



EUROPEAN COMMISSION  
EUROSTAT

Directorate A – Resources

**A.2 – Legal affairs; Document management**

# **Report on the Eurostat 2024 user satisfaction survey**

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## EXECUTIVE SUMMARY

Eurostat's mission is to provide high-quality statistics and data on Europe. To measure the degree to which it fulfils users' expectations, Eurostat carried out its 13<sup>th</sup> general user satisfaction survey in 2024. The survey has been designed to increase knowledge about users, their needs and their satisfaction with Eurostat's services and products.

Almost all respondents express trust in European statistics and the survey underscores that Eurostat remains a trusted point of reference for statistics and data on Europe. Satisfaction with Eurostat's data and products remains high: most respondents assess European statistics as better or the same as statistics published by other renowned international organisations. Most respondents are satisfied with the timeliness, completeness and comparability of European statistics. Two in three respondents are satisfied with Eurostat website content, especially interactive publications. Three in four respondents are satisfied or very satisfied with Eurostat's user support. Several respondents used the comment fields of the survey to express their recognition and appreciation for Eurostat's work.

The survey provides responses across a variety of user groups with the most proficient users declaring the highest satisfaction levels with Eurostat's data and products. Indeed, users with a better understanding of and/or more familiarity with European statistics assess all quality dimensions as well as overall quality more positively than those with less understanding and/or familiarity.

Proportionally, the survey received the highest number of responses from users self-identifying as having high proficiency in terms of understanding of and familiarity with Eurostat's data and products. Two in three respondents describe themselves as being familiar with Eurostat products and services and assess their own understanding of statistics as good or very good.

The survey shows that less proficient users overall tend to feel less competent to assess in detail Eurostat's data and products. These respondents tend to express more critical opinions of the quality of Eurostat's offer to users. For example, less than 20% of the respondents with the lowest degree of understanding are fully satisfied with the findability of statistics or information on Eurostat's website, and one third of them are not satisfied. On the other hand, almost half of the respondents with a self-declared good understanding and/or familiarity of European statistics are fully satisfied with these aspects, while less than 10% of these respondents are not satisfied with such aspects. In their comments, many unsatisfied respondents mentioned that a lot of experience was needed to efficiently find information on Eurostat's website. This points to the need to continue placing emphasis on statistical literacy and more direct engagement with all user groups in order to ensure that all users are well equipped to take full advantage of Eurostat's data and products. Moreover, the 2024 user satisfaction survey illustrates the need to offer a variety of products, geared towards various user profiles.

## Some figures

- 95% of all respondents indicated that they **trust** greatly or tend to trust European statistics.
- 61% of all respondents **use European statistics frequently**, at least monthly.
- 65% of all respondents assess the **overall quality** of European statistics as ‘Very good’ or ‘Good’. 70% of the most proficient respondents express their satisfaction in this regard, whereas only 30% of the least proficient respondents make such an assessment. The share of users assessing **European statistics as better or the same** as statistics published by other renowned international organisations is 60%, with the share of proficient users making such an assessment being slightly higher at 64% and of the least proficient users being 18%.
- 55% of all respondents rate the **timeliness** of European statistics as ‘Very good’ or ‘Good’. For respondents with a good understanding of and/or a higher familiarity with European statistics, this share is higher by several percentage points, whereas only 32% of the least proficient users express satisfaction regarding timeliness.
- The share of all respondents assessing the **completeness** of European statistics as ‘Very good’ or ‘Good’ is 54%. The share of proficient users making such an assessment is a 60%, whereas this share is only 34% for the least proficient users.
- 55% of all respondents rated the **comparability** of European statistics as ‘Very good’ or ‘Good’, again with 60% of the most proficient respondents being satisfied and only 35% of the least proficient users expressing satisfaction.
- Overall satisfaction with the **Eurostat website** is at 61%. Among the most proficient respondents, 65% express satisfaction, whereas among the least proficient respondents only 41% do.
- Eurostat **website content** is assessed as ‘Very good’ or ‘Good’ by 68% of respondents. Three in four of the most proficient respondents are satisfied, whereas less than half of the least proficient respondents are. 69% of respondents assess the **interactive publications** as ‘Very good’ or ‘Good’.
- 44% of respondents find it easy to **find** the European statistics or information they needed on Eurostat’s website. Of the most proficient respondents, 48% are satisfied with data findability, while only 17% of the least proficient respondents are.
- The share of respondents who are aware of the **release calendar** is at 34%. 90% of the respondents who are aware of the release calendar are satisfied or partly satisfied with the completeness and relevance of its content.

- 20-30% of respondents express an opinion on various **experimental statistics**. 64% of these respondents found experimental statistics useful.
- 41% of all respondents expressed their opinion on the information on **microdata access** on the Eurostat website. Of those respondents, 58% rate the information on microdata access as 'Very good' or 'Good'. Among the most proficient respondents, 64% are fully satisfied with the information, whereas of the least proficient respondents, only 40% are fully satisfied.
- 53% of respondents say that they used **metadata**. Three in five of the most proficient respondents declare use of metadata, while only one in three of the least proficient respondents do. Of the respondents who used metadata, 49% say that they found them easily accessible, and satisfaction varies between one in two for the most proficient respondents and one in five for the least proficient respondents.
- 74% of respondents are satisfied or very satisfied with Eurostat's **user support**. Among the most proficient respondents, four in five express their satisfaction, and of the least proficient users three in five do.
- Overall satisfaction with the **quality of data and services** remains high, with 69% 'Very good' and 'Good' assessments. Three in four of the most proficient respondents express full satisfaction, and one in two of the least proficient respondents do.

A list of suggested improvements was drawn up taking into account both the quantitative analysis of the answers to the survey questions and the recurrent comments provided by respondents. The list includes suggestions that had already been mentioned in previous reports but on which respondents insist that Eurostat should continue placing emphasis.

## BACKGROUND INFORMATION

### 1. ABOUT THE SURVEY

Eurostat's regular user satisfaction survey (USS) is a reliable and cost-efficient way of monitoring the degree to which Eurostat's products and services fulfil their users' expectations. This survey, carried out in mid-2024, continues a series of surveys that have been carried out since 2007 <sup>(1)</sup>. The USS carried out in 2024 is Eurostat's 13<sup>th</sup> general survey regarding user satisfaction and its structure has been fairly stable to allow general comparisons over time.

In particular, the 2024 survey's structure resembles the 2022 survey with the questions divided into four parts:

- questions regarding user type and how users use European statistics;
- quality aspects of European statistics;
- trust in European statistics;
- presentation of statistical data / Eurostat website.

The 2022 and the 2024 surveys differ mainly in the classification of users. Whereas in 2022, users were asked to qualify themselves as 'light', 'intermediate' or 'advanced' users, in 2024 they were asked two questions – 'How easy or difficult is it for you to understand statistics?' and 'How familiar are you with Eurostat products and services?'.

Apart from this, the questionnaire used in 2024 corresponds to the one used in 2022, with some differences regarding the options for replies. These differences will be explained when discussing and comparing the specific results.

As in previous years, Eurostat's user satisfaction survey was carried out online via EUSurvey. It was launched on 3 May 2024 and closed on 24 June 2024.

During this time, several methods were used to promote the survey and encourage participation:

- Messages to key users, i.e. the most significant contacts indicated by Eurostat production units (ca. 1 300 people);
- Message to users registered on the Eurostat website with their EULogin account (ca. 77 000 people);
- Organic posting and paid promotion on social media (Facebook, Instagram, X, LinkedIn);

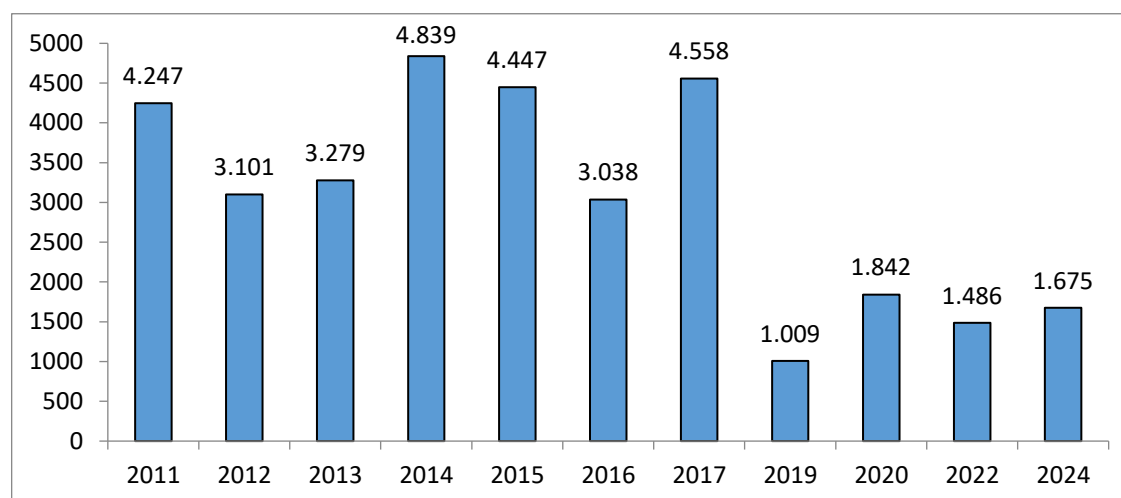
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<sup>(1)</sup> USS was carried out in 2009, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2019, 2020 and 2022.



- News item and pop-up on Eurostat website.

**Figure 1: Number of survey respondents 2011-2024**



Source: Eurostat user satisfaction surveys 2011-2024

In total, as shown in Figure 1, 1 675 valid responses were received and analysed for the purposes of this report. This number is the highest so far for a full survey since 2019.

Due to the entry into force of Regulation 2018/1725 <sup>(2)</sup> in 2019 the number of registered users of the Eurostat website who could be contacted for the survey reduced drastically from around 172 000 to about 24 000. Since then, this number has gradually increased and there were 77 000 users in 2024.

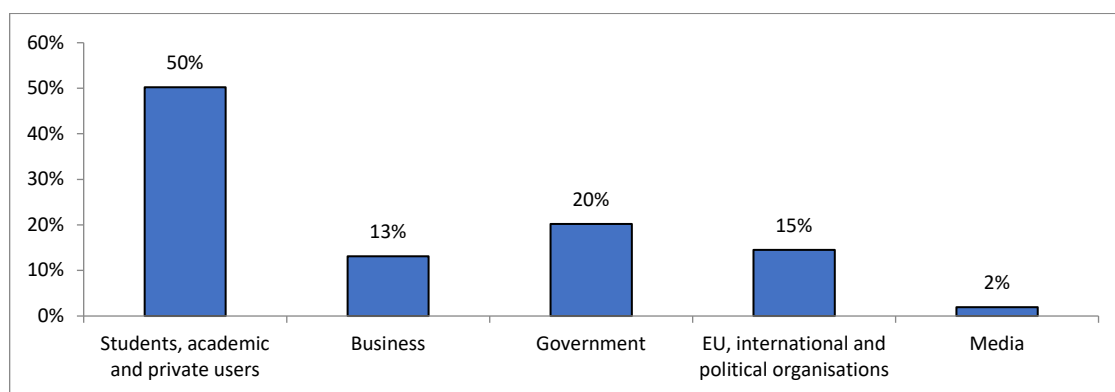
## 2. WHO ARE THE RESPONDENTS?

Respondents were asked to which user group they belonged, and had the following reply options: Commercial companies, Commercial re-disseminators, DG and services of the European Commission, EU institutions and agencies, International organisations, Media, National statistical institutes, Political parties and organisations, Private user, Public administration, Researchers, Students and educators.

For the evaluation, these options were subsequently aggregated into five groups: Students, academic and private users; Business; Government; EU, international and political organisations; and Others, i.e. Media.

<sup>(2)</sup> Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

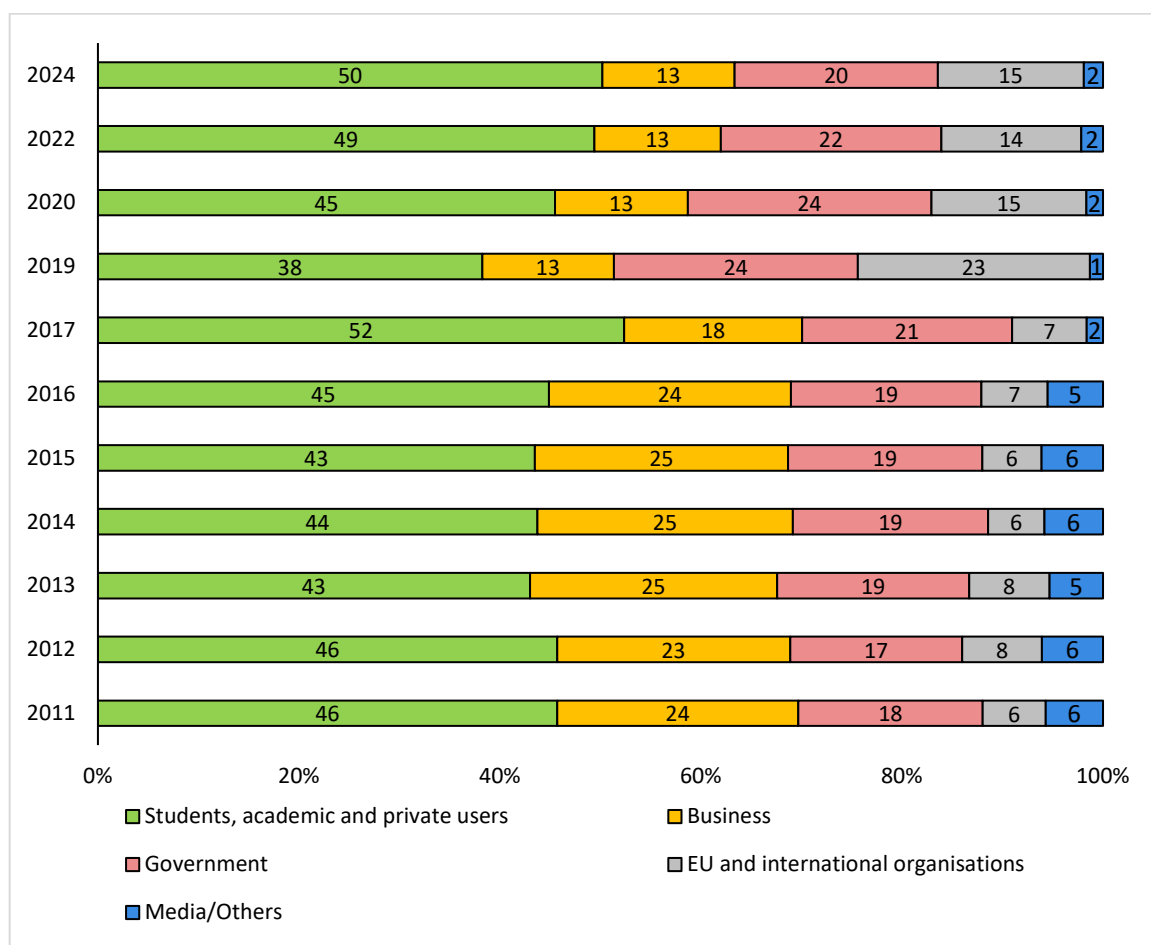
**Figure 2: User groups**



Source: Eurostat 2024 user satisfaction survey

Figure 2 illustrates that the group of students, academic and private users constitutes the majority of respondents (50%). Government-related respondents (national statistical institutes and public administrations) make up the second largest group with 20% of the replies. The results of the 2024 survey in this area are practically identical to those from 2022.

**Figure 3: Distribution of respondents by user group, in %**



Source: Eurostat user satisfaction surveys 2011-2024

The vast majority of respondents (90%) come from EU/EFTA countries. 37% of respondents mention Italy, Belgium, Germany, or Spain as their country of workplace (see Annex 2). This resembles the results of the 2022 survey.

Among the respondents from countries outside the EU/EFTA, residents of the United States of America make up the biggest group with 2% of all respondents. The next biggest group are UK residents with 1% of all respondents. 3% of all respondents mentioned one of the EU candidate countries as their country of workplace (Albania, Bosnia and Herzegovina, Georgia, Moldova, Montenegro, North Macedonia, Serbia, Türkiye, Ukraine).

When asked about possible limitations they have to deal with and any permanent or temporary disabilities or limitations that affect their use of the Eurostat website or products, similarly to 2022, 2% of respondents replied ‘yes’ to this question, 96% replied ‘no’, and 2% preferred not to answer.

### **3. HOW WELL DO RESPONDENTS COMPREHEND EUROPEAN STATISTICS?**

In the 2024 survey, users were asked to rate their degree of understanding of and familiarity with European statistics. Specifically, they were asked two questions:

- ‘How easy or difficult is it for you to understand statistics?’ with five options for answers: ‘Very easy’, ‘Somewhat easy’, ‘Neither easy nor difficult’, ‘Somewhat difficult’, and ‘Very difficult’. For the evaluation, these options were subsequently aggregated into ‘Good’, ‘Intermediate’ and ‘Poor’ understanding of European statistics.
- ‘How familiar are you with Eurostat products and services?’ with four options for answers: ‘Very familiar’, ‘Somewhat familiar’, ‘Somewhat unfamiliar’, and ‘Very unfamiliar’. For the evaluation, these options were subsequently aggregated into ‘More familiar’ or ‘Less familiar’ with European statistics.

In the 2022 survey, respondents were instead asked to assign themselves to one of three user types: ‘Light user’, ‘Intermediate user’, and ‘Advanced user’. These types were defined by the kind of data and data formats respondents used, the purpose they used the data for, the frequency of use and the respondents’ self-assessed statistical literacy and computer proficiency <sup>(3)</sup>.

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<sup>(3)</sup> [1] Light users: e.g.: use data visualisations, graphs and statistical articles which are easy to read to get interpreted data; use data to support opinions in discussions, share data on social media, use data in class or want to explore what is available out of curiosity; visit the Eurostat website on a weekly to less than monthly basis; medium to low statistical literacy and computer proficiency.

[2] Intermediate users: e.g.: look for raw data / predefined tables or work with existing data visualisations and ready-to-use interpretations in publications/reports to support work, for personal interest (e.g. to verify data in news articles) or to get a basic understanding of what is available for future reference; use Eurostat data on a weekly to monthly basis; have a medium statistical literacy and computer proficiency.

The change to the user type parameters for the 2024 survey aimed at obtaining a more nuanced picture of the user types and their preferences, satisfaction levels and any further comments so that Eurostat could follow up with action tailored towards various user types.

**Table 1: User types, in % and numbers**

	More familiar		Less familiar		No answer		Total	
<b>Good understanding</b>	65%	1 089	9%	149	<1%	5	74%	1 243
<b>Intermediate understanding</b>	11%	192	6%	98	0%	0	17%	290
<b>Poor understanding</b>	4%	70	4%	66	0%	0	8%	136
<b>No answer</b>	<1%	3	<1%	1	<1%	2	<1%	6
<b>Total</b>	81%	1 354	19%	314	<1%	7	100%	1 675

Source: Eurostat 2024 user satisfaction survey

In 2024, 74% of the respondents assessed their own level of understanding as good, 17% as intermediate, and 8% as poor. 81% of the respondents said that they are more familiar with European statistics, whereas 19% claimed that they were less familiar.

The user type classification used in the 2022 survey resulted in respondents being divided into three almost equal thirds for advanced, intermediate, and light users, whereas the questions regarding understanding and familiarity used in the 2024 survey resulted in two thirds (65%) of respondents assessing their own understanding and familiarity as good, and the remaining third of respondents divided between different combinations of degrees of understanding and familiarity. This discrepancy makes it difficult to compare the results of the 2024 survey with the 2022 results regarding satisfaction levels of specific user types.

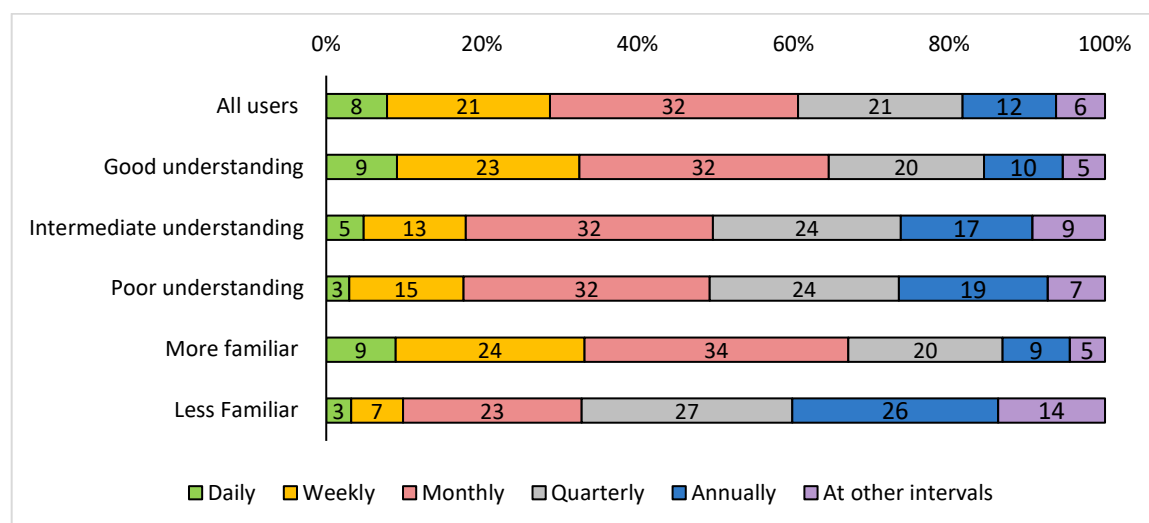
A reason for the marked difference in self-assessment between the 2022 and the 2024 surveys might be the nature of the questions asked to establish each respondent's affiliation to a user type. Whereas in 2022 the questions referred more to objective criteria and less to purely self-assessed levels of proficiency, in 2024 only self-assessed proficiency was considered.

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[3] Advanced users: e.g.: use the database to mainly obtain raw data and adjust table and data to their needs; draw their own conclusions based on specific data for their job; download data very frequently (even daily); have a high statistical literacy and computer proficiency.

#### 4. HOW OFTEN DO RESPONDENTS USE STATISTICS?

**Figure 4: Frequency of use by user type, in %**

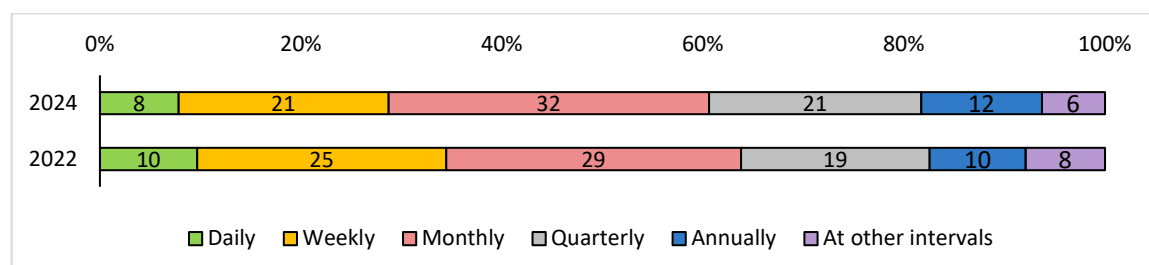


Source: Eurostat 2024 user satisfaction survey

8% of the respondents use European statistics daily, 21% weekly, 32% monthly, 21% quarterly, 12% annually, and 6% at other intervals. This last category contains respondents who have specified their frequency of use in a comment. These comments mostly hint at an irregular and rather infrequent use.

Compared to the 2022 survey, there has been a decline in daily and weekly use and a rise in monthly and more infrequent use:

**Figure 5: Frequency of use in 2022 and 2024, in %**

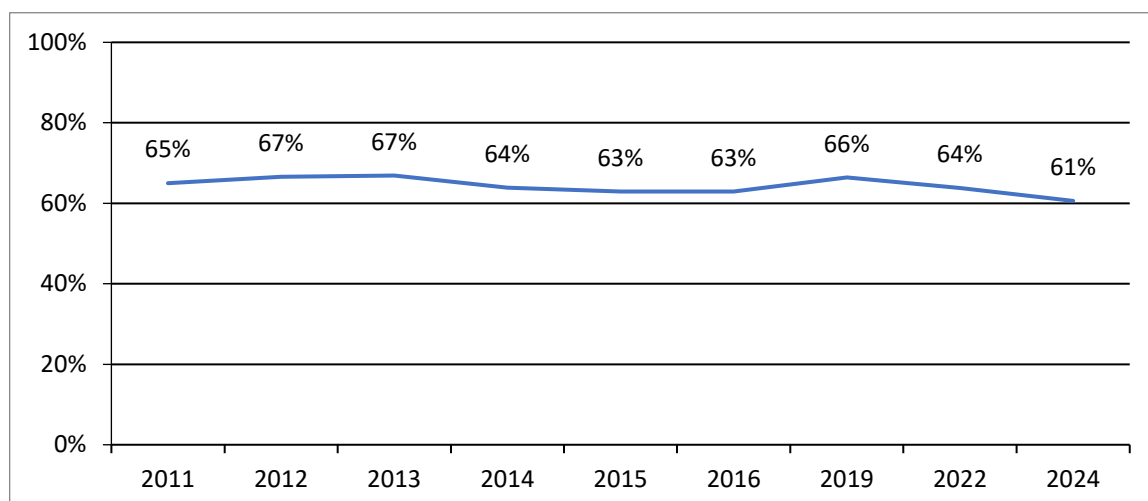


Source: Eurostat 2022 and 2024 user satisfaction surveys

There is a strong correlation between the degree of familiarity and the frequency of use.

The correlation between the degree of understanding and the frequency of use is much less pronounced, with the frequency of use being almost identical for users with intermediate and poor understanding. According to the survey responses, 18% of users with poor understanding of European statistics use statistics on a daily or weekly basis.

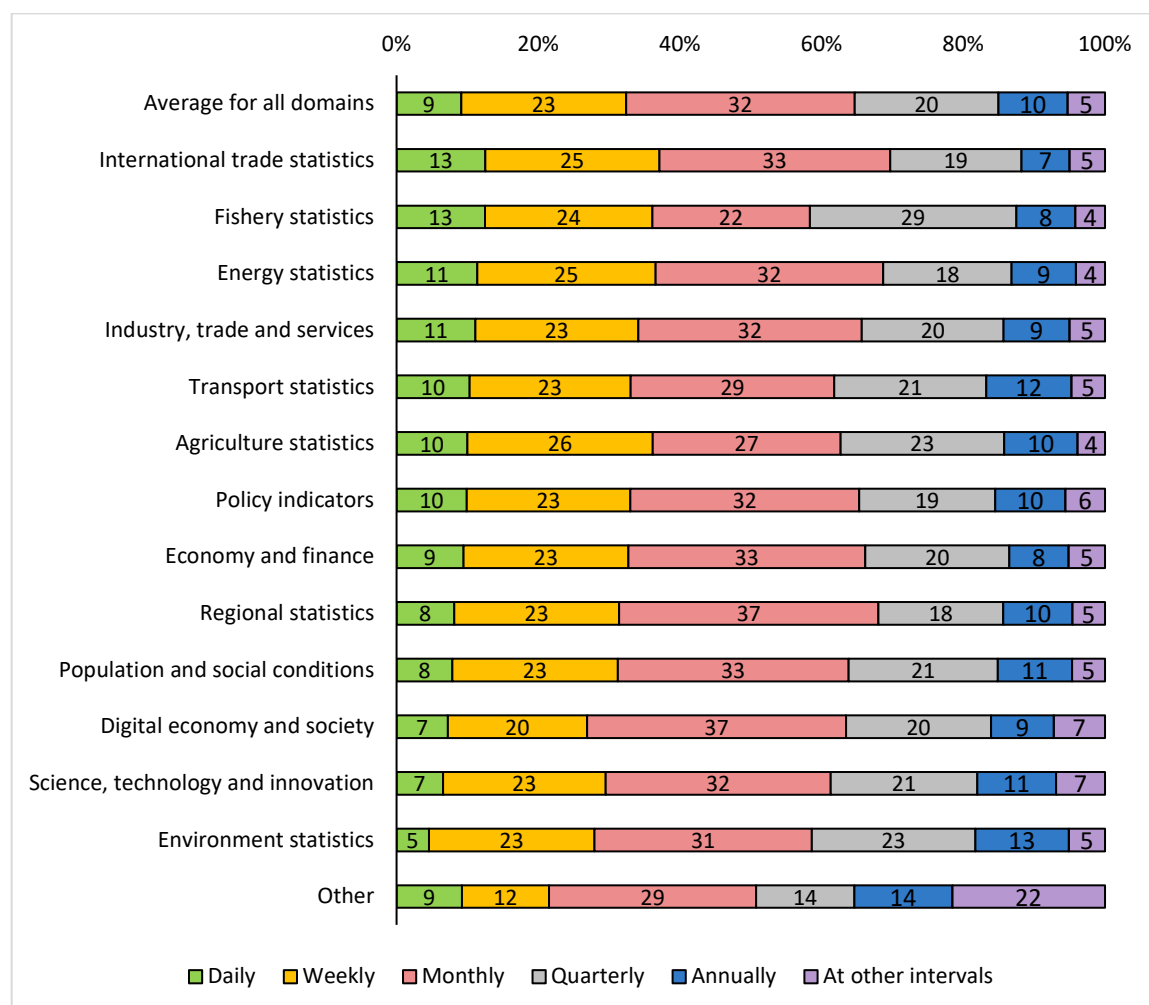
**Figure 6: Proportion of respondents declaring daily, weekly or monthly use 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 7 illustrates that in the 2024 survey, 61% of respondents declared daily, weekly or monthly use. This is the lowest share measured so far, even if only slightly below the lowest share in previous surveys (63%).

**Figure 7: Frequency of use by statistical domain, in %**



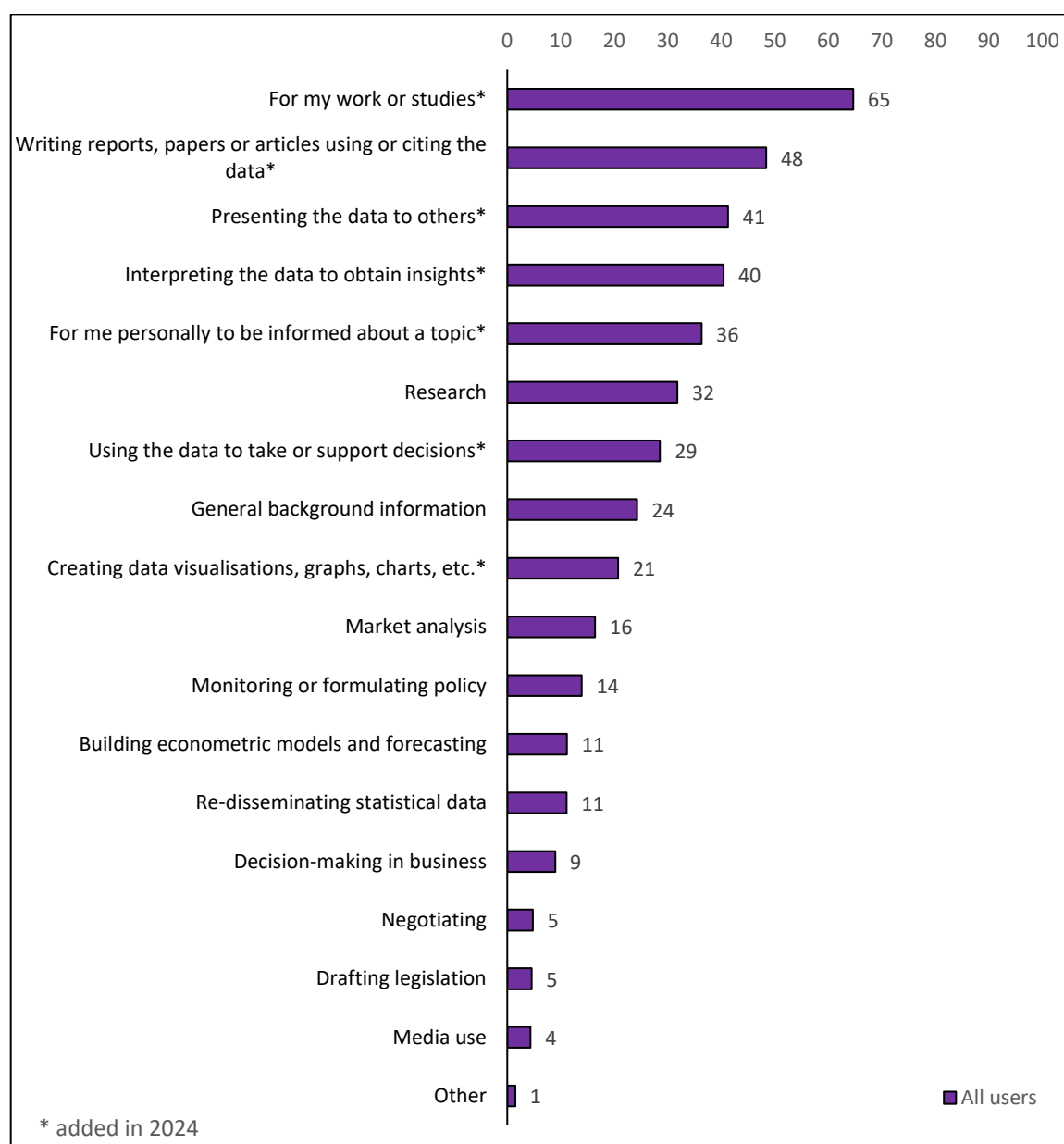
Source: Eurostat 2024 user satisfaction survey

Figure 7 shows how often respondents using a specific domain use European statistics. The domains with the highest percentage of daily and weekly use are International Trade statistics (38%), Fishery statistics (37%), Agriculture statistics (36%) and Energy statistics (36%).

## 5. FOR WHAT PURPOSE DO RESPONDENTS USE EUROPEAN STATISTICS?

Respondents were asked about the purposes for which they used European statistics and could indicate more than one option. The list of possible replies available in the 2022 survey were amended to include the following additional options: ‘For me personally to be informed about a topic’, ‘For my work or studies’, ‘Writing reports, papers or articles using or citing the data’, ‘Presenting the data to others’, ‘Interpreting the data to obtain insights’, ‘Using the data to take or support decisions’, ‘Monitoring or formulating policy’, ‘Creating data visualisations, graphs, charts, etc.’. These newly added options are more general and lean towards professional use. The top five most common purposes mentioned relate to the newly introduced options. As the overwhelming majority of users are students, academic and private users (see above), it is logical that these options correspond better to their actual purposes.

**Figure 8: Purpose of use, in %**



Source: Eurostat 2024 user satisfaction survey

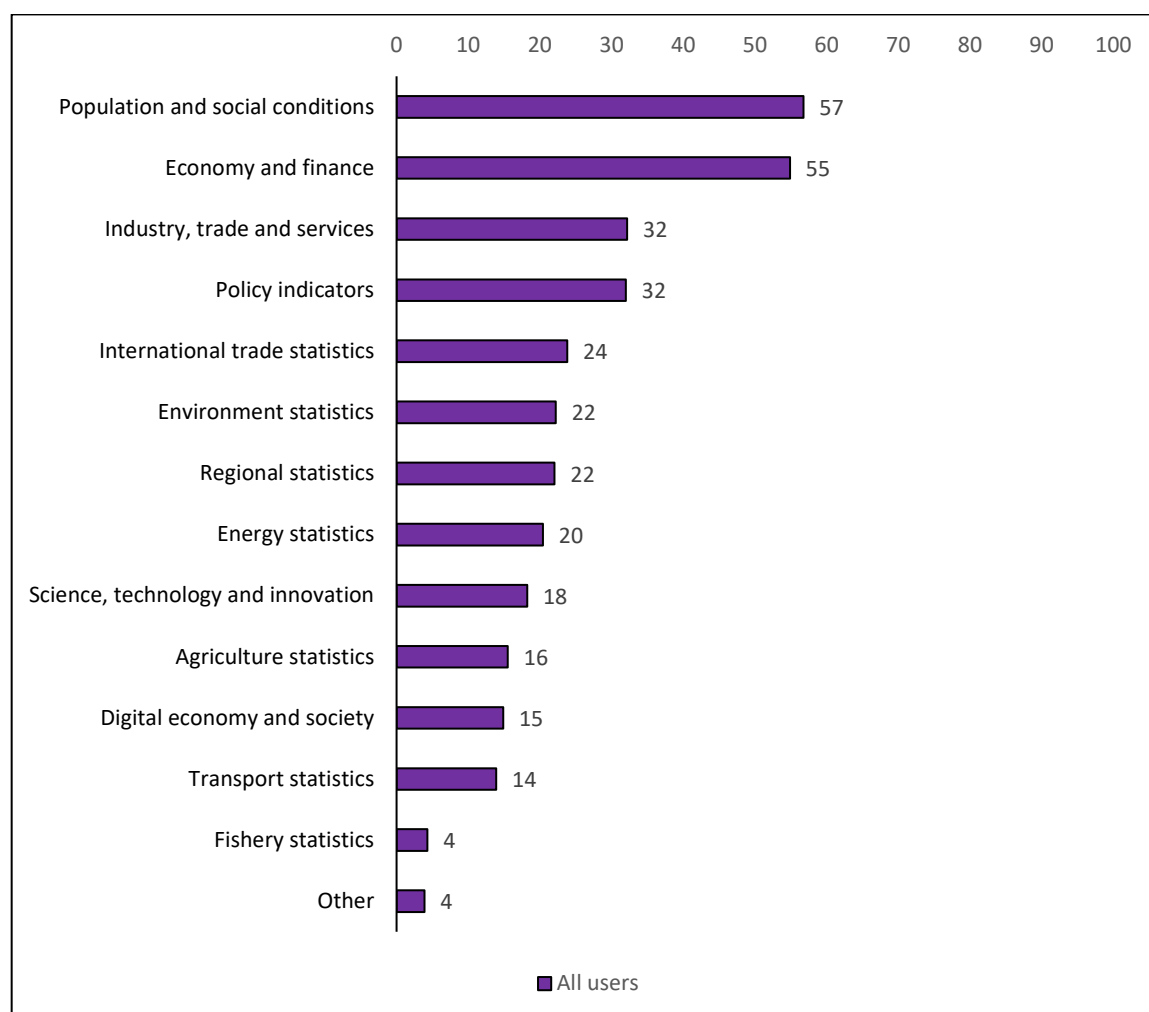
Among the options that were given in both the 2022 and 2024 questionnaires (Drafting legislation, Negotiating, Building econometric models and forecasting, Research, General background information, Re-disseminating statistical data, Media use, Market analysis, Decision-making in business), there was almost to no change in their ranking order between 2022 and 2024. As the distribution of user groups (Students, academic and private users; Business; Government; EU, international and political organisations; Media) did not significantly change between 2022 and 2024, it seems that the introduction of the new reply options has been well received.



## 6. WHAT ARE THE STATISTICAL DOMAINS USERS ARE INTERESTED IN?

Respondents were asked which statistics they mainly used and could select more than one option.

*Figure 9: Use of European statistics by statistical domain, in %*



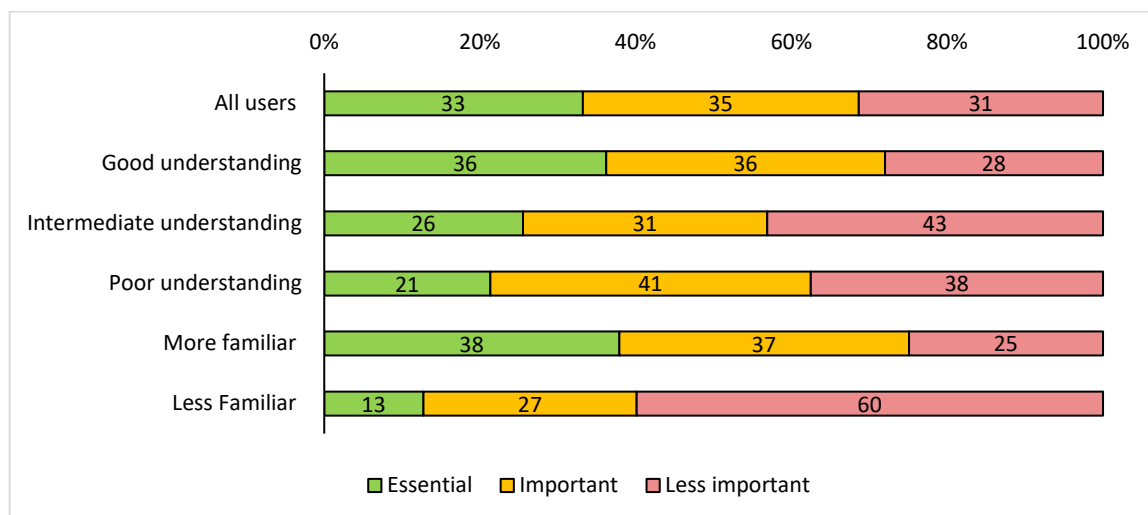
Source: Eurostat 2024 user satisfaction survey

The area of statistics used by the largest group of respondents (28%) is ‘Population and social conditions’, followed by ‘Economy and finance’ (23%). These results resemble the ones from the 2022 survey, with the areas being in the same order and the percentages differing by only a few points in each case.

## 7. IMPORTANCE OF STATISTICS TO RESPONDENTS

Regarding the importance of statistics, 68% of respondents declared that they were ‘essential’ or ‘important’ for their work or studies. This compares to 73% in 2022.

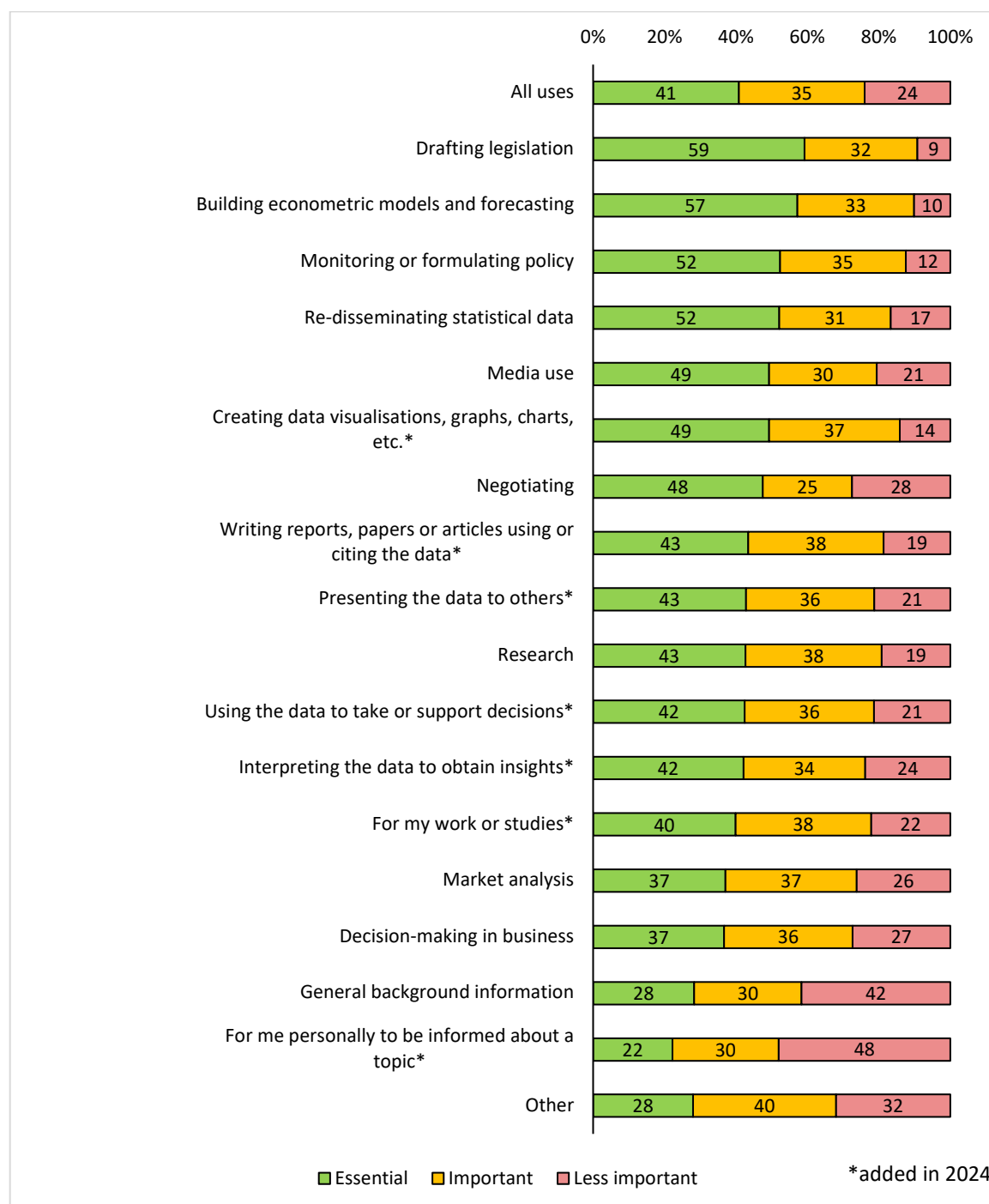
**Figure 10: Importance of European statistics by user type, in %**



Source: Eurostat 2024 user satisfaction survey

For 21% of the users with poor understanding of statistics, statistics are ‘Essential’ for their work or studies, and for 41% of them statistics are ‘Important’.

**Figure 11: Importance of statistics for different uses, in %**

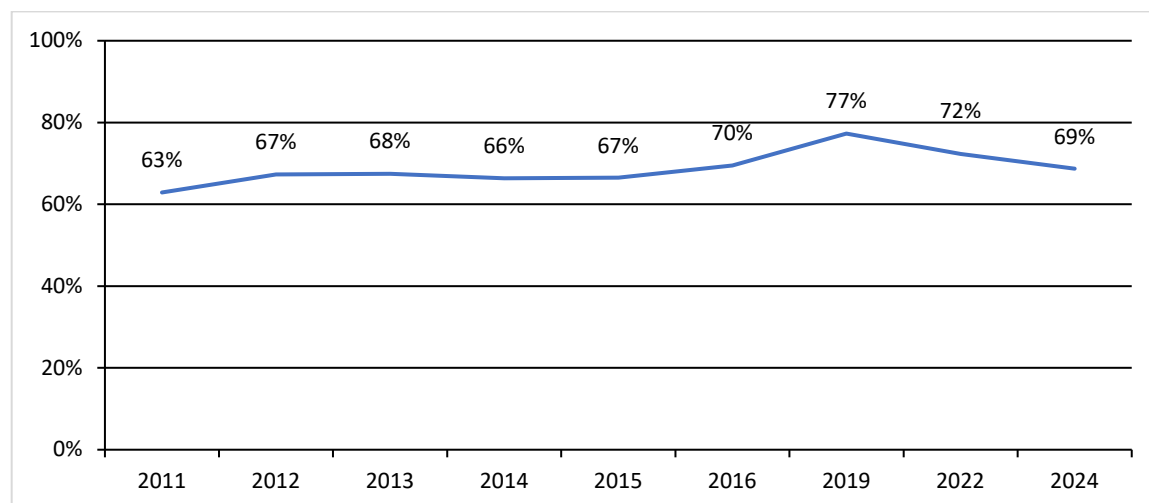


Source: Eurostat 2024 user satisfaction survey

Compared to the results of the 2022 survey, there are few very changes among the purposes for which European statistics are primarily used ('Drafting legislation', 'Building econometric models and forecasting', 'Monitoring or formulating policy', 'Re-dissemination of statistical data'). Furthermore, there have not been many changes regarding the importance for mid-ranking purposes that were mentioned in both the 2022 and 2024 surveys ('Market analysis', 'Research', 'Decision-making in business', 'Negotiating').

On the other hand, for respondents who selected ‘Media use’ as one of the purposes for which they used European statistics, these statistics are now more important than they were in 2022 (39% ‘Essential’ in 2022, 49% in 2024; 27% ‘Less important’ in 2022, 21% in 2024). The new purpose ‘For me personally to be informed about a topic’ is at the very end of the list, but for more than half of the respondents who chose it, European statistics are still essential or important.

**Figure 12: Importance of statistics 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 12 shows the trend in importance of statistics between 2011 and 2024, showing the percentage of users who declare that statistics are ‘Essential’ or ‘Important’ for their work or studies. A smaller share of the respondents of the current survey selected these answers than in the years 2016-2022, but this share is still higher than it was in the years 2011-2015.

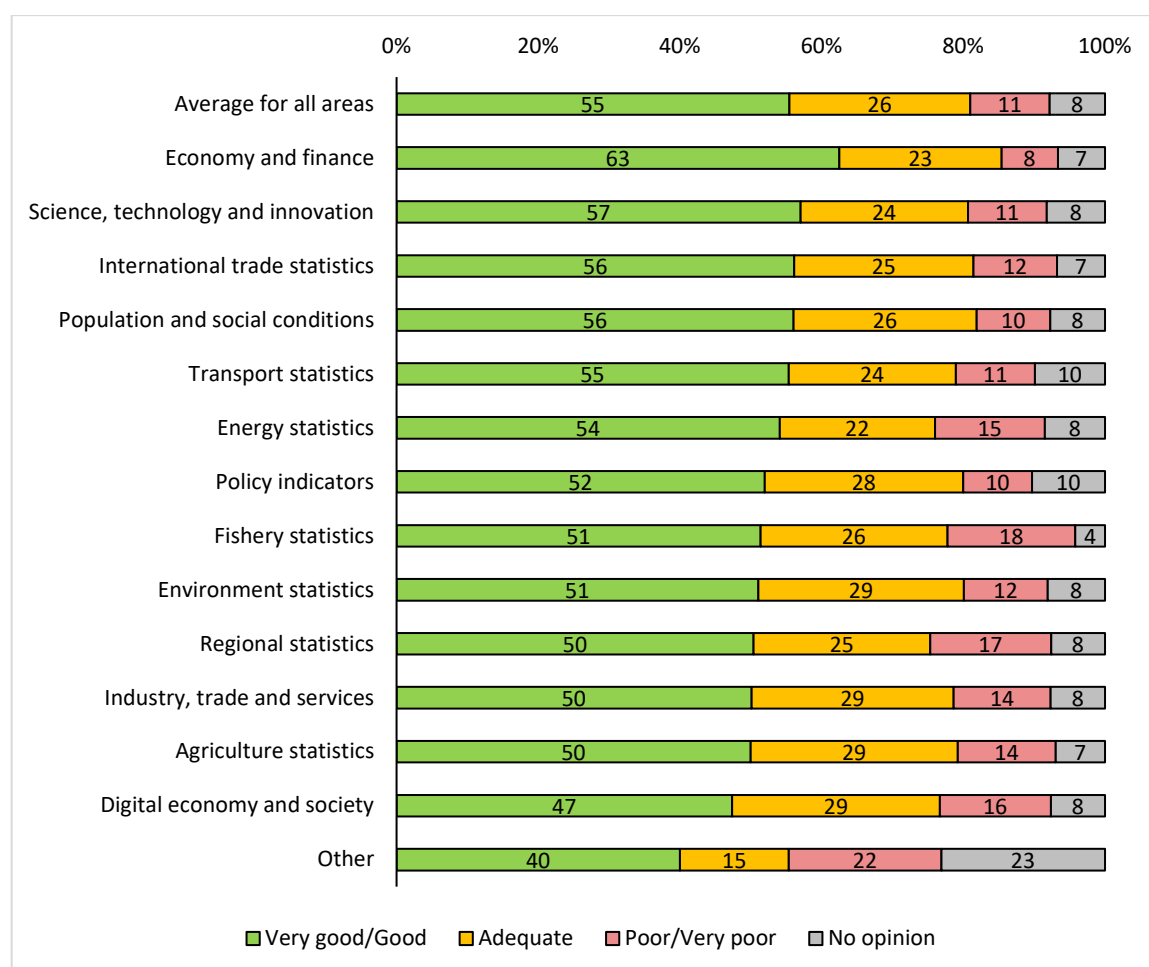
# HOW DO USERS ASSESS THE QUALITY OF EUROPEAN STATISTICS?

## 8. TIMELINESS

Survey participants were asked to give their assessment of the timeliness of European statistics for their purposes. For the purposes of the survey, timeliness was defined as the length of time between the period for which the data have been collected, and the dissemination of those data.

To help participants to better understand the notion of timeliness, the following aspects of timeliness were mentioned in the explanatory text: ‘Are the published figures sufficiently up to date for your purposes? Do you have the impression that results are made available without unnecessary delay? Would earlier provisional (and therefore less accurate) figures be of value?’

**Figure 13: Assessment of timeliness per statistical area, in %**

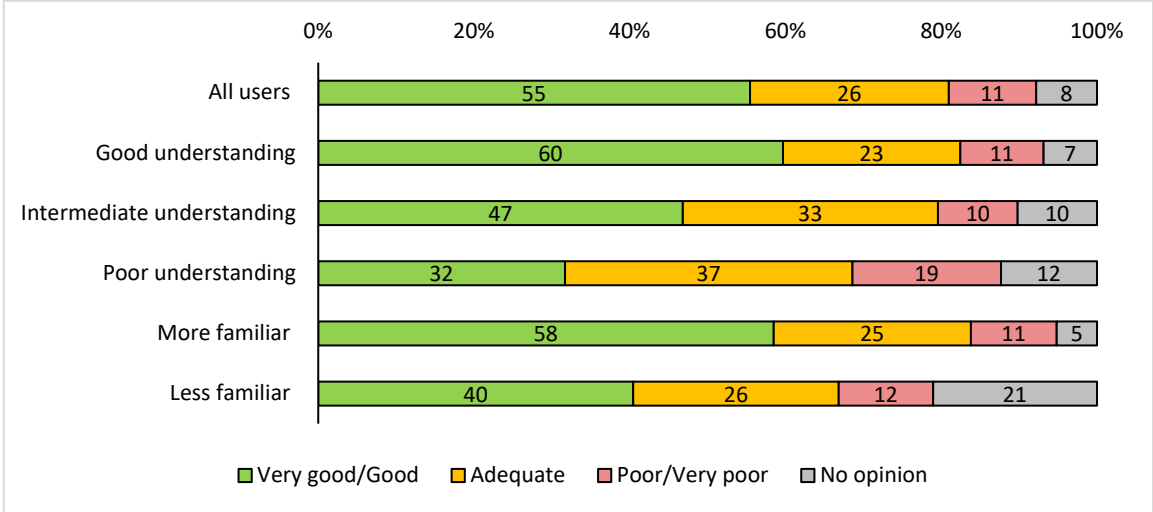


Source: Eurostat 2024 user satisfaction survey

As presented in Figure 13 the majority (55%) of the survey participants rated the timeliness of European statistics as ‘Very good’ or ‘Good’, 26% as ‘Adequate’, and 11% as ‘Poor’ or ‘Very poor’. 8% did not express an opinion.

By statistical domain, ‘Economy and finance’ ranks highest as regards timeliness (63% ‘Very good’ and ‘Good’ answers), followed by ‘Science, technology and innovation’ and ‘International trade statistics’ (57% and 56% respectively). ‘Digital economy and society’ ranked lowest with 47%.

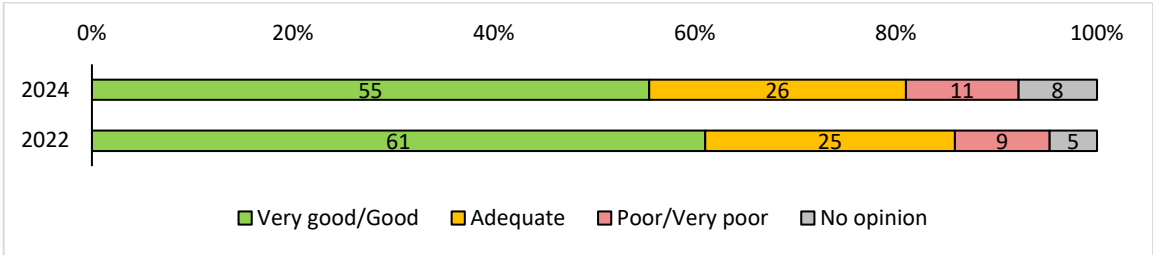
**Figure 14: Assessment of timeliness by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 14 shows that users who were more familiar with Eurostat products and services and had a better understanding of statistics rated the timeliness more positively than those who were less familiar and have a poorer understanding.

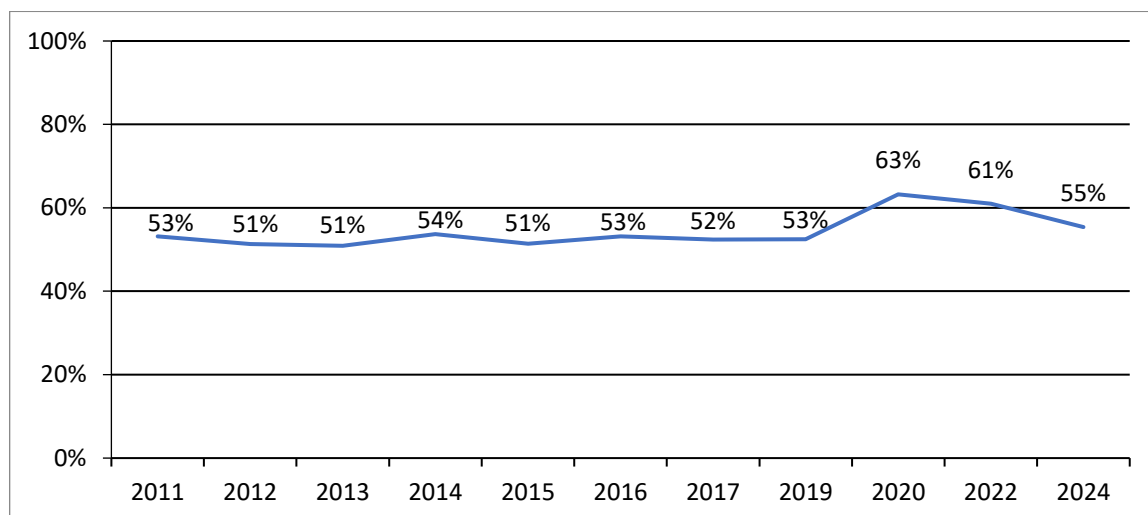
**Figure 15: Assessment of timeliness 2022-2024, in %**



Source: Eurostat 2022 and 2024 user satisfaction surveys

As shown in Figure 15, the percentage of ‘Very good/good’ replies regarding the overall assessment of timeliness has decreased by 6 percentage points compared to 2022. On the other hand, the percentage of ‘No opinion’ replies rose by 3 percentage points.

**Figure 16: Assessment of timeliness of European statistics 2011-2024, in %**



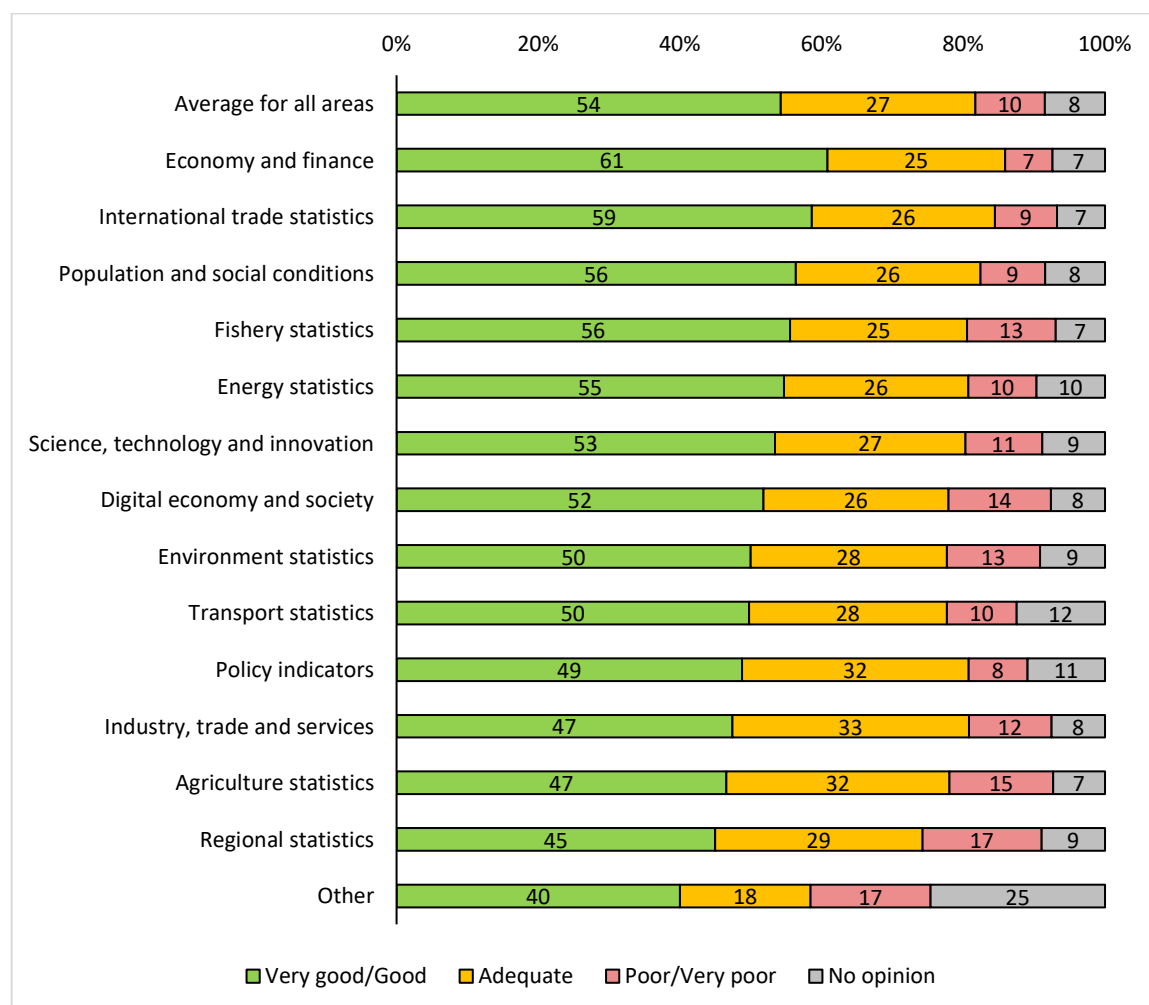
Source: Eurostat user satisfaction surveys 2011-2024

As presented in Figure 16, the share of respondents who assessed timeliness as ‘Very good’ or ‘Good’ is below the all-time peak reached in 2020, but is higher than in the years 2011-2019.

## **9. COMPLETENESS**

For the purposes of the survey, completeness is described as the amount of data available in a statistical system compared to the amount the user would expect to find.

**Figure 17: Assessment of completeness of European statistics per statistical area, in %**



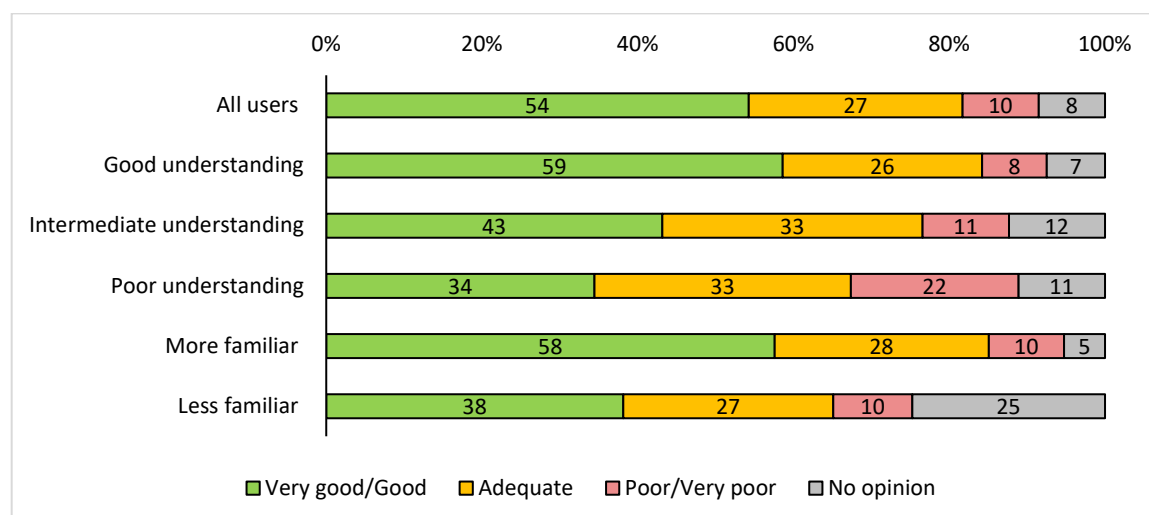
Source: Eurostat 2024 user satisfaction survey

On average for all areas, 54% of survey participants rated data completeness as ‘Very good’ or ‘Good’ and 27% as ‘Adequate’, whereas 10% of the participants rated it as ‘Poor’ or ‘Very poor’. 8% of survey participants chose the option ‘No opinion’. These findings are very similar to those for the assessment of timeliness.

The domain rated best for data completeness is ‘Economy and finance’ (61% ‘Very good’ or ‘Good’ replies), followed by ‘International trade statistics’ (59%) and ‘Population and social conditions’ (56%). The ranking order for the three first domains was the same as in 2022, although the individual rating was slightly more positive in 2022.



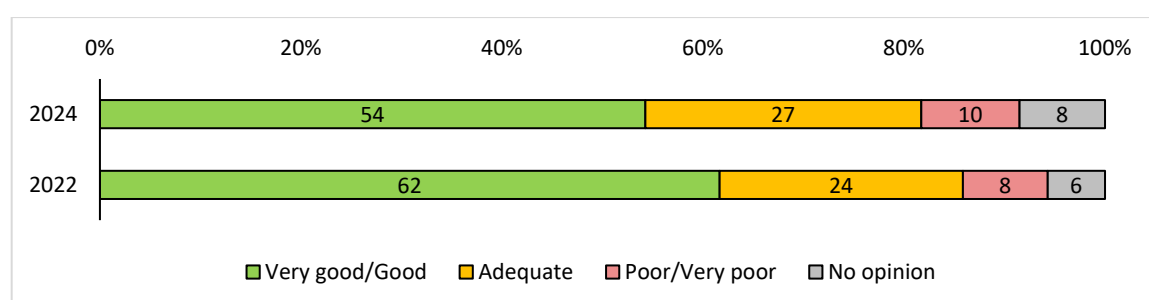
**Figure 18: Assessment of completeness by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 18 illustrates that users who were more familiar with Eurostat products and who had a better understanding of statistics assessed the completeness of the statistics provided by Eurostat more positively.

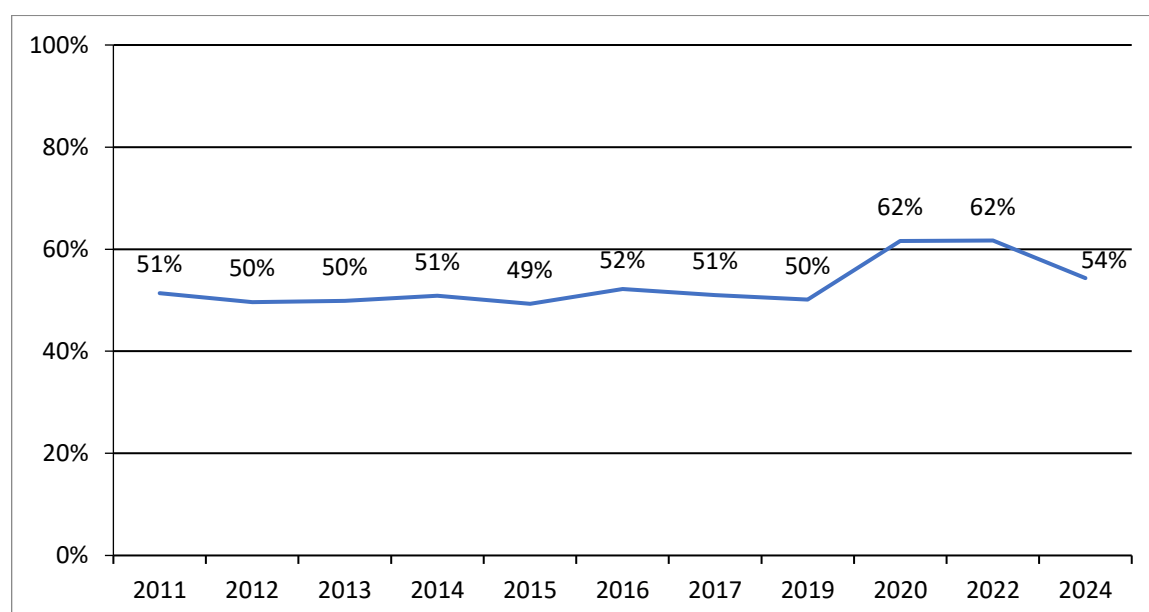
**Figure 19: Assessment of completeness 2022-2024, in %**



Source: Eurostat 2022 and 2024 user satisfaction surveys

As shown in Figure 19, the percentage of ‘Very good/good’ replies regarding the overall assessment of completeness decreased by 8 percentage points compared to 2022. On the other hand, the percentage of ‘No opinion’ replies rose by 2 percentage points.

**Figure 20: Assessment of completeness of European statistics 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

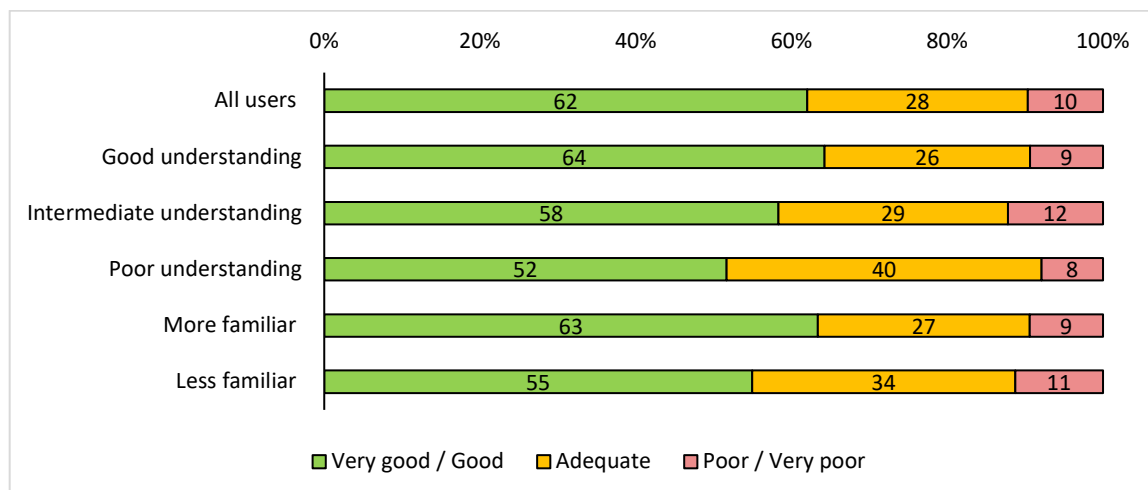
Figure 20 shows that the share of respondents who assessed data completeness as ‘Very good’ or ‘Good’ declined slightly from the all-time peak reached in 2020 and maintained in 2022 but is still higher than in the years 2011-2019.

## **10. STATISTICS ON EQUALITY AND DISCRIMINATION**

In the 2022 survey, respondents were asked for the first time how they rate the coverage of European statistics on equality and discrimination. The same question with the same wording was asked in the Eurostat 2024 user satisfaction survey.

In the 2024 survey, 46% of respondents chose to not express an opinion, which is a slight rise from the 43% who did so in 2022. Satisfaction levels of more proficient users were higher than for less proficient users.

**Figure 21: Assessment of the coverage of European statistics on equality and discrimination, in %**



Source: Eurostat 2024 user satisfaction survey

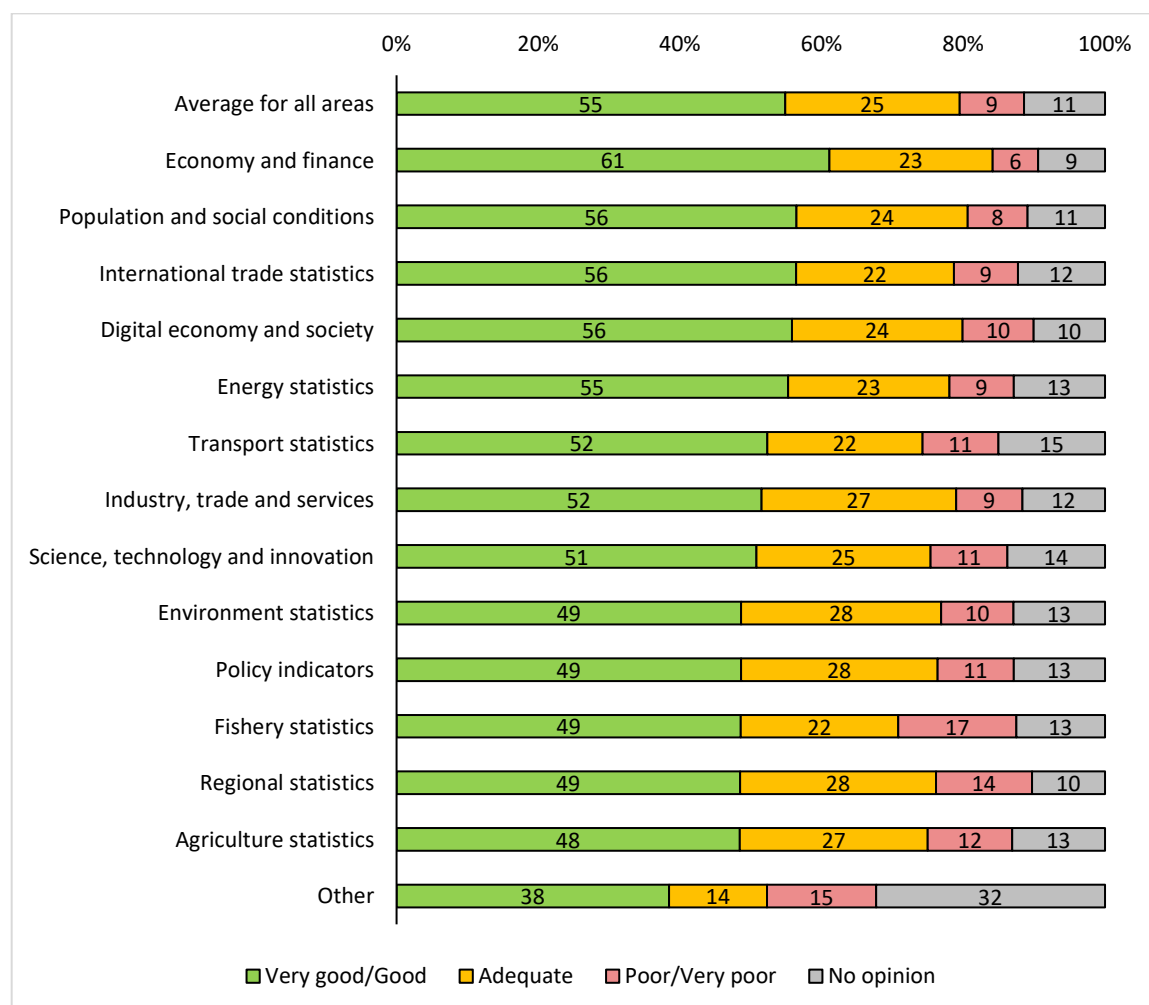
Whereas some respondents' comments reflect their lack of familiarity with and/or interest in this topic, other users see the need for more extensive coverage of this topic, calling for statistics on specific demographics or ethnicities, more detailed breakdowns, better searchability and accessibility.

## 11. COMPARABILITY

Comparability is the extent to which differences between statistics from different geographical areas, non-geographical domains, or over time, can be attributed to differences between the true values of the statistics.

To help survey participants better understand different aspects of comparability, the following aspects were mentioned in the explanatory introduction of the question: 'Are the figures comparable over time in terms of concepts, definitions, and methods?'; 'Are the figures comparable between different countries and regions?'; 'Where definitions change over time, are you given back-data on the new basis to facilitate comparison?'

**Figure 22: Assessment of comparability of European statistics per statistical area, in %**

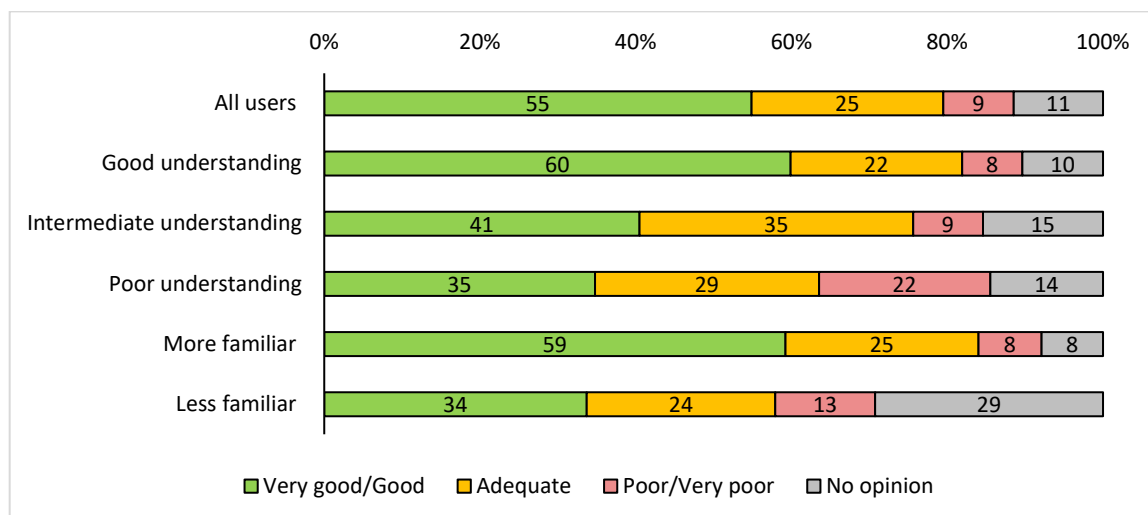


Source: Eurostat 2024 user satisfaction survey

Figure 22 shows that on average for all areas, 55% of survey participants rated data comparability as ‘Very good’ or ‘Good’ and 25% as ‘Adequate’, whereas 9% of the participants rated it as ‘Poor’ or ‘Very poor’. 11% of survey participants chose the option ‘No opinion’. These percentages are very similar to those for the assessment of timeliness and completeness.

The three domains rated best for data comparability are ‘Economy and finance’ (61% ‘Very good’ or ‘Good’ replies) and ‘Population and social conditions’ and ‘International trade statistics’ (56% both). ‘Population and social conditions’ received slightly more ‘Adequate’ replies than ‘International trade statistics’. The three domains ranked first are the same as in 2022, although the rating was slightly more positive in the survey two years ago.

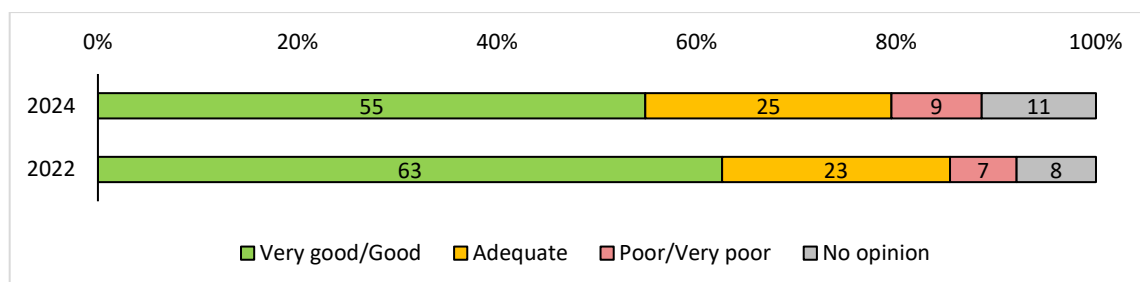
**Figure 23: Assessment of comparability by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 23 shows that users who were more familiar with Eurostat products and who had a better understanding of statistics assessed more positively the comparability of statistics provided by Eurostat.

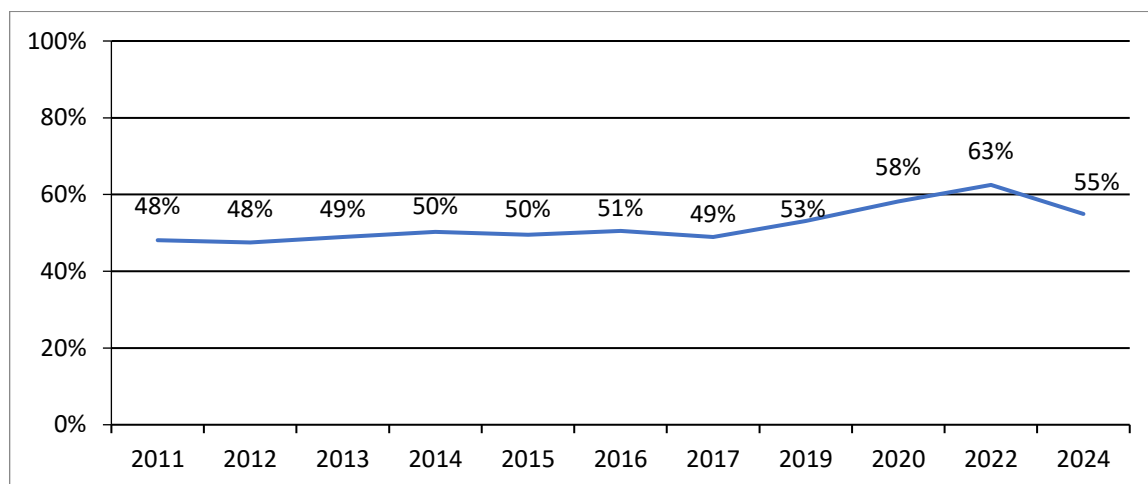
**Figure 24: Assessment of comparability 2022-2024, in %**



Source: Eurostat 2022 and 2024 user satisfaction surveys

As shown in Figure 24, the percentage of ‘Very good/good’ replies regarding the overall assessment of comparability has decreased by 8 percentage points compared to 2022. On the other hand, the percentage of ‘No opinion’ replies has risen by 3 percentage points.

**Figure 25: Assessment of comparability of European statistics 2011-2024, in %**

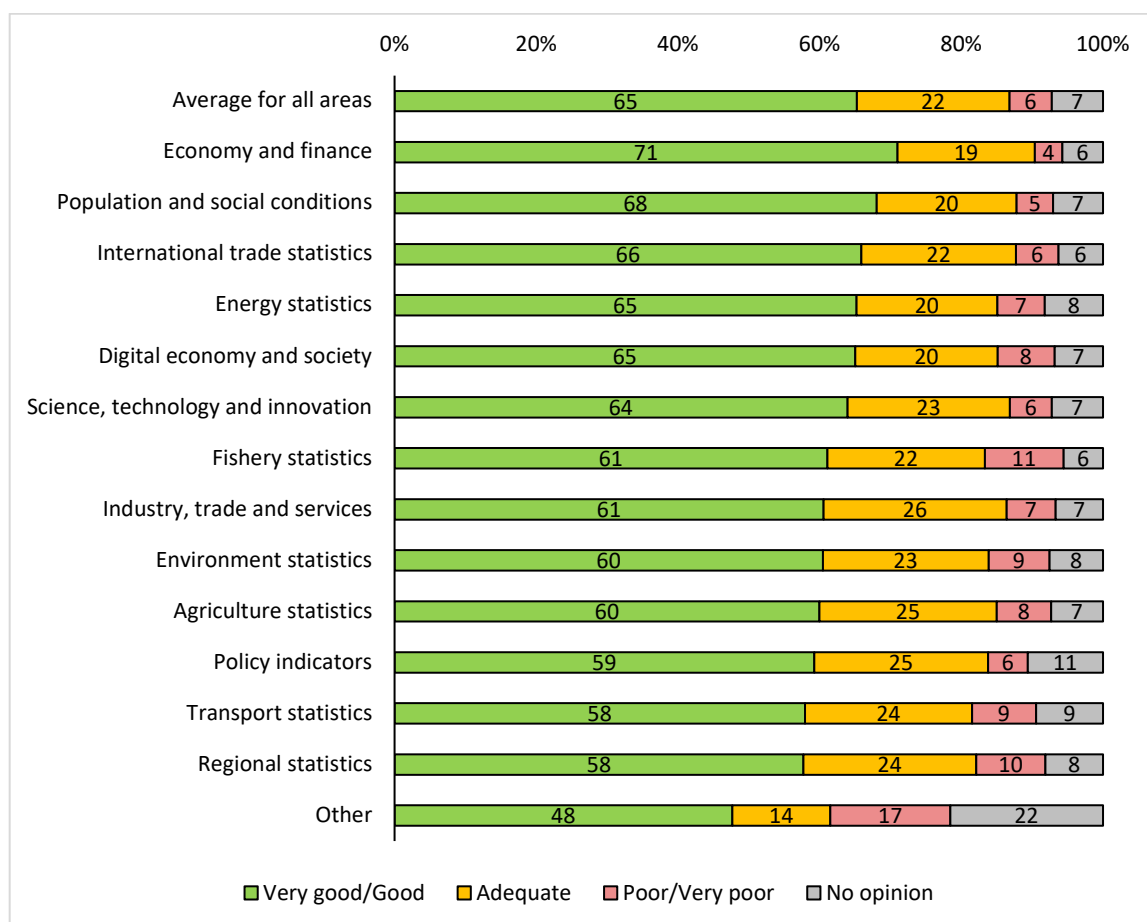


Source: Eurostat user satisfaction surveys 2011-2024

Figure 25 shows the trend for respondents' assessment of data comparability. After a constant rise of the share of 'Very good/good' assessments, from 2017 to 2022, there has been a decline to a level below that of 2020, but above the rating achieved in the surveys between 2011 and 2019.

## 12. OVERALL QUALITY OF EUROPEAN STATISTICS

**Figure 26: Assessment of overall quality per statistical area, in %**

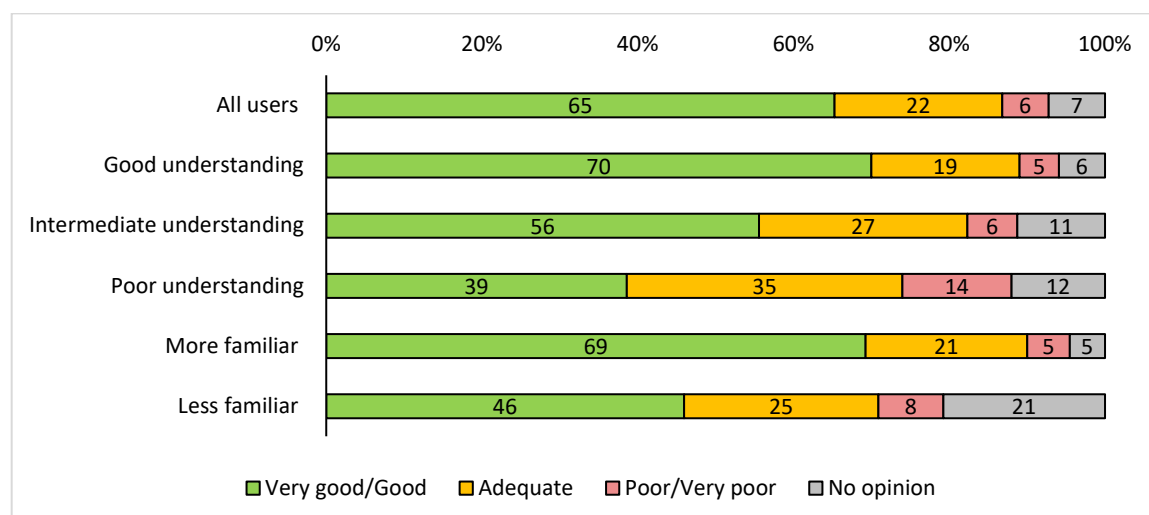


Source: Eurostat 2024 user satisfaction survey

Figure 26 shows that on average for all areas, 65% of survey participants rated the overall quality of data as ‘Very good’ or ‘Good’, and 22% as ‘Adequate’, whereas 6% of the participants rated it as ‘Poor’ or ‘Very poor’. 7% of survey participants chose the option ‘No opinion’.

Also in this regard, the three domains rated highest are ‘Economy and finance’ (71% ‘Very good’ or ‘Good’ replies), ‘Population and social conditions’ (68%), and ‘International trade statistics’ (66%). The three domains ranked first are the same as in 2022, although their rating was slightly more positive in 2022.

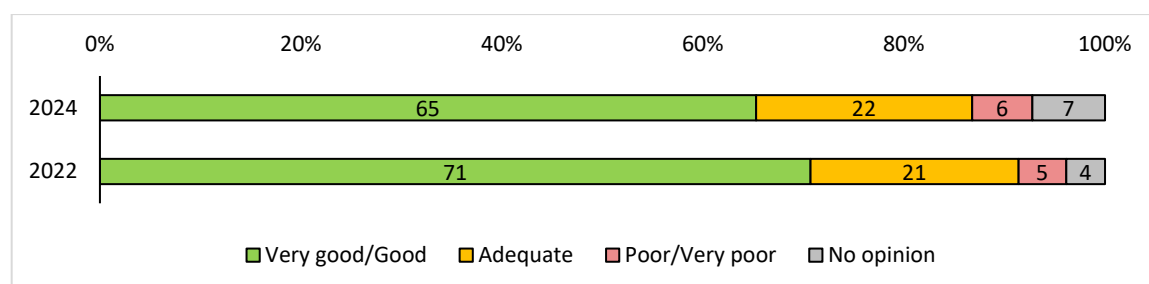
**Figure 27: Assessment of quality of European statistics by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 27 shows that users who were more familiar with Eurostat products and who had a better understanding of statistics assessed more positively the quality of the statistics provided by Eurostat.

**Figure 28: Assessment of overall data quality 2022-2024, in %**

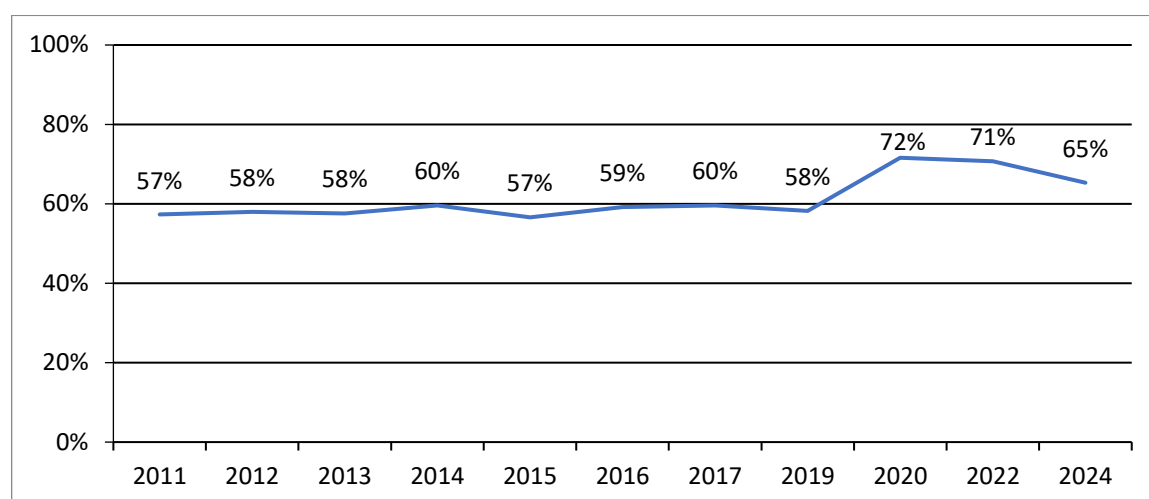


Source: Eurostat 2022 and 2024 user satisfaction surveys

As shown in Figure 28, the percentage of 'Very good/good' replies regarding the assessment of the overall quality of European statistics decreased by 6 percentage points compared to 2022. On the other hand, the share of 'No opinion' replies increased by 3 percentage points.



**Figure 29: Assessment of quality of European statistics 2011-2024, in %**

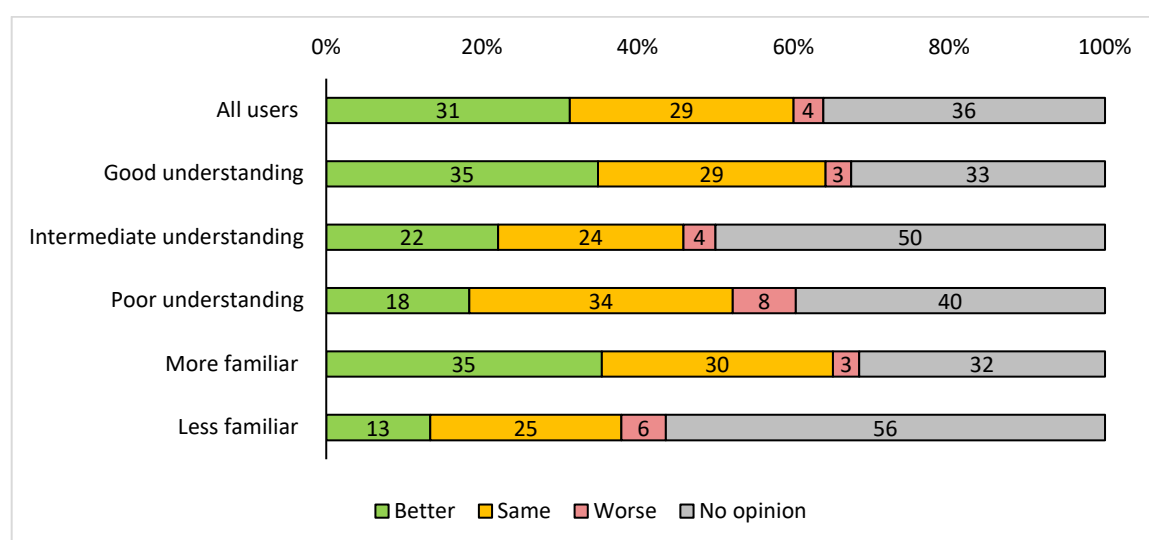


Source: Eurostat user satisfaction surveys 2011-2024

Figure 29 shows that despite the drop in 2024 of respondents' positive assessments of overall data quality compared to 2020 and 2022, the level of satisfaction is still markedly higher than in 2019 and earlier.

As in previous years, users were asked to express their opinion on the quality of European statistics compared to those published by other renowned international organisations.

**Figure 30: Comparison with other statistical data producers by user type, in %**



Source: Eurostat 2024 user satisfaction survey

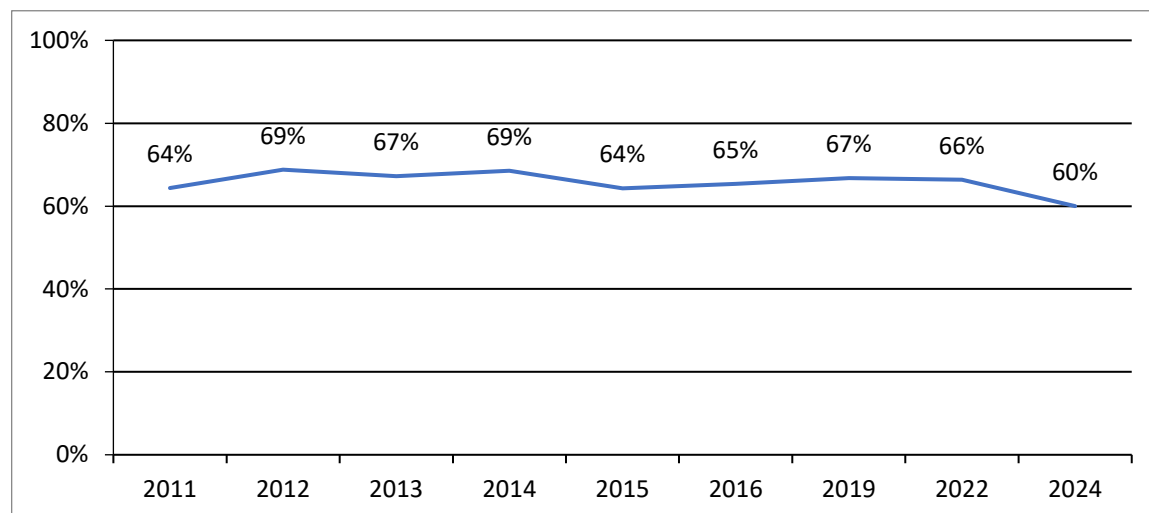
Figure 30 shows that most respondents (60%) assessed the quality of European statistics as better or the same as the statistics published by other renowned international public data producers (IMF, OECD, UNECE, World Bank, FAO), whereas only 4% considered them to be worse.

Here, as well as in the replies relating to the quality dimensions (timeliness, completeness, comparability) and the overall quality, it can be noted that users who were more familiar

with Eurostat data and who had a better understanding of statistics viewed their quality more positively.

A large part of the respondents chose not to express an opinion (36% of all respondents, which is higher than the 30% of respondents who chose this option in 2022).

**Figure 31: Comparison with other statistical data producers 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 31 shows that the share of positive ‘Better’ and ‘Same’ replies regarding the comparison to other data producers has dropped by 6% between 2022 and 2024. This corresponds to the rise in ‘No opinion’ replies between 2022 and 2024.

Respondents’ comments regarding the quality of European statistics contain concerns about difficulties in finding specific data or information; about the disruption of some data series; the discontinuing of the RAMON server; and about technical problems e.g. perceived slowness of the website, difficulties with bulk downloading. Some respondents also expressed dissatisfaction with changes to the website structure and functionalities. Respondents called for data to be broken down in more detail and for (more) data on specific topics. Some complain about ‘frequent changes in the methodology of time series, data alteration, and the change in methodology’. Many users mentioned that they would like to see timeliness and completeness of data improved, but that they understand that Eurostat data production depends on data delivery by the countries involved.

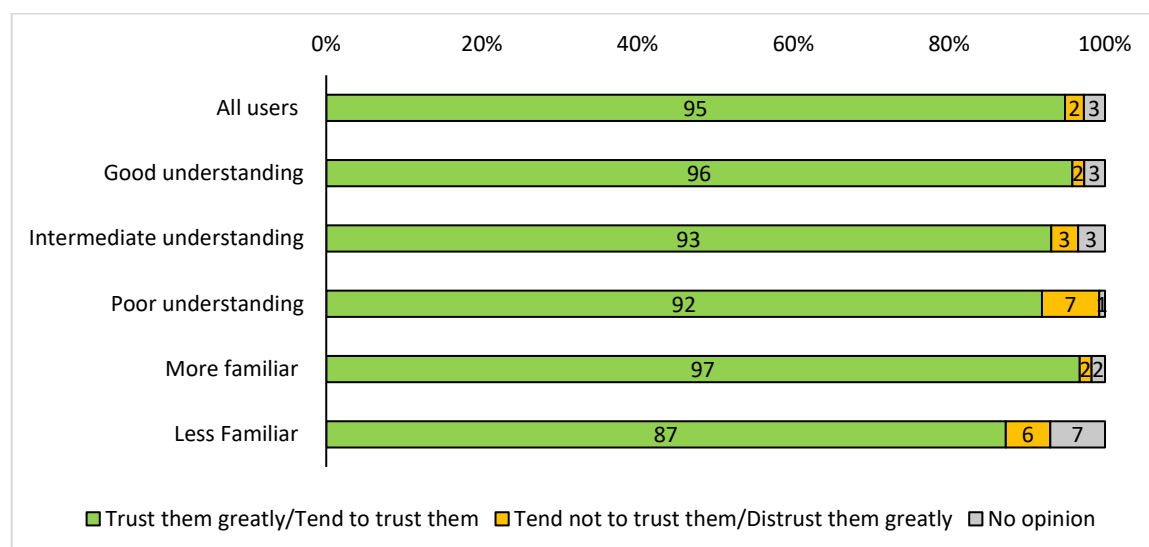
Regarding the comparison of European statistics with the products of other international statistics producers, respondents expressed appreciation for the European Statistical System and the collaboration between the countries involved that leads to high-quality harmonised data sets.

### 13. TRUST IN EUROPEAN STATISTICS

As in the previous surveys, respondents were asked how much they trusted European statistics. Although reasons that could lead to diminishing trust in European statistics that

were mentioned already in previous reports (fake news, disinformation campaigns, political polarisation, crises in many areas) exist also today, trust in European statistics among their users remains at the same, very high level.

**Figure 32: Trust in European statistics by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 32 shows that an overwhelming majority of 95% of respondents ‘Trust greatly/Tend to trust’ European statistics, with 2% saying they did not trust them and 3% not expressing any opinion. This is comparable to results in 2022.

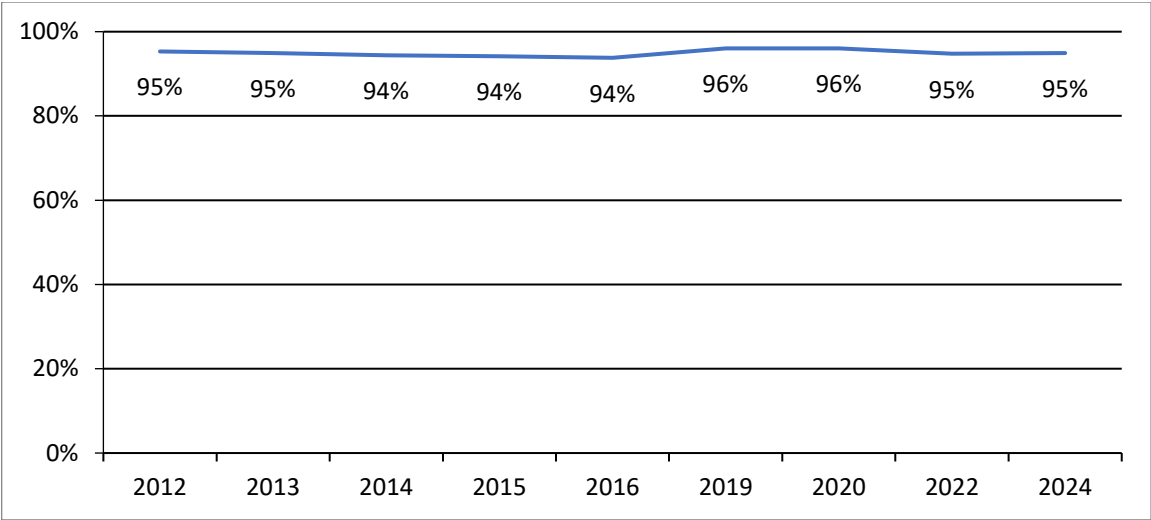
The 2024 survey shows clear differences between the newly defined user types. In particular, those with ‘Poor understanding’ and those that are ‘Less familiar’ have a markedly higher percentage of ‘Tend not to trust them/Distrust them greatly’ replies (7% and 6% respectively instead of 2% or 3%). In the group that is less familiar with European statistics, the share of ‘No opinion’ replies is markedly higher than in the other groups (7% instead of 1%, 2% or 3%).

Many comments offer explanations as to why respondents trust European statistics. The following comment is a prime example: ‘Eurostat data is always presented with associated metadata and background information. This is a very good practice and the main reason why I have great confidence in the products. The data itself might not always be 100% complete, timely, comparable etc., but as long as the metadata and background information is there, you know what to expect and to what extent the data is useful for your particular purpose.’

A few respondents referred to the quality of the source data collected or aggregated by Eurostat, often mentioning that they have only limited trust in the quality of data submitted to Eurostat, and sometimes explicitly calling for some form of verification of these data. Some respondents explained what measures would increase their trust in European statistics. Among the proposed measures were data availability on a more granular level, more complete and timely data, enhanced access to microdata, continuation of series over

a long time, providing a dedicated email address for comments and questions about data, and offering interactive sessions explaining data.

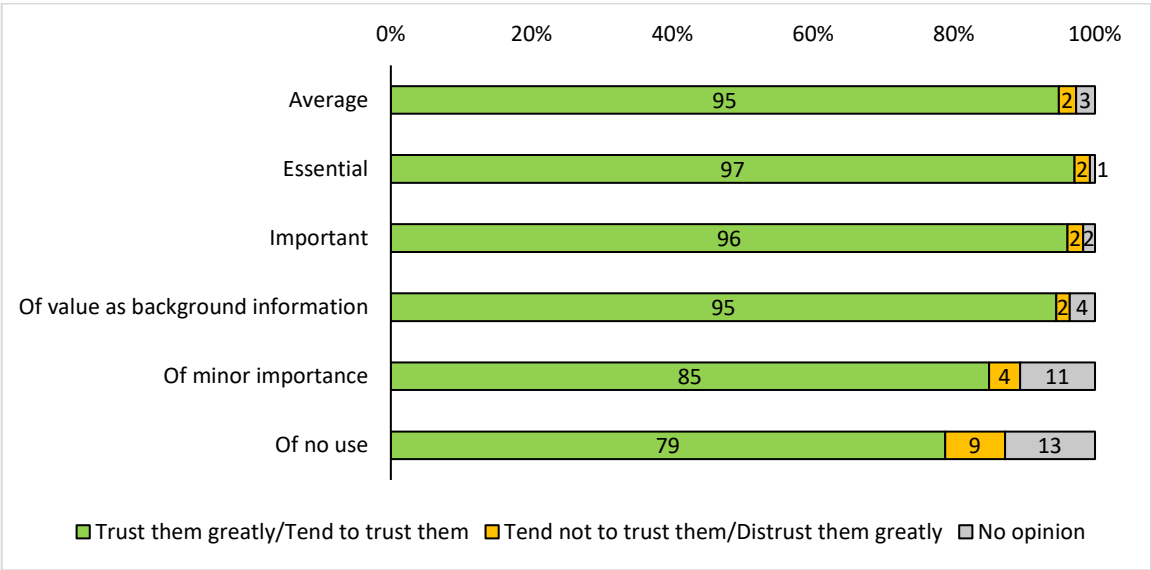
**Figure 33: Trust in European statistics 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 33 shows that for more than a decade now 94-96% of users in each survey have expressed trust in European statistics.

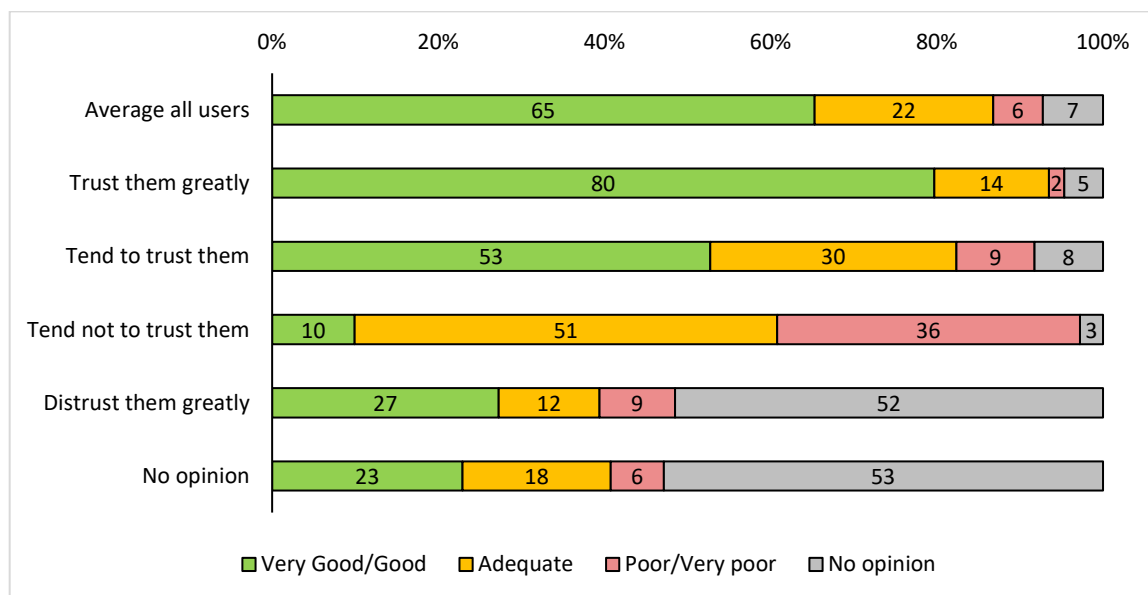
**Figure 34: Trust in European statistics by importance, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 34 shows the relation between the trust respondents have in European statistics and the importance of these statistics to the respondents. As in 2022, there is a visible correlation between trust and importance – the more important European statistics are for users, the more they tend to trust them, or vice versa – the more users trust European statistics, the more important these statistics are for them. On the other hand, respondents who declare that European statistics are of minor importance or of no use for them express less trust in them and refrain more often from expressing an opinion.

**Figure 35: Assessment of quality of European statistics by trust, in %**



Source: Eurostat 2024 user satisfaction survey

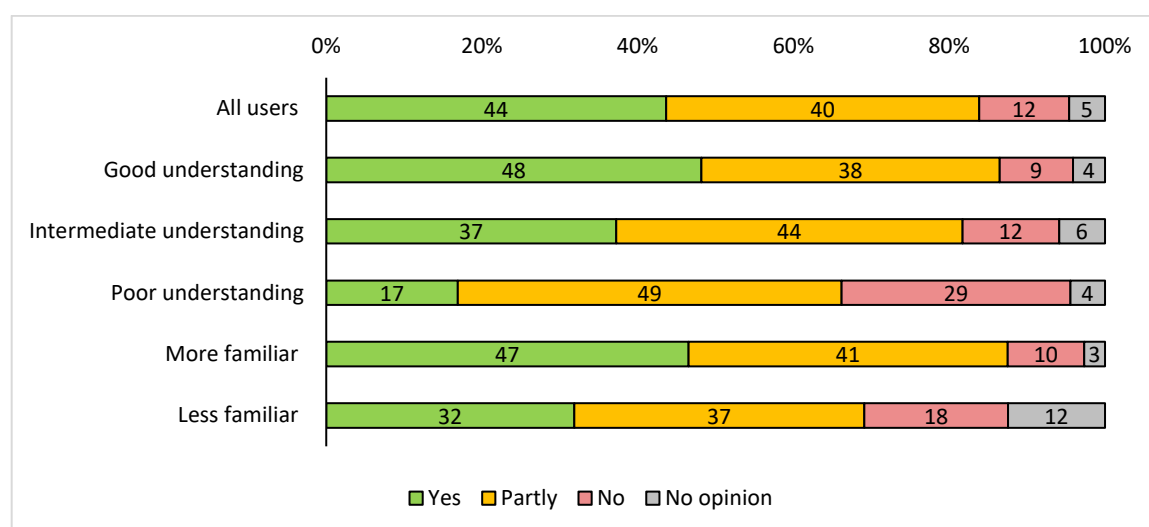
Figure 35 shows how trust in European statistics correlates to the assessment of their quality. Broadly speaking, the higher the trust in European statistics, the more positive the assessment of their quality. Only a small share of the respondents who tend not to trust European statistics, distrust them or chose not to express an opinion in this regard (5% of all respondents; see Figure 32) assessed European statistics positively (between 10-27%).

## HOW DO USERS ASSESS THE QUALITY OF EUROSTAT PRODUCTS?

### 14. DATA FINDABILITY, TECHNICAL AND GENERAL ASPECTS OF THE WEBSITE

For users of European statistics, the quality of the tools Eurostat provides to make data accessible and understandable is almost as important as the quality of the data itself. Therefore, the survey contained several questions regarding technical aspects of Eurostat's website as well as the quality and user friendliness of Eurostat products, micro- and metadata, the release calendar etc.

**Figure 36: Assessment of findability of Eurostat statistics or information, in %**



Source: Eurostat 2024 user satisfaction survey

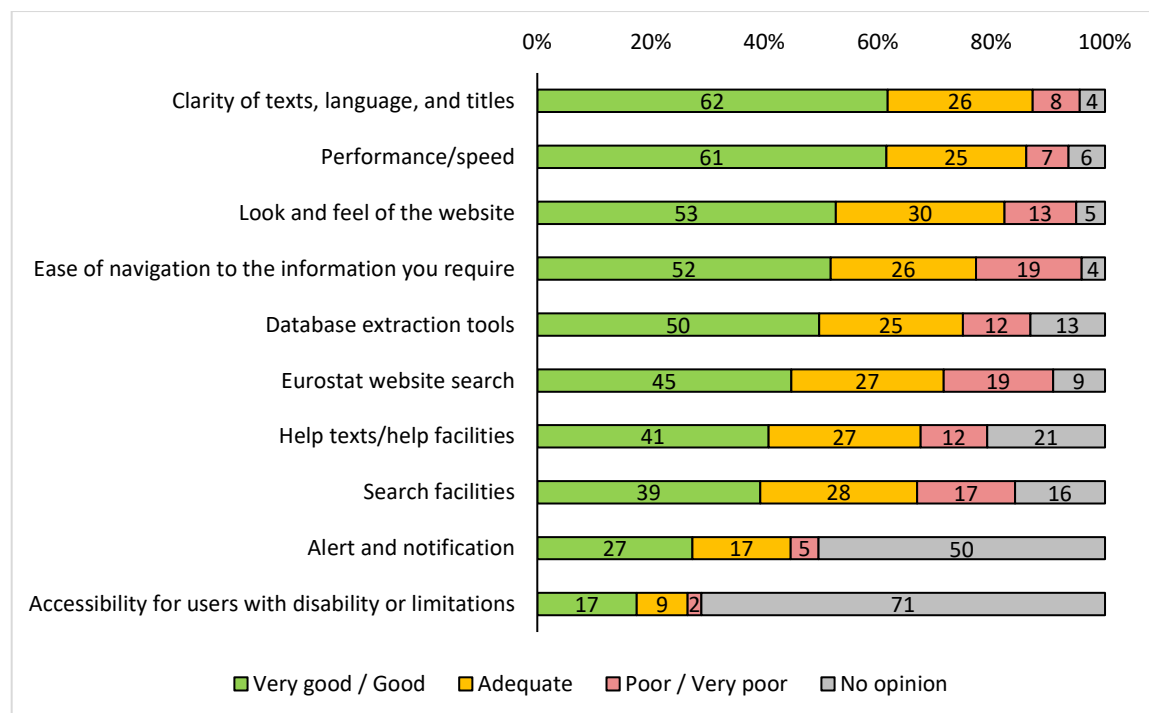
Figure 36 shows the replies to the question ‘Is it easy to find the European statistics or information you need on the Eurostat website?’, which has replaced the phrasing used in 2022: ‘Is it easy to access and to understand the European statistics you need on the Eurostat website?’.

44% of all respondents replied ‘Yes’ to this question in 2024, while 40% chose the reply ‘Partly’, and 12% ‘No’. Users with better understanding and familiarity were more satisfied than those with less competence in this field.

Respondents who replied ‘Partly’ or ‘No’ to this question were invited to leave a comment. Many of these comments referred to general difficulties in users finding what they are looking for or in navigating the website. More specifically, users complained about the need to enter search terms that exactly match the phrasing in the database. Similar search terms sometimes seem to lead to different results. Some users called for the use of AI to facilitate searches, and some complained about difficulties in finding the most recent data in the data category they are looking at. Moreover, some users would like easier access to more detailed levels or specific categories of data. Users mentioned that it was more efficient to use Google or another internet search engine to find something on the Eurostat website than the website’s own search engine. Very often, users mentioned that one needs a lot of experience to be able to search/navigate efficiently on the website. Many users also

mentioned that the difficulties in searching/navigating may be caused (and in some sense offset) by the wealth of data and information the website contains.

**Figure 37: Assessment of technical aspects of the Eurostat website, in %**



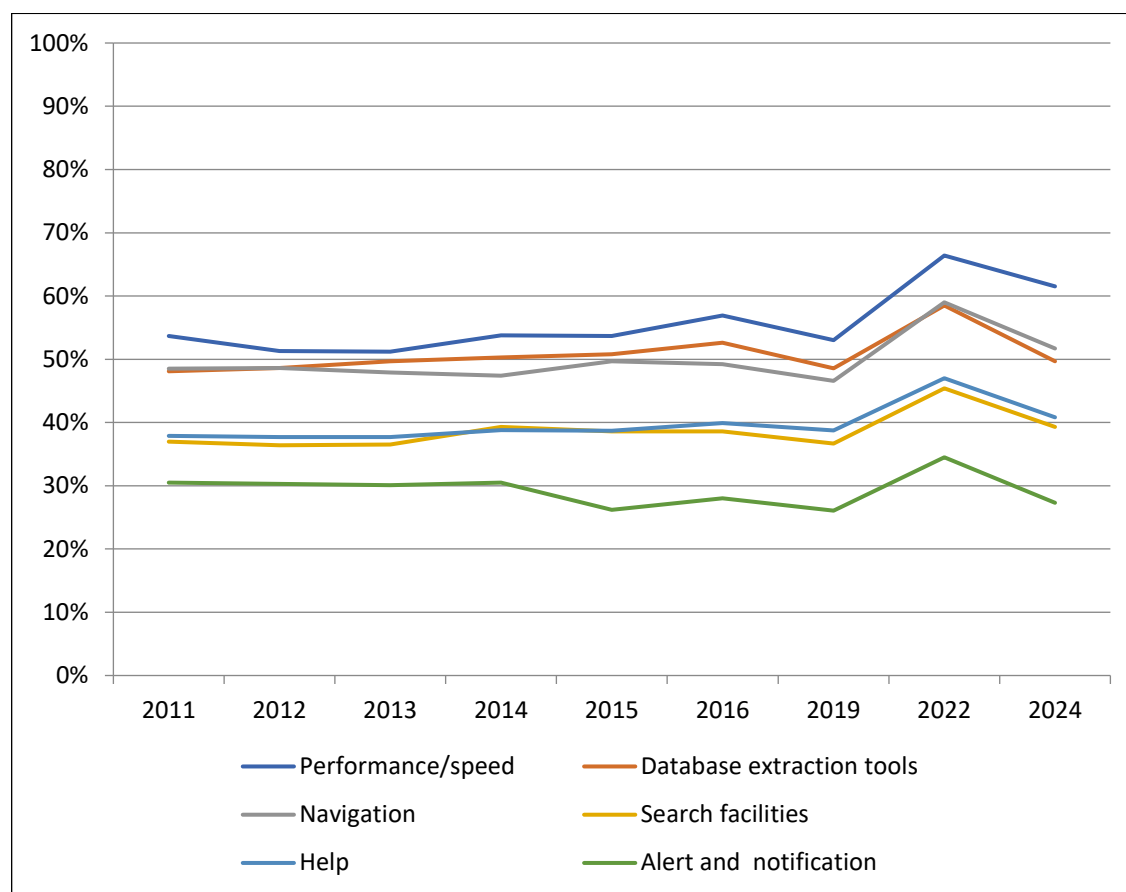
Source: Eurostat 2024 user satisfaction survey

As in previous surveys, respondents were asked to assess the quality of certain technical aspects of the Eurostat website. The results (Figure 37) show an overall drop in satisfaction compared to 2022 that can to a large extent be explained by a corresponding rise in ‘No opinion’ replies. Given that respondents have to use the website rather frequently in order to be able to assess these aspects, this outcome may relate to the fact that among the respondents to the 2024 survey there was a higher percentage of users with low proficiency.

The website aspects ‘Look and feel of the website’, ‘Eurostat website search’, and ‘Accessibility for users with disability or limitations’ were newly introduced with the 2024 survey and can therefore not be compared to previous data.

In addition, in the comments to this question, many respondents were concerned about difficulties in finding what they were looking for. Some explained that they liked the ‘old start page’ or the ‘old version’ of the site better, and a few respondents warned against making changes to the website too frequently.

**Figure 38: Assessment of technical aspects of Eurostat's website 2011-2024, in %**

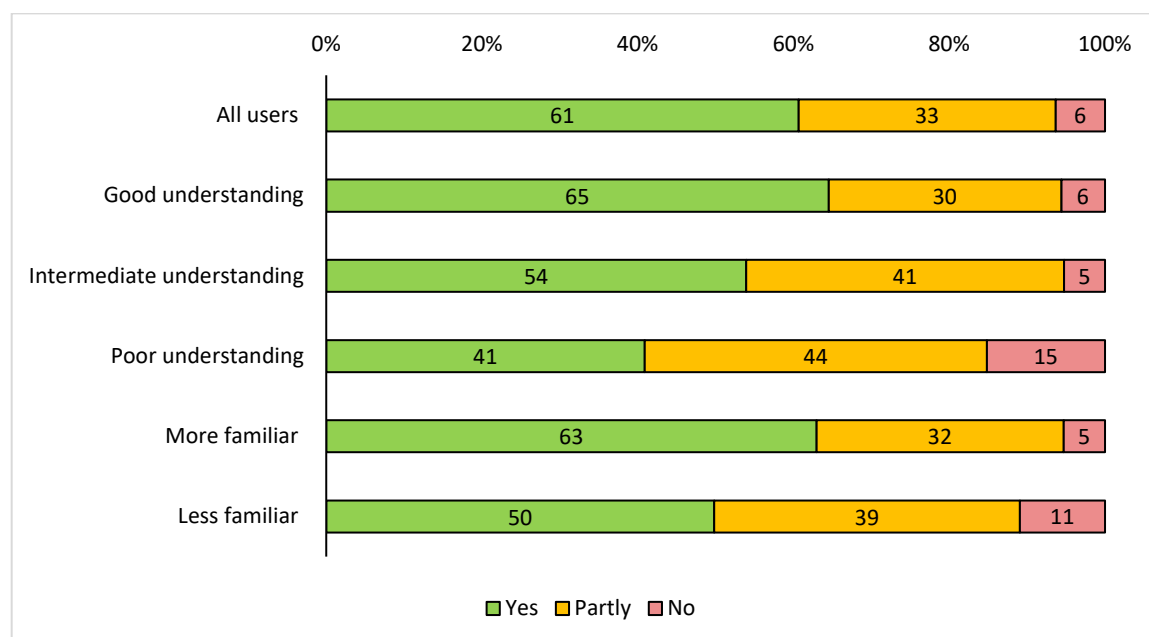


Source: Eurostat user satisfaction surveys 2011-2024

Figure 38 shows that after the peak in 2022 there was a drop in respondents' assessment of the technical aspects of Eurostat's website. Still, the share of positive assessments remains higher for all aspects than in the years 2011-2019.



**Figure 39: User satisfaction with Eurostat website, in %**



Source: Eurostat 2024 user satisfaction survey

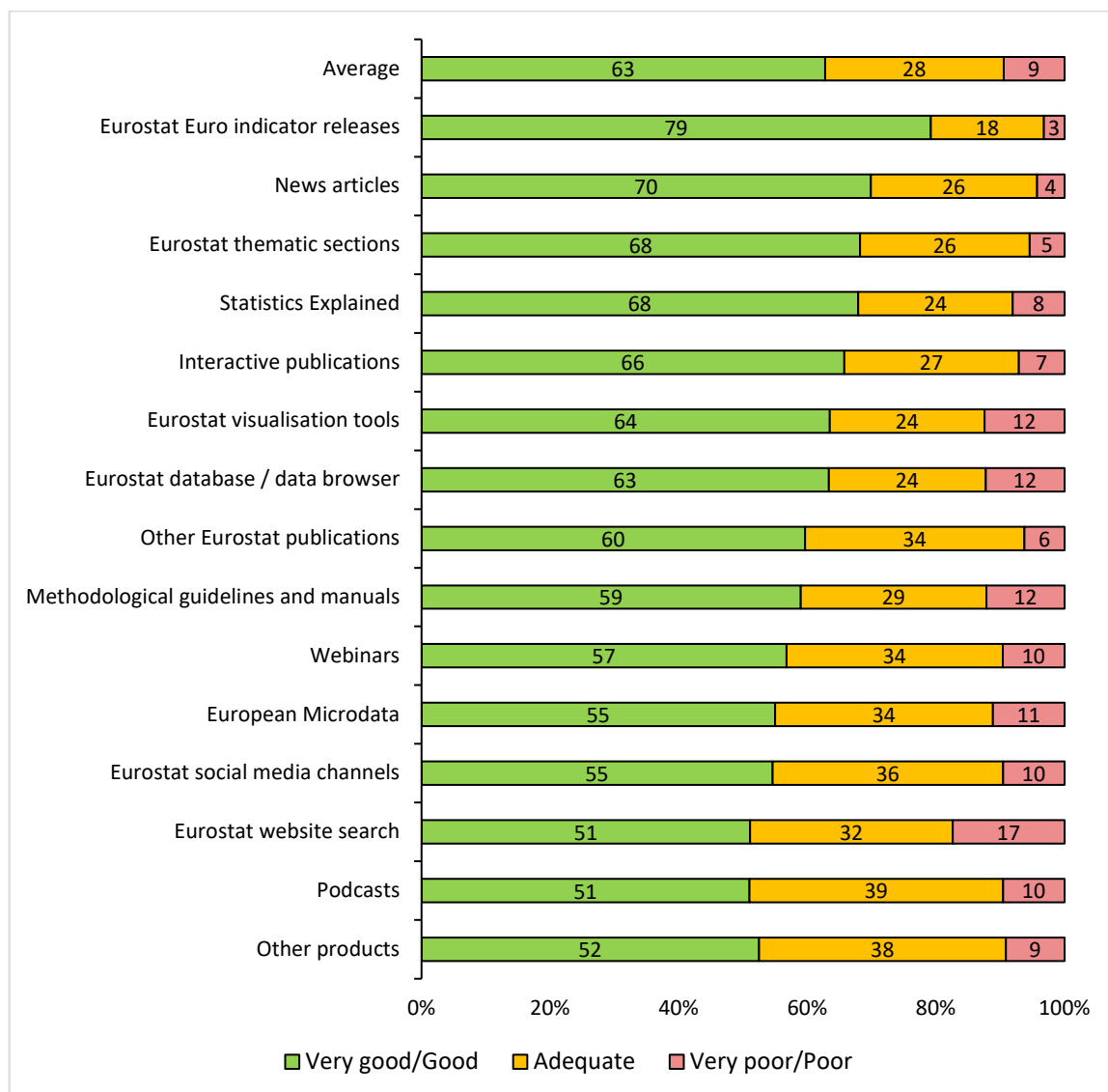
Figure 39 shows overall satisfaction with the Eurostat website by user type of respondents who expressed their opinion. Compared to previous results, the percentage of respondents satisfied with the website has slightly dropped by 2 percentage points compared to 2022 but is higher by 3 percentage points compared to 2019. The percentage of those partly satisfied has risen by 2 percentage points compared to 2022 but fallen by 2 percentage points compared to 2019. Here again, the more users understand statistics and the more they are familiar with them, the more satisfied they are with what Eurostat has to offer.

The ‘Comments’ field appeared only if respondents had replied ‘Partly’ or ‘No’ to the question on satisfaction with the Eurostat website. Around one third of the 174 comments refer to general difficulties when using the website (“not intuitive” being probably the phrase used most often in these comments). Respondents mentioned problems in finding data on the website, sometimes with more specific explanations as compared to what was expressed in the comments on the findability of statistics. Other, less frequently mentioned, issues are the request for an improved and more modern presentation, the request for information in additional languages and some criticism of the data formats offered on the website.

## 15. OVERALL QUALITY OF EUROSTAT PRODUCTS

Respondents were asked to assess the quality of the Eurostat products that they use. Compared to 2022, the list of products was slightly changed and extended. As the ‘What’s New’ articles’ had changed their name to ‘News article’, this was reflected in the list, the option ‘Eurostat database’ was extended to include ‘Eurostat database/data browser’, and the options ‘Eurostat thematic sections’, ‘Eurostat website search’, ‘Methodological guidelines and manuals’, ‘Podcasts’ and ‘Webinars’ were added.

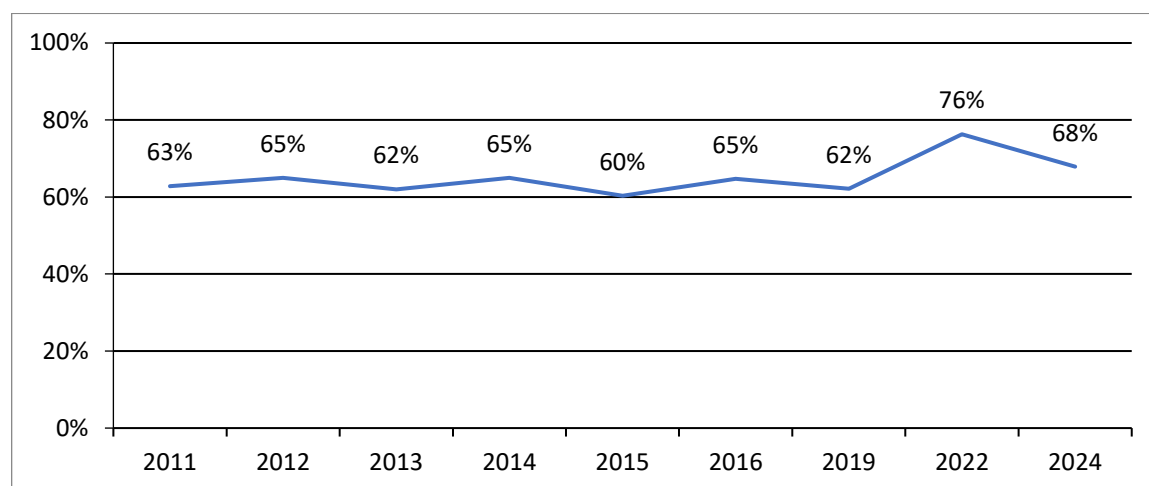
**Figure 40: Assessment of quality of Eurostat products, in %**



Source: Eurostat 2024 user satisfaction survey

Compared to the results of the 2022 survey, there was a decline in the quality rating of Eurostat products, with overall fewer ‘Very good/good’ answers and more ‘Adequate’ and ‘Very poor/Poor’ answers.

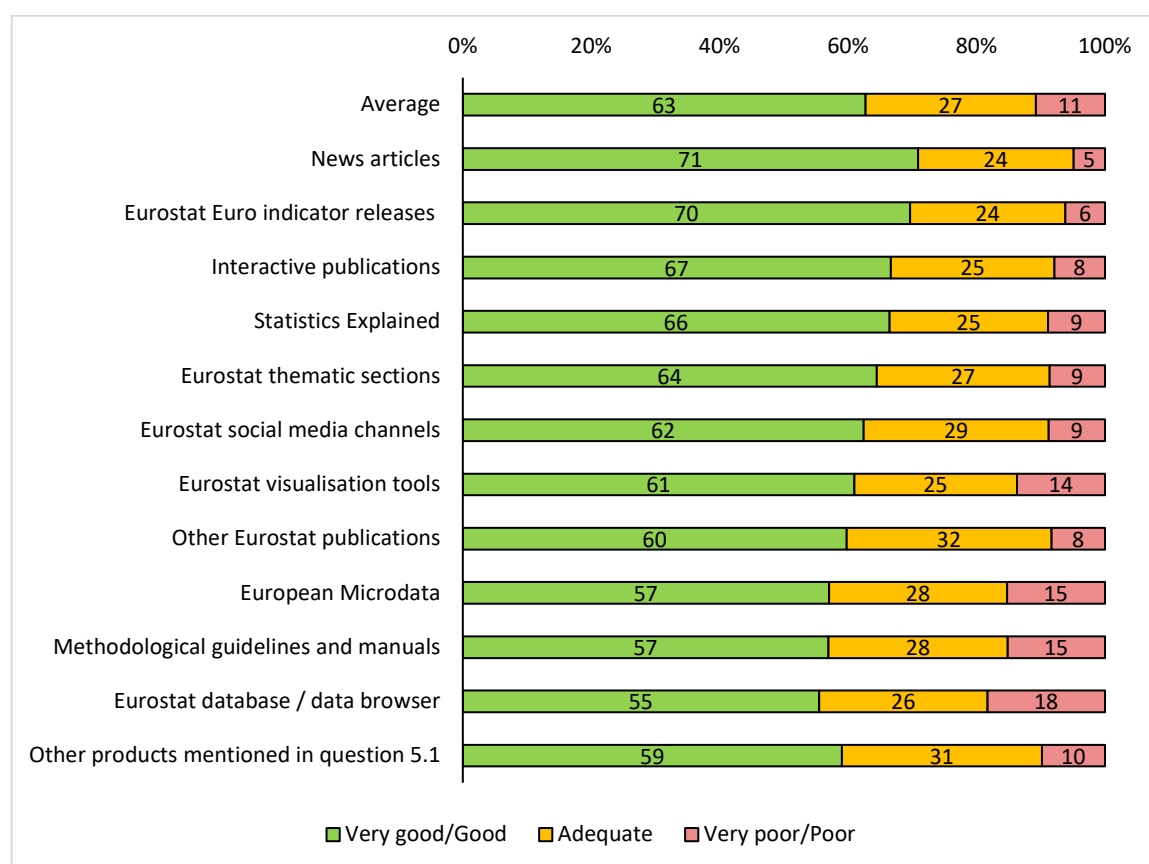
**Figure 41: Assessment of quality of ‘Statistics Explained’ 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Among Eurostat’s products, ‘Statistics Explained’ is the only one that has existed continuously since 2011. Its quality assessment by survey respondents was very stable until 2022, when there was a sharp rise by 14 percentage points. The drop of 8 percentage points in 2024 as compared to 2022 still results in a percentage that is markedly higher than the results obtained during the period 2011-2019.

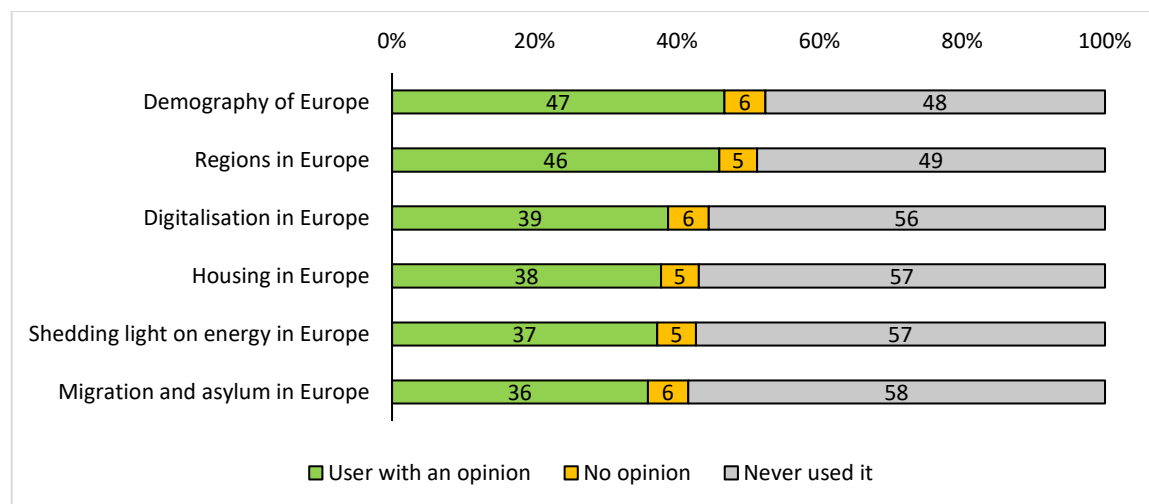
**Figure 42: Assessment of user friendliness of Eurostat products, in %**



Source: Eurostat 2024 user satisfaction survey

The assessment of user friendliness has declined compared to the 2022 survey. The drop in ‘Very good/Good replies’ was between 3 percentage points (‘Interactive publications’, ‘Euro indicator releases’, ‘News articles’) and 10 percentage points (‘Other Eurostat publications’, ‘Eurostat database/data browser’). In 2022, the quality of Eurostat products was rated better than their user friendliness. This difference is less pronounced in the 2024 results, and for ‘Eurostat social media channels’ and ‘Other products’, it is quite the opposite: Respondents pronounced a more positive assessment on user friendliness than they did on quality.

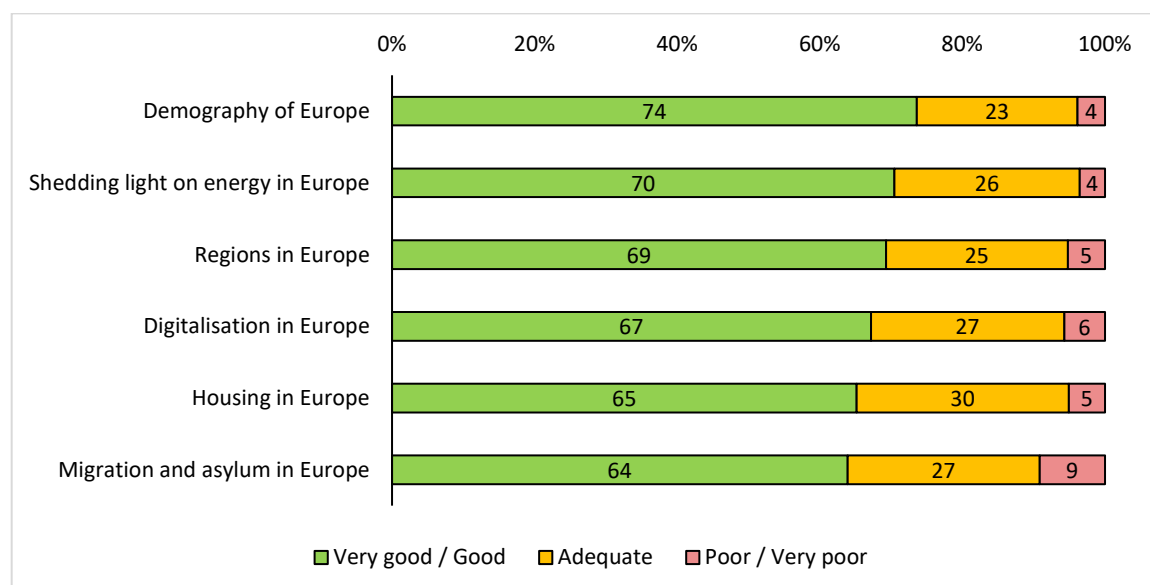
**Figure 43: Users of Eurostat’s interactive publications, in %**



Source: Eurostat 2024 user satisfaction survey

The list of interactive publications, which users were asked to assess in the 2024 survey, differed slightly from the one used in 2022, as ‘Migration and asylum in Europe’ and ‘Digitalisation in Europe’ were added to the list. In 2024, 6-7 percentage points more of the respondents than in 2022 declared that they had never used a specific interactive publication. At the same time, there was a slight decline in the share of users who selected ‘No opinion’, so that the percentage of users who chose to express an opinion on interactive publications in the current survey is lower by 4-5 percentage points compared to the results in 2022.

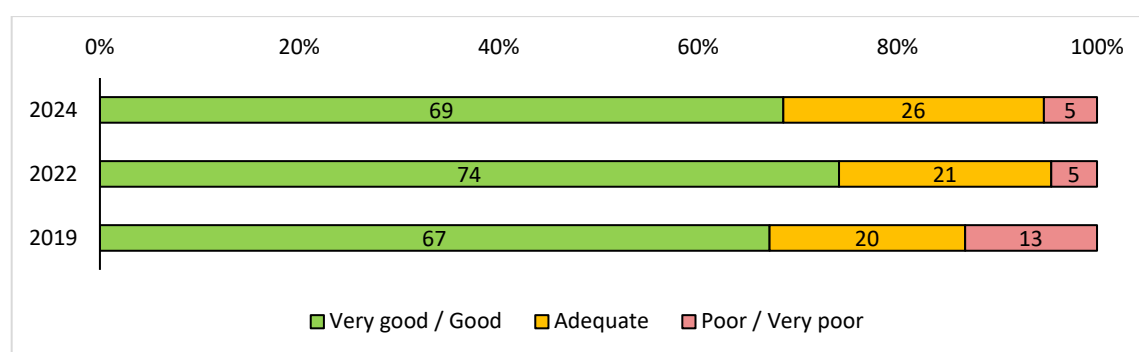
**Figure 44: Assessment of Eurostat's interactive publications, in %**



Source: Eurostat 2024 user satisfaction survey

By far most of the respondents who chose to express an opinion assessed the quality of Eurostat's interactive publications as 'Very good' or 'Good'. Regarding the publications for which a direct comparison to the 2022 results is possible, in most cases the share of 'Very good/Good' replies dropped by a few percentage points in favour of 'Adequate' replies, whereas the percentage of 'Poor/Very poor' replies stayed the same or dropped by 1-2 percentage points.

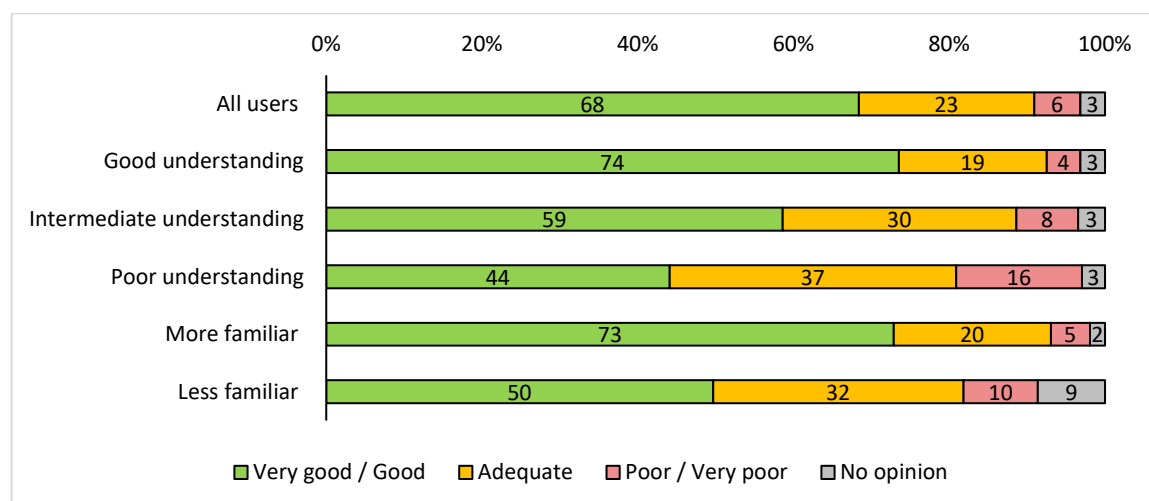
**Figure 45: Assessment of Eurostat's interactive publications 2019-2024, in %**



Source: Eurostat 2019, 2022 and 2024 user satisfaction surveys

Figure 45 shows the user satisfaction with Eurostat's interactive publications in recent years.

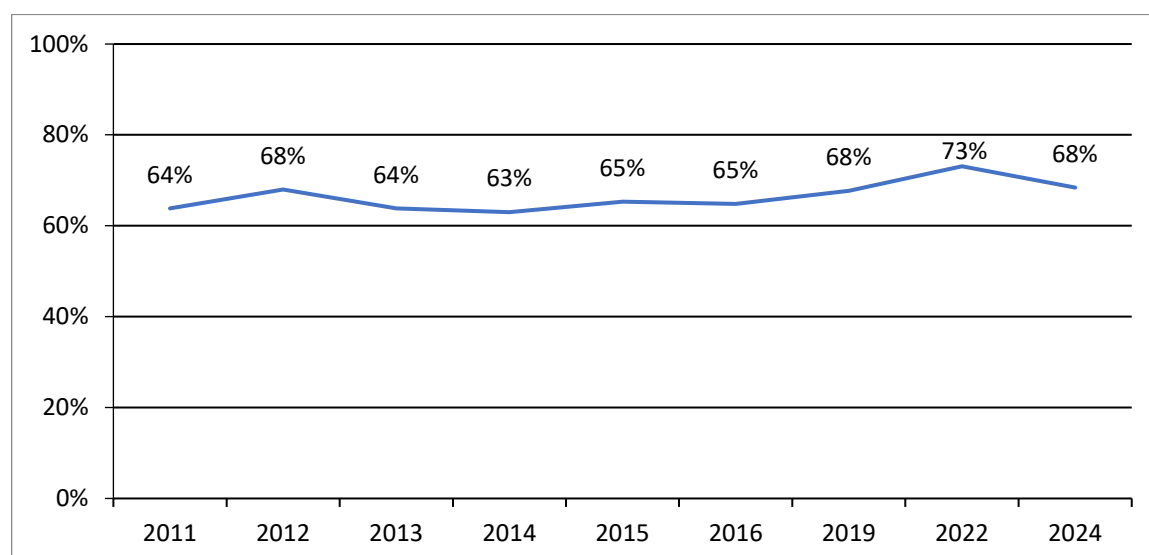
**Figure 46: Assessment of Eurostat website content by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 46 shows respondents' satisfaction with the content of the Eurostat website. The results resemble those in 2022, with a drop of 5 percentage points for the 'Very good/Good' replies and a rise of 3 percentage points for the 'Adequate' replies and of 2 percentage points for the 'Poor/Very poor' replies.

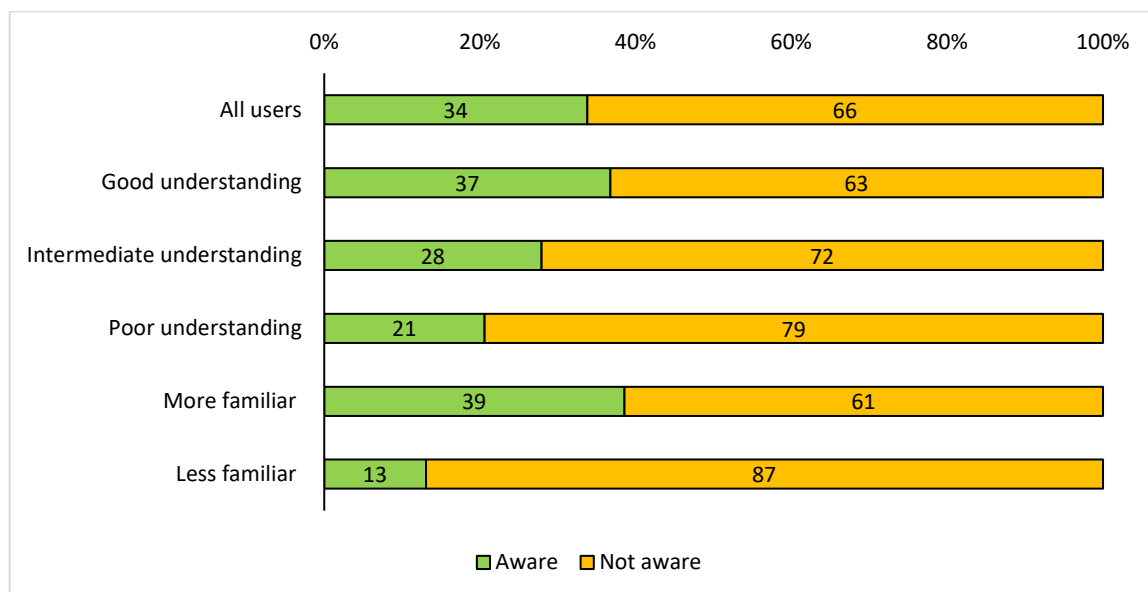
**Figure 47: Eurostat's website content 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 47 shows that the share of positive assessments dropped, after an all-time high in 2022, back to the value of 2019.

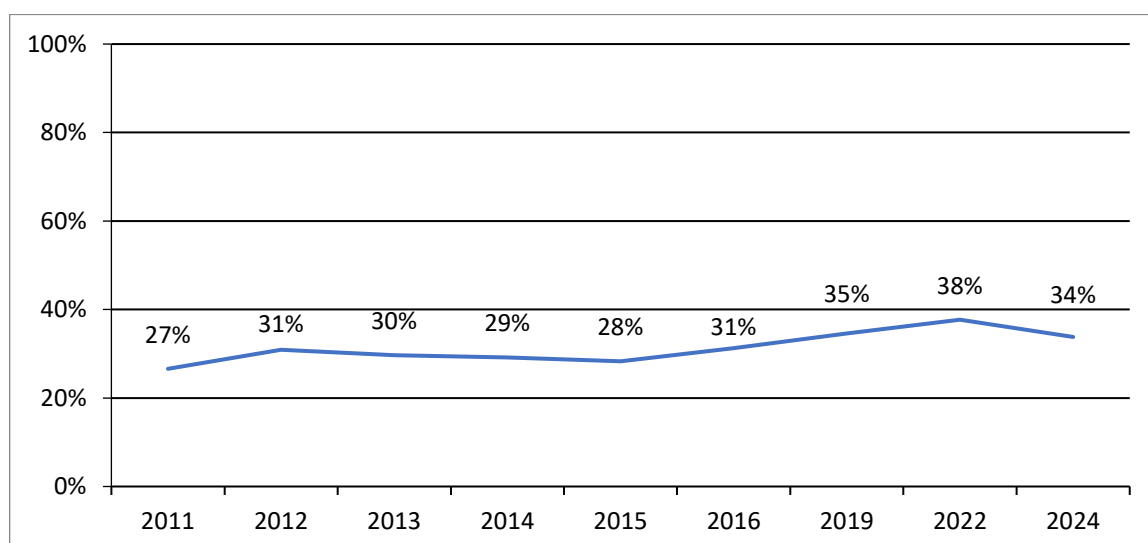
**Figure 48: Awareness of the release calendar by user type, in %**



Source: Eurostat 2024 user satisfaction survey

One third of the respondents declared that they were aware of the release calendar (Figure 48), which is a drop of 4 percentage points compared to the 2022 results. The percentage of users who were aware of the release calendar was higher among the more proficient users.

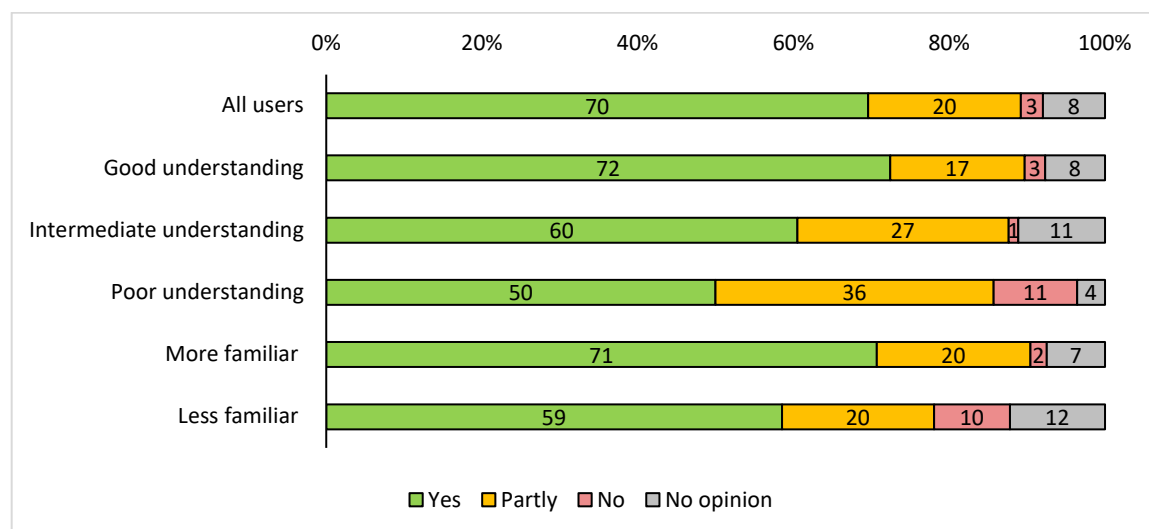
**Figure 49: Awareness of the release calendar 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 49 shows that the share of respondents who were aware of the release calendar was lower among the users who participated in the 2024 survey than among those that participated in the 2022 survey, and comparable to the share of these users in 2019.

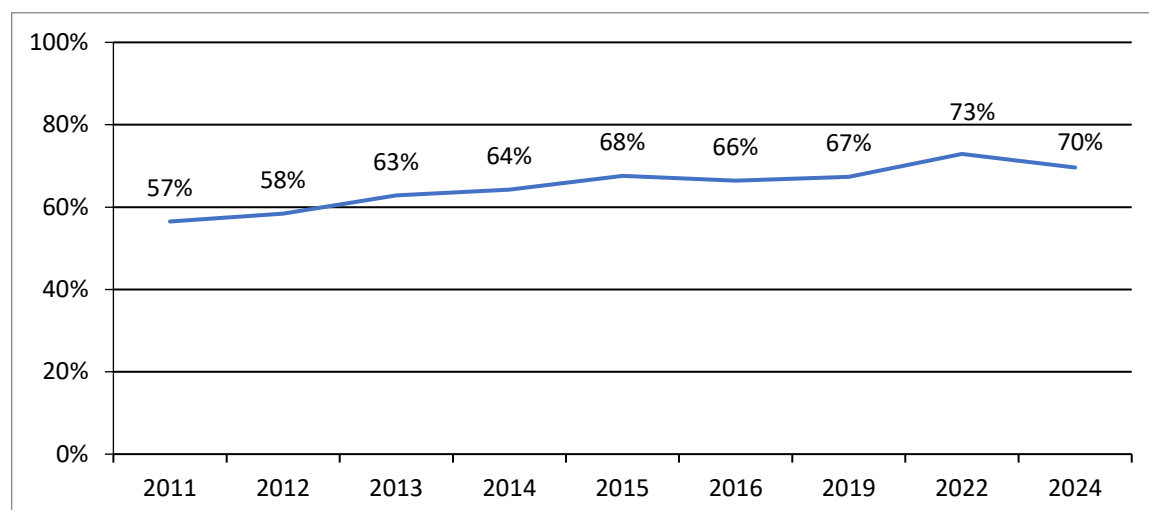
**Figure 50: Assessment of sufficiency and relevance of information in the release calendar by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Among the respondents who were aware of the release calendar, 70% declared that it contained information that was fully sufficient and relevant in relation to their needs, while 20% chose the reply 'Partly'. This is a slight decline compared to the 2022 survey, where the percentages were 73% and 19% respectively. The percentage of 'No opinion' is 8% in 2024, which is 3 percentage points higher than in 2022, and the percentage of dissatisfied respondents is 1 percentage point higher in 2024 than in 2022.

**Figure 51: Sufficiency and relevancy of information in the release calendar 2011-2024, in %**



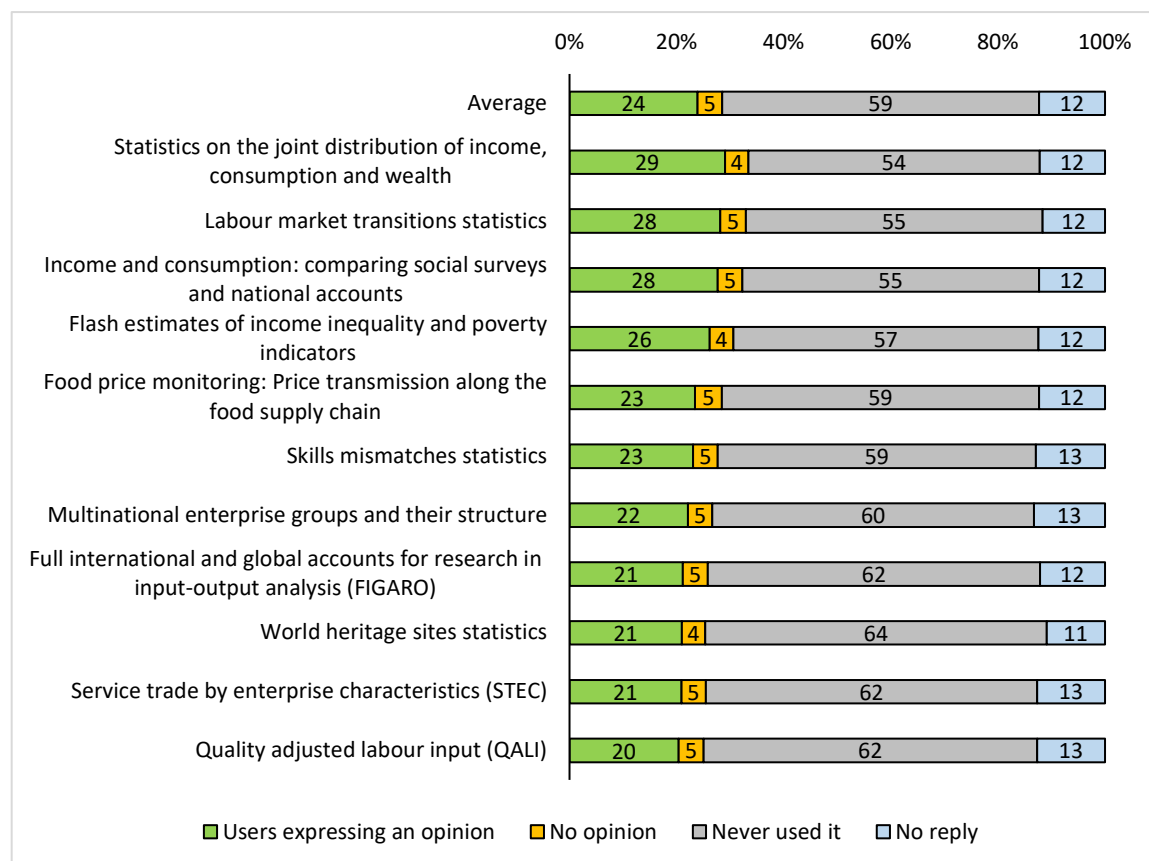
Source: Eurostat user satisfaction surveys 2011-2024

Figure 51 illustrates the share of respondents satisfied with the information in the release calendar. It dropped in 2024 from its highest percentage in 2022 to a level that is still higher than in any other year since 2011. This drop can at least partly be explained by an increase in 'No opinion' replies in the 2024 survey.



Respondents' comments point to difficulties relating to the accessibility and user-friendliness of the calendar. Several users also mentioned that they find the calendar incomplete. They requested more detailed information, an extended forecast further into the future and an integration of National Statistical Institutes' (NSI) release dates into Eurostat's release calendar.

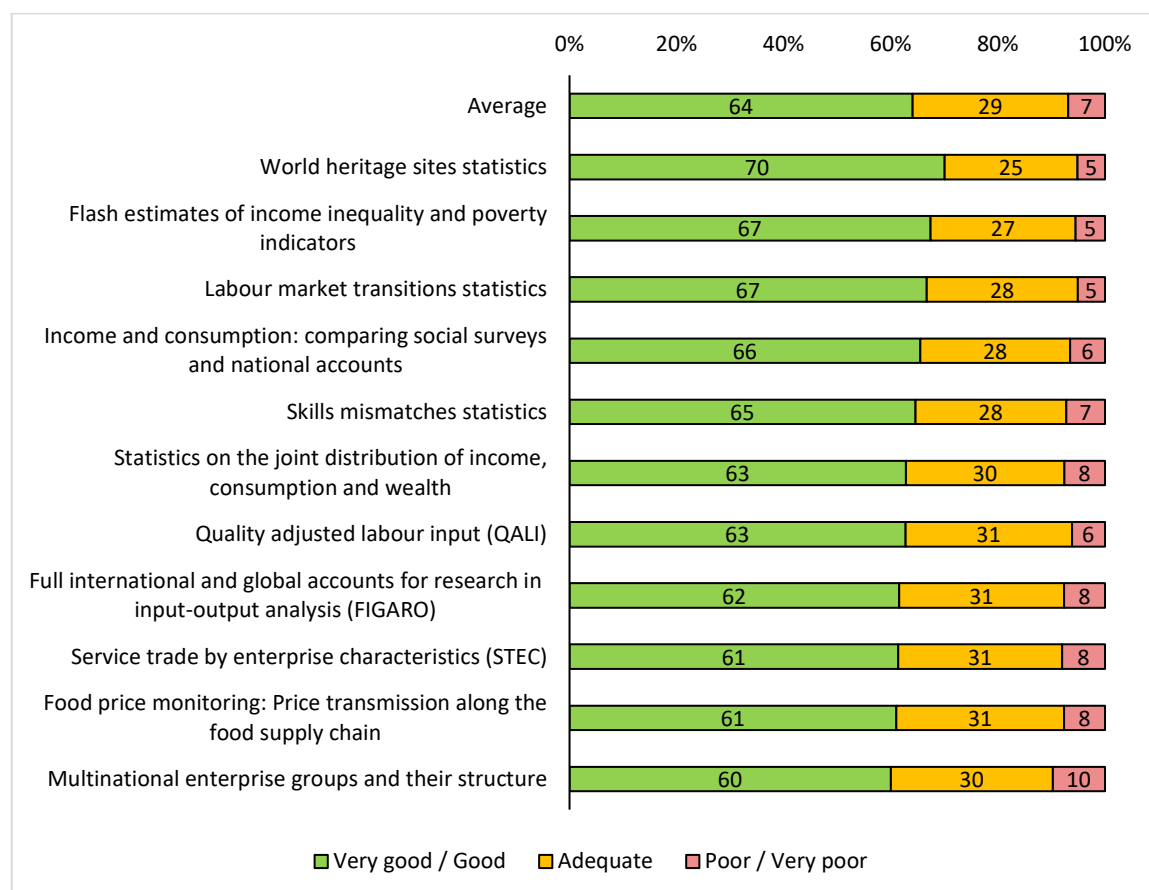
**Figure 52: Users of Eurostat experimental statistics, in %**



Source: Eurostat 2024 user satisfaction survey

Compared to the 2022 survey, the percentage of respondents who expressed an opinion was lower by 3-5 percentage points in 2024 for each of the statistical fields listed (see Figure 52).

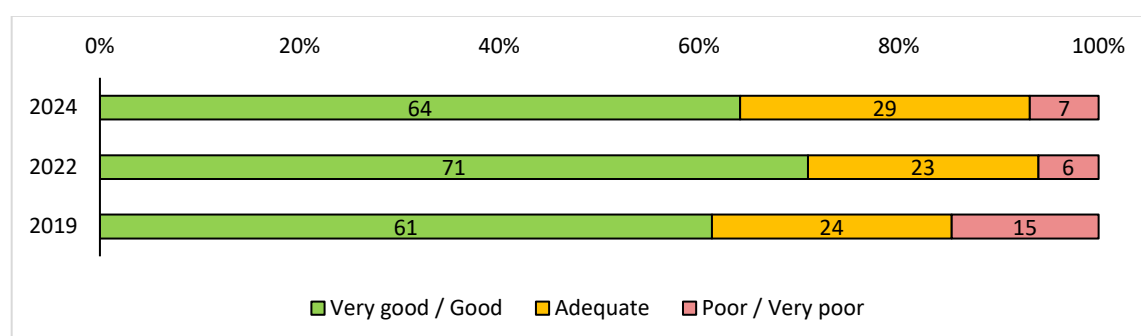
**Figure 53: Assessment of usefulness of experimental statistics, in %**



Source: Eurostat 2024 user satisfaction survey

As Figure 53 shows, a clear majority of those who used experimental statistics found them useful. Most appreciated were experimental statistics on ‘World heritage sites’ with 70% ‘Very good/Good’ replies, whereas experimental statistics on ‘Multinational enterprise groups and their structure’ received only 60% such replies. Compared to the 2022 survey, the assessment of the usefulness of experimental statistics has declined by 3-8 percentage points, depending on the statistical field. It should be noted that the share of users who expressed an opinion on experimental statistics was only 20-30%, depending on the domain.

**Figure 54: Usefulness of experimental statistics 2019-2024, in %**

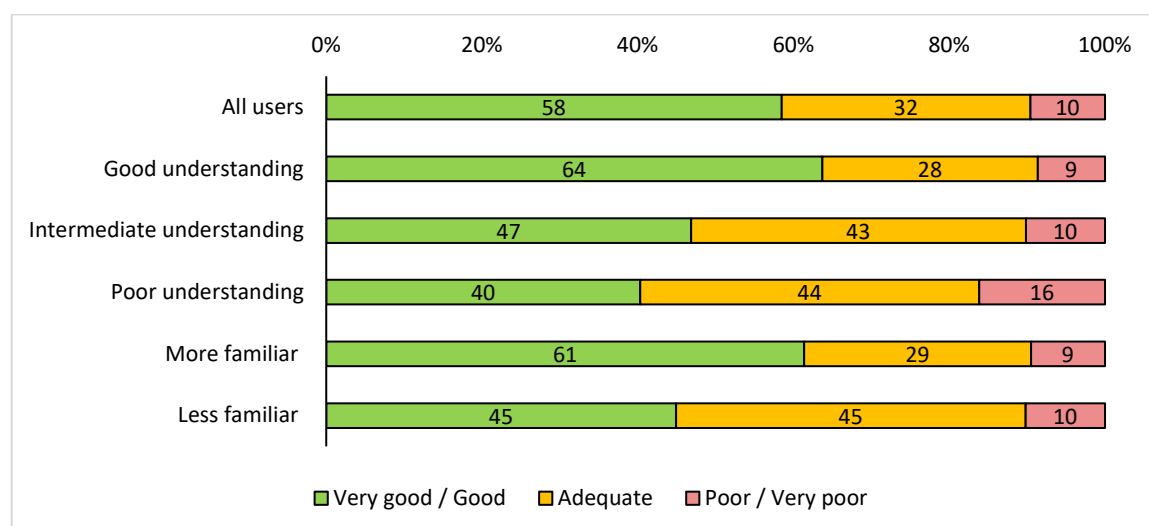


Source: Eurostat 2019, 2022 and 2024 user satisfaction surveys

As shown in Figure 54, despite the clear decline in the usefulness assessment between 2022 and 2024, the 2024 survey results are still markedly better than those obtained in 2019, when the percentage of ‘Poor/Very poor’ replies was as high as 15%.

In the comments, many respondents stated that they did not know experimental statistics existed and/or did not use them, and therefore did not express an opinion. Quite a few users used the comments field to explain which new fields of experimental statistics they would like to see produced by Eurostat, for example ‘more demographic statistics about non-EU countries, (especially Western Balkans)’, ‘Gender statistics, more related with business and trade statistics’, ‘Tourism data on the basis of big data, such as from tripadvisor, amadeus etc’, ‘Finding unrelated correlations e.g. the impact of the cost of living on sickness absence or absenteeism’, ‘Material flow and supply chain statistics’.

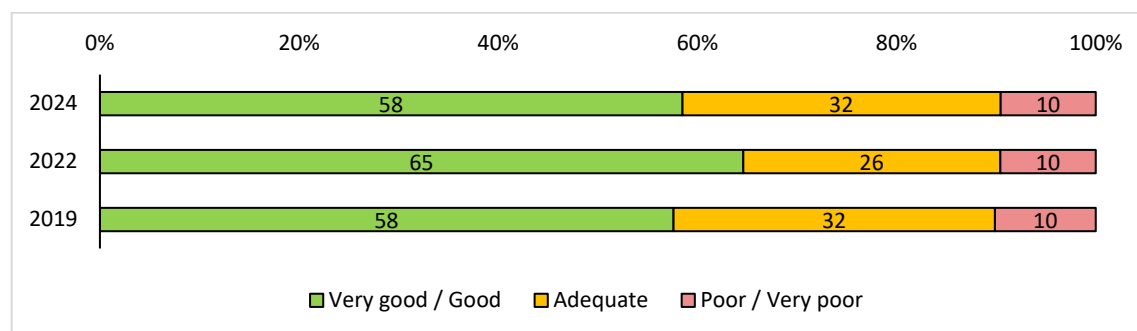
**Figure 55: Assessment of the information on microdata access services on the Eurostat website, in %**



Source: Eurostat 2024 user satisfaction survey

42% of respondents expressed their opinion on the information on microdata access services, which is less by 8 percentage points than in 2022. Figure 55 shows that among these, 58% assess the services as ‘Good’ or ‘Very good’. Those with a better understanding of and that were more familiar with such services were more satisfied with the services than less proficient respondents. In their comments, users mentioned that they found access to microdata difficult.

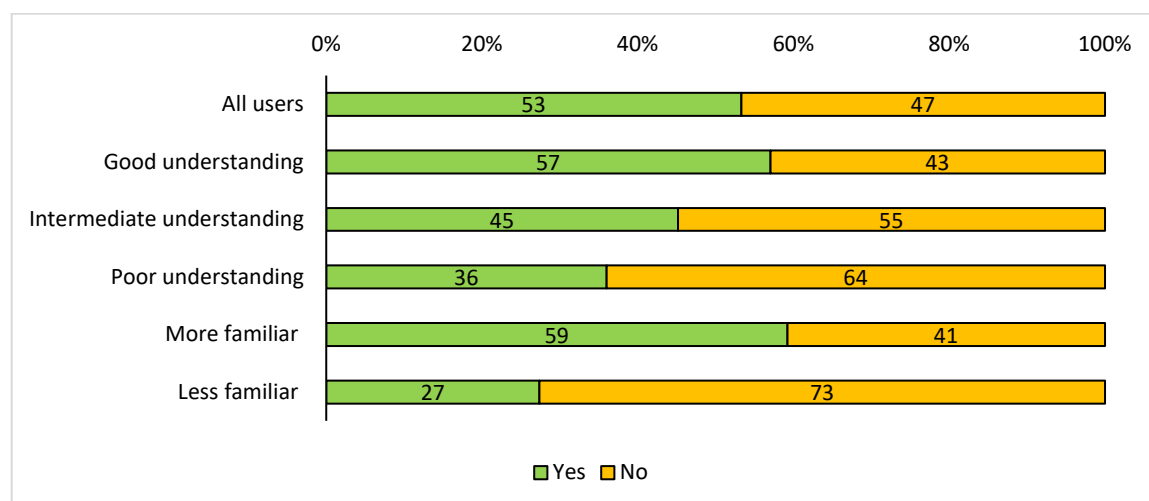
**Figure 56: Assessment of the information on microdata access services on the Eurostat website 2019-2024, in %**



Source: Eurostat 2019, 2022 and 2024 user satisfaction surveys

As shown in Figure 56, the percentage of ‘Very good/Good’ replies regarding satisfaction with information on microdata access services dropped by 7 percentage points between 2022 and 2024. This was offset by a corresponding rise in ‘Adequate’ results. The results of the 2024 survey are identical to those of 2019.

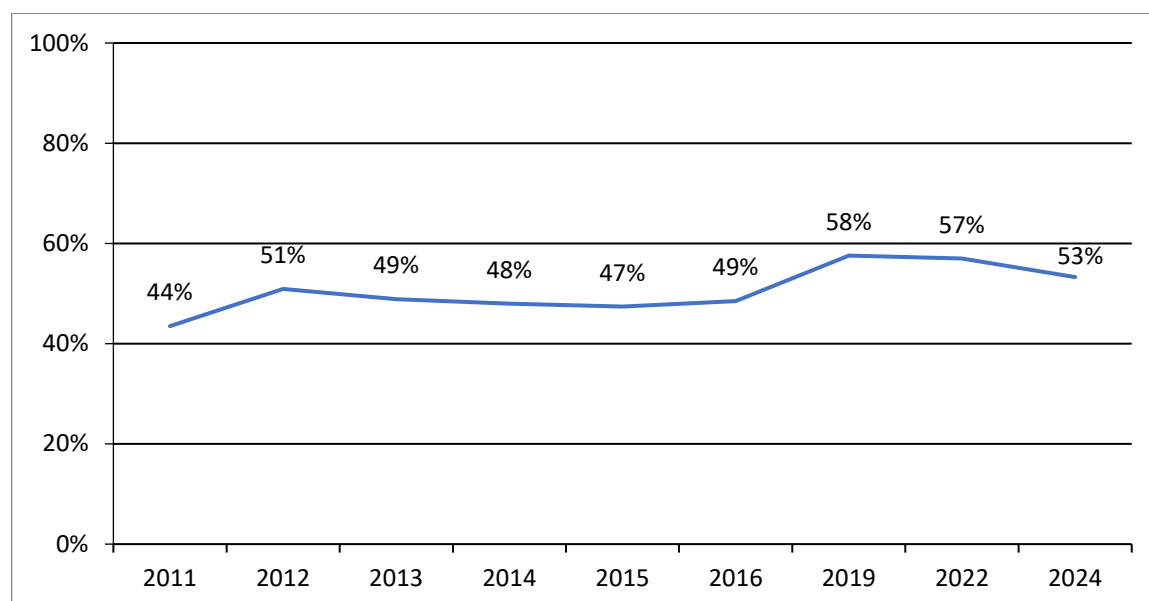
**Figure 57: Use of metadata by user type, in %**



Source: Eurostat 2024 user satisfaction survey

Respondents were asked whether they used the metadata provided by Eurostat. 54% of them replied in the affirmative (Figure 57), which is 5 percentage points less than in the 2022 survey. The percentage of more proficient users who declared that they used metadata was higher than the percentage of less proficient users.

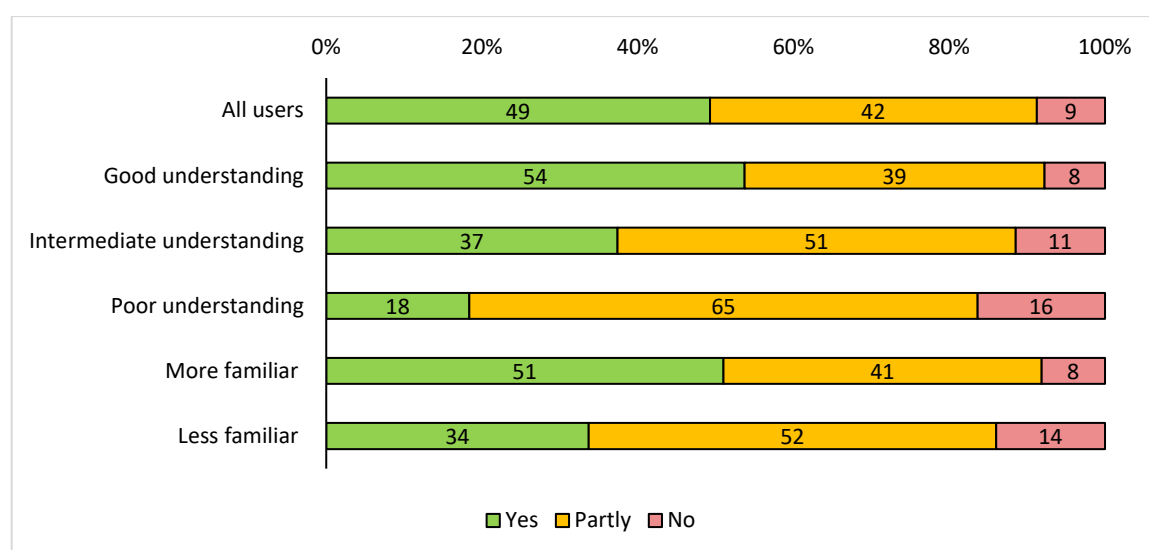
**Figure 58: Use of metadata 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 58 shows a rise in the use of metadata over time, with especially high values for 2019 and 2022. The 2024 result is lower than those of the two preceding surveys, but still markedly higher than any of the surveys in the years 2011-2016.

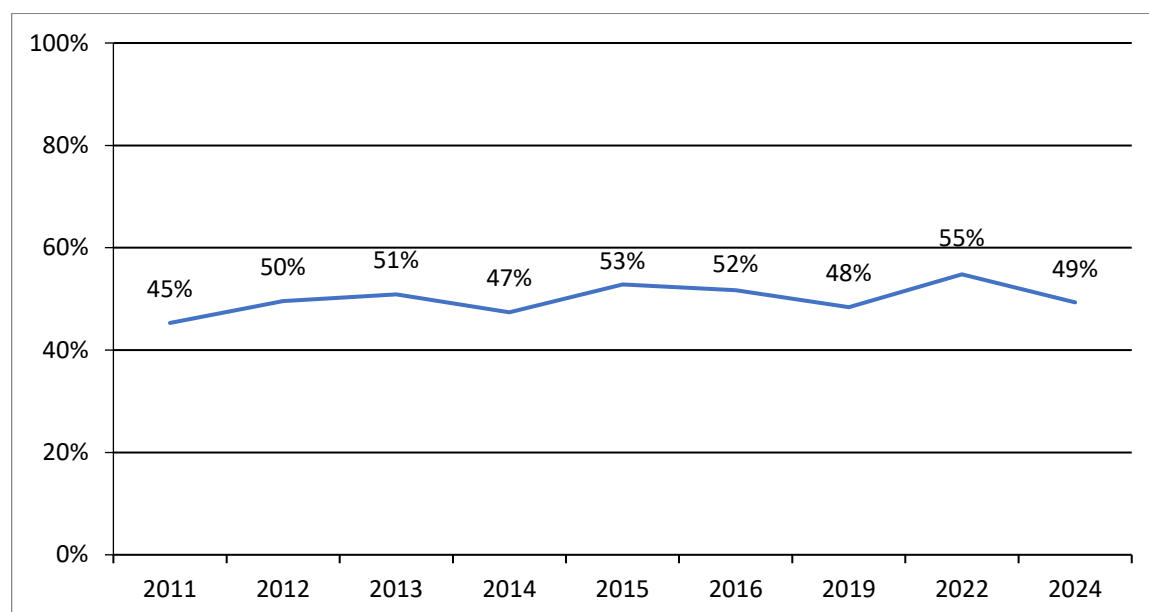
**Figure 59: Assessment of metadata accessibility, in %**



Source: Eurostat 2024 user satisfaction survey

Respondents who declared that they used metadata were asked whether they found metadata easily accessible. Almost half of them fully agreed with this statement, and 42% partly agreed (Figure 59). Compared to 2022, there was a drop in ‘Yes’ answer by 6 percentage points and a corresponding rise in ‘Partly’ replies also by 6 percentage points.

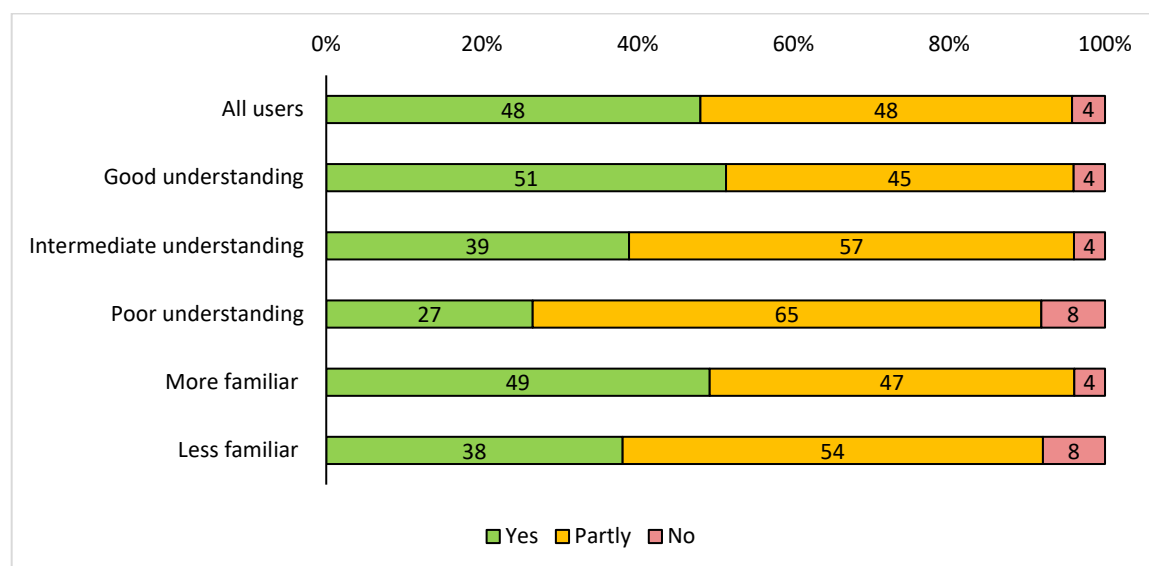
**Figure 60: Assessment of metadata accessibility 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 60 shows that over the years around 50% of respondents have declared that they were satisfied with how easy it is to access metadata. The result reached in 2022 was particularly high and the drop by 6 percentage points in the 2024 value seems to be a return to the average value for satisfaction.

**Figure 61: Assessment of sufficiency of metadata by user type, in %**

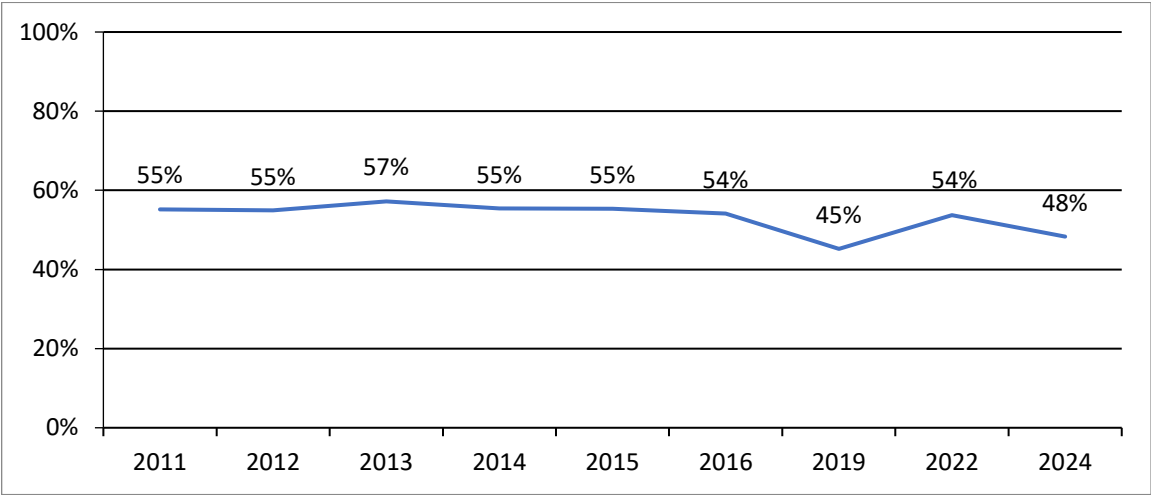


Source: Eurostat 2024 user satisfaction survey

A similar picture exists for the assessment of the sufficiency of metadata for the respondents' purposes (Figure 61): 48% of respondents found the metadata sufficient for their purpose, which is less by 6 percentage points than in 2022. This is more than offset by the share of respondents who found the metadata partly sufficient, which is higher by 7 percentage points than in 2022, with more proficient users being more satisfied with what Eurostat offers than less proficient users.

The comment field about metadata was open to all respondents, whether they declared that they used metadata or not. Several users explained in their comments that they were novices to European statistics and did not know what metadata were. A large share of the comments referred to difficulties in finding or navigating metadata or in understanding them, while only a few comments expressed satisfaction in this regard. As in the comments relating to other questions, several users called for the possibility to directly contact an advice service for their questions. Also here, as in many comments relating to other questions, respondents called for better documentation and explanation of data series breaks and changes in methodology.

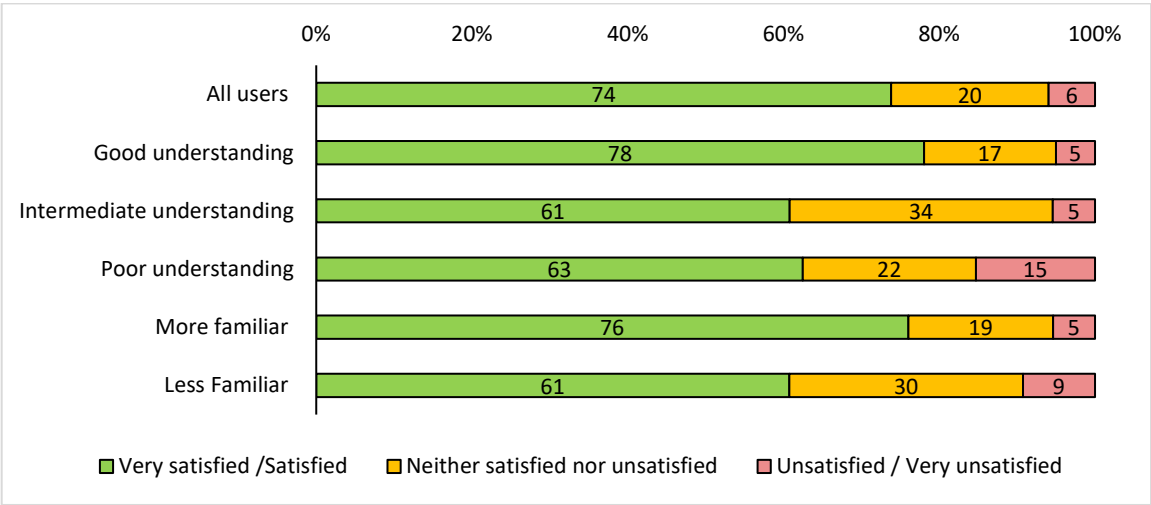
**Figure 62: Assessment of sufficiency of metadata 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

Figure 62 shows that between 2011 and 2016, more than half of the respondents were fully satisfied with the sufficiency of metadata. After a drop by almost 10 percentage point in 2019 the value rose again to the level recorded in 2022 before dropping again by 6 percentage points in 2024.

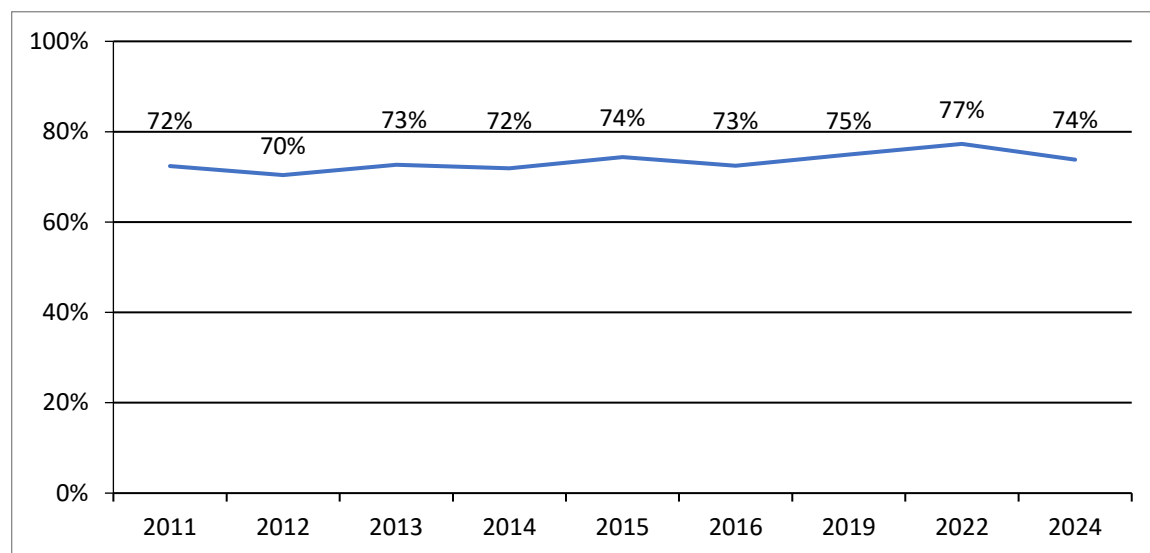
**Figure 63: Satisfaction with Eurostat user support, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 63 shows a very high level of satisfaction with the user support offered by Eurostat. The least satisfied user types are those who declared ‘Poor understanding’, where 15% declared that they were ‘Unsatisfied/Very unsatisfied’ with Eurostat user support, and those who declared to be ‘Less familiar’ with European statistics (9% ‘Unsatisfied/Very unsatisfied’), whereas in 2022 the least satisfied user type were the advanced users (74% ‘Very satisfied/Satisfied’, 18% ‘Neither satisfied not unsatisfied’, 8% ‘Unsatisfied/Very unsatisfied’).

**Figure 64: Satisfaction with user support 2011-2024, in %**



Source: Eurostat user satisfaction surveys 2011-2024

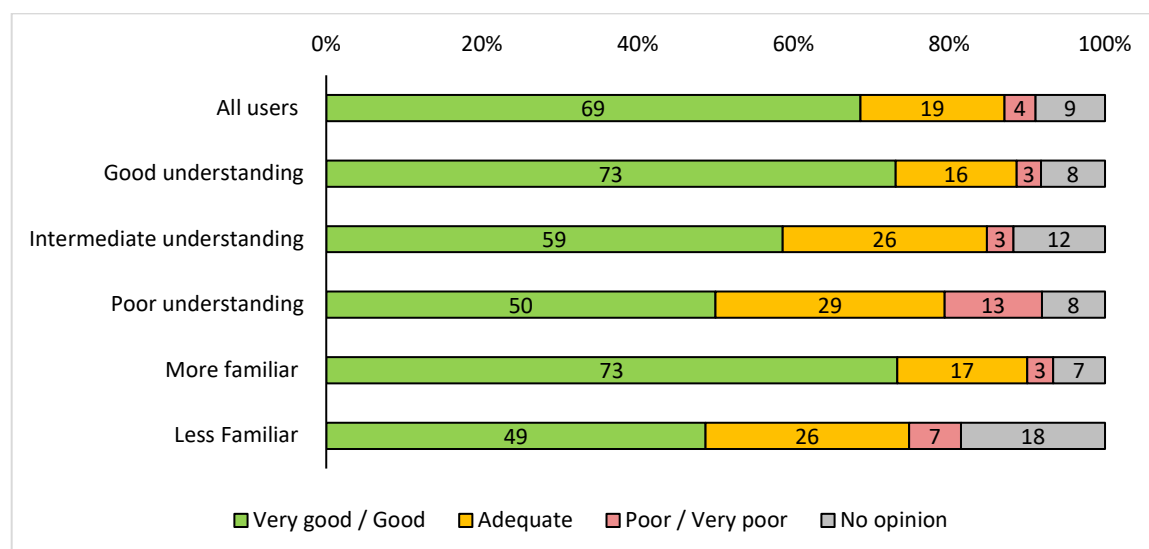
In comparison to the 2022 results, Figure 64 shows a slight drop by 3 percentage points in ‘Very satisfied/Satisfied’ responses with regard to Eurostat’s user support. It also shows that since 2011 the share of respondents who reply ‘Very satisfied/Satisfied’ has constantly been at 70% or higher. The 2024 result is among the highest since 2011.

## 16. ASSESSMENT OF DATA AND SERVICES OVER TIME

As in recent years, respondents were asked to express their rating of the overall quality of data and services provided by Eurostat.



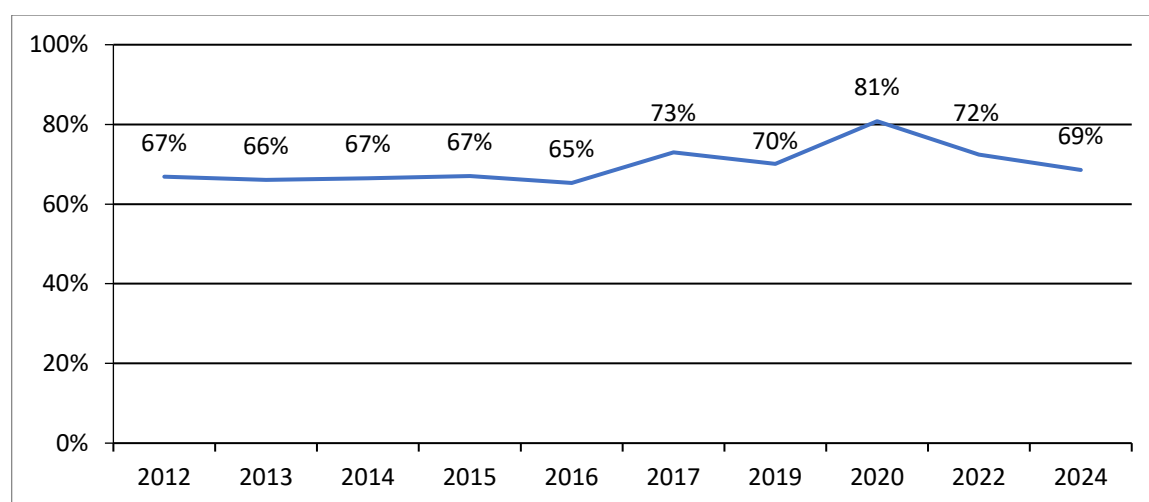
**Figure 65: Overall satisfaction with the quality of data and services, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 65 shows that the overall satisfaction with the quality of data and services provided by Eurostat remained quite high, with a slight decline by 3 percentage points in ‘Very good/Good’ assessments largely offset by a rise of 2 percentage points in ‘Adequate’ replies, and a very slight rise by 1 percentage point in ‘Poor/Very poor’ and ‘No opinion’ answers compared to the 2022 results. For this question as well, more proficient users were more satisfied with the data and services delivered by Eurostat than the less proficient ones. In particular, the share of ‘No opinion’ and ‘Poor/Very poor’ replies was higher for users with a poor understanding of and less familiarity with statistics. These users make up a share of 23% of all respondents.

**Figure 66: Overall quality of data and services 2012-2024, in %**

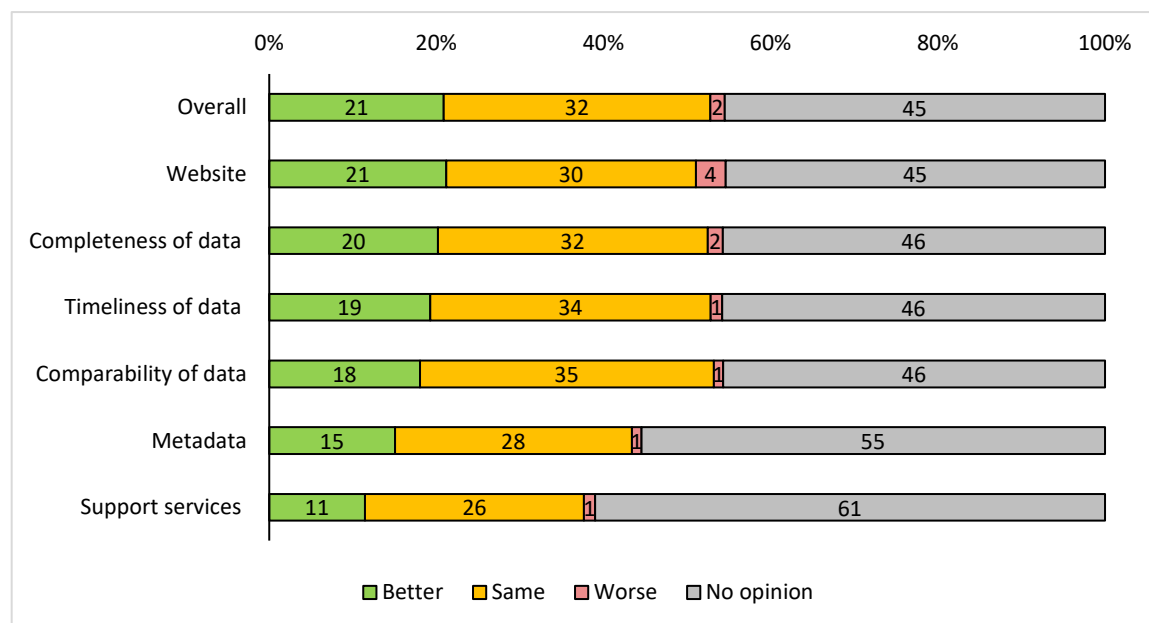


Source: Eurostat user satisfaction surveys 2012-2024

As shown in Figure 66, respondents’ overall satisfaction with data and services has been high since this question was asked for the first time, with at least two thirds of respondents giving ‘Very good/Good’ assessments.

As in the previous surveys, respondents were asked to assess if the quality of certain aspects of Eurostat data and services had improved, declined, or remained unchanged since the time of the latest survey. In the 2024 survey, respondents were asked to compare the situation in June 2024 to the situation in June 2022, whereas in the 2022 survey they were asked to compare the situation in 2022 to the situation in 2020.

**Figure 67: Perceived change in quality as compared to 2022, in %**



Source: Eurostat 2024 user satisfaction survey

Figure 67 shows that the number of ‘No opinion’ replies was very high: it oscillates, around 50%, and for ‘Support Services’ it is as high as 61%. In fact, compared to the results of the 2022 survey its percentage is higher by 8-10 percentage points. At the same time, the percentage of ‘Same’ replies is lower by 5-8 percentage points in 2024 compared to 2022, whereas the percentage of ‘Better’ replies has dropped by only 1 or 2 percentage points, and in one case (‘Support services’) by 3 percentage points.

In the comments, a few users mentioned positive changes compared to previous years (for example: ‘Data visualisation has improved a lot, also the timeliness’). Others explain what in their view deteriorated, e.g. the lack of files available in PDF format, definition of indicators changing too frequently. Some would like to see metadata structured better.

## SUGGESTIONS FROM THE USERS

A list of suggested improvements by the users has been drawn up taking into account both the quantitative analysis of the answers to the survey questions and the recurrent comments provided by respondents:

- Enhancing timeliness, including timely transmission of data by countries.
- Addressing data gaps, including those linked to confidentiality, providing data at a more disaggregated level as well as at a more detailed regional level and expanding geographical coverage to include data from additional non-EU countries.
- Avoiding breaks in chronological data series, addressing data inconsistencies and providing explanations for abnormal data and outliers.
- Providing more microdata and making microdata easier to access for users.
- Further improving metadata by: (i) making metadata easier to find/access; (ii) improving the layout and structure of metadata; (iii) giving clear, easy to understand and less technical explanations, trying to avoid specialist language; (iv) providing metadata at a more detailed level and for all indicators; and (v) regularly updating metadata (e.g. when the methodology changes).
- Further improving the user-friendliness of the Eurostat website by: (i) providing training courses, webinars, videos and other statistical literacy products as well as detailed explanations on how to use the database and where to find information on the website, especially with regard to changes to the website; (ii) providing simpler data exploration and visualisation tools for less proficient users; (iii) further improving data visualisation and data storytelling; (iv) improving the graphic design and accessibility of the website and (v) improving the search engine, data extraction and download functions.
- Providing Eurostat's website and publications in additional languages.
- Directing more support, explanations, and measures to improve statistical literacy towards less proficient and less frequent users.

## **ANNEX 1- STATISTICAL AREAS**

### **1. Economy and finance, composed of**

1.1. National accounts (including GDP (Gross Domestic Product), main aggregates, input-output tables and European sector accounts)

1.2. Price statistics

1.3. Government finance statistics

1.4. Balance of payments

1.5. Financial accounts and monetary indicators

### **2. Industry, trade and services, composed of**

2.1. Structural business statistics

2.2. Short-term business statistics

2.3. Prodcom – statistics by product

2.4. Tourism

### **3. Population and social conditions, composed of**

3.1. Labour market (including labour force survey)

3.2. Population

3.3. Health

3.4. Education and training

3.5. Living conditions and social protection

4. International trade statistics

5. Environment statistics

6. Agriculture statistics

7. Fishery statistics

8. Energy statistics

9. Transport statistics

10. Science, technology and innovation

11. Digital economy and society

12. Regional statistics

13. Policy indicators, composed of

13.1. Sustainable development indicators

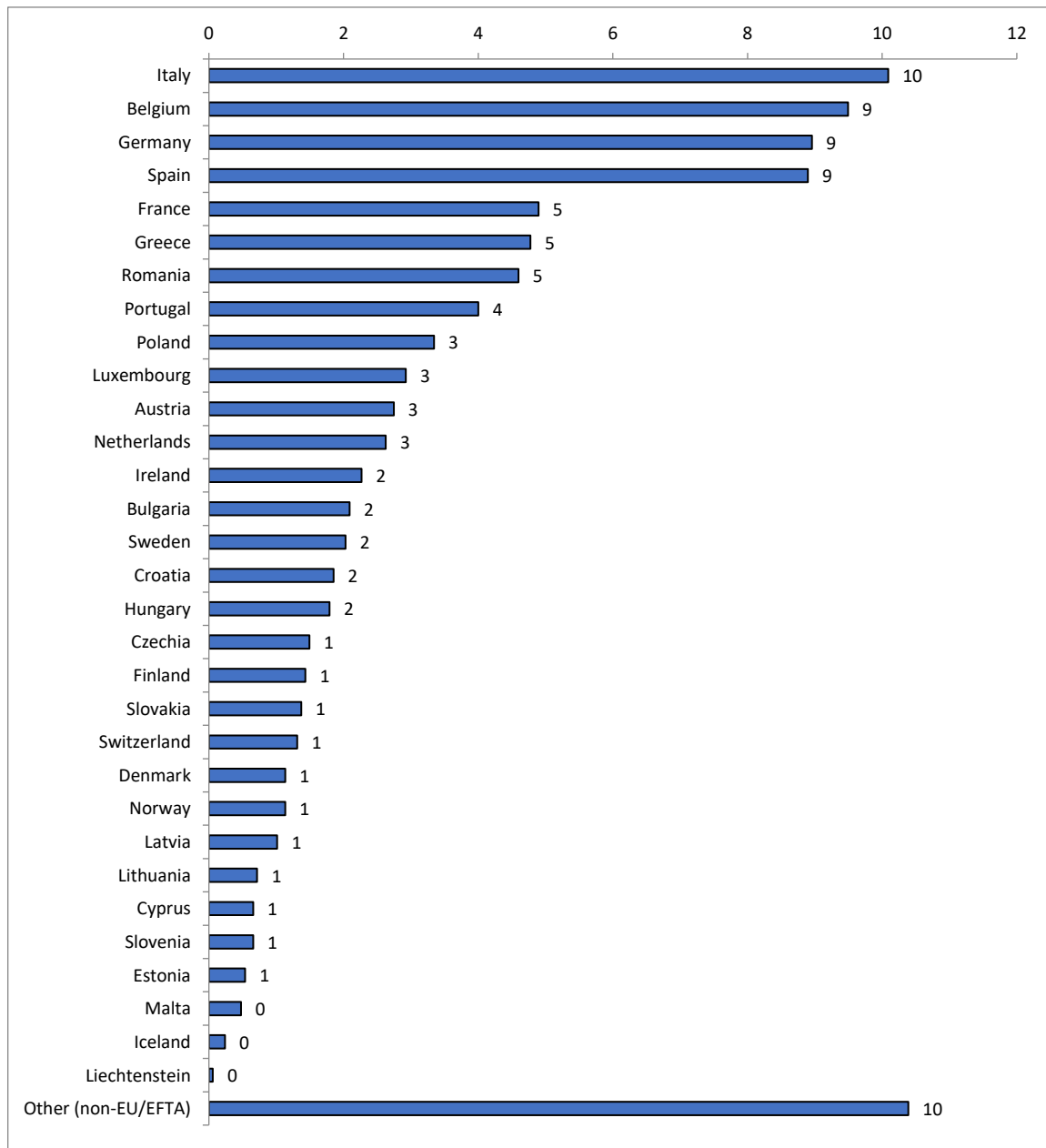
13.2. Euro indicators / PEEIs (Principal European Economic Indicators)

13.3. Globalisation indicators

13.4. MIP (Macroeconomic Imbalances Procedure) indicators

14. Other

## ANNEX 2 - BREAKDOWN OF RESPONDENTS BY COUNTRY OF WORKPLACE IN %



## ANNEX 3 - EXAMPLE OF CALCULATIONS FOR THE QUESTION ON OVERALL QUALITY

Step 1. Detailed results for all statistical areas

Overall quality	Very good	Good	Adequate	Poor	Very poor	No opinion	Total
<b>Economy and finance - National accounts (including GDP, main aggregates, input-output tables and European sector accounts)</b>	256	299	127	21	2	38	743
<b>Economy and finance - Price statistics</b>	148	188	91	13	2	37	479
<b>Economy and finance - Government finance</b>	108	119	69	13	1	21	331
<b>Economy and finance - Balance of payments</b>	69	74	43	13	1	7	207
<b>Economy and finance - Financial accounts and monetary indicators</b>	54	65	46	9	1	8	183
<b>Industry, trade and services - Structural business statistics</b>	65	130	81	20	3	26	325
<b>Industry, trade and services - Short-term business statistics</b>	59	81	54	14	2	11	221
<b>Industry, trade and services - Prodcom - statistics by product</b>	37	59	53	13	0	13	175
<b>Industry, trade and services - Tourism</b>	48	83	52	12	0	12	207
<b>Population and social conditions - Labour market (including labour force survey)</b>	172	234	110	27	5	39	587
<b>Population and social conditions - Population</b>	177	237	112	22	2	35	585
<b>Population and social conditions - Health</b>	95	126	62	16	5	27	331
<b>Population and social conditions - Education and training</b>	116	177	88	17	3	33	434
<b>Population and social conditions - Living conditions and social protection</b>	112	169	97	23	2	33	436
<b>International trade statistics</b>	114	149	87	21	3	25	399
<b>Environment statistics</b>	82	143	87	29	3	28	372
<b>Agriculture statistics</b>	56	100	65	15	5	19	260
<b>Fishery statistics</b>	16	28	16	6	2	4	72
<b>Energy statistics</b>	99	124	68	22	1	28	342
<b>Transport statistics</b>	59	76	55	16	5	22	233
<b>Science, technology and innovation</b>	86	109	70	15	3	22	305
<b>Digital economy and society</b>	69	93	50	17	3	17	249
<b>Regional statistics</b>	89	124	90	27	9	30	369
<b>Sustainable development indicators</b>	65	82	52	10	4	20	233
<b>Euro indicators / PEEIs (Principal European Economic Indicators)</b>	54	67	55	3	1	21	201
<b>Globalisation indicators</b>	26	48	33	9	2	21	139

<b>MIP (Macroeconomic Imbalances Procedure) indicators</b>	20	29	22	5	3	8	87
<b>Your other European statistics mentioned in Question 1.</b>	10	21	9	9	2	14	65
<b>Total</b>	2361	3234	1844	437	75	619	8570

Step 2. Results are aggregated under overarching areas

National accounts (including GDP, main aggregates, input-output tables and European sector accounts)	<b>Economy and finance</b>
Price statistics	
Government finance	
Balance of payments	
Financial accounts and monetary indicators	
Structural business statistics	<b>Industry, trade and services</b>
Short-term business statistics	
Prodcom - statistics by product	
Tourism	
Labour market (including labour force survey)	<b>Population and social conditions</b>
Population	
Health	
Education and training	
Living conditions and social protection	
International trade statistics	<b>International trade statistics</b>
Environment statistics	<b>Environment statistics</b>
Agriculture statistics	<b>Agriculture statistics</b>
Fishery statistics	<b>Fishery statistics</b>
Energy statistics	<b>Energy statistics</b>
Transport statistics	<b>Transport statistics</b>
Science, technology and innovation	<b>Science, technology and innovation</b>
Digital economy and society	<b>Digital economy and society</b>
Regional statistics	<b>Regional statistics</b>
Sustainable development indicators	<b>Policy indicators</b>
Euro indicators / PEEIs (Principal European Economic Indicators)	
Globalisation indicators	
MIP (Macroeconomic Imbalances Procedure) indicators	
Your other European statistics mentioned in Question 1	<b>Your other European statistics mentioned in Question 1.</b>
<b>Total</b>	<b>Total</b>



Overall quality	Very good	Good	Adequate	Poor	Very poor	No opinion	Total
Population and social conditions	672	943	469	105	17	167	2373
Economy and finance	635	745	376	69	7	111	1943
Policy indicators	165	226	162	27	10	70	660
Industry, trade and services	209	353	240	59	5	62	928
International trade statistics	114	149	87	21	3	25	399
Energy statistics	99	124	68	22	1	28	342
Regional statistics	89	124	90	27	9	30	369
Environment statistics	82	143	87	29	3	28	372
Agriculture statistics	56	100	65	15	5	19	260
Science, technology and innovation	86	109	70	15	3	22	305
Fishery statistics	16	28	16	6	2	4	72
Transport statistics	59	76	55	16	5	22	233
Digital economy and society	69	93	50	17	3	17	249
Other	10	21	9	9	2	14	65
<b>Total</b>	<b>2361</b>	<b>3234</b>	<b>1844</b>	<b>437</b>	<b>75</b>	<b>619</b>	<b>8570</b>

Step 3. ‘Very good’ and ‘Good’, and ‘Very poor’ and ‘Poor’ are merged

Overall quality	Very good/ Good	Adequate	Poor/ Very poor	No opinion	Total
Population and social conditions	1615	469	122	167	2373
Economy and finance	1380	376	76	111	1943
Policy indicators	391	162	37	70	660
Industry, trade and services	562	240	64	62	928
International trade statistics	263	87	24	25	399
Energy statistics	223	68	23	28	342
Regional statistics	213	90	36	30	369
Environment statistics	225	87	32	28	372
Agriculture statistics	156	65	20	19	260
Science, technology and innovation	195	70	18	22	305
Fishery statistics	44	16	8	4	72
Transport statistics	135	55	21	22	233
Digital economy and society	162	50	20	17	249
Other	31	9	11	14	65
<b>Total</b>	<b>5595</b>	<b>1844</b>	<b>512</b>	<b>619</b>	<b>8570</b>

Step 4. Final table with calculated percentages

<b>Overall quality</b>	<b>Very good/ Good</b>	<b>Adequate</b>	<b>Poor/ Very poor</b>	<b>No opinion</b>
<b>Population and social conditions</b>	68	20	5	7
<b>Economy and finance</b>	71	19	4	6
<b>Policy indicators</b>	59	25	6	11
<b>Industry, trade and services</b>	61	26	7	7
<b>International trade statistics</b>	66	22	6	6
<b>Energy statistics</b>	65	20	7	8
<b>Regional statistics</b>	58	24	10	8
<b>Environment statistics</b>	60	23	9	8
<b>Agriculture statistics</b>	60	25	8	7
<b>Science, technology and innovation</b>	64	23	6	7
<b>Fishery statistics</b>	61	22	11	6
<b>Transport statistics</b>	58	24	9	9
<b>Digital economy and society</b>	65	20	8	7
<b>Other</b>	48	14	17	22
<b>Total</b>	65	22	6	7