



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

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

This report presents a summary of the actions carried out in 2015 to respond to the suggestions expressed in the USS 2014 and which were mostly repeated also in the USS 2015. Some of the actions need longer than one year to be fully implemented and so they are still on going.

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

- Pilot estimations have been performed in 2015 to evaluate the feasibility of EU/EA growth estimates at t+30 days and Eurostat decided to start the publication in April 2016.
- An action plan started to be implemented to improve the timeliness for the social data on inequalities.

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

- In order to improve completeness and get data punctually from all Member States, data reporting from countries continued to be regularly monitored especially for statistics covered by legal basis. Member States were systematically reminded of their obligations with messages and in meetings. Country visits were organised for specific non-compliance issues.
- First pilot in-depth compliance monitoring for the new European System of Accounts (ESA) 2010 data transmissions was performed in spring 2015 and regular evaluations are performed as from January - February 2016 on yearly basis.

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

- A first data collection was carried out to provide more detailed data on the type of goods for Inland Waterways.
- Dissemination started in 2015 of a few aggregated tables on labour status for quarterly flows.

### 4) To add more detailed explanations to the data and to improve metadata:

- The quality of all Eurostat Euro SDMX Metadata Structure (ESMS) files was reviewed and the content updated.
- Handbooks and compilation guides on environmental subsidies and air emissions accounts were revised and published.

5) To make available more anonymised microdata:

- One new dataset was made available: Linked micro-aggregated data on Information and Communication Technology usage, innovation and economic performance in enterprises.

6) To provide News Releases on a wider range of topics as well as longer time series:

- In 2015, a range of additional topics has been addressed in News Releases, e.g. contingent liabilities, minimum wages, life satisfaction, trade in goods, youth and children, families, teachers, old persons, life in cities, outflows from unemployment, resource productivity, SMEs, and others. Wherever appropriate, the longest time series possible is presented.