



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 2017 and 2018 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 EU statistics on income and living conditions 19 Member States can already provide their data 6 months after the end of the data collection (reference year) while the current legal deadline is 11 months.
- The deadline to submit data for the next European health interview survey in 2019 has been shortened to 9 months after the end of the reference period.
- Earlier updates of the EU-28 estimates of environmental goods and services sector are provided.

2) To further improve the quality of statistical data by: (i) adding more estimates and forecasts, (ii) reducing data gaps due to confidentiality, (iii) performing more checks and better quality control on data received by NSIs:

- Flash estimates have been developed for income distribution. Every year, a new cycle of production of flash estimates is planned, with yearly quality improvements.
- Alternative indicators including proxies, that may be formed from existing statistics, have been defined to monitor transport policies for which the required basic data are not available or are not complete.
- Confidentiality charters have been agreed with Member States for animal production statistics and pesticides sales statistics in order to optimise the publication of EU-aggregates.
- A methodological handbook on validation as well as standards for validation guidelines, validation report and a validation language have been finalised, to improve the data quality control. Several statistical domains have started using such standards.

3) To improve data comparability among countries and regions or with data published by other international organisations:

- A profiling of large and complex multi-national enterprises is advancing. This will enable a more comparable treatment of these enterprises across Europe.
- Comparison and alignment of the databases of Eurostat and of the European Central Bank have taken place in the context of the data quality assurance for the Macroeconomic imbalance procedure.

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

- More statistics on income and living conditions, like the employment/activity rates by country of citizenship/birth, are now disseminated on the Eurostat website at regional level and by degree of urbanisation.

5) To improve metadata:

- Metadata sheets have been implemented for indicators on circular economy, sustainable development goals and Europe2020.
- A European business statistics manual was released in 2018 to ensure a coherent presentation of methodological information for business statistics.
- Eurostat has provided support and training to Member States on metadata management to improve the quality and comparability of metadata.

6) To make more microdata available and ensure easier access:

- More microdata coming from different surveys are now available: EU statistics on income and living conditions, Household budget survey and Labour force survey.
- Eurostat has implemented an electronic on-line file transfer solution for all microdata access requests.

7) To improve the data explorer of the Eurostat website:

- The data explorer has been updated to support multiple queries.

8) To have more topics covered by the release calendar and to include all expected updates:

- Eurostat has introduced all news releases in its release calendar. These news releases cover (apart from euro-indicators already included) a wide range of topics, such as first releases of new data sets, data releases from annual or multi-annual data collections, high-profile Eurostat publications as well as information relating to EU events and international days.
- All Statistics Explained articles (covering the whole statistical production) include expected month of updates.