

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 up at the end of each USS and their implementation is monitored regularly.

This report presents a summary of the actions carried out in 2019 to respond to the suggestions expressed in the USS 2017 and earlier. Some of the actions need longer than one or two years to be fully implemented and are therefore still on going.

1) To improve timeliness of statistical data:

- For the household budget survey and the time use survey, a deadline of 15 months for Member States to submit data has been fixed in the new framework regulation on social statistics¹ (IESS).
- Concerning EU statistics on income and living conditions (EU-SILC) already 20 Member States provide their data 6 months after the end of the data collection (reference year) while the legal deadline is 11 months. The target under IESS from 2021 data collection onwards is end of the year of data collection or 2 months after for income data. Microdata for researchers is also made available for nearly all Member States in autumn the year after the reference year against the current legal deadline of 14 months after. Various countries are now using or investigating the use of early registers releases on income data for providing EU-SILC data already by the end of the data collection year.
- The framework regulation on European business statistics² (FRIBS) was adopted on 27 November 2019 and the timeliness of structural business statistics data will be improved by the provision of more extensive preliminary data with its implementation.

2) To improve comparability of statistical data

 Comparability of business statistics will improve with the implementation of the FRIBS as concepts and definitions of variables have been harmonised to the extent possible. Comparability of business and trade statistics is being monitored

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¹ Regulation (EU) 2019/1700 of the European Parliament and of the Council of 10 October 2019

² Regulation (EU) 2019/2152 of the European Parliament and of the Council of 27 November 2019

annually by the different domains and in case anomalies are detected, a work plan to remedy the situation is made with the relevant national statistical institutes.

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

- Data on quarterly labour market flows are regularly published. Data on yearly flows were published for the first time in January 2020.
- All Member States (MSs) provide data by degree of urbanisation for EU-SILC.
 13 MSs, Norway and Serbia already provide regional data while all the others are on track to deliver it at the latest under IESS from 2021 reference year onwards.

4) To increase the geographical coverage:

• With the adoption of FRIBS, the geographical coverage of short term statistics, global value chains and other domains (where data delivery is currently (partly) voluntary) will be increased to cover the whole EU with its implementation.

5) To improve metadata:

• National metadata files have been published for statistics on asylum and managed migration.

6) To make more microdata available:

 More microdata coming from different surveys are now available: farm structure survey, time use survey and the second wave of European health interview survey.

7) To improve the Eurostat website:

• A first feature of a renovated data browser (tables by themes) has been implemented on the website. A fully renovated website should be available by end of 2020.