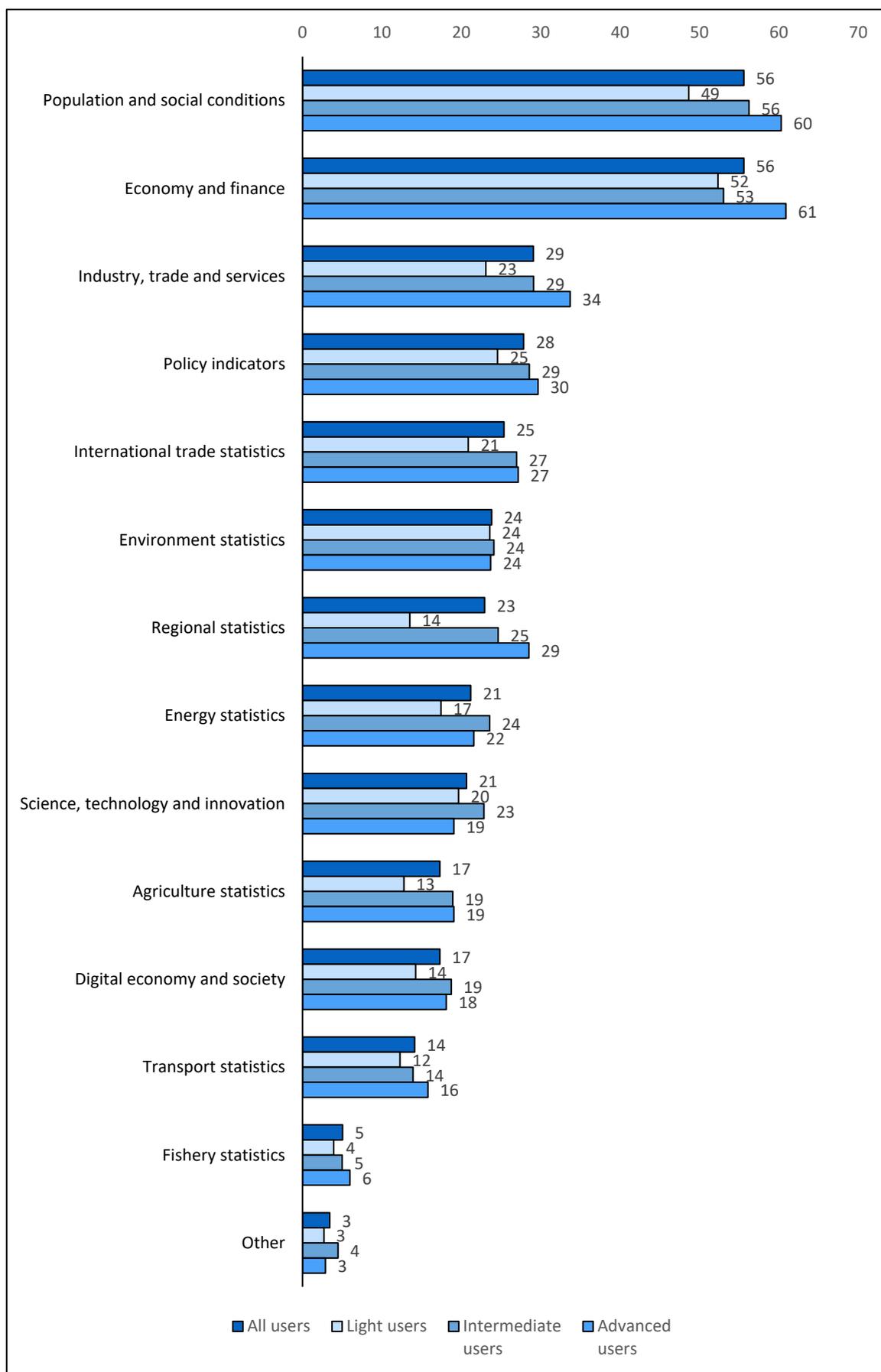
Source: Eurostat 2019, 2020 and 2022 user satisfaction surveys

As in previous years, the geographical distribution of European statistics' users was strongly tilted towards the EU countries, with 87% of respondents coming from the 27 Member States and the remaining 13% from non-EU countries. By country, the biggest proportion came from Germany (10%), followed by Spain (9%), Belgium (8%) and Italy (7%).

Participants were also asked to specify which statistics they mainly used and could pick more than one answer. As shown in Figure 8, 'population and social conditions' and 'economy and finance' remained the highest-scoring areas for all user types, ranging from 49-60% and 52-61% respectively.

'Transport statistics' and 'fishery statistics' received approximate average shares of 14% and 5% respectively. These domains are more granular than the top-scoring domains. The order was roughly the same as in previous years.

Figure 8: Use of European statistics by statistical domain and user type, in %



Source: Eurostat 2022 user satisfaction survey

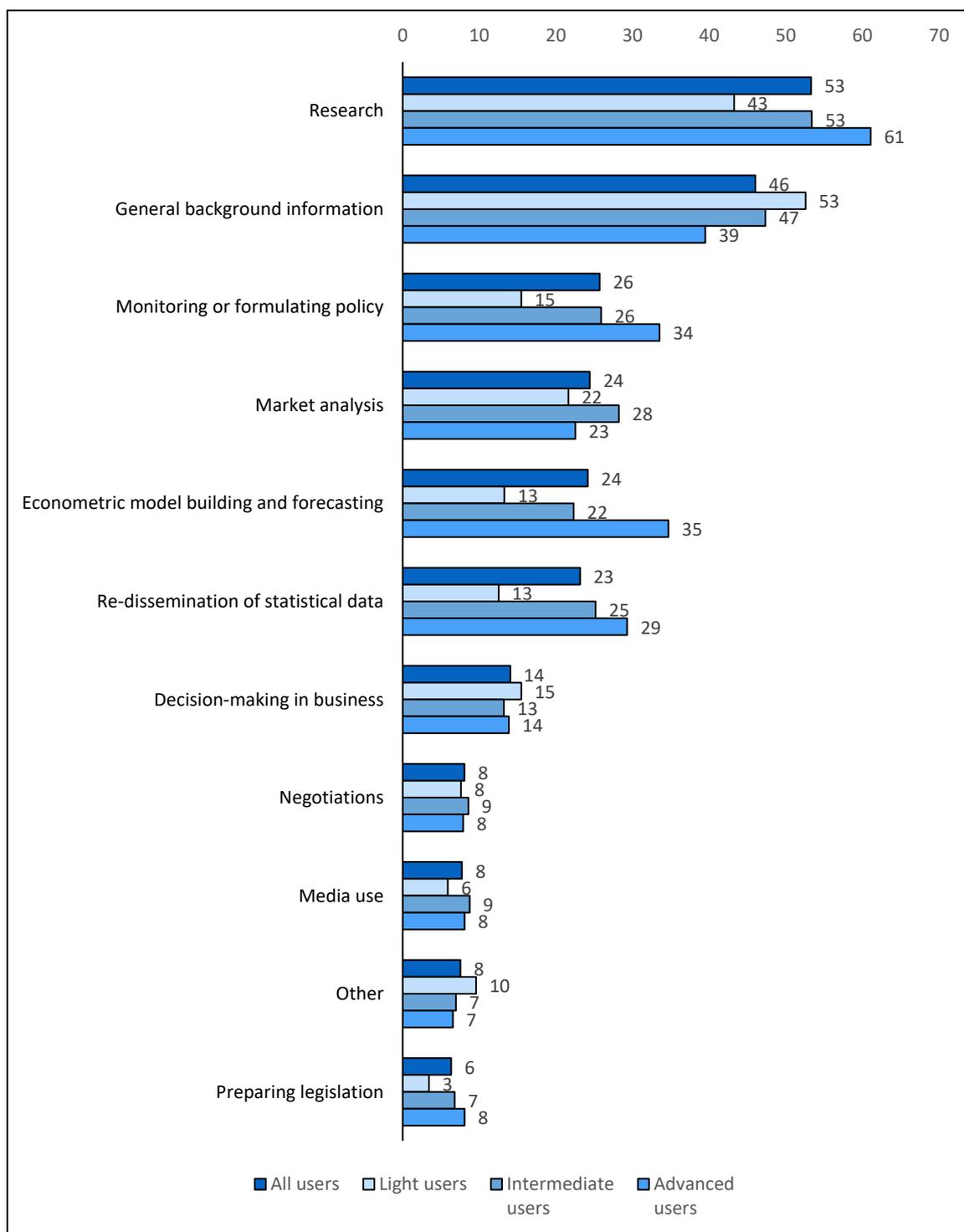
For the first time, Eurostat asked survey respondents whether they had any disabilities or limitations – either permanent or temporary – that affect their use of Eurostat’s website or products. 96% of respondents answered ‘no’, 1% answered ‘yes’ and 3% preferred not to say. Of those who answered yes, over half had visual disabilities or limitations. Limited access to devices or limited internet connection was also mentioned, followed by neurological, cognitive or physical disabilities/limitations. Auditory or speech disabilities/limitations were not mentioned.

3.1.2. To do what?

Respondents were also asked about the purpose of their interest in European statistics and could pick more than one answer. As shown in Figure 9, the most common uses were ‘research’ (53%) and ‘general background information’ (46%) for all users combined, with ‘monitoring or formulating policy’ (26%) in third place.

In the previous survey in 2019, ‘monitoring or formulating policy’ was the most common use for all users, particularly advanced users. This year, ‘monitoring or formulating policy’ was only in fourth place (34%) for advanced users after ‘econometric model building and forecasting’ (35%). This may be partly because there was a lower share of institutional and governmental users in 2022 than in 2019. For light users, ‘general background information’ continues to be the most common use for European statistics (53%).

Figure 9: Uses of European statistics by user type, in %

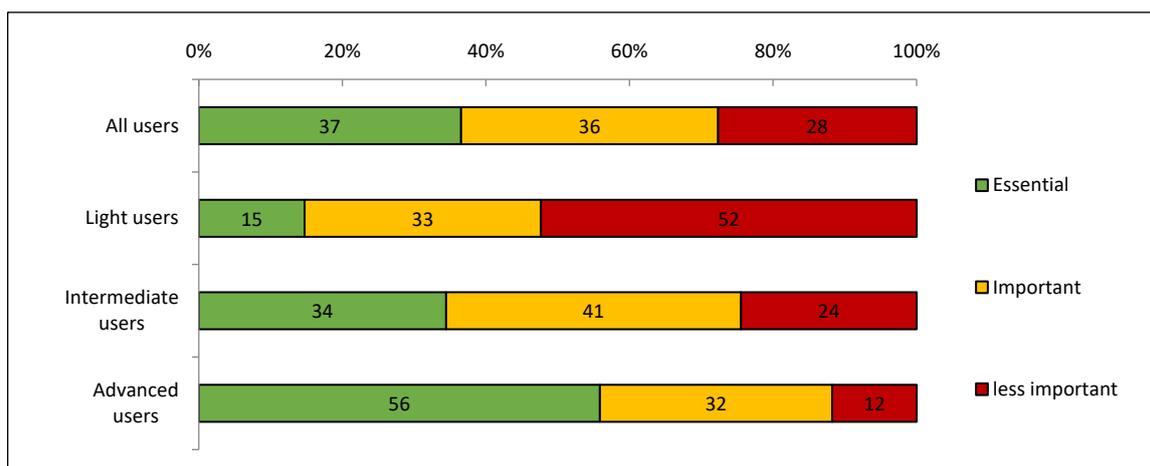


Source: Eurostat 2022 user satisfaction survey

3.1.2.1. How important are the statistics?

On the importance of European statistics, 73% of all users claimed they are either ‘essential’ or ‘important’ for their work (Figure 10). As expected, statistics are more important for advanced users, 88% declaring them as essential or important, compared to intermediate users (75%) and light users (48%).

Figure 10: Importance of European statistics by user type, in %

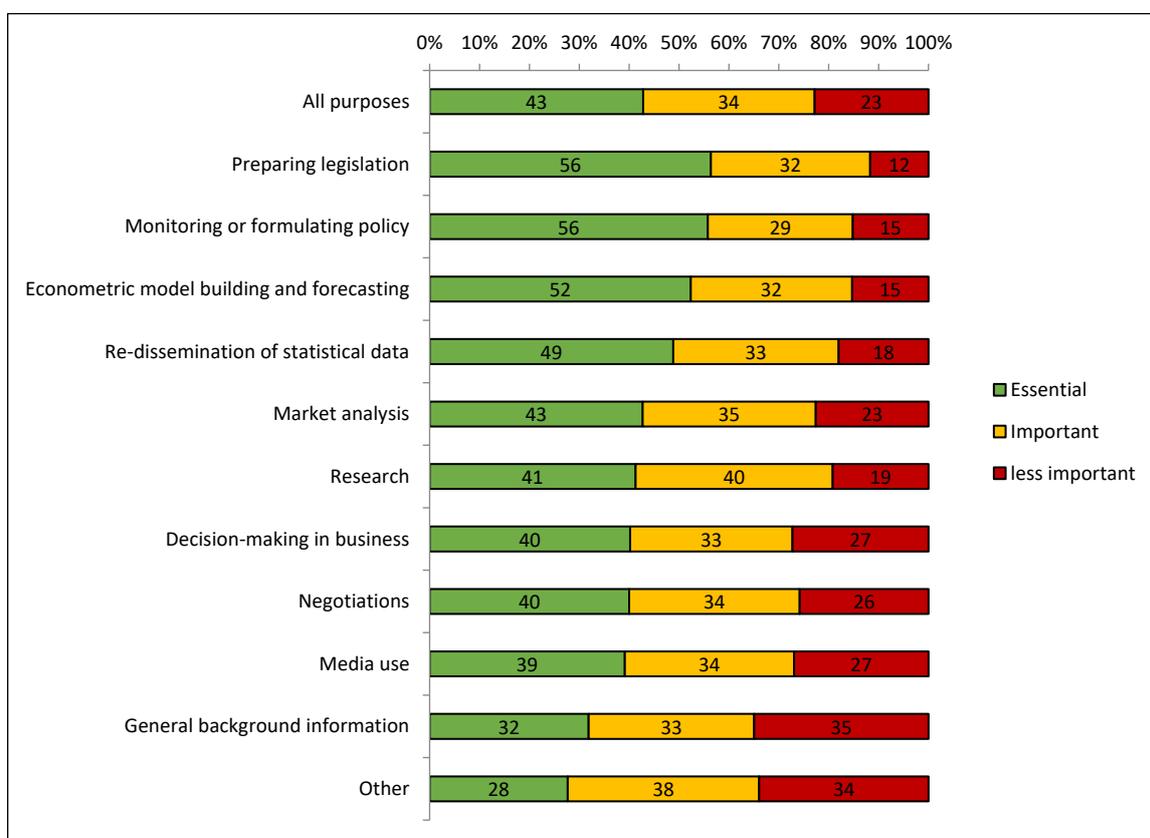


Source: Eurostat 2022 user satisfaction survey

By purpose, European statistics are most important for ‘preparing legislation’, where they were indicated as ‘essential’ by 56% of respondents and ‘important’ by 32%. ‘Monitoring or formulating policy’, ‘econometric model building and forecasting’, ‘re-dissemination of statistical data’ and ‘research’ also got combined shares of ‘essential’ and ‘important’ exceeding 80%.

European statistics were considered least essential for ‘media use’ and ‘general background information’ (39% and 32%, respectively).

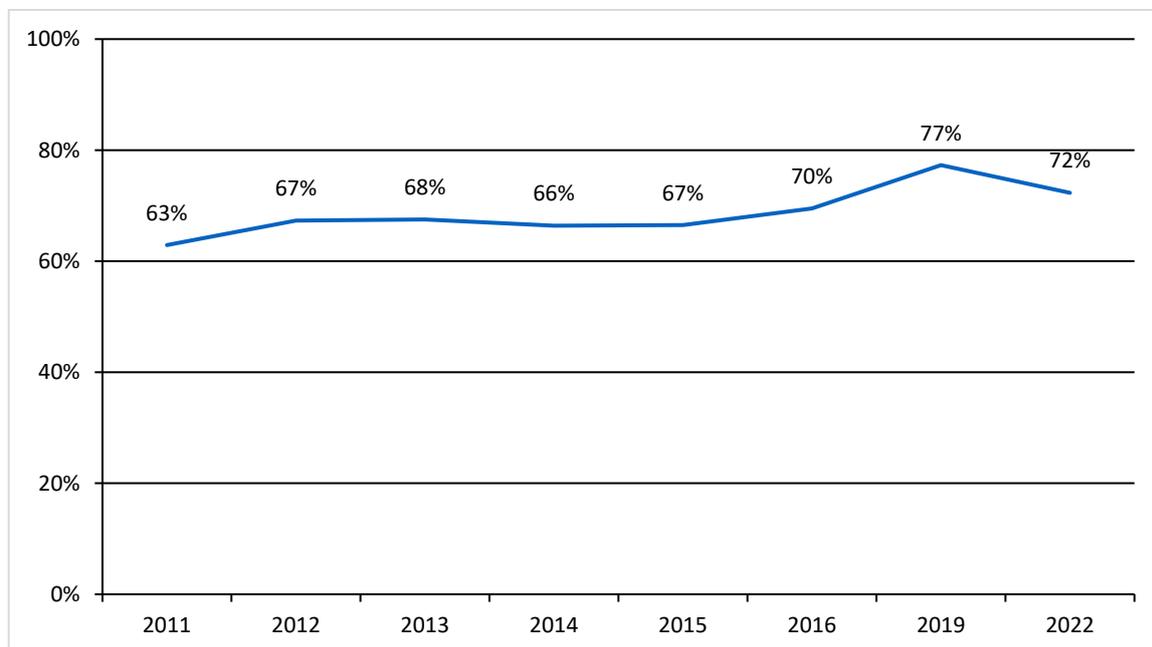
Figure 11: Importance of statistics for different uses, in %



Source: Eurostat 2022 user satisfaction survey

Figure 12 shows the trend in the importance of statistics between 2011 and 2022. Statistics continue to be highly important in 2022, with 72% of participants considering them either ‘essential’ or ‘important’ for their work. The slight decrease compared to 2019 might be due to the increasing share of light users who find statistics to be less important for their daily work and who mainly use them for background information.

Figure 12: Importance of statistics 2011-2022, in %

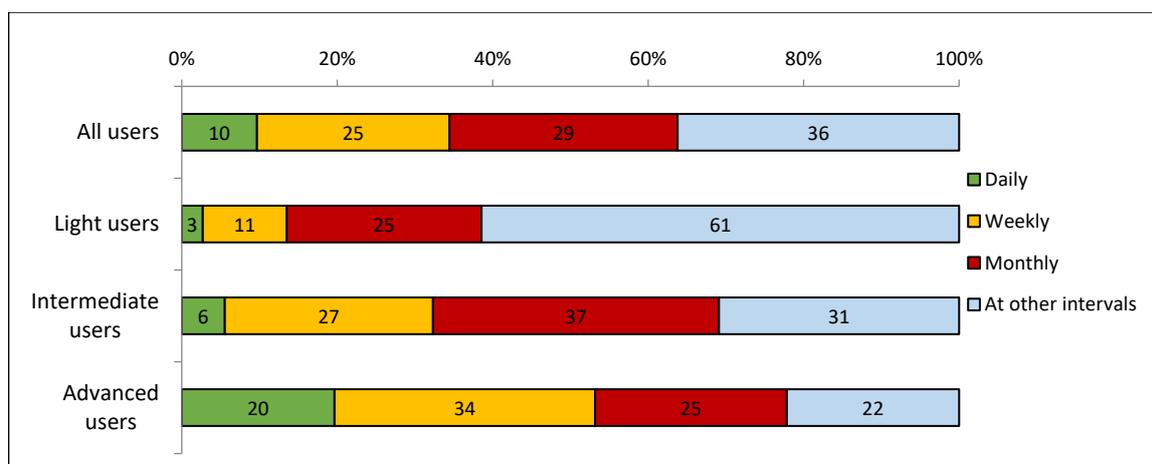


Source: Eurostat user satisfaction surveys 2011-2022

3.1.2.2. How often are European statistics used?

On frequency of use, Figure 13 shows that roughly a third of users (35%) claim to use European statistics in their daily or weekly activities, 29% use them on a monthly basis and the remaining 36% at other intervals. Advanced users are the most frequent users of European statistics with 54% using them daily or weekly.

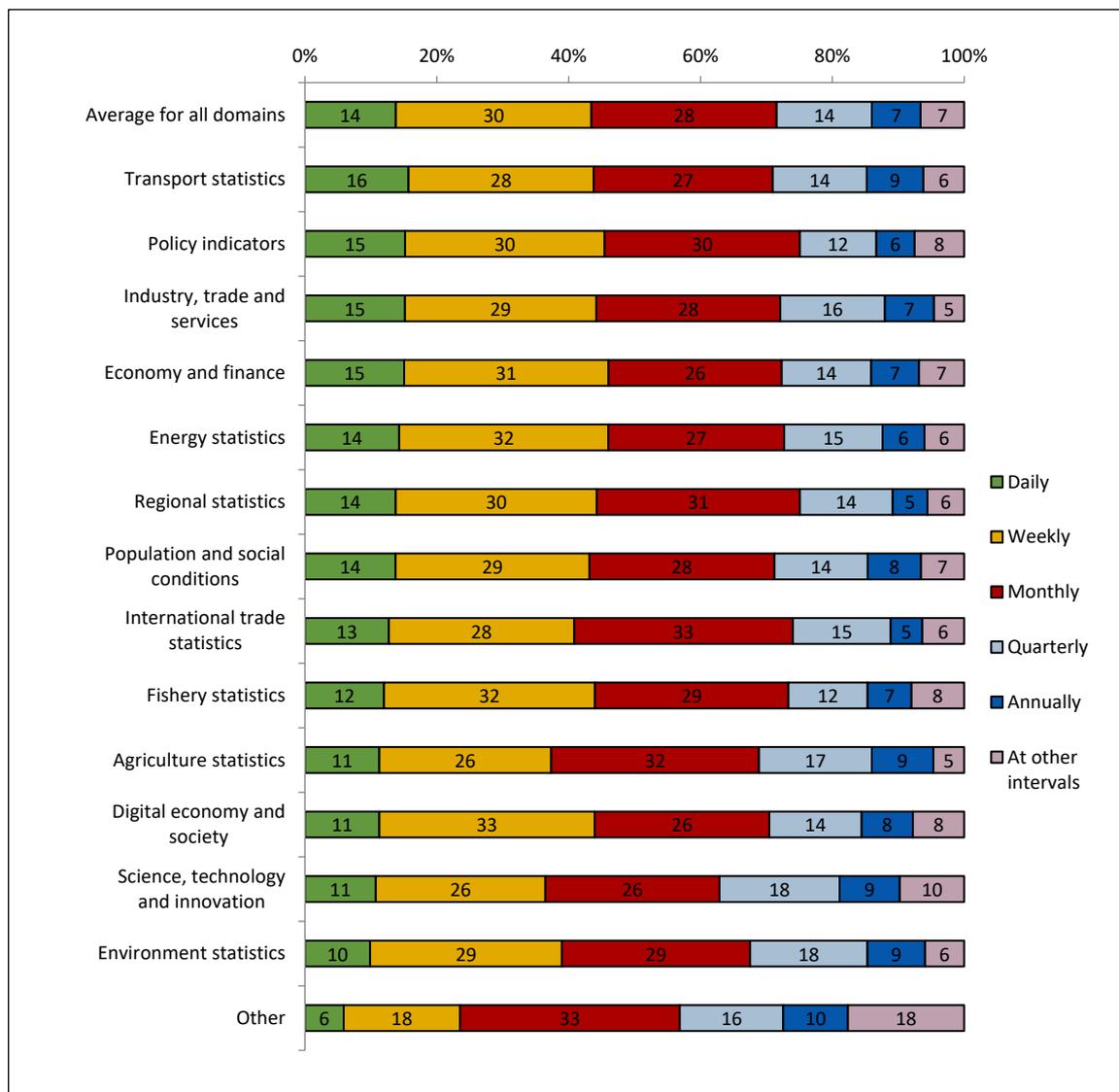
Figure 13: Frequency of use by user type, in %



Source: Eurostat 2022 user satisfaction survey

The frequency also varied depending on the statistical domains (Figure 14). The highest daily use was for ‘transport statistics’ (16%), ‘policy indicators’, ‘industry, trade and services’ and ‘economy and finance’ (all 15%). By contrast, the lowest daily use was for ‘agriculture statistics’, ‘digital economy and society’, ‘science, technology and innovation’ (all 11%) and ‘environment statistics’ (10%).

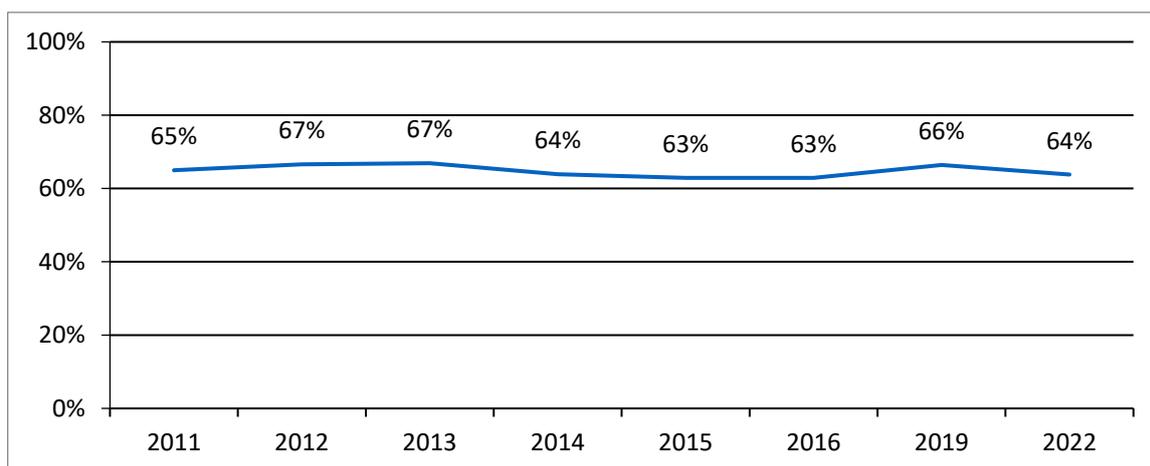
Figure 14: Frequency of use by statistical domain, in %



Source: Eurostat 2022 user satisfaction survey

Figure 15 shows the trend in the frequency of use between 2011 and 2022. More specifically, it shows the percentage of respondents who use Eurostat’s statistics on a daily, weekly or monthly basis. The use of the statistics decreased slightly compared to 2019. This might be explained by the higher share of light users responding to the survey, as they tend to use Eurostat’s statistics less frequently.

Figure 15: Frequency of use 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

3.2. Information on quality

As expressed in its mission statement, Eurostat focuses on quality considerations in its corporate management and in day-to-day statistical operations. It is therefore important to find out how users assess the quality of the European statistics produced and disseminated by Eurostat and of the products released by Eurostat. In addition to the overall data quality, the survey looked at three aspects of data quality that Eurostat considers to be the most important - timeliness, completeness and comparability.

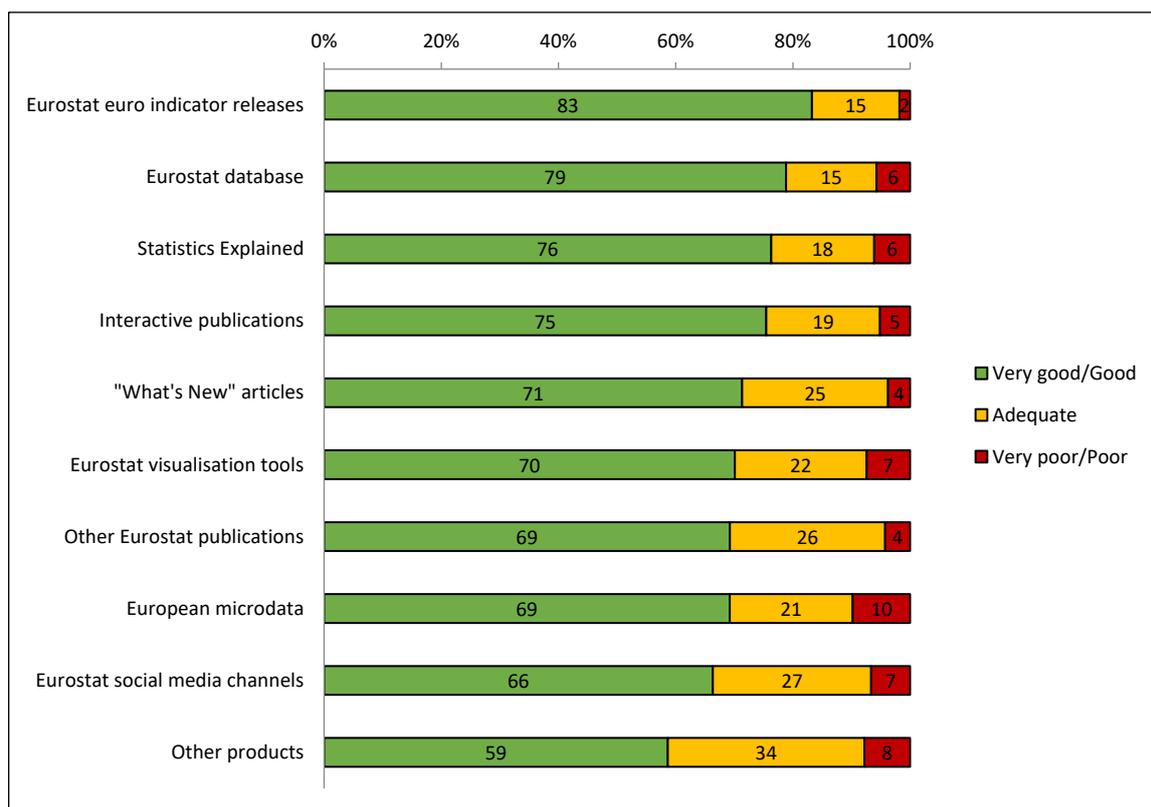
3.2.1. What is the perceived quality and user friendliness of Eurostat products?

Respondents were asked to assess the quality and user friendliness of Eurostat products.

On quality, the ‘Eurostat euro indicator releases’ (83%) and ‘Eurostat database’ (79%) received the highest evaluations, followed by ‘Statistics Explained’ (76%). For all other products, the share of ‘very good/good’ replies was at 59% or above. Compared to 2019, the share of ‘very poor/poor’ ratings decreased significantly, corresponding to a similar increase in the share of ‘very good/good’ ratings.

A possible explanation might be the switch from a numerical scale to a textual scale. Until 2019, respondents rated data quality on a scale of ‘1’ to ‘5’, with ‘1’ clearly indicated as corresponding to ‘very good’, ‘2’ to ‘good’ and so on, with ‘5’ corresponding to ‘very poor’. However, when analysing the answers to the USS 2019, some comments seemed not to correspond to the marks. A few users gave bad marks but good comments, as if they had inverted the scale by mistake. To avoid possible errors, in 2020 the scale was expressed in text only (i.e. ‘very good’, ‘good’, ‘adequate’, ‘poor’ and ‘very poor’). A decrease in the share of ‘poor/very poor’ ratings corresponding to a similar increase in the share of ‘very good/good’ ones for the first three questions on data quality seemed to confirm this hypothesis, at least up to a certain point as satisfaction also increased for questions where the scale was also expressed in text in previous surveys. The question on quality of Eurostat’s products was not included in the 2020 questionnaire, and was asked for the first time using a textual scale in the 2022 questionnaire. However, the increase in satisfaction on quality and user friendliness could be for reasons other than a misunderstanding of the scale.

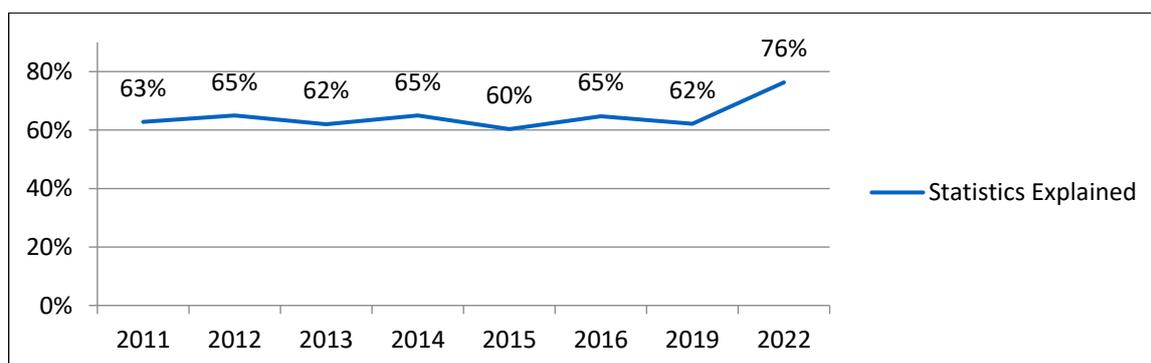
Figure 16: Assessment of quality of Eurostat products, in %



Source: Eurostat 2022 user satisfaction survey

On trends in how users rate the quality of the ‘Statistics Explained’ articles, there was general stability in 2011-2019 with only small variations each year, followed by a spike in 2022 (Figure 17). The change from a numerical to a textual scale might partially explain this change.

Figure 17: Assessment of quality of ‘Statistics Explained’ articles 2011-2022, in %

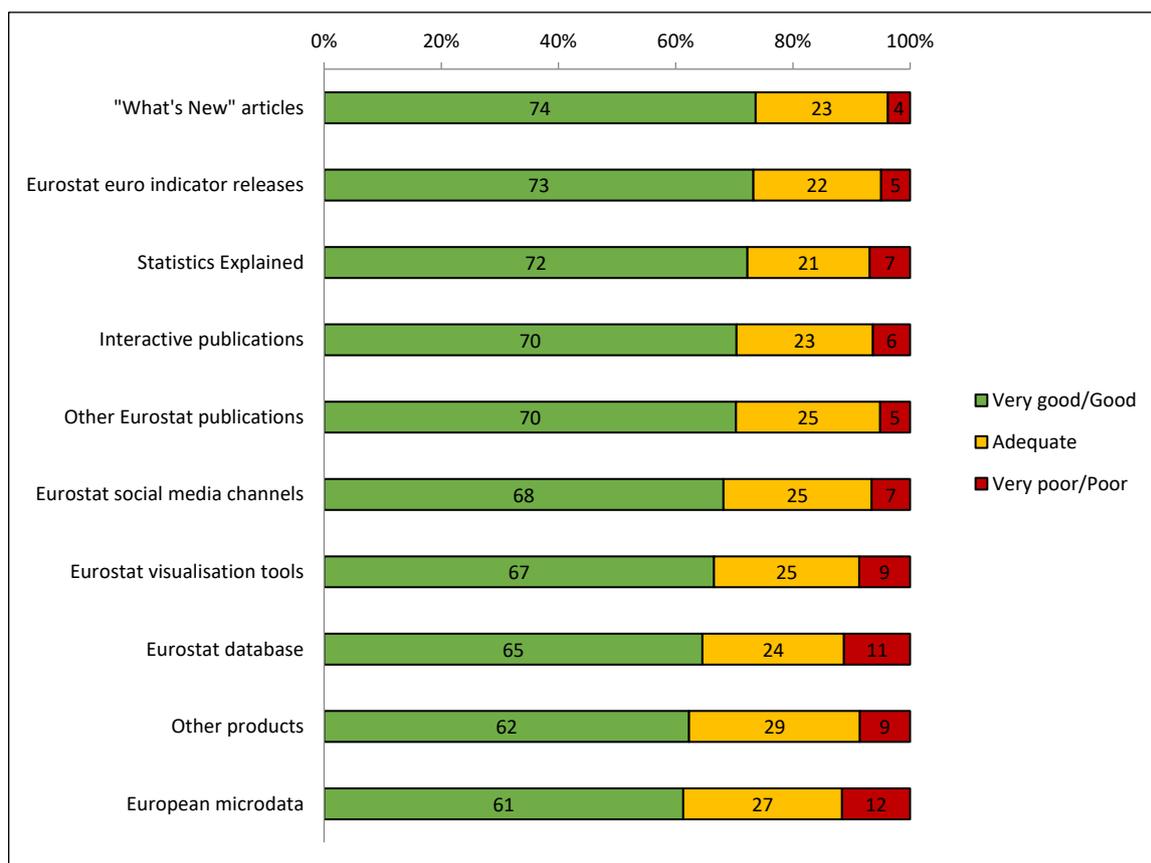


Source: Eurostat user satisfaction surveys between 2011 and 2022

The perceived quality of the Statistics Explained articles increased by 14 percentage points to 76%.

On the user friendliness of products, the highest evaluations were for ‘What’s New’ articles (74%), followed by ‘Eurostat euro indicator releases’ (73%) and ‘Statistics Explained’ (72%). For all other products, the shares of ‘very good/good’ replies were also above 60%.

Figure 18: Assessment of user friendliness of Eurostat products, in %



Source: Eurostat 2022 user satisfaction survey

Respondents could also comment on the quality of products. Many commented that the Eurostat database and website were difficult to navigate and understand, making it hard to find information. Some also provided suggestions on how to improve the user friendliness of the website, database and the data browser tool (see later questions on quality and user friendliness of these products). More positively, respondents complimented the infographics, the ‘Statistics Explained’ articles and the map generator of the GISCO database.

3.2.2. Overall data quality

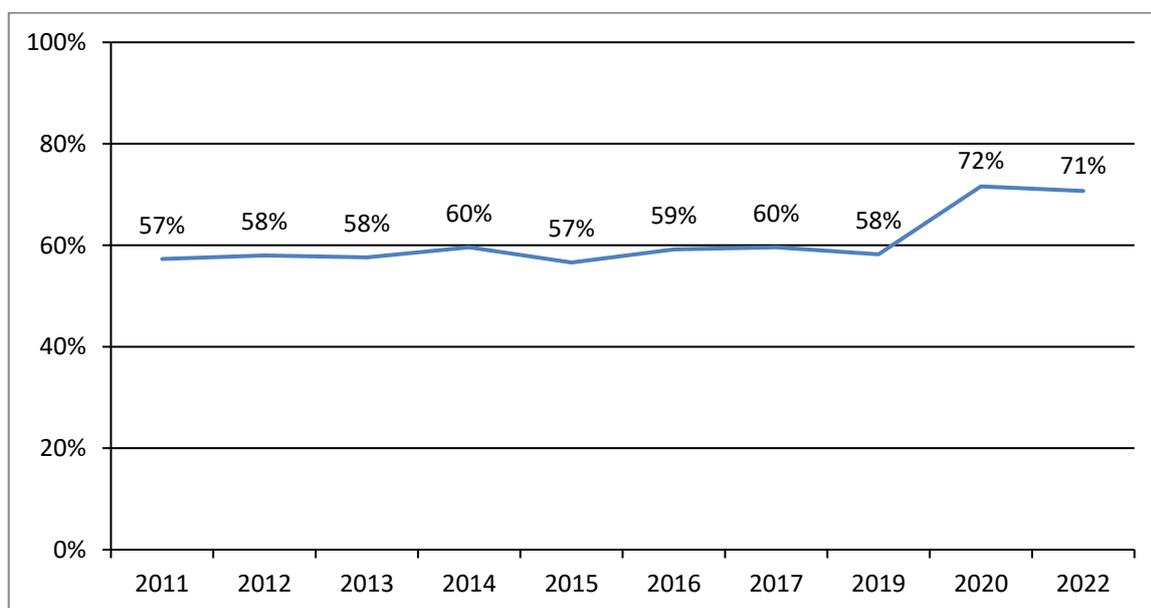
Overall data quality continues to score over 70%. In 2020, all quality criteria were evaluated more positively than in previous years, with the share of users rating the quality aspects as ‘very good’ or ‘good’ increasing significantly to reach the highest-ever levels. The increase in satisfied responses was almost equivalent to the decrease in unsatisfied respondents (i.e. those giving ratings of ‘poor’ or ‘very poor’), while the share of ‘adequate’ responses remained stable, except for data comparability.

The 2020 report gave a few possible explanations for this. For example, Eurostat’s improvement measures targeted at light users, as the least satisfied in the preceding survey, may have led to a better assessment in 2020. In addition, the survey was conducted at the beginning of the COVID-19 crisis. In response to the crisis, Eurostat and the national statistical offices made efforts to keep up the regular production of statistics and to release new, reliable and fresh figures to satisfy the increasing data demands linked to the crisis. These efforts may have played a role in increasing satisfaction levels, although respondents’ comments did not refer to the crisis.

As explained in Section 3.2.1, the improvement may also have been partly due to the way the questions on data quality were formulated. In other words, the switch from a somewhat confusing numerical scale used until 2019, to an unambiguous textual scale (i.e. ‘very good’, ‘good’, ‘adequate’, ‘poor’ and ‘very poor’). 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, seems to confirm this hypothesis, at least up to a certain point. However, satisfaction also increased for questions where the same textual scale of the past was used.

In 2022, there was a similar level of satisfaction for most of the quality criteria, which supports the above explanations. The only exception is satisfaction with the overall quality of data and services, which dropped to 2019-levels due to the higher number of users with ‘no opinion’.

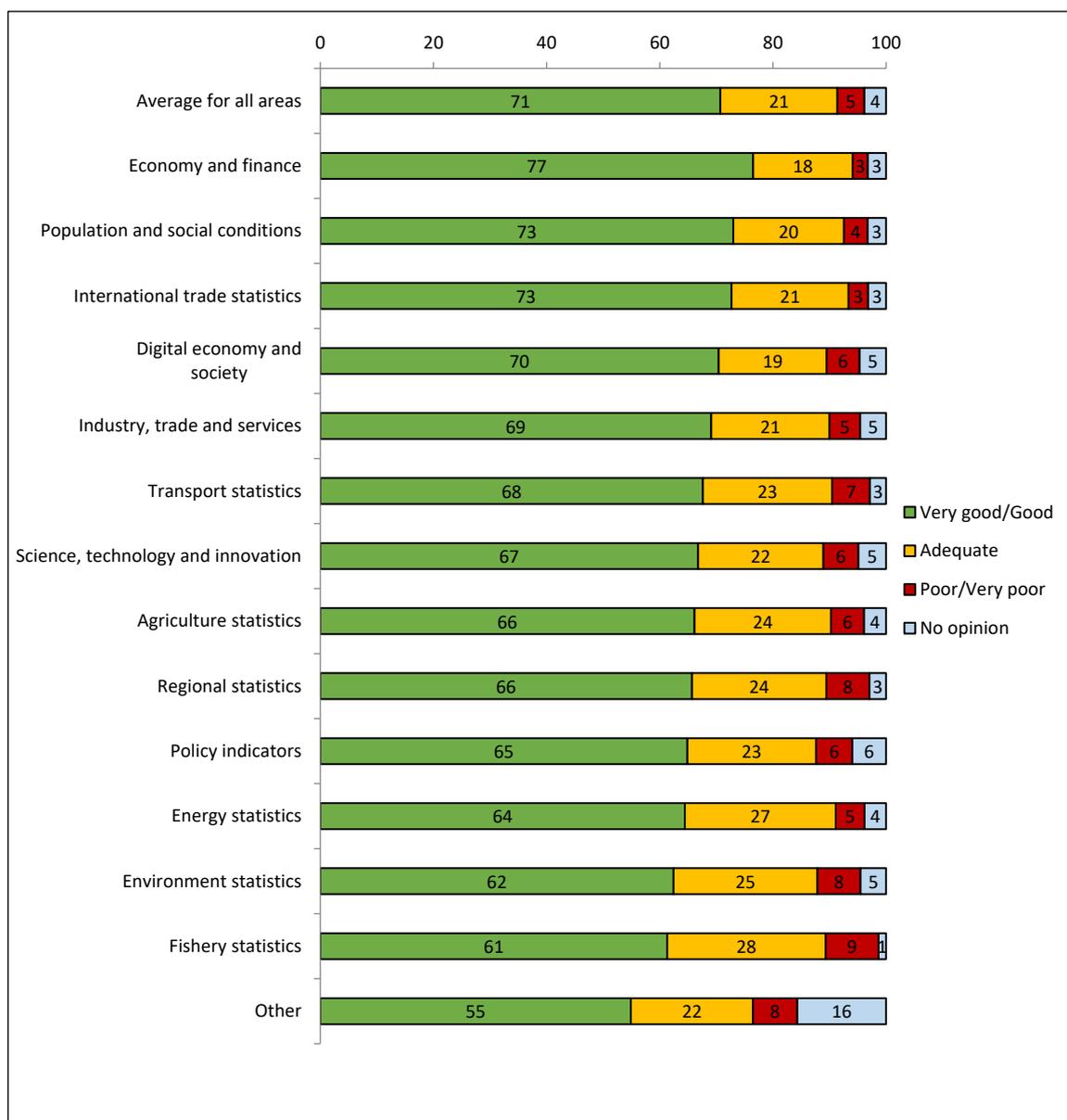
Figure 19: Overall data quality 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

As shown in Figure 20, satisfaction with the overall quality of European statistics remained high. 71% of all respondents considered it to be ‘very good’ or ‘good’ and 21% considered it ‘adequate’.

Figure 20: Assessment of overall quality per statistical area, in %



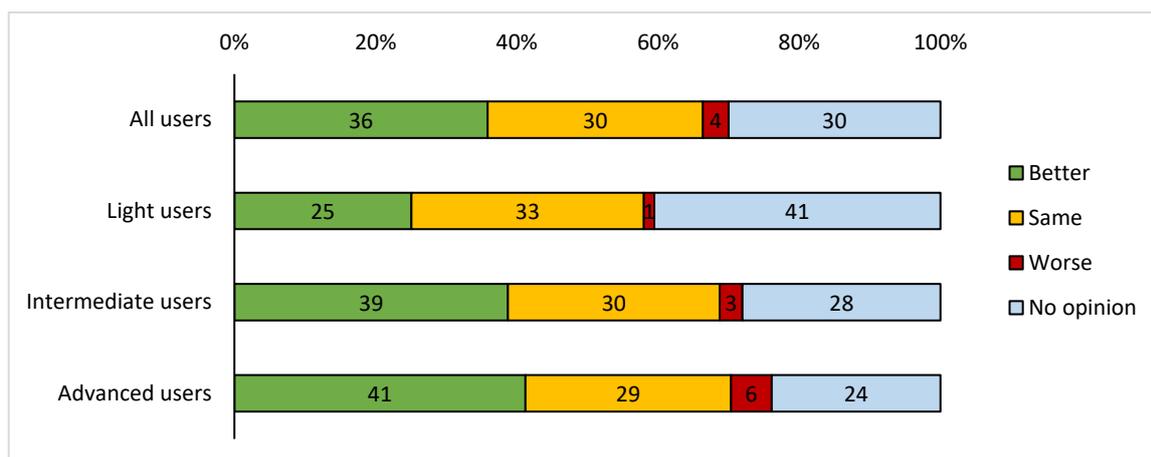
Source: Eurostat 2022 user satisfaction survey

By domain, ‘economy and finance’ received once again the highest positive evaluation (77% of ‘very good/good’ answers), followed by ‘population and social conditions’ and ‘international trade statistics’ (both 73%). Even the lowest-ranked domain, ‘fishery statistics’, got more than 60% of positive judgements at 61%. A more detailed analysis of the best-rated domains revealed that ‘national accounts (including GDP, main aggregates, input-output tables and European sector accounts)’, ‘price statistics’ and ‘population’ were at the top of the list, receiving 79%, 78% and 77% respectively, of ‘very good/good’ assessments.

By user type, intermediate and light users were more satisfied (75% and 74% respectively of ‘very good/good’ answers) than the advanced users (65%).

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 Figure 21.

Figure 21: Comparison with other statistical data producers by user type, in %



Source: Eurostat 2022 user satisfaction survey

As seen in the figure above, the majority of respondents consider the quality of Eurostat data to be better than or the same as other statistical data producers, resulting in a combined share of 66%. Among other positive aspects of Eurostat, users highlighted the high quality and reliability of the data provided; more complete, timelier and harmonised data; better coverage, detail/breakdown of data and comparability; the availability of metadata and access to microdata; easy-to-use database; and explanations and tools provided to understand and analyse Eurostat statistics.

Only 4% of respondents considered Eurostat data to be of a worse quality than other sources. Reasons for this view included limited coverage of non-EU sources, data timeliness, missing data, more difficult access to (micro)data and a worse website. Interestingly, on topics like data timeliness and the quality of the website, users continue to have contradictory opinions, even if a majority prefer Eurostat’s data and services.

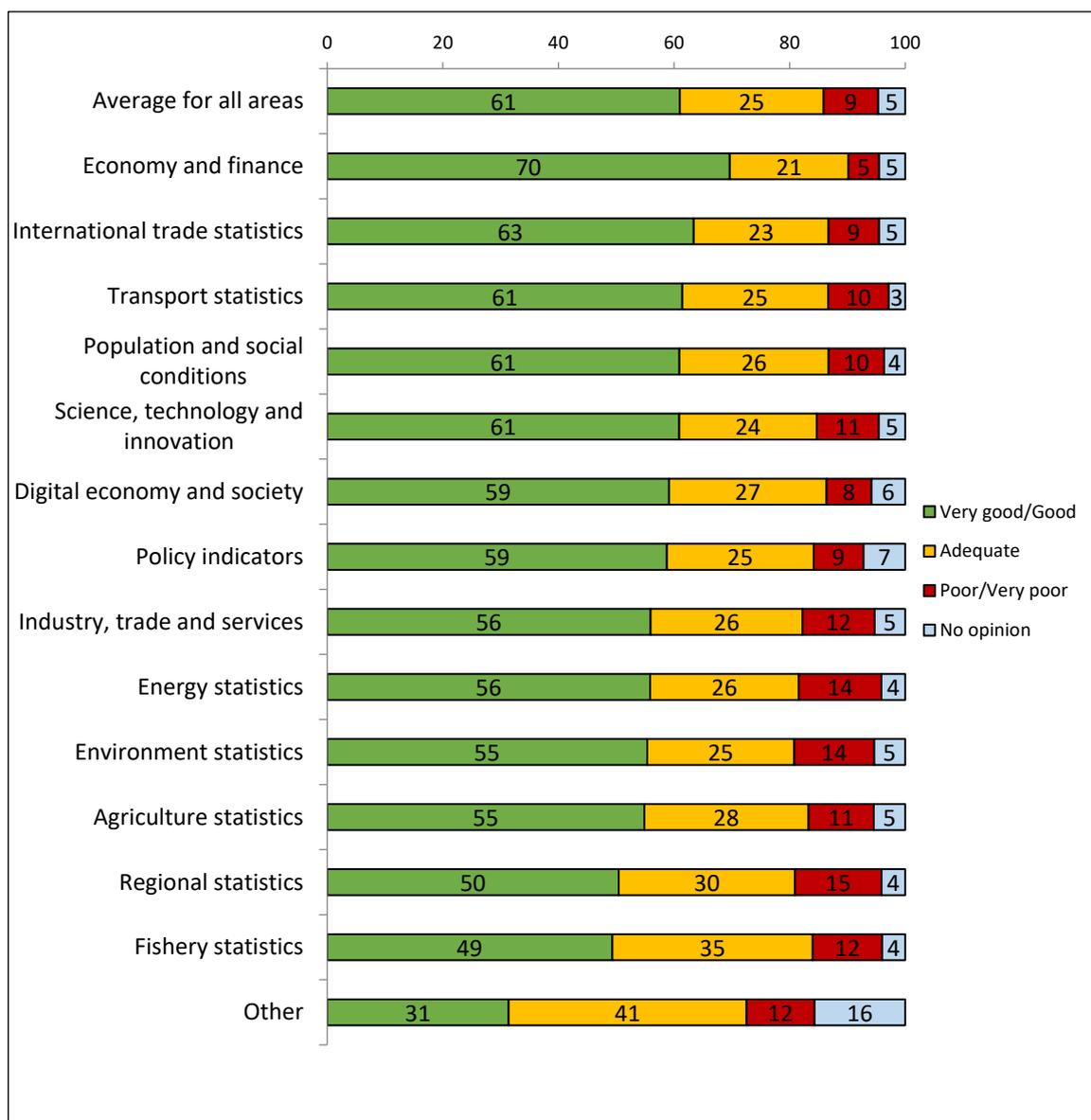
In addition, 3 out of 10 respondents did not have an opinion on the issue, suggesting that a relatively large share of Eurostat statistics’ users either do not use other data sources or find it hard to make comparisons.

3.2.3. Timeliness

Information timeliness reflects the length of time between its availability and the event or phenomenon it describes. According to the results presented in Figure 22, on average 61% of users rated the timeliness of European statistics as ‘very good’ or ‘good’, 25% as ‘adequate’ and 9% as ‘poor’ or ‘very poor’. Of the three quality dimensions investigated in this survey, timeliness is not the highest rated (comparability is rated slightly higher).

By statistical domain, ‘economy and finance’ was rated the highest in terms of timeliness (70% of ‘very good/good’ answers), followed this time by ‘international trade statistics’ and ‘transport statistics’ (63% and 61% respectively). ‘Fishery statistics’ was the lowest scoring at 49%.

Figure 22: Assessment of timeliness per statistical area, in %

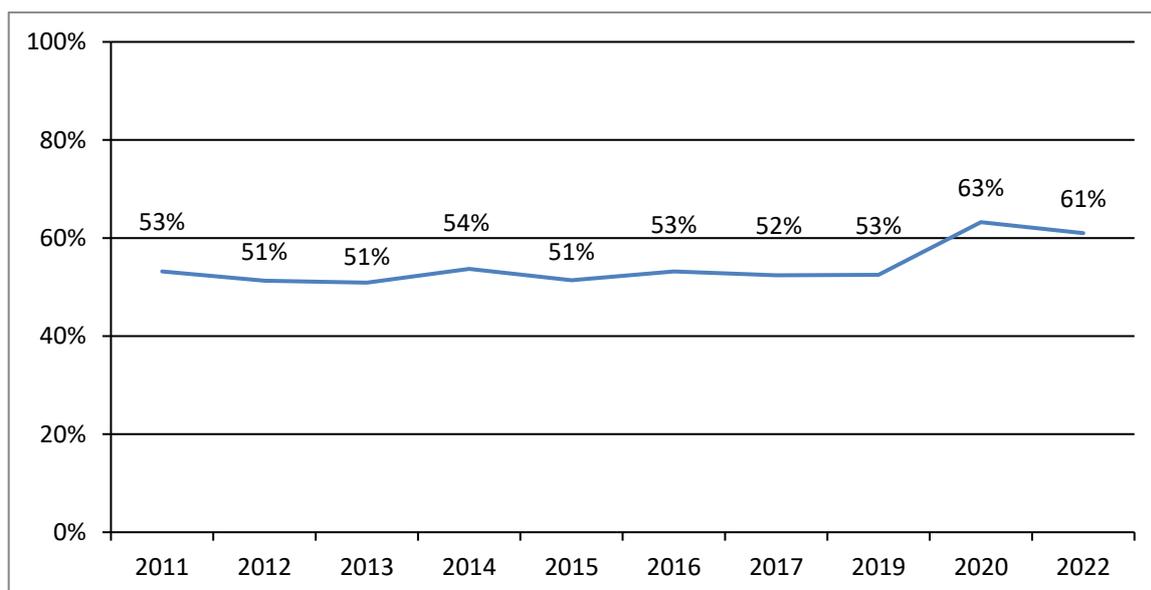


Source: Eurostat 2022 user satisfaction survey

By user type, light users continue to be more satisfied than intermediate and advanced users. The share of ‘very good/good’ responses from light users was 68%, from intermediate 65% and from advanced users 54%.

The assessment of the overall timeliness decreased slightly compared to 2020, but is still higher than in previous years and almost at the same level as the other two quality dimensions.

Figure 23: Assessment of overall timeliness in 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

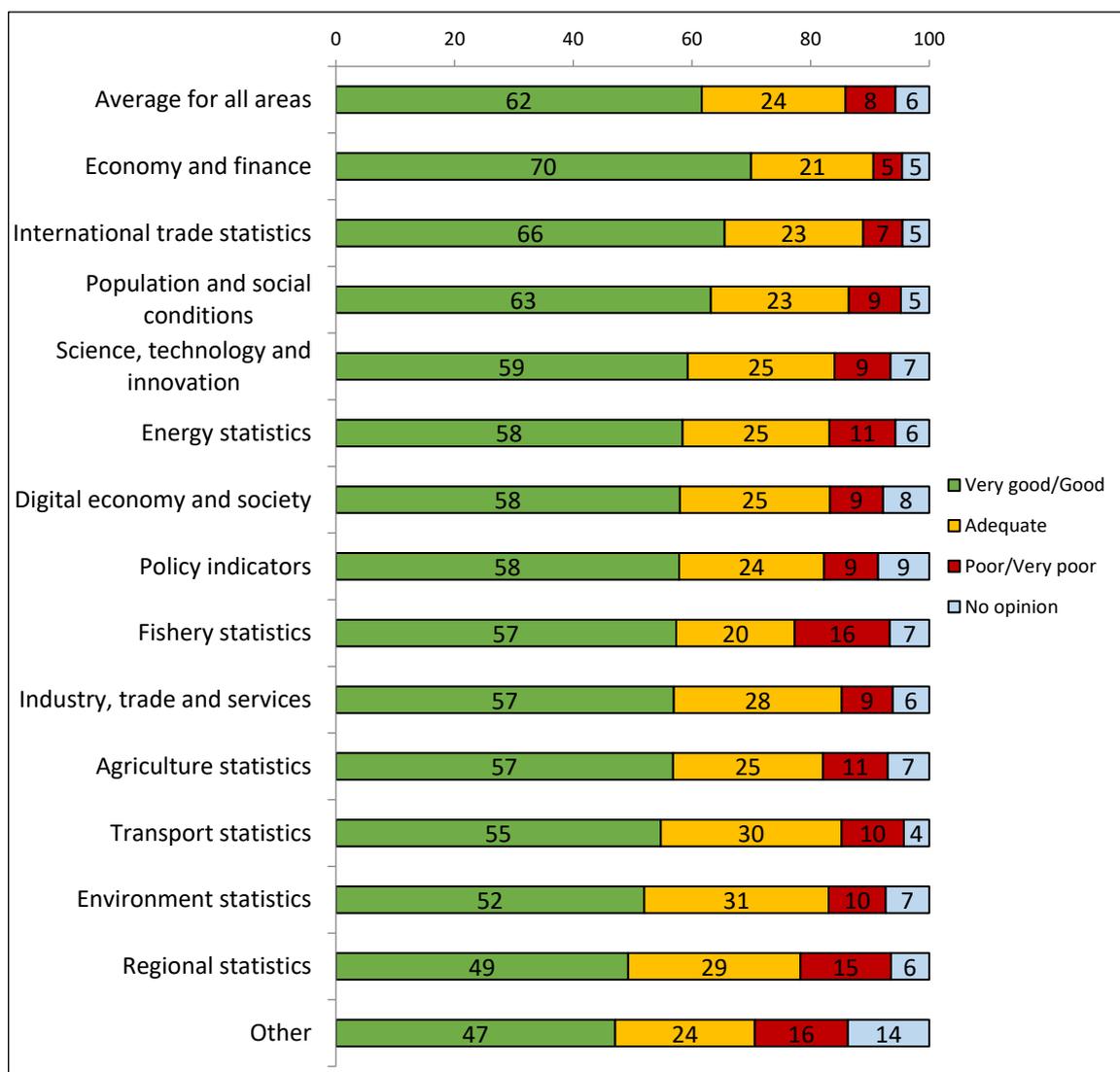
3.2.4. Completeness

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. Figure 24 presents the results of user views on data completeness in 2022.

On average for all areas, 62% of users saw data completeness as ‘very good’ or ‘good’, 24% thought it was ‘adequate’ and 8% perceived it as ‘poor’ or ‘very poor’. These numbers are, once again, quite similar to 2020.

‘Economy and finance’ once again stood out as the best-rated domain (70% of ‘very good/good’ replies), followed by ‘international trade statistics’ and ‘population and social conditions’ (66% and 63% respectively). The only area slightly below 50% is ‘regional statistics’ this time (at 49%).

Figure 24: Assessment of completeness of European statistics per statistical area, in %

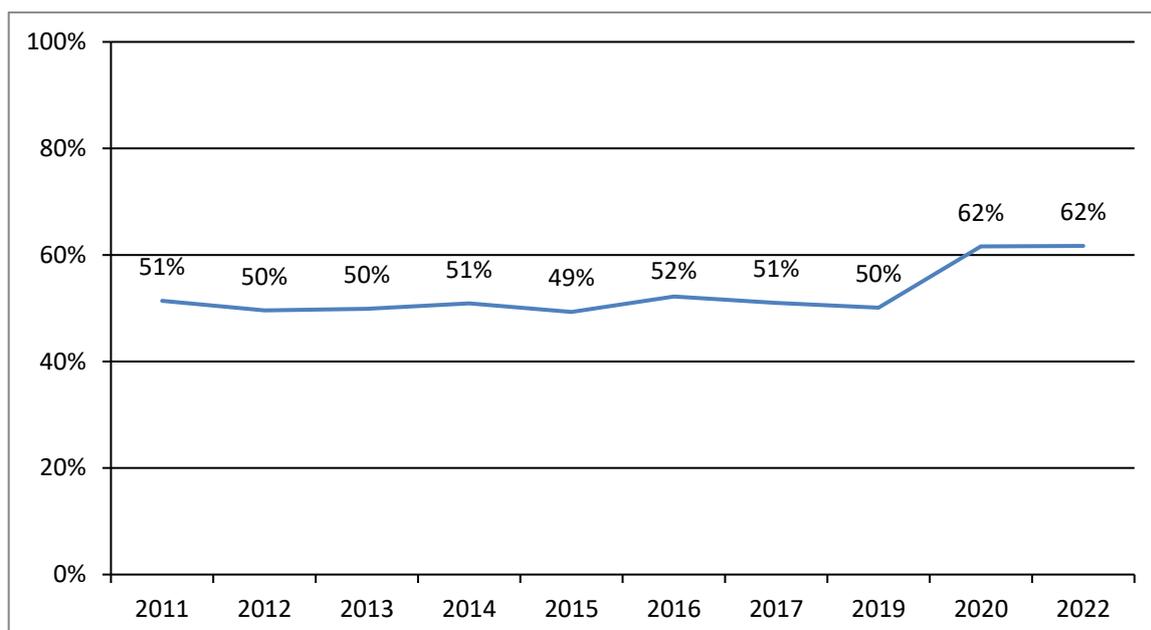


Source: Eurostat 2022 user satisfaction survey

By user type, intermediate and light users are more satisfied than advanced users (66%, 63% and 57% of ‘very good/good’ ratings, respectively).

As Figure 25 shows, user satisfaction on completeness remains at the same high level as in 2020.

Figure 25: Assessment of overall completeness in 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

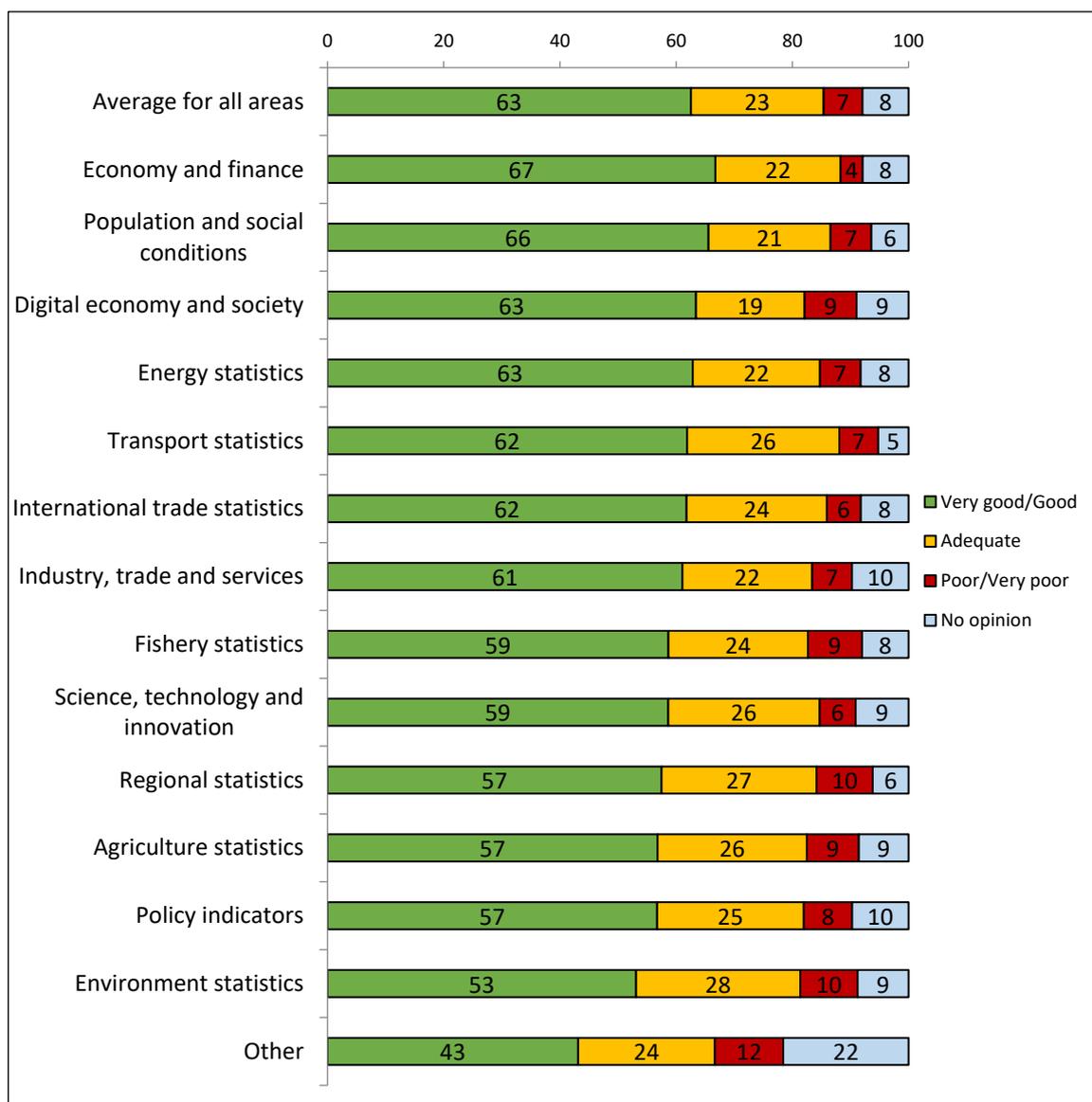
3.2.5. Comparability

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.

As seen in Figure 26, comparability was the highest-scoring quality dimension this time. The average of ‘very good/good’ responses across all areas was 63%, while 23% of respondents rated comparability as ‘adequate’ and 7% did not feel positive about it.

‘Economy and finance’ was once again the best-rated domain (67% of ‘very good/good’ replies), followed by ‘population and social conditions’ and ‘digital economy and society’ (66% and 63% respectively). The lowest-rated area was ‘environment statistics’ this time, at 53%.

Figure 26: Assessment of comparability of European statistics per statistical area, in %

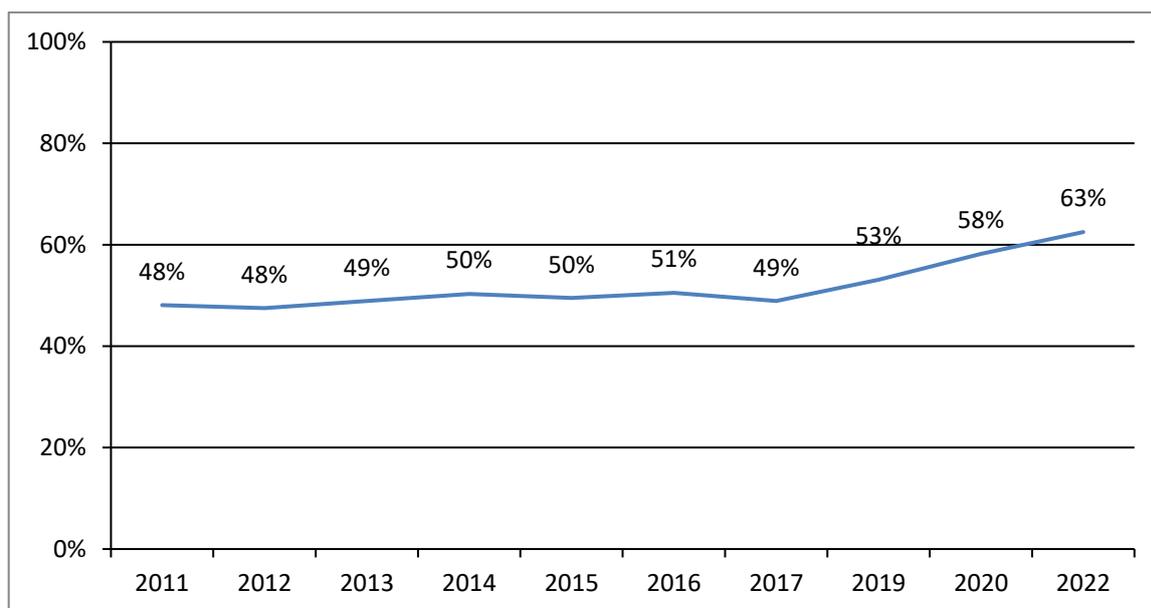


Source: Eurostat 2022 user satisfaction survey

On comparability, intermediate and light users were one again more positive than advanced users (67%, 61% and 59% respectively rating it as ‘very good’ or ‘good’).

Comparability was the quality dimension with the biggest variation compared to 2020, with an increase of 5 percentage points in the shares of ‘very good’ and ‘good’ responses, bringing satisfaction in 2022 to the highest-ever level.

Figure 27: Assessment of overall comparability in 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

Survey respondents were invited to provide comments on the timeliness, completeness, comparability and overall quality of Eurostat’s statistics. General comments on overall quality were that European statistics are useful, reliable, easy to use and of good quality. Many users commented that data timeliness should be improved, especially for those data that have a delay of a year or more, for microdata and for flash estimates. Some users acknowledged that COVID-19 and Brexit have affected timeliness in recent years, that timeliness must always be balanced with the necessary quality checks and that Eurostat’s timeliness is adequate for such large datasets and has even improved for some data compared to previous years.

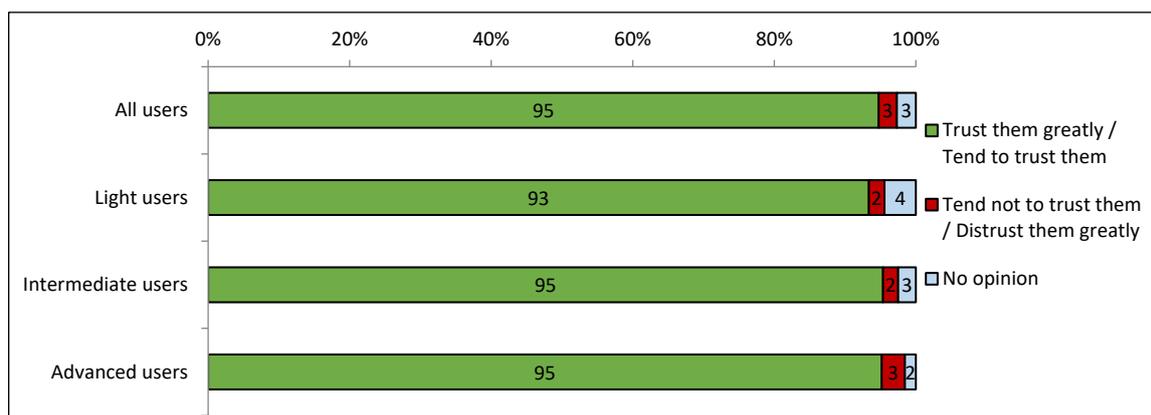
Users saw Eurostat’s harmonisation efforts and the mandatory reporting of data by Member States as factors contributing the completeness and comparability of European statistics. Nevertheless, Eurostat should try to minimise the amount of missing data, due to lack of figures for some countries and to confidentiality. If data are missing, users wish to have a clearer explanation as to why. Data inconsistencies over time and between regions were also mentioned. When the methodology changes, users would like to have this reflected also in past data to facilitate comparability. Metadata was seen as useful to assess comparability, but users wished for metadata to be easier to find and to include more explanations on how data was collected.

3.3. Trust in European statistics

Given the ongoing pandemic and Russia’s invasion of Ukraine, which have led to an increase in fake news, it was interesting to check whether users continue to trust European statistics. As in previous years, responses were overwhelmingly positive, with 95% of users stating they trusted European statistics greatly or tended to trust them. Only 3% said they did not trust statistics and 3% had no opinion.

Trust in European statistics is very similar for all user types, at 93% for light users and at 95% for advanced and intermediate users (see Figure 28).

Figure 28: Trust in European statistics by user type, in %



Source: Eurostat 2022 user satisfaction survey

Despite the potential bias that comes from the fact that users of Eurostat data should generally trust the data they use, the consistently high rate of positive answers over time is an encouraging sign of the confidence that users place in the statistics disseminated by Eurostat.

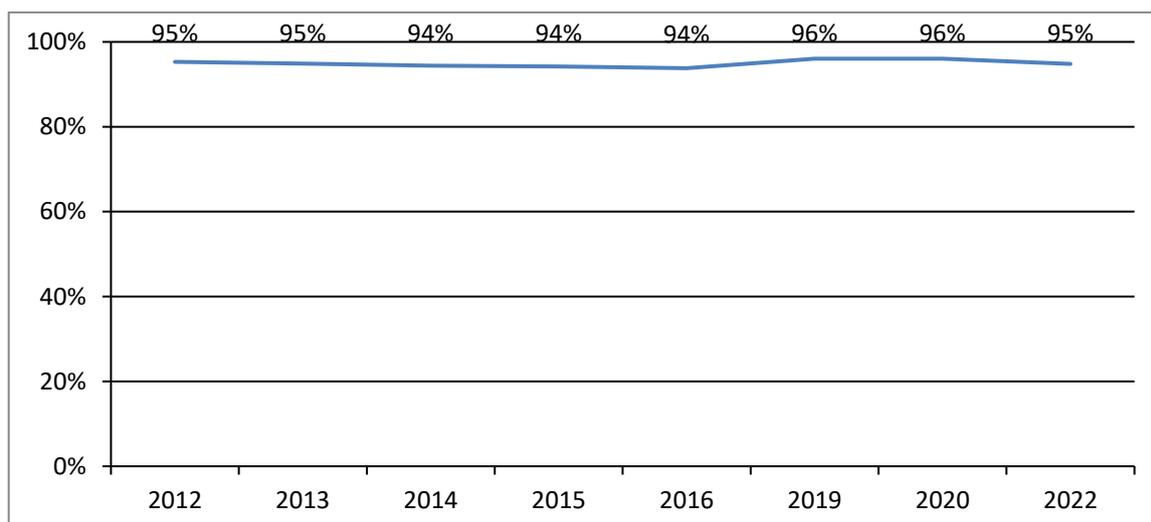
Looking at the responses, reasons for this trust include the fact that Eurostat statistics are based on harmonised methodology and subject to quality standards and thorough validation, and that Eurostat is a professional body free from political influence. This time, ‘Statistics explained’ articles and metadata/documentation were highlighted as a reason for trust because the explanations helped users understand and therefore trust the statistics.

As in past years, the most common reason given by the few respondents who tend not to trust European statistics is that they depend on national statistics, with some users pointing to discrepancies with national data and implausible data and errors. A few also expressed a fear that data could be manipulated.

When asked about ways to improve trust, common suggestions included more checks on the data provided by countries and more transparency and harmonisation in the methodology used. A few respondents also suggested that Eurostat provide information on changes and updates in the data and explain abnormal data and outliers. Respondents also gave suggestions on improving the website; the timeliness, comparability and completeness of Eurostat data; the metadata and user support. The suggestions mirrored those given in reply to questions on these specific aspects.

Since measurements began 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% (see Figure 29). Compared to 2020, there is a slight drop by 1 percentage point in trust in European statistics and a slight increase in ‘no opinion’.

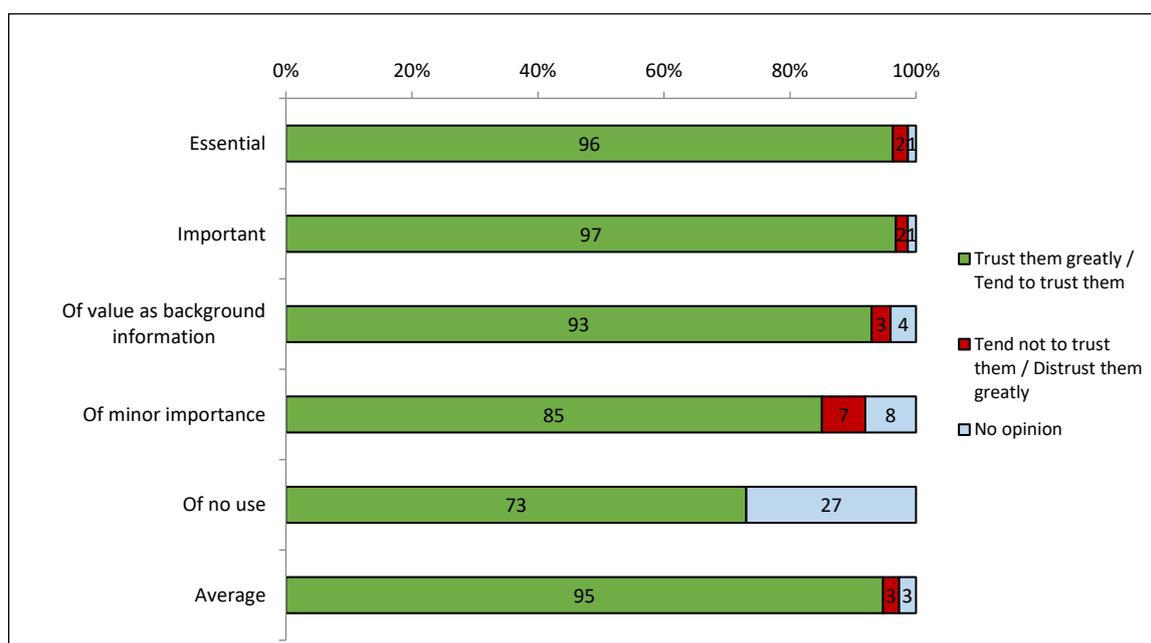
Figure 29: Trust in European statistics in 2012-2022, in %



Source: Eurostat user satisfaction surveys between 2012 and 2022

To deepen our analysis on trust in European statistics, we have checked whether there is any relation between importance, trust and perceived quality of statistics. As seen in Figure 30, the degree of trust depends on the importance that the statistics have for the users. Those respondents, for which the statistics are of greater value, have a higher level of trust in the statistics compared to those for whom statistics are not so important and who tend more often not to express an opinion.

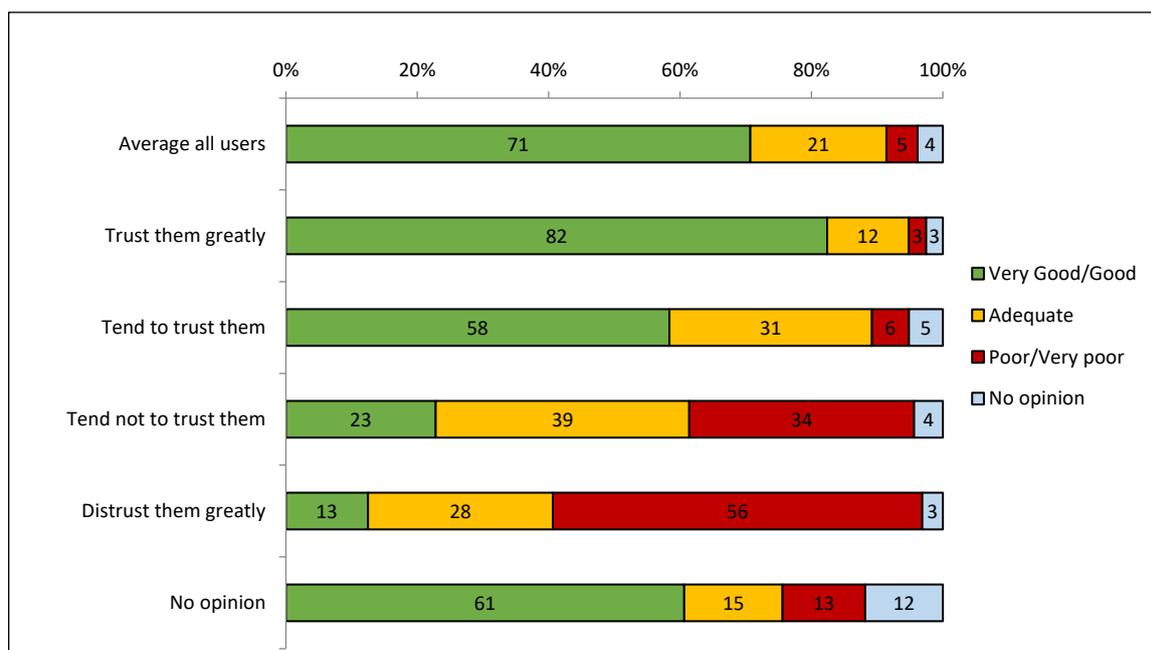
Figure 30: Trust in European statistics by importance, in %



Source: Eurostat 2022 user satisfaction survey

The respondents who trust European statistics more are also more convinced of their overall good quality, as seen in Figure 31. In particular, those respondents who trust European statistics greatly are 11 percentage points more satisfied with the data quality than the average of all users. The few respondents who tend not to trust or who distrust greatly the statistics are also much more critical about their quality.

Figure 31: Assessment of overall quality of European statistics by trust, in %



Source: Eurostat 2022 user satisfaction survey

3.4. Information on dissemination aspects

This section covers a number of aspects relating to the dissemination of European statistics (content and characteristics of the Eurostat website; access to European statistics; release calendar; metadata; visualisation tools; experimental statistics; statistics on equality and discrimination; access to microdata and user support provided by Eurostat).

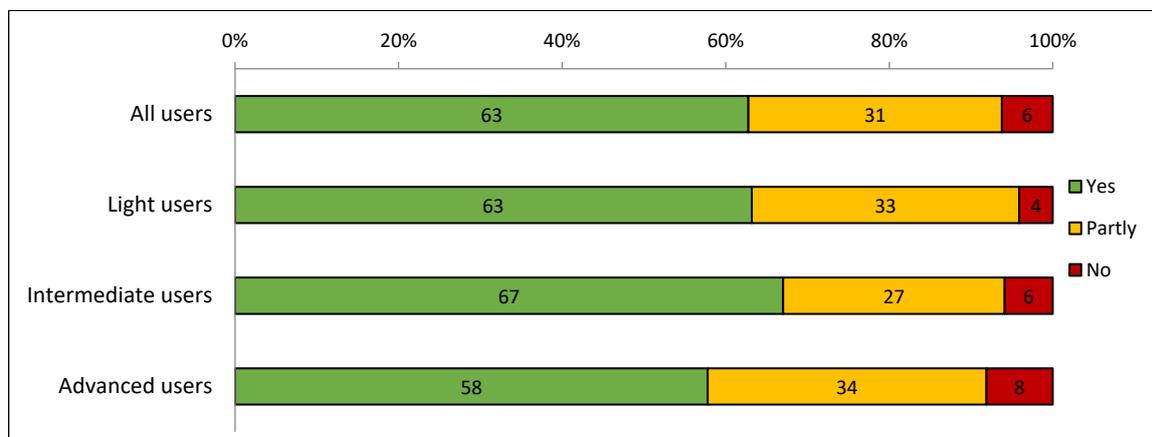
The survey explored various aspects of the Eurostat website. The first question on dissemination was a general one on the satisfaction with the ‘Eurostat website’. This question is targeted to assess the more global level of satisfaction with the overall Eurostat dissemination offer. For users of European statistics, the term ‘Eurostat website’ groups the various dissemination products and tools Eurostat publishes via the website.

Of those giving an opinion, 63% were satisfied and 31% were partly satisfied with the website (see Figure 32). The share of satisfied respondents was 5 percentage points higher than in 2019. On the question on ‘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 (24%) perceiving it as having improved since the previous survey. Advanced users were the least satisfied with the website (58%), followed by intermediate users (67%) and light users (63%).

This increase in satisfaction might be partly due to the website revision that Eurostat has been working on since 2019. This includes the ‘data browser’, a new application to access the Eurostat database, and a new navigation tree to make it easier to find information and statistics. Both the data browser and the navigation tree are part of the new dissemination chain, aimed at facilitating access to data by making the navigation easier and presenting information in a more attractive and interactive way. A new alert system has also been introduced. Users can subscribe to the alert system and be automatically notified by email when new or updated content matching their interests becomes available. These revisions, especially the navigation tree, are aimed at light and

intermediate users. The fact that advanced users expect more from the website and its functionalities might explain their lower satisfaction rate compared to the other two user types.

Figure 32: User satisfaction with the Eurostat website, in %



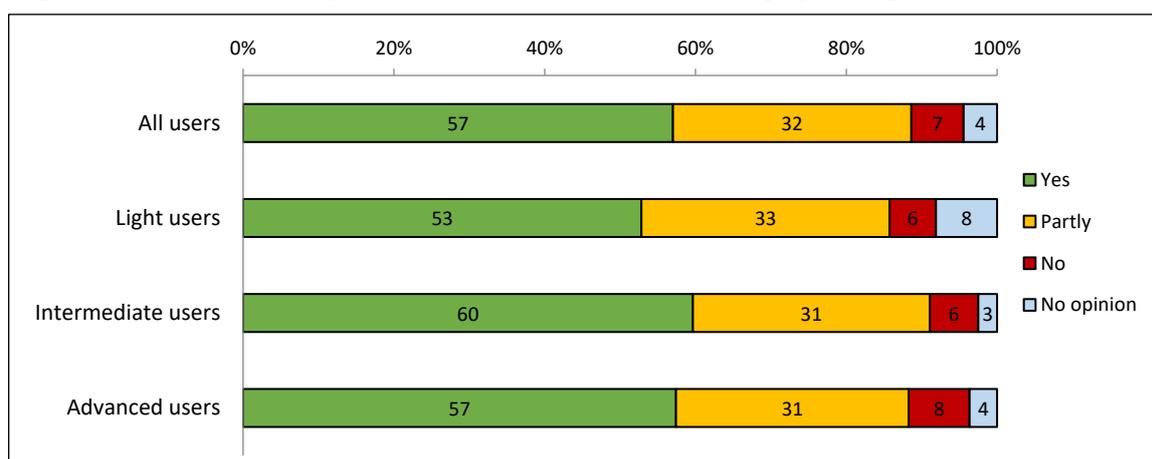
Source: Eurostat 2022 user satisfaction survey

3.4.1. Access to and understanding of European statistics on Eurostat’s website

More than half of the respondents (57%) found it easy to access and to understand the statistics on the Eurostat website, which is 4 percentage points more than in 2019. 32% found it partly easy. 7% were not satisfied, while the remaining 4% did not express an opinion.

Here again, intermediate and advanced users were more satisfied than light users. This is to be expected, as they should know better how to navigate the website and extract the statistics they need.

Figure 33: Assessment of the access to and understanding of European statistics, in %



Source: Eurostat 2022 user satisfaction survey

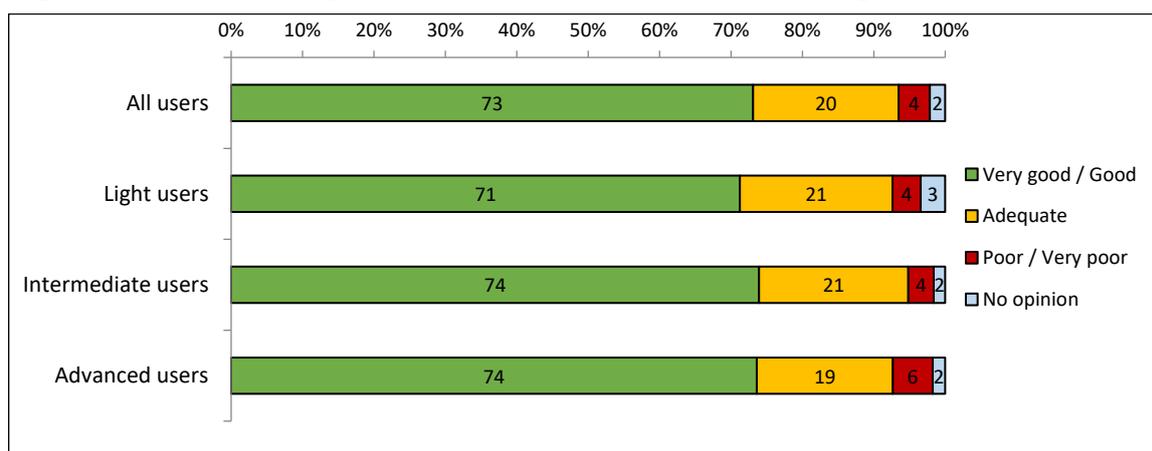
Users who responded that it is partly or not easy to access and to understand European statistics were invited to say why. As in 2020, the two main problems by far were the difficulty to find the data they were looking for, especially because of shortcomings in the search function, and the complex structure of the website and the data tree. Users mentioned the need to (re)familiarise themselves with the website and database in order to find what they were looking for, which makes it difficult - especially for infrequent

users - to understand and access information. Since the last survey, Eurostat introduced a new navigation tree, which might explain why infrequent users needed to familiarise themselves with the website. The navigation tree is intended to facilitate access to data by making the navigation easier and presenting information in a more attractive and interactive way.

A few users mentioned that it is difficult to find the data because it is unclear which links lead to the data and which are simply glossary links providing more information and that sometimes it was necessary to follow several links to reach the desired data. To improve navigation and understanding, users gave several suggestions. These included providing a manual or dynamic help feature on the website to find statistical products and to make it easier to navigate the website; drawing more attention to the metadata and explanations, to make it easier for light and intermediate users to understand the data; or offering hints for the next steps when using the database. The majority of respondents, however, were satisfied with the Eurostat website and did not comment on this question, although some expressed their satisfaction with the website in other comments throughout the questionnaire.

Users were also asked to evaluate the content of the Eurostat database. As in previous years, responses were very positive (Figure 34).

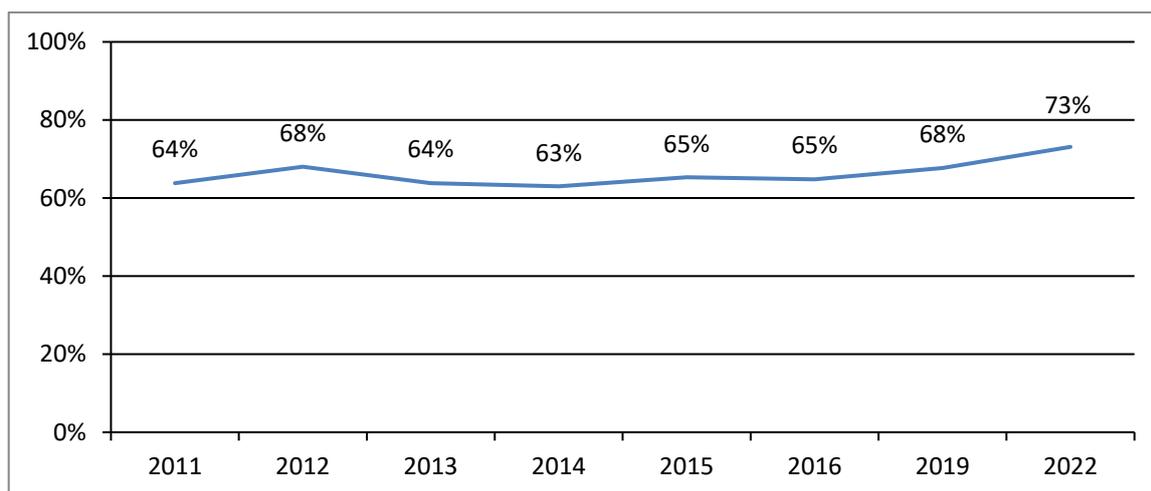
Figure 34: Assessment of the Eurostat website content by user type, in %



Source: Eurostat 2022 user satisfaction survey

On average, 73% of all respondents were satisfied with the content, 5 percentage points higher than in 2019, and the highest value ever registered (Figure 35). Intermediate and advanced users were a bit more satisfied with the content of the website (both 74% of ‘very good/good’) than light users (71%).

Figure 35: Eurostat’s website content 2011-2022, in %



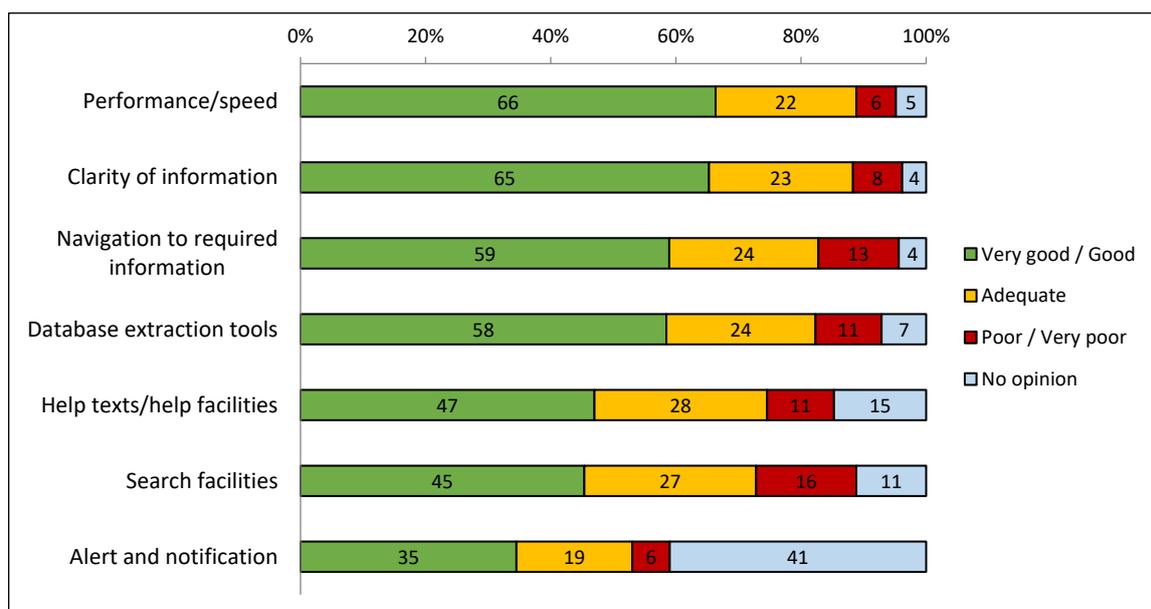
Source: Eurostat user satisfaction surveys between 2011 and 2022

In another question, users were asked their opinion on its technical characteristics (Figure 36). Results were better than in 2019, with an increase of between 8 and 13 percentage points for individual characteristics. Four characteristics received a satisfaction rate higher than 50% - performance/speed (66%), clarity of information (65%), navigation to required information (59%) and the database extraction tools (58%). Without taking into account the respondents not giving an opinion, the share of satisfied users would be above 50% for all characteristics.

For alert and notification mechanisms, the share of respondents not giving an opinion decreased by 9 percentage point to 41%. The high share is unsurprising as many do not use or do not need this service.

Nevertheless, the clear increase in satisfaction shows that past attempts to improve the website and its technical characteristics have been successful.

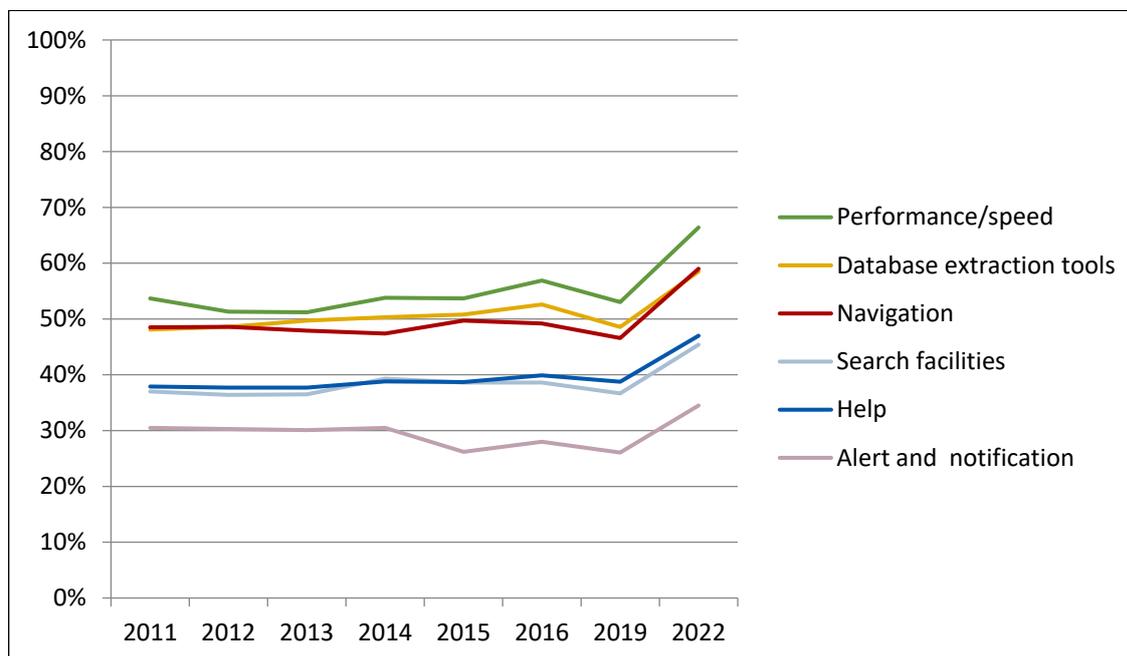
Figure 36: Assessment of technical characteristics of the Eurostat website, in %



Source: Eurostat 2022 user satisfaction survey

Figure 37 shows the satisfaction rate over the past decade with a clear increase for all categories in 2022.

Figure 37: Assessment of technical characteristics of Eurostat’s website 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

The Eurostat website received again many comments. Many respondents still found it rather difficult to find data. A few respondents mentioned that while they were able to navigate the website, it would, in their opinion, be difficult for new users or those who do not use the website frequently. Several users also referred to the website and its interface as old-fashioned, with a too-heavy front page and too many subsections, and mentioned that it is not intuitive or user-friendly. The amount of information on the website and in the database, though appreciated, were also seen as a drawback by some users who found it hard to find the specific data they needed or to get an overview of what was available. However, there were also a few users who considered the website to be effective and well-organised and found the site map/navigation tree useful for navigating the website. Suggestions for improvement included helping users by providing training courses or more explanations on how to use the database and where to find information on the website, providing more automatic analysis and visualisation tools for non-statisticians, further improving the data visualisation and data storytelling and improving the graphic design and accessibility of the website.

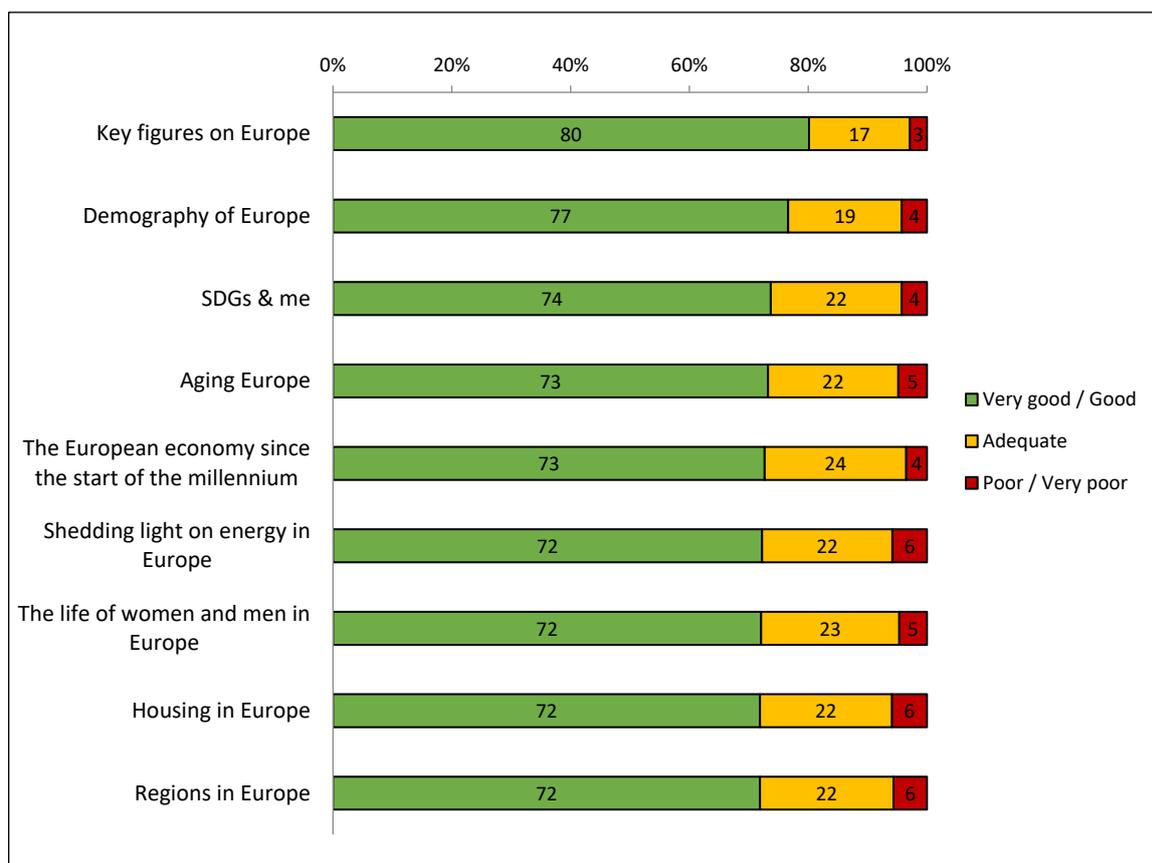
Regarding data search, some users were dissatisfied with the search facilities and its word approximating function, criticising that only exact matches were found and searches could give wrong/mis-matched search results, especially for keywords not in English. Some users said the search facilities were not self-explanatory and may therefore be suitable for professional users, but not for light users. Some used Google or bookmarks instead to find the datasets they needed. To improve the search facilities, users suggested adding advanced search options with filters to manage the high volume of information, improving the tagging of topics, and providing search options in all official languages. However, there were also users who found the search function helpful and said it improved compared to previous years.

Some users found it difficult to browse the databases and said that some datasets, particularly large ones, were slow to load and sometimes include loading mistakes. They mentioned having to restart complex data extractions when the website disconnected user sessions and that filters are reset when new datasets are added, making it necessary to re-enter all filters. For the database extraction tools, users tended to favour the data explorer over the new data browser. Users saw the data explorer as more intuitive, easier to understand and use, and meeting user needs. While the data browser offers more options, users found the interface too cluttered and the relevant buttons difficult to find, which made it difficult to access the database. Users had difficulties transferring 'favourites' from the data explorer to the data browser and noticed that data is extracted in a different format and into several tables, which they found now made it difficult to assess the data at a glance. However, users found that the data browser has improved since it first became available: it is now faster and bugs identified have been fixed. Suggestions to improve the use of databases include improving data access and query functions, creating a 'save your preferences' for data viewing options and further improving the application programming interface (API).

Since the last survey, Eurostat introduced a new alert system. Users can subscribe to the alert system and be notified automatically by email when new or updated content matching their interests becomes available. The alert and notification options were unknown to some users, who suggested implementing such options. Respondents using the alert and notification options were generally satisfied.

The following questions were to rate Eurostat's interactive publications (previously: digital publications and visualisation tools). The satisfaction is presented in Figure 38, and is generally very positive. More than 70% of respondents who expressed an opinion judged the interactive publications as 'very good/good'. At 80%, 'Key figures on Europe' was the highest rated digital publication.

Figure 38: Assessment of Eurostat’s interactive publications, in %

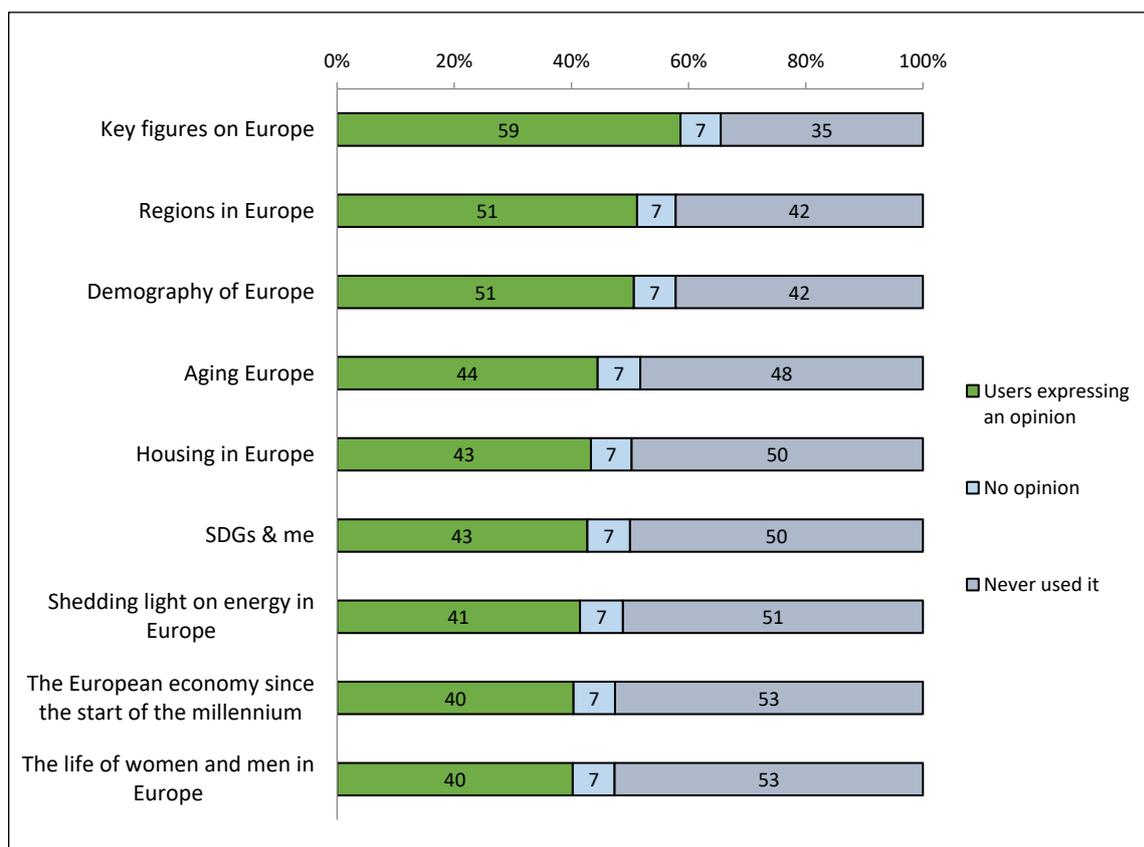


Source: Eurostat 2022 user satisfaction survey

It is worth noting that there is a considerable difference between the total number of survey respondents, the number of respondents who use Eurostat’s interactive publications and the number of respondents who use them and chose to express their opinion. As seen in Figure 39, 47-66% of survey respondents use the interactive publications, with ‘Key figures on Europe’ the most widely used (66%), followed by ‘Regions in Europe’ and ‘Demography of Europe’ (both 58%). However, the percentage of users who gave their opinion in the question concerned was 7 percentage points lower than the number of users for each of the publications. This means that e.g. in the case of ‘The life of women and men in Europe’ the assessment was given by only 40% of the users who filled in the survey. Nevertheless, this still represents a significant absolute number of 598 respondents.

Overall, light users are more satisfied with the publications (77% of ‘very good/good’), compared to intermediate users and advanced users (both 73%).

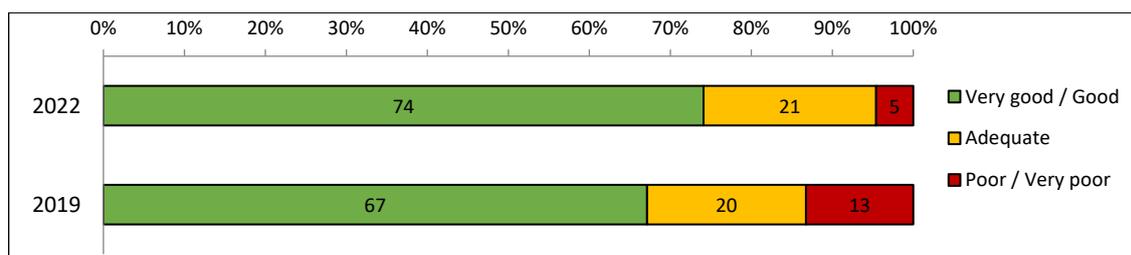
Figure 39: Users of Eurostat’s interactive publications, in %



Source: Eurostat 2022 user satisfaction survey

A direct comparison with past surveys is not possible for this question as the publications differ somewhat from 3 years ago, a sign that Eurostat varies them according to the importance of the topics and to the interest of the users over time. However, comparing the average satisfaction of all publications indicates that satisfaction increased.

Figure 40: Assessment of Eurostat’s interactive publications in 2019 and 2022, in %



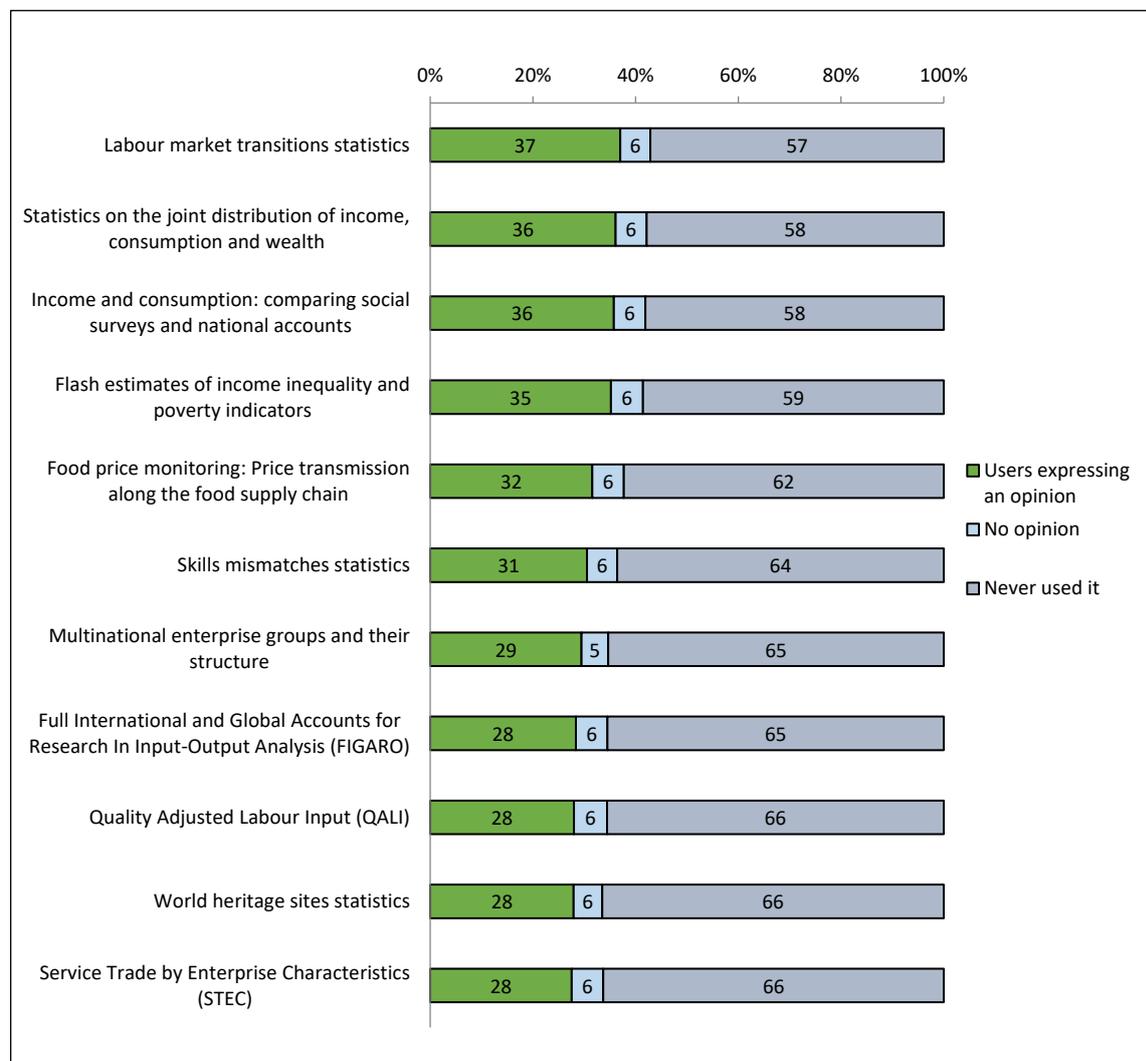
Source: Eurostat 2019 and 2022 user satisfaction surveys

Users praised the visualisation tools and the interactive publications, finding them easy to understand for light users, but also saw room for further improvement. Suggestions included more detail, more topics, and featuring the interactive publications more prominently on the website, and providing zoom, full screen and responsive design options so that they are nicely displayed on screens and devices of different sizes.

Since 2019, the user satisfaction survey also covers the usefulness of Eurostat’s experimental statistics, which were new at the time. As it was still expected that only a minority of respondents had used at least some of the experimental statistics, in this case respondents could skip the question, declare that they had never used some experimental statistics or also that they had no opinion on their usefulness. In the end the shares of

those who gave an opinion was around 30-40% of the respondents, from e.g. 28% (368 respondents) for ‘Service Trade by Enterprise Characteristics (STEC)’ to 37% (498 respondents) for ‘Labour market transitions statistics’ (Figure 41). Since people could skip this question partially or completely, the percentages are based on the number of people responding for the specific experimental statistics, not on the total number of respondents to the survey.

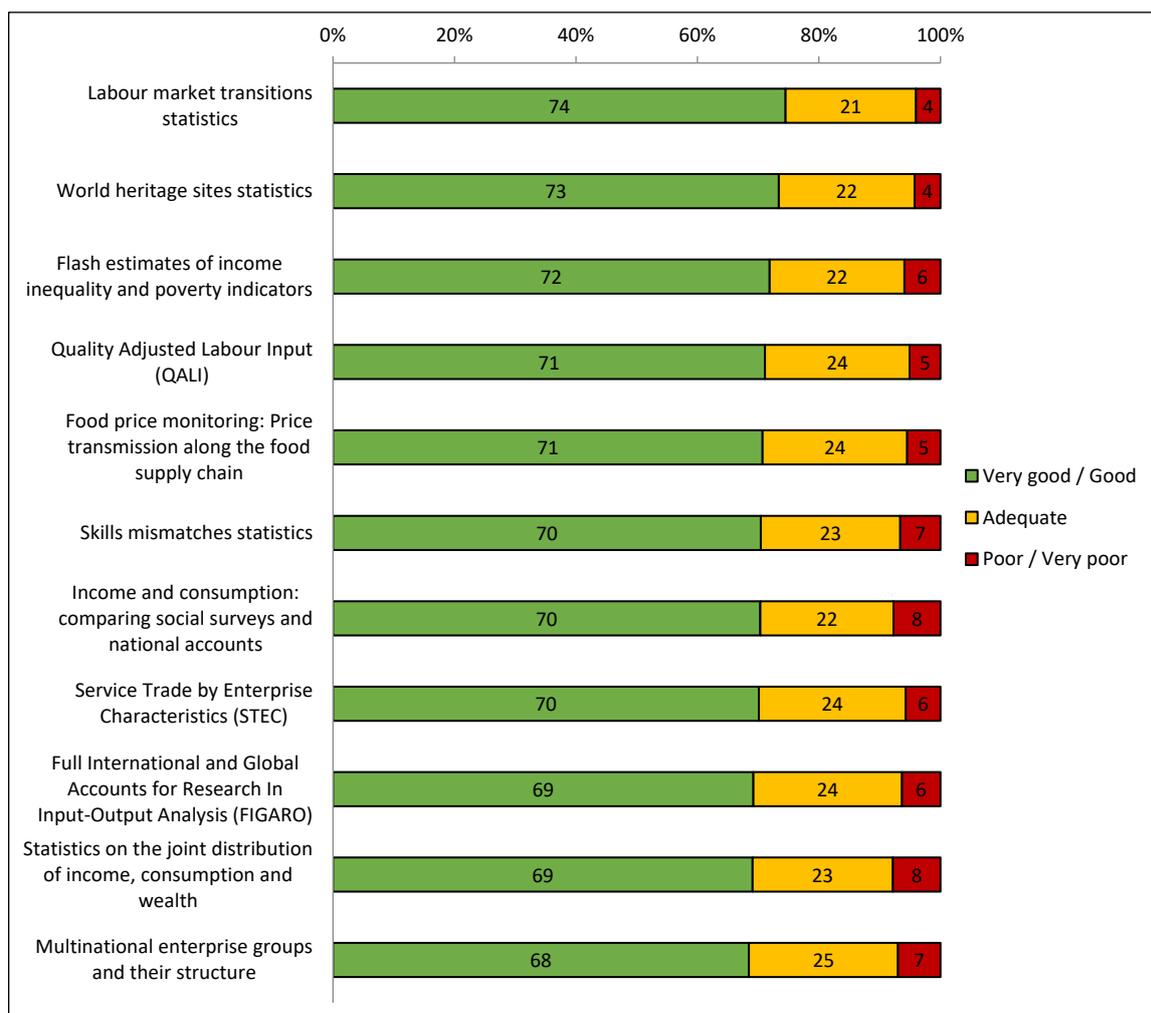
Figure 41: Users of Eurostat’s experimental statistics, in %



Source: Eurostat 2022 user satisfaction survey

The majority of those who gave an opinion on experimental statistics found them useful. The shares of ‘very good/good’ answers ranged from 68% for ‘Multinational enterprise groups and their structure’ to 74% for ‘Labour market transitions statistics’ (Figure 42).

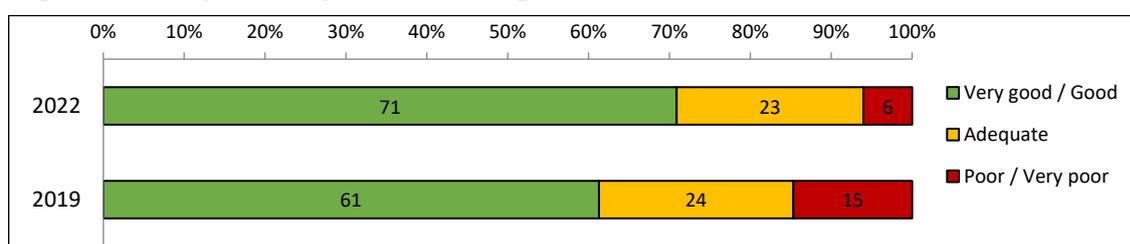
Figure 42: Usefulness of Eurostat’s experimental statistics, in %



Source: Eurostat 2022 user satisfaction survey

Compared to 2019, a larger share of users responded to this question (30-40% in 2022 versus 10-20% in 2019) and the overall assessment of the usefulness of experimental statistics also increased.

Figure 43: Usefulness of Eurostat’s experimental statistics in 2019 and 2022, in %



Source: Eurostat 2019 and 2022 user satisfaction surveys

Overall, more light users giving an opinion find the experimental statistics useful (75% of ‘very good/good’), compared to intermediate users (70%) and advanced users (69%).

In their comments, users confirmed that they found experimental statistics quite interesting and useful, especially during the pandemic. A few respondents said that they had discovered experimental statistics thanks to the survey and suggested to promote them more. Many respondents gave ideas for further experimental statistics in various

fields, e.g. environment, education, health and immigration. Respondents suggested using new data sources, publishing existing experimental statistics more often (FIGARO) and making the data available to researchers.

This year, for the first time, Eurostat asked users how they rate the coverage of European statistics on equality and discrimination. 43% of respondents did not express an opinion. Of those that did, 66% said the coverage was ‘very good/good’, with another 26% judging it as adequate. As shown in Figure 44, light users were more satisfied (72%) than intermediate and advanced users (64% and 63% respectively).

Figure 44: Assessment of the coverage of statistics on equality and discrimination, in %

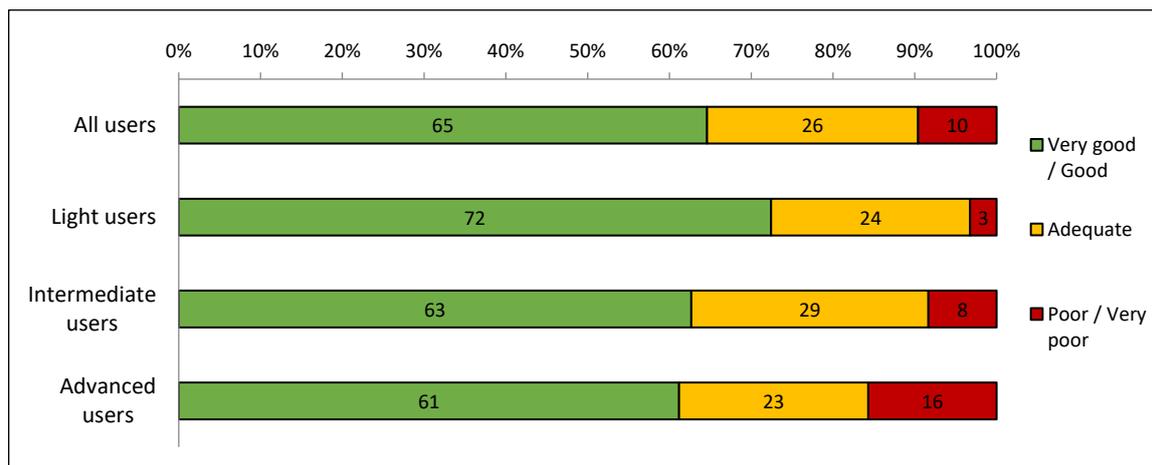


Source: Eurostat 2022 user satisfaction survey

The comments reflected the above assessment. Some users saw statistics on equality and discrimination as important for policy purposes, public debate or general information and said that more such data was needed for policy planning or decision-making. Respondents gave suggestions for further statistics on equality and discrimination or more detailed breakdowns in existing statistics. Some were not familiar with the topic, found the current coverage adequate or did not see the need for statistics in this area. A few seemed to have misunderstood the question, saying that they did not find Eurostat’s statistics to be discriminating. There were also suggestions on how to improve the accessibility of Eurostat products, such as providing full screen and zoom options for the visualisation tools.

To complete the section of the survey on the website, users were asked to rate the information on microdata access services on the Eurostat website. Half of the respondents (50%) gave their opinion, showing that they use the microdata. Interestingly, the share was higher for intermediate users (54%) than for advanced users (49%), with the lowest response rate by light users (45%). However, light users were the most satisfied (72% of ‘very good/good’), followed by intermediate users (63%) and advanced users (61%). One explanation for the lower response and satisfaction rate for advanced users might be that this user type expects more from this kind of services (Figure 45).

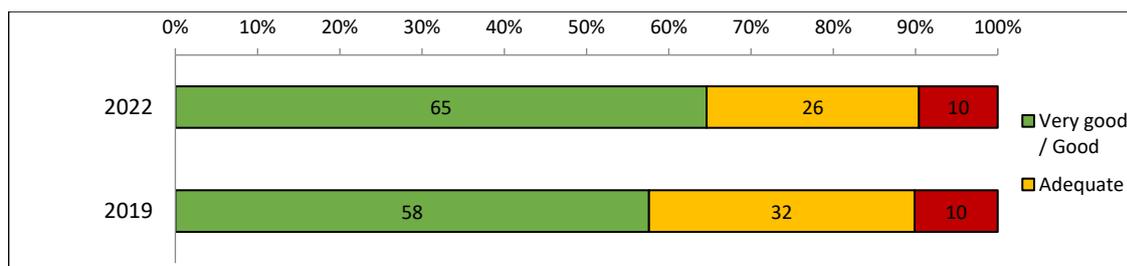
Figure 45: Assessment of the information on microdata access services on the Eurostat website, in %



Source: Eurostat 2022 user satisfaction survey

Compared to 2019, the share of those considering the information on microdata access services at least as ‘good’ registered an increase of 7 percentage points (Figure 46).

Figure 46: Assessment of the information on microdata access services on the Eurostat website in 2019 and 2022, in %



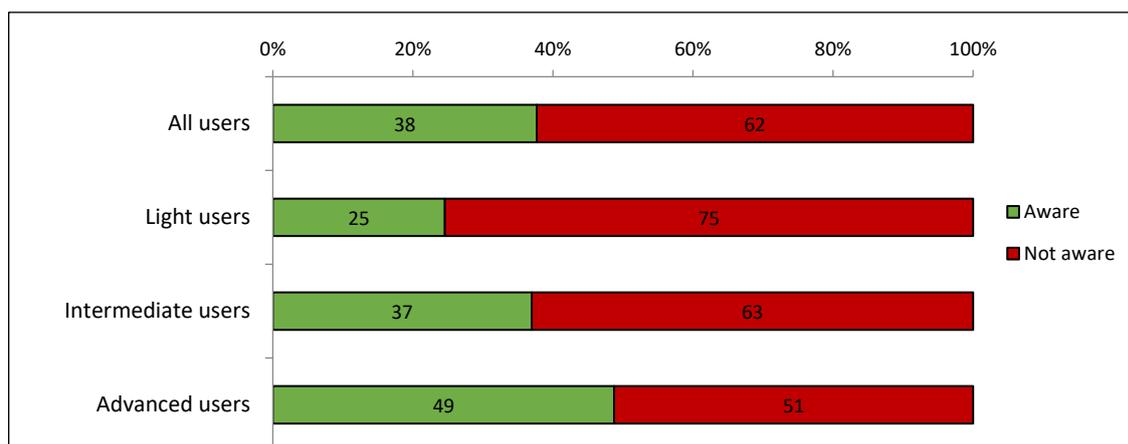
Source: Eurostat 2019 and 2022 user satisfaction survey

In their comments, respondents considered not only the information on microdata access but also the access procedure and the set of microdata available. They expressed appreciation for the service and the availability of microdata. However, several respondents found the process for getting access too complicated, difficult 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 is a lengthy process. A few respondents said that they would like to have more detailed microdata and to have microdata for additional topics.

3.4.2. Release calendar

Eurostat’s [release calendar](#) provides information on the dates and times of Euro indicators’ releases and other news releases and publications. When asked about their awareness of the release calendar, slightly over a third of respondents seemed to be aware of it (38%), a 3 percentage point increase compared to 2019 (Figure 47). Among user types, advanced and intermediate users, with respective shares of 49% and 37%, were much more aware than light users (25%), which could be expected.

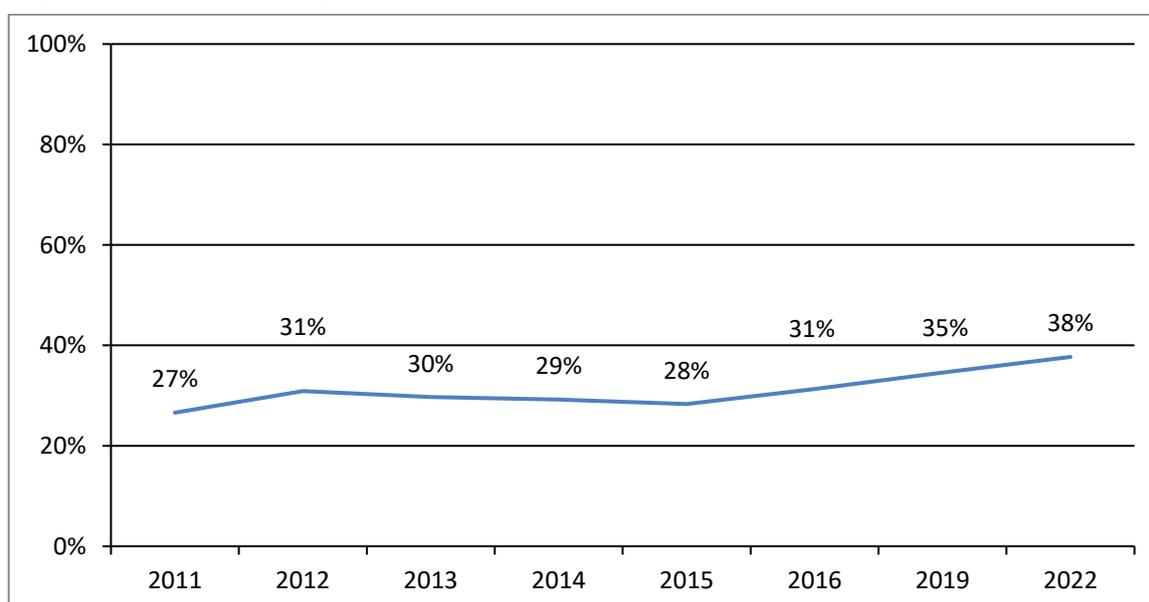
Figure 47: Awareness of the release calendar by user type, in %



Source: Eurostat 2022 user satisfaction survey

Within the entire surveying period, 2022 is the year with the highest degree of awareness.

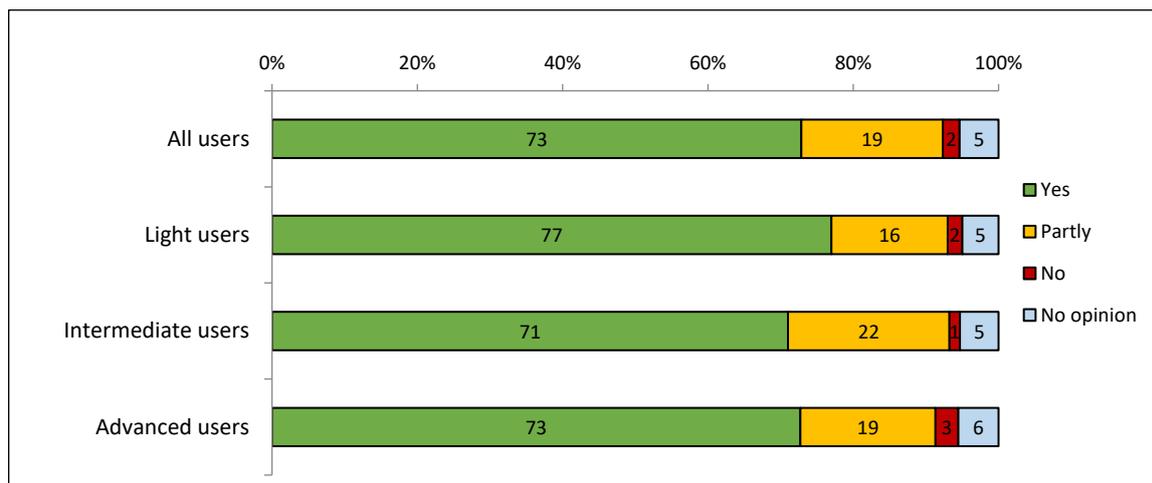
Figure 48: Awareness of release calendar 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

Those who were aware of the release calendar were also asked whether the information therein met their needs (Figure 49). 73% of respondents, almost 6 percentage points more than in 2019, gave positive opinions, indicating that the Eurostat release calendar continues to be of great value to those who are aware of it and use it for their needs. 19% of respondents said the calendar partly satisfied their needs.

Figure 49: Assessment of sufficiency and relevance of information in the release calendar by user type, in %



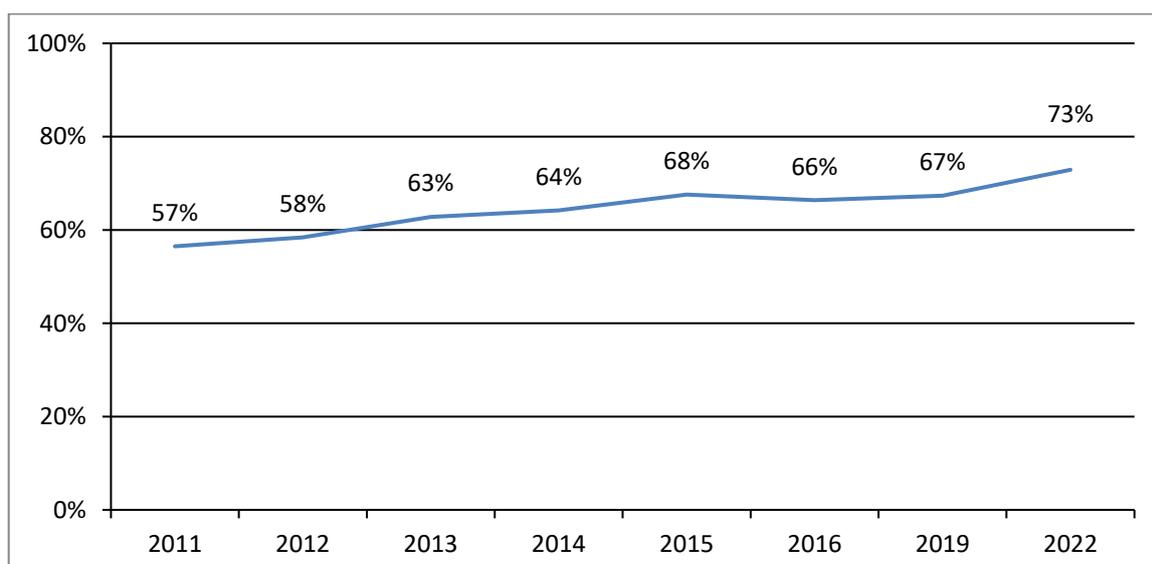
Source: Eurostat 2022 user satisfaction survey

This time, light users were more satisfied (77%) than advanced (73%) and intermediate users (71%).

In their comments, users suggested to include in the calendar the list of all data for which updates or releases are expected and to add a link to the corresponding news release or the dataset/publication/indicators once it is published. Other suggestions included having a single entry point for the different release calendars, adding a search function, being able to filter by publication type and to have push notifications or email alerts on new releases.

Within the entire surveying period, 2022 is the year with the highest degree of user satisfaction with the sufficiency and relevance of information in the release calendar (Figure 50).

Figure 50: Sufficiency and relevance of information in the release calendar 2011-2022, in %



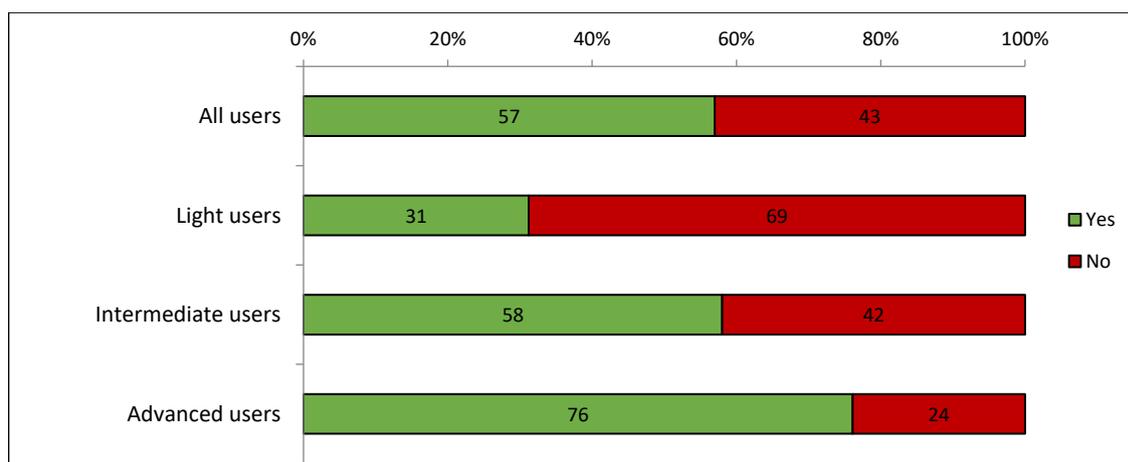
Source: Eurostat user satisfaction surveys between 2011 and 2022

3.4.3. Metadata and methodological information

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

Users were asked to indicate whether they used metadata provided by Eurostat. As seen from Figure 51, metadata was used by more than half of the respondents (57%), a similar share to 2019. Usage varies significantly between the three user types, with only 31% of light users declaring to use metadata, versus 58% of intermediate users and 76% of advanced users.

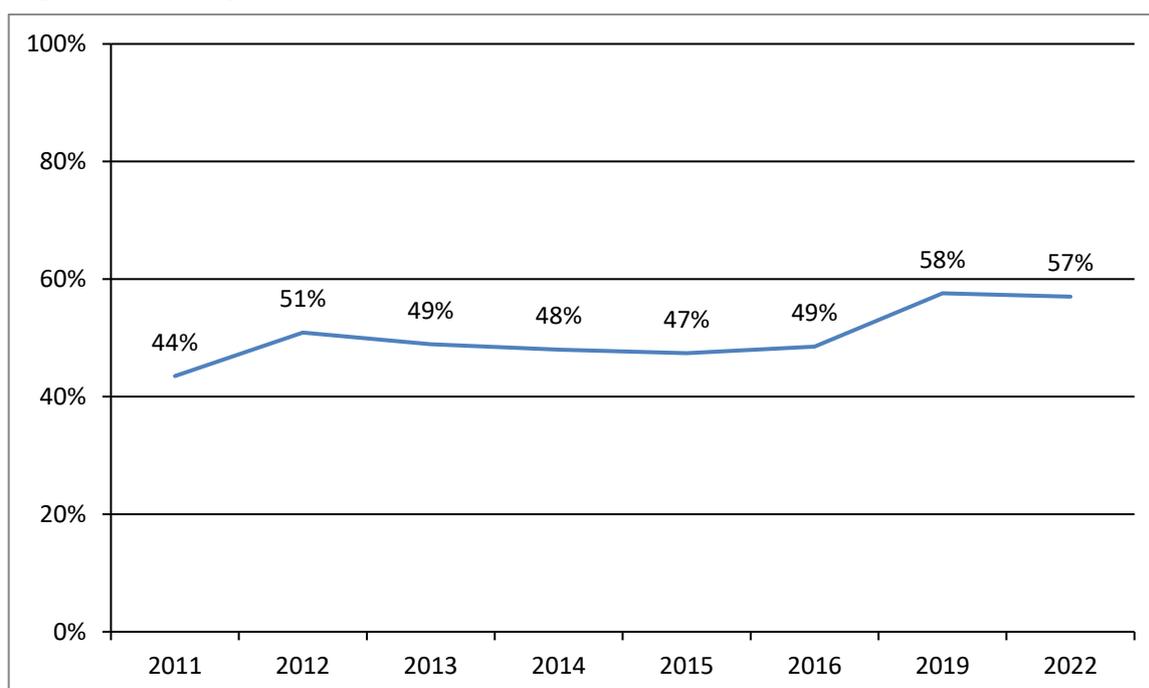
Figure 51: Use of metadata by user type, in %



Source: Eurostat 2022 user satisfaction survey

After the big increase in 2019, the share of respondents using metadata seems to have stabilised (Figure 52).

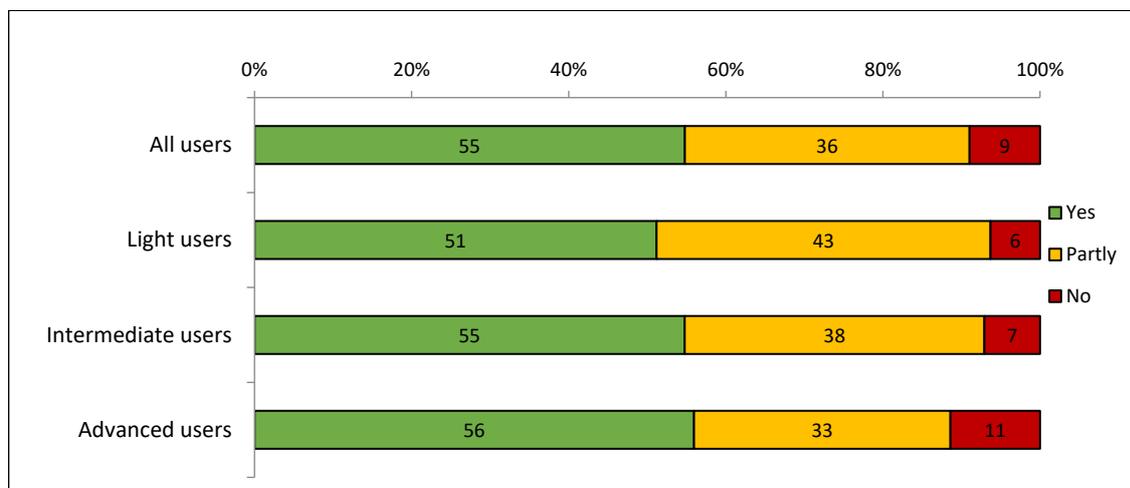
Figure 52: Use of metadata 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

Users were also asked about the accessibility of metadata. As seen in Figure 53, slightly more than half of all metadata users (55%) found that metadata is easily accessible, 36% thought it was partly accessible and 9% experienced difficulties.

Figure 53: Metadata accessibility, in %

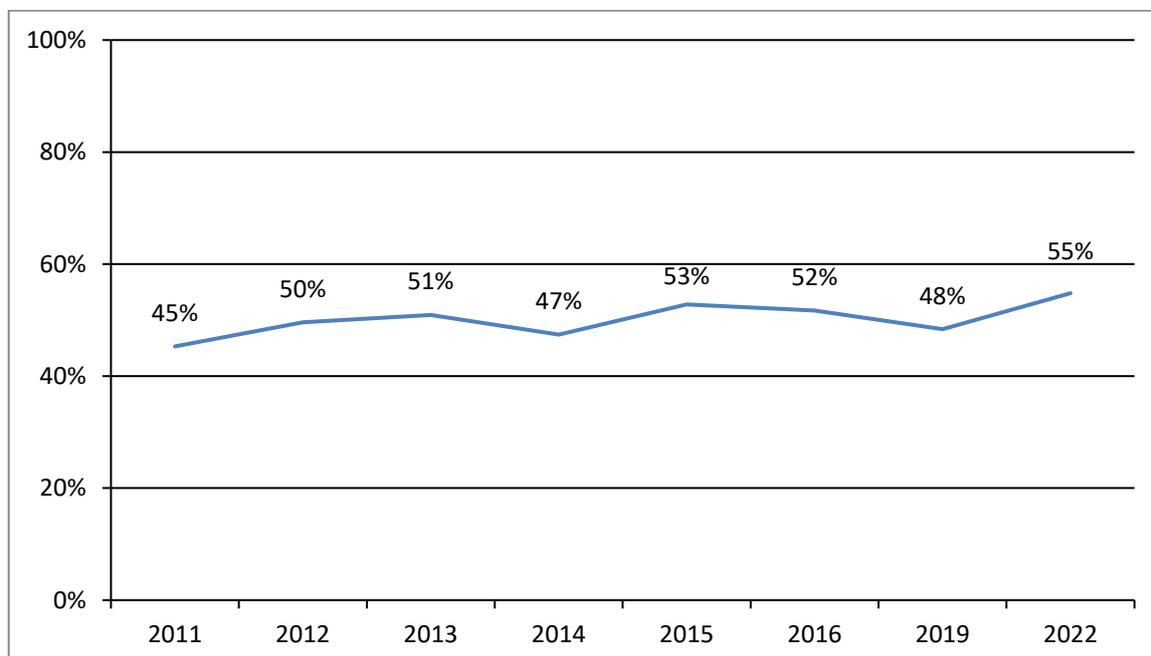


Source: Eurostat 2022 user satisfaction survey

Unsurprisingly, advanced users were more satisfied with the metadata accessibility (56%) than intermediate users (55%) and light users (51%).

As seen in Figure 54, user satisfaction with this aspect of metadata accessibility has increased again and is the highest value recorded in the surveying period.

Figure 54: Ease of accessing metadata 2011-2022, in %



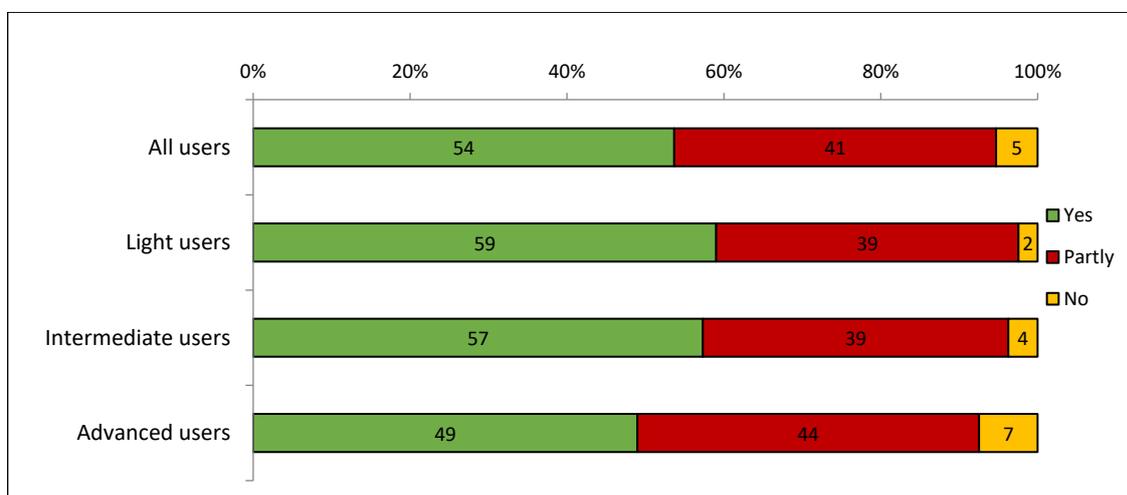
Source: Eurostat user satisfaction surveys between 2011 and 2022

A bit more than half of the metadata users were satisfied with its sufficiency (Figure 55). On average, 54% found metadata sufficient for their purposes. This is 9 percentage points more than in 2019. Another 41% of users found metadata partly sufficient and 5% stated that metadata was not sufficient. Light users were the most satisfied (59%), followed by

intermediate users (57%) and advanced users (49%). Compared to 2019, satisfaction among light and intermediate users increased by around 7 and 11 percentage points, respectively.

In response to previous user satisfaction surveys, Eurostat implemented several measures to improve metadata. The use of a simplified metadata structure for indicators, the ‘ESMS-IP metadata structure’, has been expanded. The ESMS-IP provides standard reference metadata for indicators. It gives guidance on the use and analysis of the indicators, and input to the selection processes of any new indicator sets. Moreover, in the framework of the RENOV project Eurostat has improved the display of the link to the metadata files in the navigation tree. The metadata icon now directly appears next to each dataset, and not just next to the node to which the metadata is attached, which may have made it easier and more intuitive for users to find the metadata of interest to them. These measures have made it easier to use and find metadata, which benefits light and intermediate users in particular, perhaps explaining this increase in satisfaction.

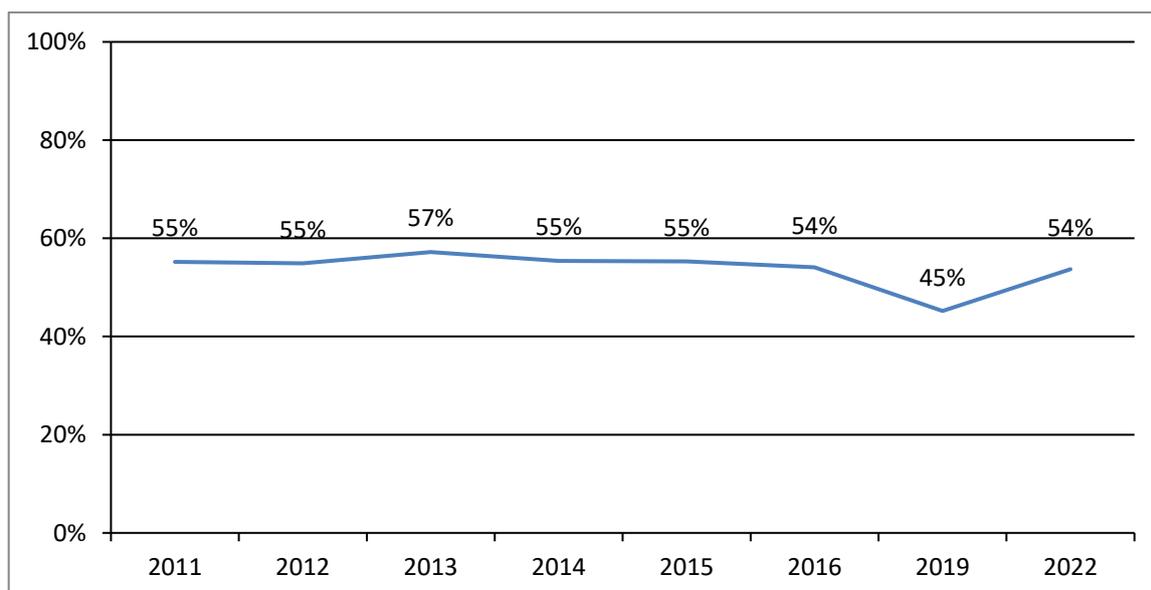
Figure 55: Assessment of sufficiency of metadata by user type, in %



Source: Eurostat 2022 user satisfaction survey

As Figure 56 shows, user satisfaction with the metadata sufficiency is back to its previous level of stability after the dip in 2019.

Figure 56: Sufficiency of metadata 2011-2022, in %



Source: Eurostat user satisfaction surveys between 2011 and 2022

While some users reaffirmed in their comments that metadata are useful, informative, easy to handle, usually very good and better than previous years, others still found them difficult to access, incomplete, not clear enough, too general or too technical. Suggestions for improvement included making metadata easier to find/access, improving its layout and structure, providing metadata in plain language for non-specialists, providing more detailed metadata and metadata for all indicators, and giving clearer and more complete definitions of indicators and related concepts. Other respondents asked for more information on the production of statistics and the methodology used, also to understand more easily the differences between countries. Metadata should be consistent over time and among different statistics and always updated in case of changes in the methodology. Some users suggested providing a log of changes in definitions and methodology.

3.4.4. User support

Survey respondents also had the opportunity to express their opinion on the support services offered by Eurostat. The results are presented in Figure 57.

Leaving out the respondents with no opinion or unaware of the user support function, the degree of satisfaction remains the highest of all services with 77% of respondents saying that they were either ‘very satisfied’ or ‘satisfied’ with the support services provided by Eurostat. The share of unsatisfied users dropped to 5%. All types of user were very satisfied, with light and intermediate users as a bit more satisfied (both 79%) than advanced users (74%).

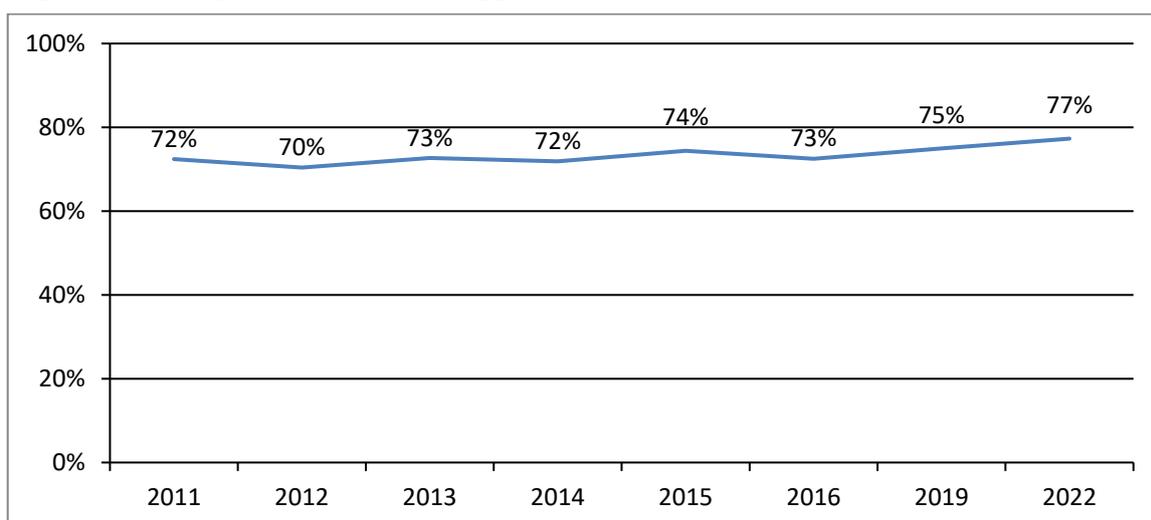
Figure 57: Satisfaction with user support, in %



Source: Eurostat 2022 user satisfaction survey

Between 2011 and 2022, overall satisfaction with user support has been consistently high, reaching its highest value this year (Figure 58).

Figure 58: Satisfaction with user support, 2011-2022, in %



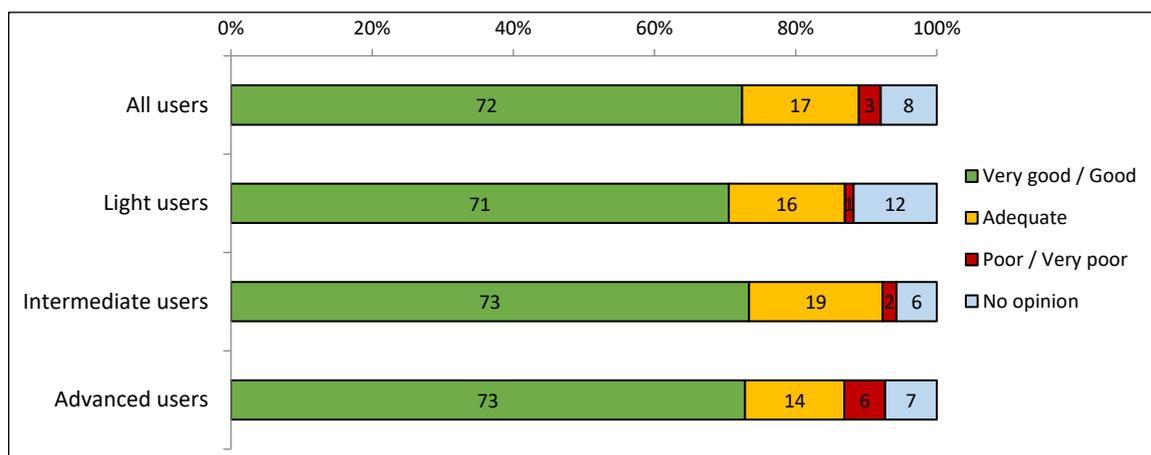
Source: Eurostat user satisfaction surveys between 2011 and 2022

This year, very few users commented on the user support. Of those that did, a few did not know where to find the contact information. Those who had contacted the user support generally confirmed that the service was good and useful, though some wished for better follow-up regarding mistakes in datasets.

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 seen in Figure 59, the level of overall satisfaction remained quite high with 72% of all respondents rating data and services as ‘very good’ or ‘good’, 17% as ‘adequate’ and only 3% as ‘poor’ or ‘very poor’. Intermediate and advanced users were a bit more satisfied (both 73%) than light users (71%).

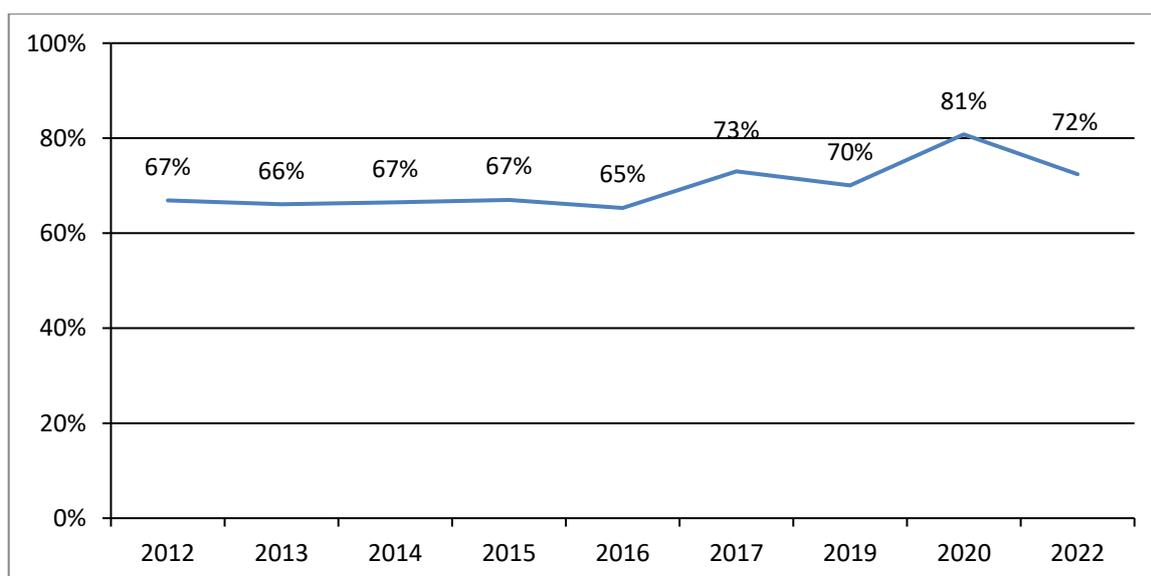
Figure 59: Overall satisfaction with the quality of data and services, in %



Source: Eurostat 2022 user satisfaction survey

As shown in Figure 60, the assessment of the overall quality of data and services dropped by 9 percentage points compared to 2020, to similar levels as in 2017 and 2019. The difference could be attributed to the larger share of ‘no opinion’ – 8% in 2022 compared to 2% in 2020.

Figure 60: Overall quality of data and services 2012-2022, in %



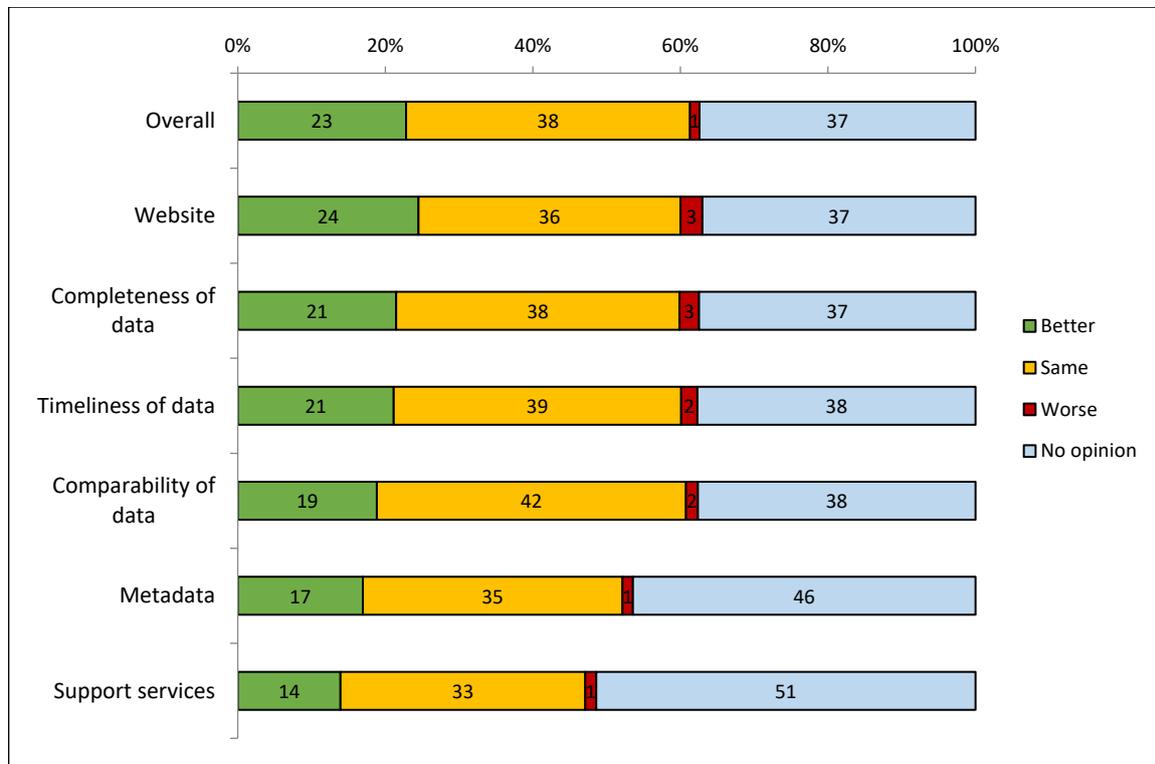
Source: Eurostat user satisfaction surveys between 2012 and 2022

3.6. Comparison with previous survey

As in past surveys, respondents were asked to rate the quality of the data and services provided by Eurostat now compared to the quality at the time of the previous survey. The overall results show that users tend to be more satisfied (Figure 61). A number of respondents stated that they saw data quality components and services as ‘better’ than in 2020 when looking at the bigger picture. Satisfaction with the website was the highest, with 24% of respondents considering it to be better than in 2020. This is mirrored by the judgement on its quality when asked directly about it.

A high percentage of ‘no opinion’ responses remained, though less than for the user satisfaction survey in 2019, which can be partly explained by the fact that some users did not take part in the previous survey(s), did not recall their responses or simply did not have experience with the services.

Figure 61: Changes in perception in the quality of Eurostat’s data and services, in %



Source: Eurostat 2022 user satisfaction survey

Some respondents commented that the visualisation, timeliness and completeness of data, as well as the metadata and application programming interface (API), had improved.

At the end users could add more comments of a general nature. Many repeated what they had said in response to previous questions. Several added that they would like more statistics, in particular more regional statistics at different levels, more disaggregated data, and a vintage database with old data. Another recurrent wish was to have Eurostat’s website and publications in more languages and to have training on finding information on the Eurostat website and on using the tools and products offered.

4. MESSAGES FROM THE USERS

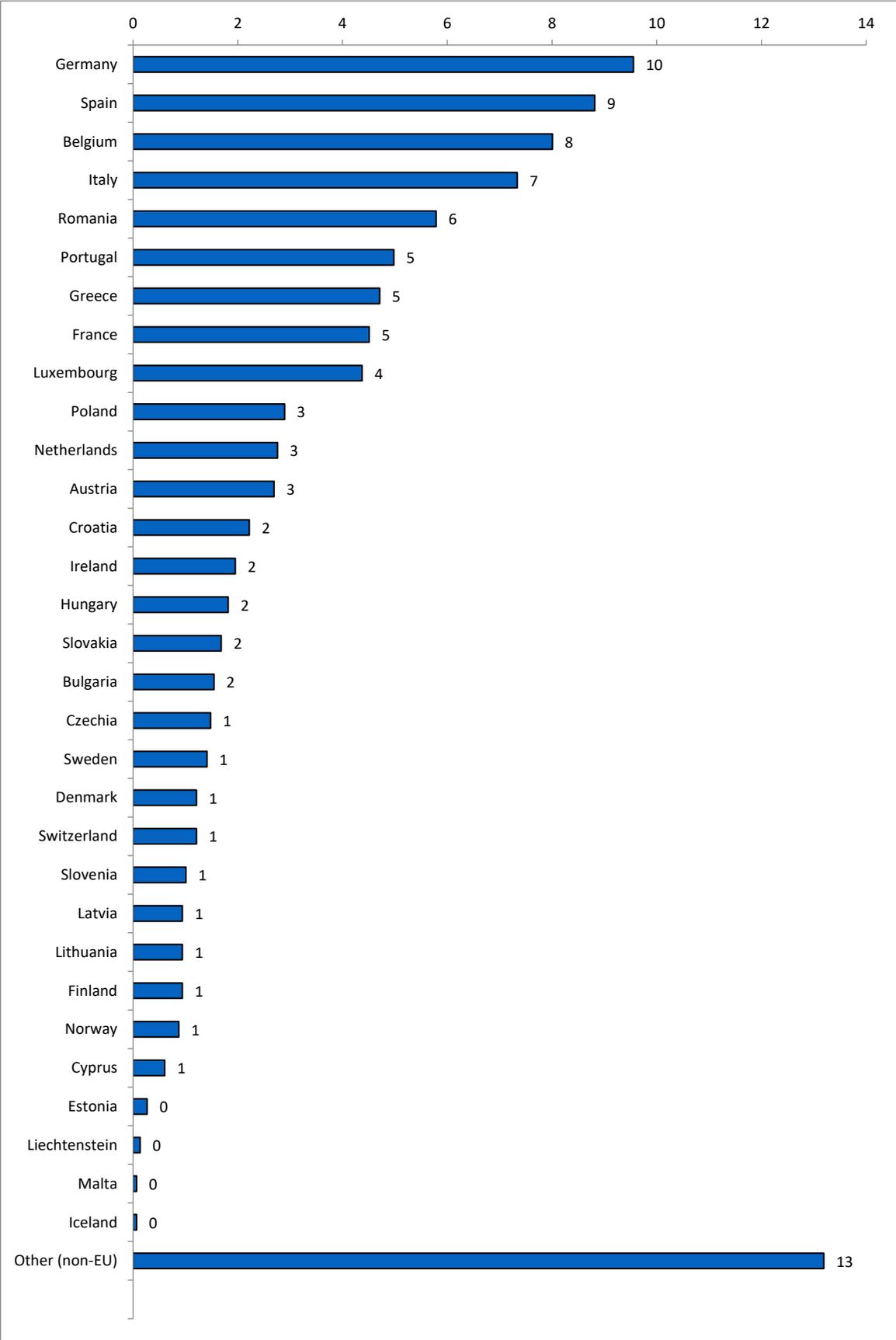
A list of suggested improvements was drawn up taking into account both the quantitative analysis of the answers to the survey questions and the recurrent comments provided by respondents. The list includes suggestions that have already been mentioned in previous reports but on which respondents insist that Eurostat should act.

- To further improve the quality of statistical data, especially by improving timeliness and reducing data gaps due to confidentiality and late transmission of data by some countries.
- To provide data at a more disaggregated level and at a more detailed regional level.
- To correct data inconsistencies and provide explanations for abnormal data and outliers.
- To provide more microdata and to make microdata easier to access for the users.
- To improve the user friendliness of the Eurostat website by: (i) providing training courses or more explanations on how to use the database and where to find information on the website; (ii) providing more automatic analysis and visualisation tools for non-statisticians; (iii) further improving data visualisation and data storytelling; and (iv) improving the graphic design and accessibility of the website.
- To improve the search engine, data extraction and download functions.
- To expand geographical coverage to include data from additional non-EU countries.
- To improve metadata by: (i) making metadata easier to find/access; (ii) improving the layout and structure of metadata; (iii) giving clear, easy to understand and less technical explanations, trying to avoid specialist language; (iv) providing metadata at a more detailed level and for all indicators; and (v) regularly updating metadata (e.g. when the methodology changes).
- To have one single point of entry for the different release calendars, to provide filtering and search options and to use push notification or email alerts to send information about updates.
- To have Eurostat's website and publications in more languages.

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. Industry, trade and services, composed of
 - 2.1. Structural business statistics
 - 2.2. Short-term business statistics
 - 2.3. Tourism
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 statistics
7. Fishery statistics
8. Energy statistics
9. Transport statistics
10. Science, technology and innovation
11. Digital economy and society
12. Regional statistics
13. Policy indicators, composed of
 - 13.1. Sustainable development indicators
 - 13.2. Euro indicators / PEEIs (Principal European Economic Indicators)
 - 13.3. Globalisation indicators
 - 13.4. MIP (Macroeconomic Imbalances Procedure) indicators
14. Other

ANNEX 2 - BREAKDOWN OF RESPONDENTS BY COUNTRY OF WORKPLACE



ANNEX 3 - EXAMPLE OF CALCULATIONS FOR THE QUESTION ON OVERALL QUALITY

Step 1. Detailed results for all statistical areas

Overall quality	Very good	Good	Adequate	Poor	Very poor	No opinion	Total
National accounts (including GDP, main aggregates, input-output tables and European sector accounts)	235	297	119	9	3	13	676
Price statistics	148	187	66	6	4	19	430
Government finance statistics	104	144	62	11	1	13	335
Balance of payments	56	89	39	6	0	7	197
Financial accounts and monetary indicators	63	81	37	6	3	7	197
Structural business statistics	73	131	68	18	3	18	311
Short-term business statistics	56	95	46	9	3	10	219
Tourism	49	79	32	3	2	4	169
Labour market (including labour force survey)	169	195	102	15	1	15	497
Population	175	221	87	12	1	16	512
Health	95	115	53	21	0	7	291
Education and training	109	149	71	17	0	13	359
Living conditions and social protection	109	145	84	18	0	15	371
International trade statistics	104	170	78	12	1	12	377
Environment statistics	78	143	90	25	2	16	354
Agriculture statistics	69	101	62	11	4	10	257
Fishery statistics	21	25	21	4	3	1	75
Energy statistics	83	120	84	14	2	12	315
Transport statistics	50	92	48	14	0	6	210
Science, technology and innovation	85	120	68	15	4	15	307
Digital economy and society	79	102	49	11	4	12	257
Regional statistics	85	139	81	18	8	10	341
Sustainable development indicators	65	85	58	17	5	14	244
Euro indicators / PEEIs (Principal European Economic Indicators)	64	64	41	3	2	11	185
Globalisation indicators	35	41	32	7	2	7	124
MIP (Macroeconomic Imbalances Procedure) indicators	28	32	14	5	0	6	85
Your other European statistics as specified under Question 1)	10	18	11	3	1	8	51
Total	2 297	3 180	1 603	310	59	297	7 746

Step 2. Results are aggregated under bigger areas

Overall quality	Very good	Good	Adequate	Poor	Very poor	No opinion	Total
Economy and finance	606	798	323	38	11	59	1 835
Industry, trade and services	178	305	146	30	8	32	699
Population and social conditions	657	825	397	83	2	66	2 030
International trade statistics	104	170	78	12	1	12	377
Environment statistics	78	143	90	25	2	16	354
Agriculture statistics	69	101	62	11	4	10	257
Fishery statistics	21	25	21	4	3	1	75
Energy statistics	83	120	84	14	2	12	315
Transport statistics	50	92	48	14	0	6	210
Science, technology and innovation	85	120	68	15	4	15	307
Digital economy and society	79	102	49	11	4	12	257
Regional statistics	85	139	81	18	8	10	341
Policy indicators	192	222	145	32	9	38	638
Other	10	18	11	3	1	8	51
Total	2 297	3 180	1 603	310	59	297	7 746

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 finance	1 404	323	49	59	1 835
Industry, trade and services	483	146	38	32	699
Population and social conditions	1 482	397	85	66	2 030
International trade statistics	274	78	13	12	377
Environment statistics	221	90	27	16	354
Agriculture statistics	170	62	15	10	257
Fishery statistics	46	21	7	1	75
Energy statistics	203	84	16	12	315
Transport statistics	142	48	14	6	210
Science, technology and innovation	205	68	19	15	307
Digital economy and society	181	49	15	12	257
Regional statistics	224	81	26	10	341
Policy indicators	414	145	41	38	638
Other	28	11	4	8	51
Total	5 477	1 603	369	297	7 746

Step 4. Final table with calculated percentages

Overall quality	Very good/Good	Adequate	Poor/Very poor	No opinion
Economy and finance	77	18	3	3
Industry, trade and services	69	21	5	5
Population and social conditions	73	20	4	3
International trade statistics	73	21	3	3
Environment statistics	62	25	8	5
Agriculture statistics	66	24	6	4
Fishery statistics	61	28	9	1
Energy statistics	64	27	5	4
Transport statistics	68	23	7	3
Science, technology and innovation	67	22	6	5
Digital economy and society	70	19	6	5
Regional statistics	66	24	8	3
Policy indicators	65	23	6	6
Other	55	22	8	16
Total	71	21	5	4