

EUROPEAN COMMISSION EUROSTAT Directorate A – Resources A.2 – Legal affairs; Document management

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

Eurostat's general user satisfaction survey (USS), which is performed on a biannual basis, is an important management instrument. Eurostat is committed to ensuring follow up on users' feedback with a view to continuously improving our services and products. For that purpose, a list of suggestions for improvement actions is drawn up at the end of each USS and their implementation is monitored regularly.

This report presents a summary of actions carried out in 2022 and 2023 to respond to the suggestions expressed in the USS 2022 and earlier.

- 1) to further improve the quality of statistical data, especially timeliness:
 - In 2022, EU statistics on income and living conditions (EU-SILC) for the year 2021 were disseminated one month earlier than before (15 September instead of 15 October) and in 2023 EU-SILC for the year 2022 were disseminated three months earlier as compared to 2022 (14 June). With the end of derogations for some countries, Eurostat will strive to further improve timeliness of EU-SILC dissemination starting from 2025.
 - Quarterly data for labour force statistics are now disseminated at T+75 days instead of T+90 days previously.
- 2) to provide more data at a more detailed or disaggregated level:
 - Since October 2023, Eurostat has been able to disseminate EU-SILC with indicators at regional level for all countries concerned.
- 3) to improve the user friendliness and the functionality of the Eurostat website, including search engine, data extractions and downloads functions:
 - The whole Eurostat website was revamped and the user friendliness of the entire website has been improved, with a new user interface, as well as an improved information architecture and user experience.
 - Several actions have been implemented, including a new alert system, a new data browser and improved search functionality.

Some further actions need longer than one or two years to be analysed, tested and implemented and are therefore still ongoing. These actions include for example the addition of tooltips to better guide users in the filtering; the possibility to perform contextual searching depending on where a user is in the website; and the redesign of Eurostat's metadata pages, to give them a more modern look & feel and to make it easier for a user to navigate the various topics covered.

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