



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 2020 and 2021 to respond to the suggestions expressed in the USS 2020 and earlier. Some of the actions need longer than one or two years to be fully implemented and are therefore still ongoing.

1) to provide more data at a more detailed or disaggregated level:

- Data on quarterly flows between the different labour market statuses (employed, unemployed, outside the labour force) are published regularly.
- Concerning EU statistics on income and living conditions (EU-SILC), all Member States provide data by degree of urbanisation. 21 Member States, Norway, Switzerland and Serbia provide regional data for EU-SILC at the level of basic regions for the application of regional policies (NUTS 2¹) or at least at the level of major socio-economic regions (NUTS 1). All the others are on track to deliver it at the latest under the framework regulation for the production of European statistics on persons and household (Integrated European Social Statistics), from 2021 reference year onwards.

2) to provide more breakdowns on migration:

- Eurostat previously improved European international migration statistics by inviting Member States to send breakdowns on a voluntary basis when they were not required by Regulation (EC) No 862/2007. This covered information by country of birth, country of citizenship or country of previous residence depending on the dataset. The amendment of this regulation in 2020 increased the frequency, variables and breakdowns of asylum and managed migration statistics.
- After the implementation of Regulation (EU) 2019/1700, available statistics on the socio-economic status of migrants improved. The addition of questions on the reason for migration and descendants of migrants to the sample surveys were notable improvements.

¹ The Nomenclature of territorial units for statistics (NUTS) is a geographical nomenclature subdividing the economic territory of the European Union (EU) into regions at three different levels (NUTS 1, 2 and 3 respectively, moving from larger to smaller territorial units). Above NUTS 1, there is the 'national' level of the Member States.

- All statistics are published in Eurostat’s database and presented on the website in a dedicated [page on Migration and asylum statistics](#). The page covers the following topics: international migration, citizenship; asylum; managed migration; children in migration; and migrant integration.
- 3) to revise the Eurostat website and improve its functionality:
- Eurostat continues to revise the Eurostat website. A new application to access the Eurostat database has been introduced, the ‘data browser’, as well as a new navigation tree for the website. The navigation tree makes it easier to find information and statistics on the website. Both the data browser and the navigation tree are part of the new dissemination chain, which is intended to facilitate access to data by making the navigation easier and presenting information in a more attractive and interactive way.
 - A new alert system has been implemented. Users can subscribe to the alert system and will be notified automatically by email when new or updated content matching their interests becomes available.
- 4) to improve metadata:
- The usage 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 for the use and the analysis of the indicators, and input to the selection processes of any new indicator sets.
 - RAMON, Eurostat’s metadata server, has been migrated to a new interface. The [new interface](#) is easier to navigate and has better search and query functions, which leads to an improved visibility of the provided metadata concepts and definitions.
- 5) to improve data quality:
- EU statistics on income and living conditions (EU-SILC) were disseminated two months before the legal deadline. To further improve the timeliness of statistics, it is planned for the 2021 SILC data to be disseminated one month earlier (mid-September instead of mid-October).
- 6) to make more microdata available:
- Eurostat made the microdata for the 2015 Household Budgeted Survey available to eligible researchers.