



EUROPEAN COMMISSION  
EUROSTAT

Directorate A: Cooperation in the European Statistical System; international cooperation;  
resources  
**Unit A2: Strategy and Planning**

## **REPORT ON THE EUROSTAT 2017 USER SATISFACTION SURVEY**

### **Index**

- 1. Background – about the survey**
- 2. Main outcomes**
- 3. Results of the USS 2017**
  - 3.1. General information
    - 3.1.1. Which types of users replied?
  - 3.2. Information on quality aspects
    - 3.2.1. Overall quality
    - 3.2.2. Timeliness
    - 3.2.3. Completeness
    - 3.2.4. Comparability
  - 3.3. Overall quality of Eurostat's data and services
- 4. Messages from the users**

#### **Annexes:**

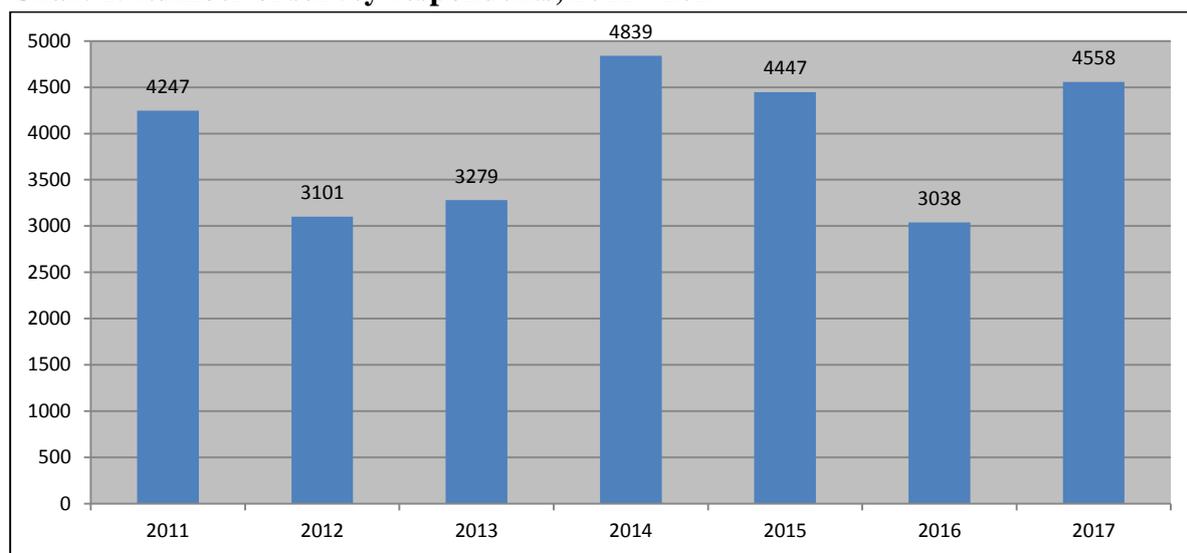
1. Typology of statistical areas as used in the survey.
2. Brief methodological description on the analysis of the results.
3. Assessment of overall quality – more detailed results.

## 1. Background – about the survey

Eurostat’s mission is to provide high quality statistics for Europe. In order to measure the degree to which it meets its obligations towards its users, Eurostat carried out a general User Satisfaction Survey (USS) over the period of April – June 2017. It was based on the agreed model questionnaire for the European Statistical System and was designed to obtain a better knowledge about users, their needs and satisfaction with the data and services provided by Eurostat. The first survey of this kind was held in 2007 and then repeated in 2009, 2011, 2012, 2013, 2014, 2015 and 2016. The USS 2017 is, therefore, the ninth of a general nature.

Differently from the previous editions, the survey was much shorter this time, focusing only on the quality of the statistics and generally on the services provided by Eurostat. Eurostat decided to reduce the number of questions to react to the comments received in the previous surveys, asking for a shorter questionnaire, and to try to increase the response rate. The number of replies had in fact largely declined in the last couple of years, most probably due to a users' fatigue to participate every year to a long survey. The approach was successful, since the number of replies increased by 50% compared to 2016 to reach the second highest number since the survey started.

**Chart 1. Number of survey respondents, 2011 - 2017**



*Source: Eurostat 2011, 2012, 2013, 2014, 2015, 2016 and 2017 user satisfaction surveys*

Considering the data about users' participation and the importance to investigate all services provided, Eurostat will reflect on the length and frequency of the future surveys.

The survey was carried out online, through a link on Eurostat website. It was launched on 24 April and was open until 19 June. Email invitations were sent out to about 172 000 registered Eurostat users.

The questions retained for the survey were the same as those of previous years, allowing for a comparative analysis over time. However, in the analysis of the results, users were grouped differently than in the past, so results can be compared on an overall level but not by user groups. Such change was implemented to follow the outcome of the Digital communication,

User analytics and Innovative products (DIGICOM) project. The project aims to modernize the communication and dissemination of European statistics, by developing innovative products and services, based on new technological opportunities, experiences in the European Statistical System and the concrete needs of users. An in-depth analysis of European statistics users was conducted in DIGICOM, concluding that it is meaningful to group users based on two predefined criteria – frequency and complexity of use – resulting in a new proposed grouping of European statistics users. Users were classified as “light”, “intermediate” or “heavy”. You can find in Annex 2 how the different types of users were assigned to each of the three users' groups.

No separate specific survey was carried out this time for press and media users, because participation had declined also in that survey, to a level that was not satisfactory. However, media users could participate to the general user satisfaction survey, where a category "Media" could be chosen.

The results presented in this report constitute a summary of the most interesting and compelling findings, supported by graphs. The report also shows the main differences compared to the previous survey and an evolution of the users' opinion since 2011, date of the first yearly and fully comparable survey.

## **2. Main outcomes**

### General aspects

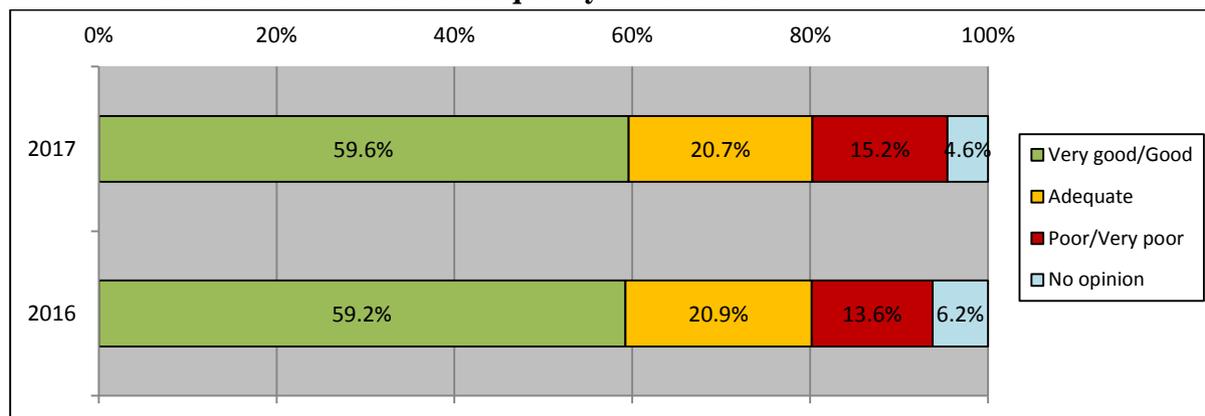
- In 2017 the survey was open on line for two months getting 4558 replies, 50% more than in 2016 (3038).
- Looking at the distribution of responses by user groups, intermediate users accounted for the largest proportion (53.5%), followed by heavy users (30.6%), and light users (15.9%).
- Like in the past, respondents indicated that “Population and social conditions” and “Economy and finance” were the two areas they used most frequently. The former received from 17.2% to 20.2% of responses whereas the latter ranged from 16.2% to 18.8% across all user groups.

### Quality aspects

#### Overall quality

- The level of satisfaction with the overall quality of European data remained steadily high, with 59.6% of all users considering the quality to be “very good” or “good” (0.4% points more than in 2016) and 20.7% considering it as “adequate”.

**Chart 2. Assessment of overall data quality in 2016 and 2017**



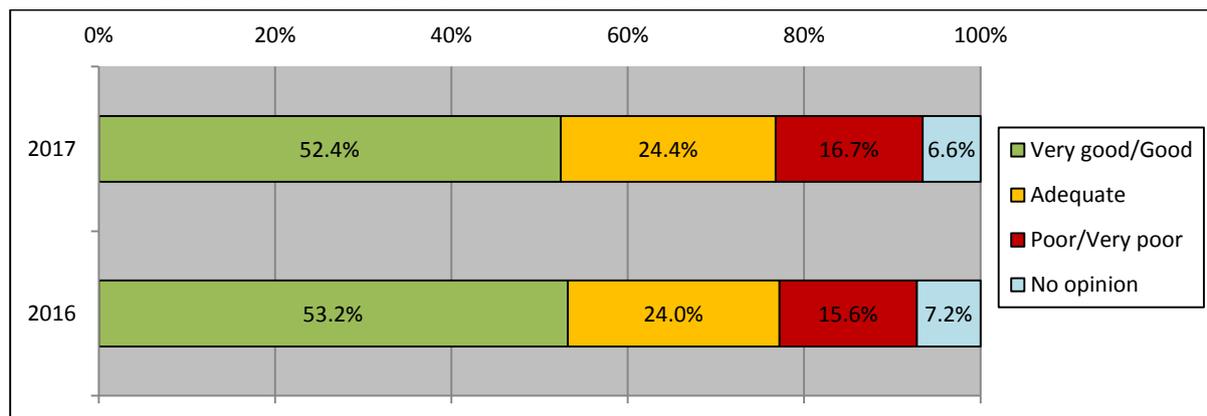
Source: Eurostat 2016 and 2017 user satisfaction surveys

- At a more disaggregated level, “Economy and finance” again received the highest positive evaluation (64.8% of “very good/good” answers). “International trade” and “Population and social conditions” also passed the bar of 60%, with shares of 62.3% and 60.8%, respectively. These are the same three areas which constantly outperform the average every year and this time they are in the same order at the top three positions for all quality aspects.
- On the other side of the spectrum, "Regional statistics", "Science, technology and innovation" and “Energy and transport” were among the ones with lowest share of positive views on overall quality. Nevertheless, also for those domains more than half of the users were satisfied (53.0%, 53.7% and 54.2%, respectively).
- Looking at the user groups, heavy and intermediate users were more pleased than light users. 60.2% of respondents from the first two groups rated the overall quality as “very good/good” against 56.9% for the third group.

#### Timeliness

- On average 52.4% of users saw timeliness of European data as “very good” or “good”, 24.4% as “adequate” and 16.7% as “poor” or “very poor”, shares similar to 2016.

**Chart 3. Assessment of overall timeliness in 2016 and 2017**



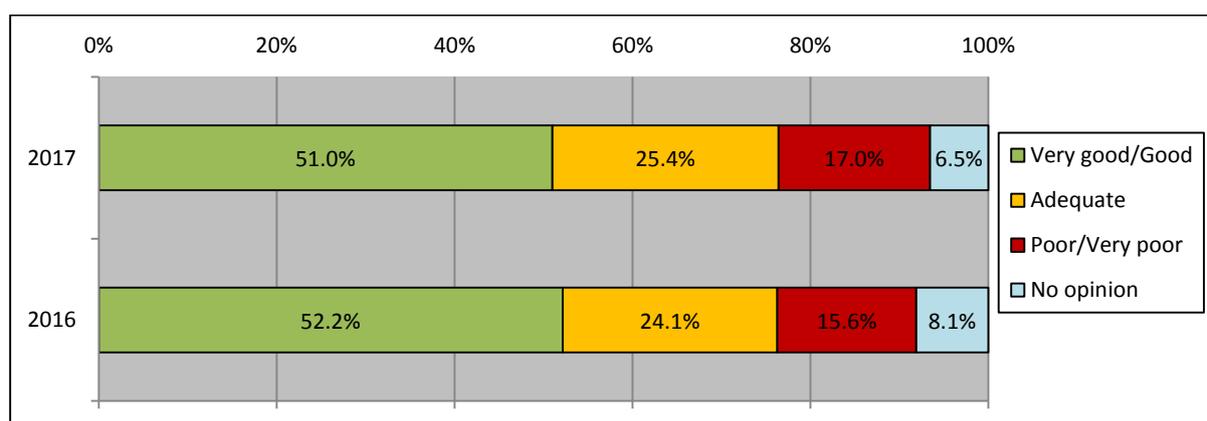
Source: Eurostat 2016 and 2017 user satisfaction surveys

- From a statistical domain perspective, “Economy and finance” was rated as having the best timeliness across all areas, followed this year by “International trade” and “Population and social conditions”, accounting for 58.8%, 55.9% and 53.7% of “very good/good” responses, respectively.
- Looking at the user groups, the differences among the three groups were quite limited, ranging from 53.8% of heavy users rating the timeliness as “very good/good” to 52.9% of light users and 51.3% of intermediate users.

#### Completeness

- On average for all areas, 51.0% of users saw data completeness as “very good” or “good”, 25.4% thought it was “adequate” and 17.0% perceived it as “poor” or “very poor”.

**Chart 4. Assessment of overall completeness in 2016 and 2017**



Source: Eurostat 2016 and 2017 user satisfaction surveys

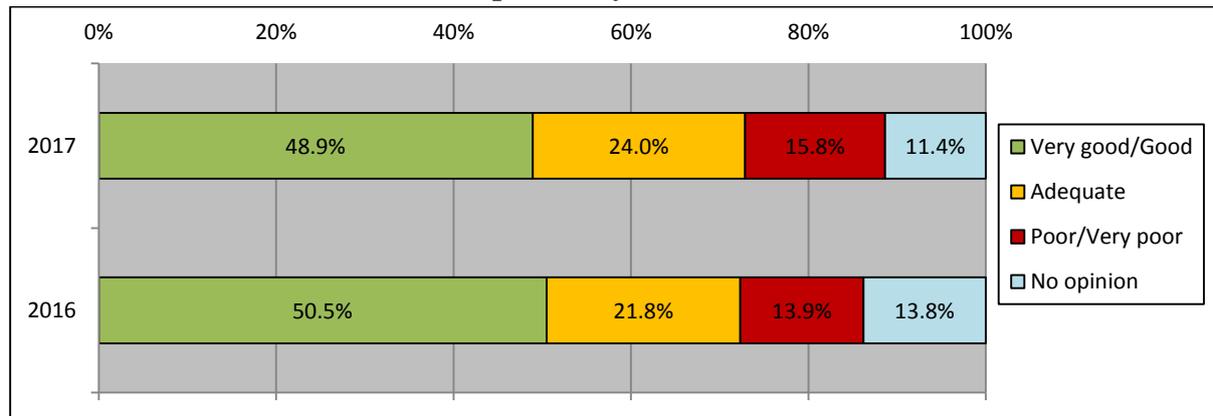
- “Economy and finance” once again stood out as the best rated domain, followed by “International trade” and “Population and social conditions” (57.1%, 54.5% and 51.6% of “very good/good” replies, respectively). The least performing area remained “Regional statistics” with more than a fifth (22.8%) of respondents stating completeness in this domain was either “poor” or “very poor”.

- From the user group perspective, differences were quite small, with the intermediate users being the most positive and the heavy users the least (52.0% and 49.9% of “very good/good” ratings, respectively).

### Comparability

- Comparability was the only quality dimension which did not reach half of the respondents being happy about it and the one with the relatively biggest decrease in satisfaction since 2016 (-1.6% points). The average of “very good/good” responses across all areas was 48.9% this year, 24.0% saw comparability as “adequate” and 15.8% did not feel positive about it.

**Chart 5. Assessment of overall comparability in 2016 and 2017**



Source: Eurostat 2016 and 2017 user satisfaction surveys

- In this case “Economy and finance” and “International trade” were the only two domains with more than half of the respondents being satisfied, getting shares of 54.5% and 51.9% of “very good” and “good”, respectively. For this quality dimension the differences among the domains were smaller than for the other dimensions, “Regional statistics” having still 43.1% of satisfied respondents.
- For comparability intermediate users were the most satisfied with 49.9% of them seeing this quality aspect as “very good” or “good”.

### Overall quality of data and services

- The level of overall satisfaction with Eurostat’s *data and services* was the highest ever registered and substantially improved compared to 2016. 73.0% of all respondents evaluated data and services as “very good” or “good” (+7.7% points compared to 2016), 20.7% as “adequate” and only 3.8% as “poor” or “very poor”. However, it is not possible to say which specific services the respondents found improved or why

**Chart 6. Assessment of overall quality of data and services in 2016 and 2017**



Source: Eurostat 2016 and 2017 user satisfaction surveys

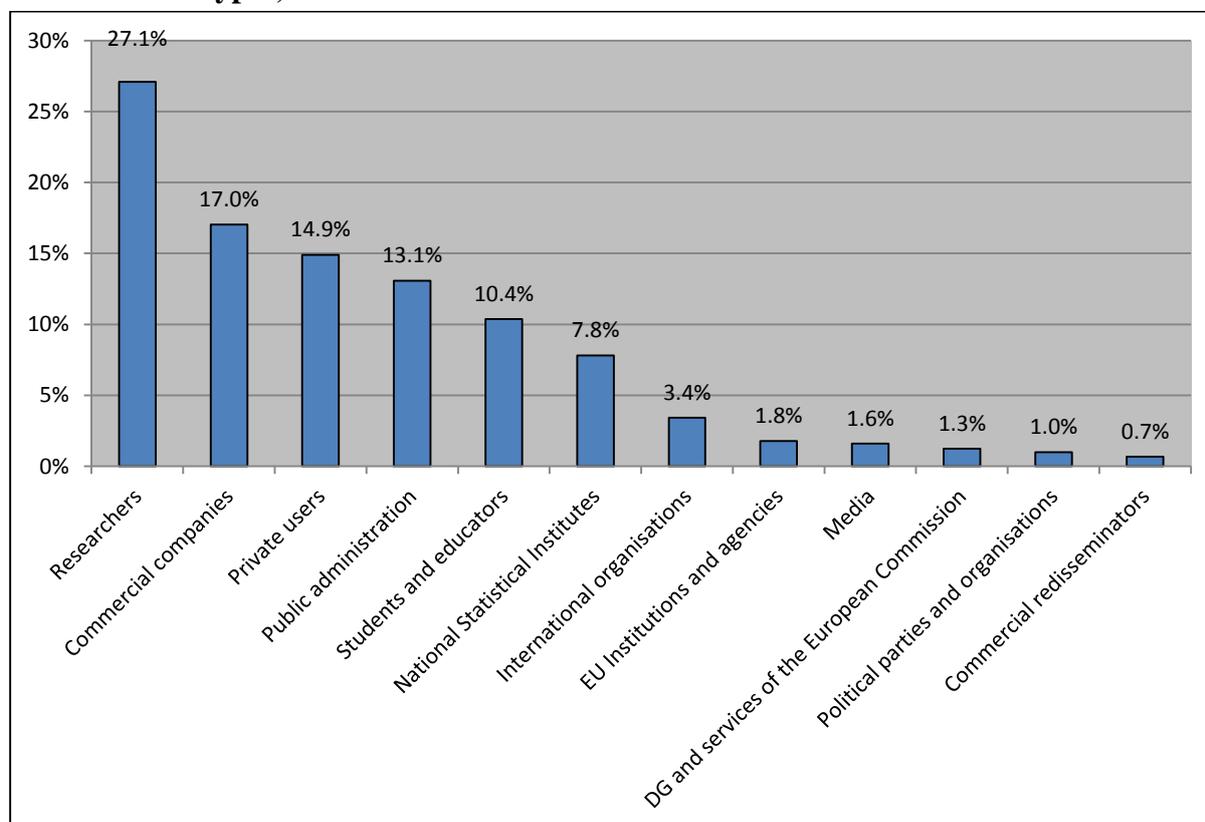
### 3. Results of the USS 2017

#### 3.1 General information

##### 3.1.1 Which types of users replied?

Looking at the distribution of responses by user types (Chart 7), researchers accounted for the largest proportion (27.1%), followed by commercial companies (17.0%) and private users (14.9%). Replies from public administration (13.1%) and students and educators (10.4%) also accounted for more than 10% of the total responses.

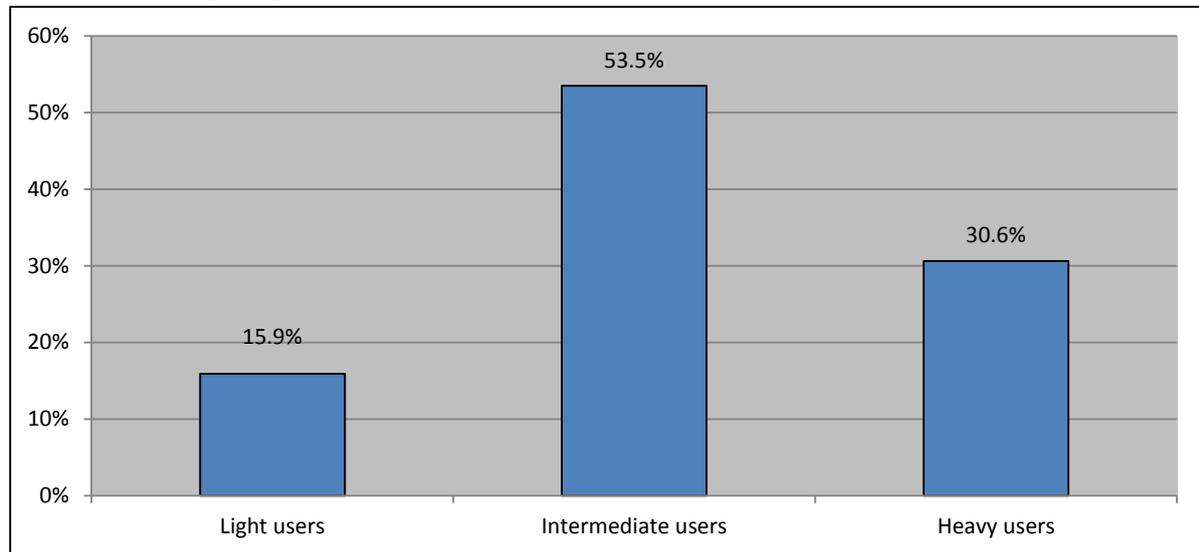
**Chart 7. User types, in %**



Source: Eurostat 2017 user satisfaction survey

To analyse the results this year the users are not grouped by similar types, as in the past, but on two predefined criteria - frequency and complexity of use – which seem more meaningful. Intermediate users account for more than half of the total responses (53.5%), heavy users for less than a third (30.6%) and light users for the remaining 15.9%. Annex 2 shows how the different types of users were assigned to each of the three users' groups.

**Chart 8. User groups, in %**

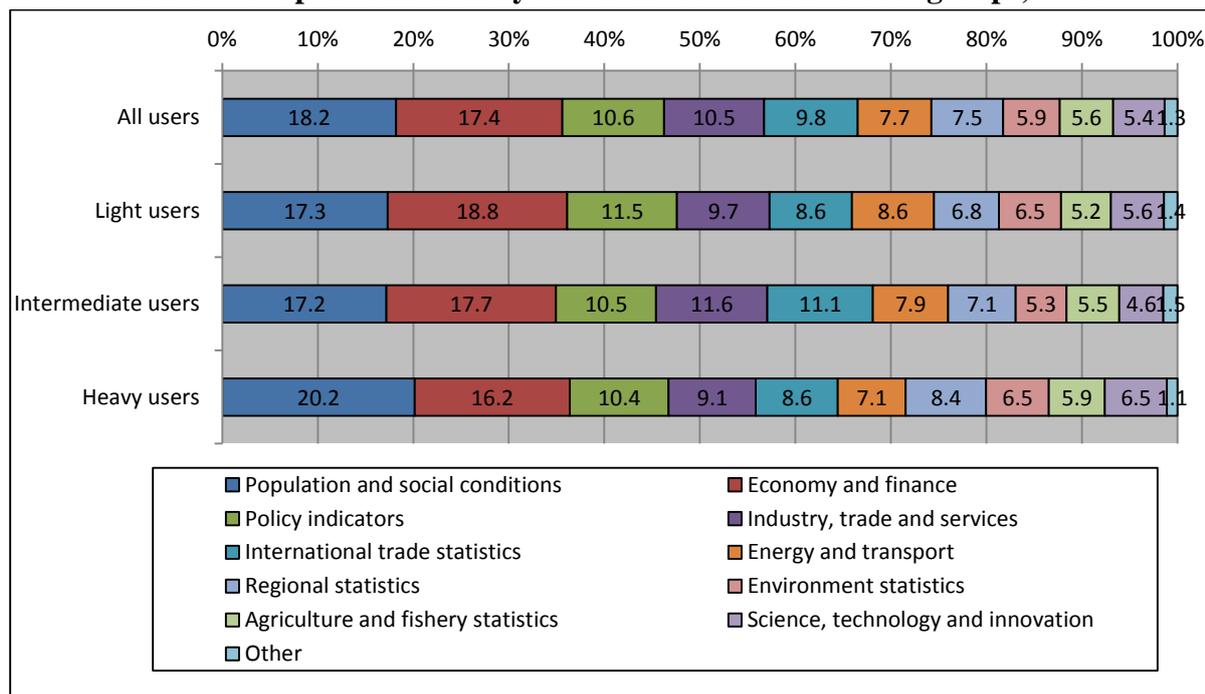


*Source: Eurostat 2017 user satisfaction survey*

Participants were asked to specify which statistics they used most frequently and given an option to pick more than one answer. As seen from Chart 9, “Population and social conditions” and “Economy and finance” remained the two dominating areas across all user groups. The former domain received from 17.2% to 20.2% of responses whereas the latter ranged from 16.2% to 18.8% across user groups. More in details, "Economy and finance" was the most used by light users and “Population and social conditions” by heavy users.

The least utilised statistics were “Environment”, “Agriculture and fishery” and “Science, technology and innovation”, with approximate average shares of around 5-6%. When compared to the results of last year, proportions remained roughly the same.

**Chart 9. Use of European statistics by statistical domains and user groups, in %**



Source: Eurostat 2017 user satisfaction survey

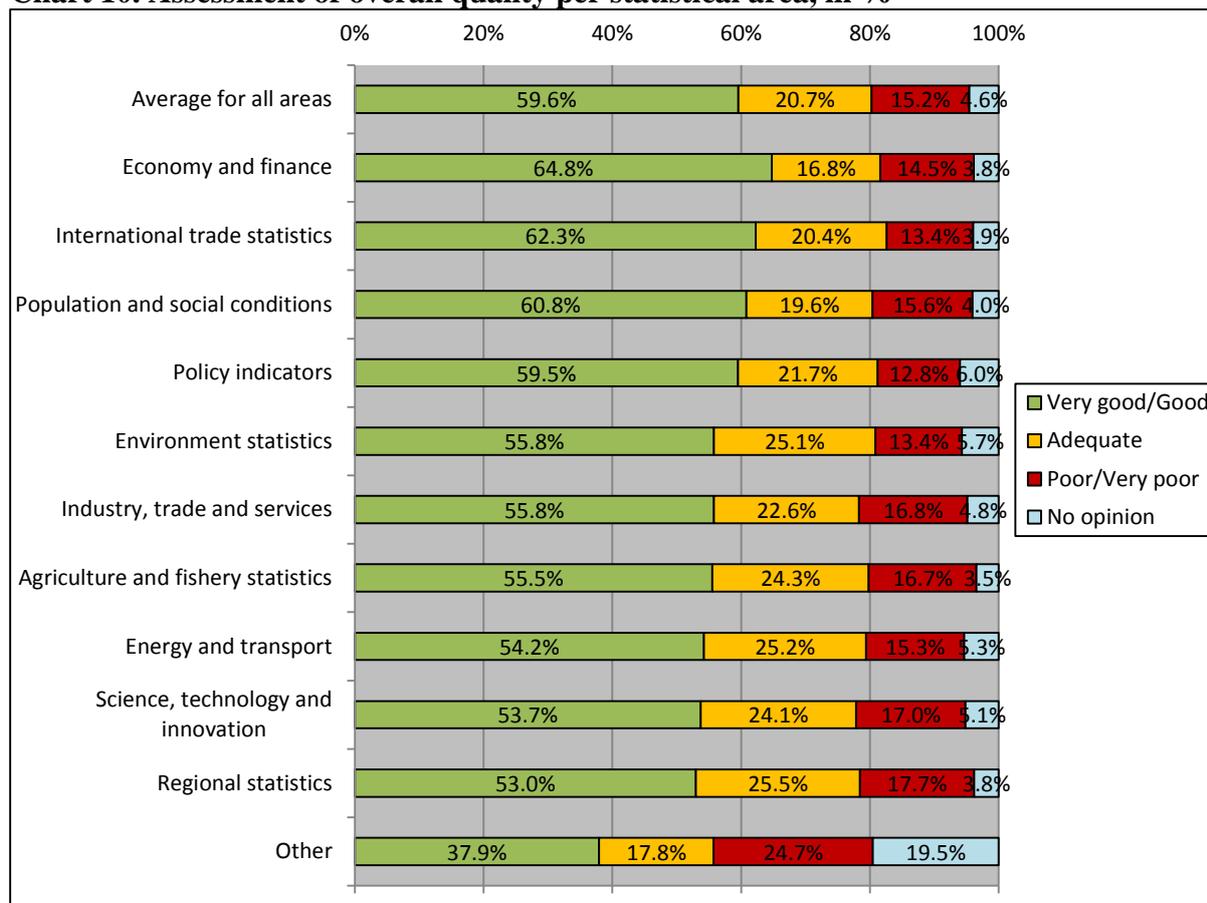
### 3.2 Information on quality aspects

In accordance with the Eurostat’s mission statement, quality considerations play a central role in both its corporate management and day-to-day statistical operations. It is thus important to find out how users assess the quality of the European statistics produced and disseminated by Eurostat. In addition to the overall quality, the survey looked at three different aspects of quality that are considered as the most important for Eurostat - timeliness, completeness and comparability.

#### 3.2.1 Overall quality

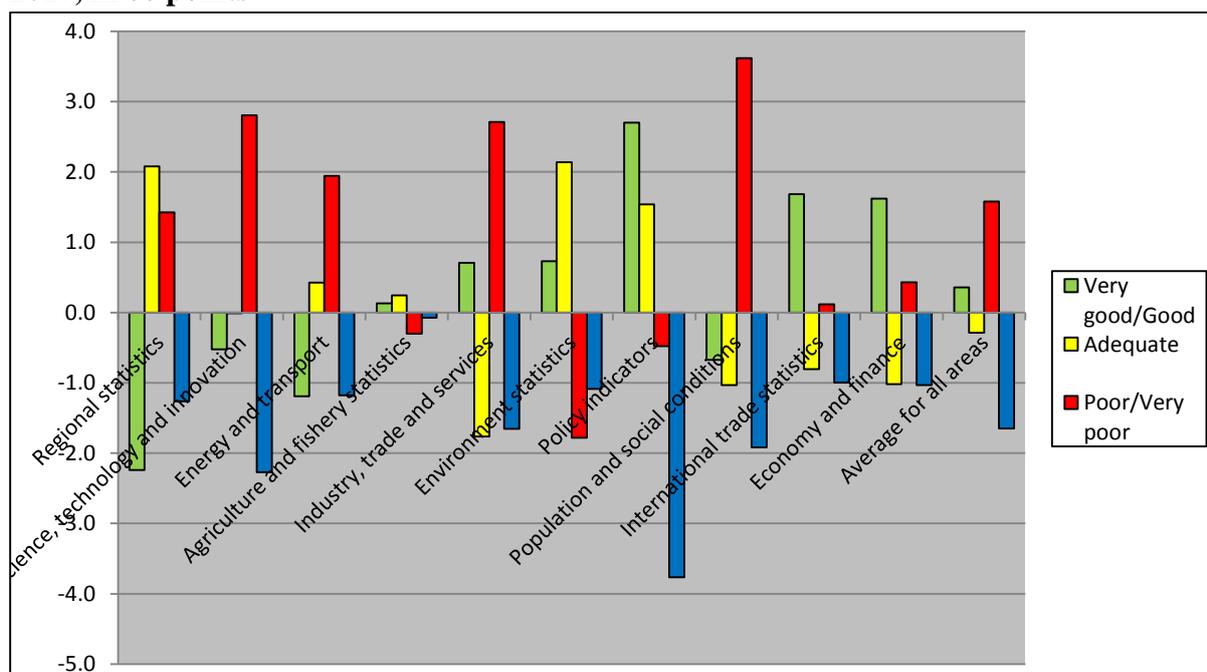
As in the past, this year evaluations were generally positive with almost 60% of users viewing the quality of statistics as “very good” or “good”. As can be seen from Chart 10, the level of satisfaction with the overall quality of European data remained steadily high, with 59.6% of all users considering the quality to be “very good” or “good” and 20.7% considering it as “adequate”. Compared to 2016, the share of those considering the overall quality as least good remained stable, with a tiny increase of 0.4% points, and small differences, not more than 3% points, for all domains, as shown in Chart 11.

**Chart 10. Assessment of overall quality per statistical area, in %**



Source: Eurostat 2017 user satisfaction survey

**Chart 11. Difference in the assesment of overall quality per statistical area in 2016 and 2017, in % points**



Source: Eurostat 2016 and 2017 user satisfaction surveys

At a more disaggregated level, “Economy and finance” again received the highest positive evaluation (64.8% of “very good/good” answers). “International trade” and “Population and social conditions” also passed the bar of 60%, with shares of 62.3% and 60.8%, respectively. It should be noted that these three areas have been the leaders every year and this time they are in the same order at the top three positions for all quality aspects.

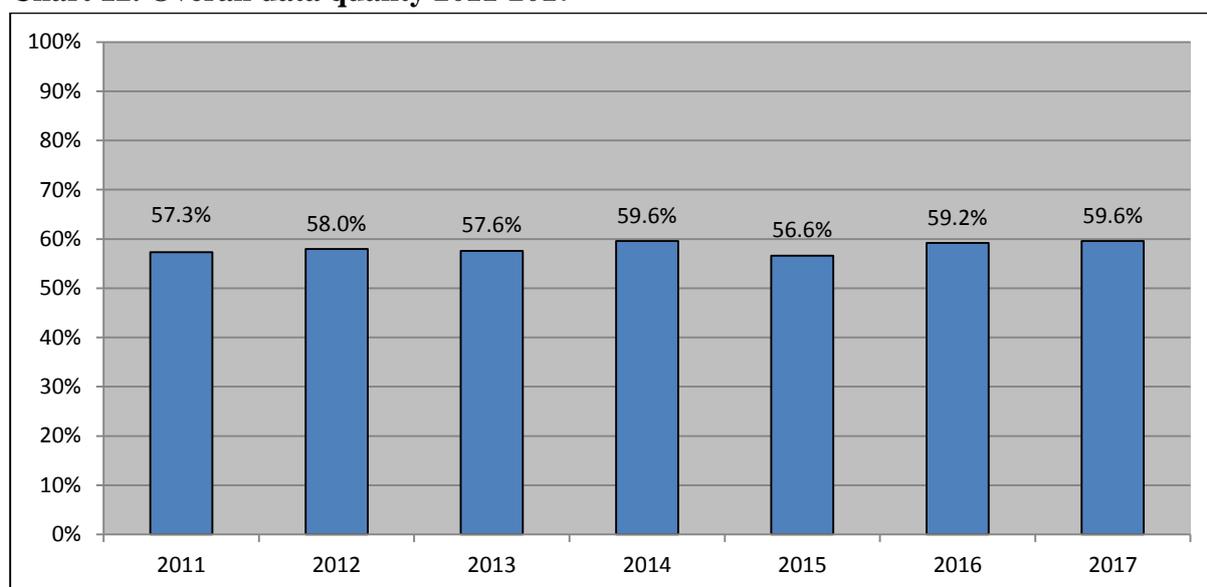
“Economy and finance” continues then to be the highest rated area across all quality dimensions. Given the interest in economic and financial developments in Europe during the recent years and the fact that this domain is used most frequently, high evaluations represent positive views of European data users. A more detailed analysis of the domain revealed that “National accounts, “Price statistics”,” and “Government finance statistics” came to the top of the list receiving 67.3%, 65.2% and 64.4%, respectively, of “very good/good” assessments.

On the other side of the spectrum, "Regional statistics", "Science, technology and innovation" and “Energy and transport” were among the ones with lowest share of positive views on overall quality. Nevertheless, also for those domains more than half of the users were satisfied (53.0%, 53.7% and 54.2%, respectively).

When analysed by user groups, respondents from heavy and intermediate users were more pleased than those from light users. 60.2% of respondents from the first two groups rated the overall quality as “very good/good” against 56.9% for the third group. Such order varies for the other quality dimensions.

Chart 12 shows that there has not been a lot of difference with the overall data assessment in the period from 2011 to 2017, this year equalling the maximum of "very good/good" replies for the all period.

**Chart 12. Overall data quality 2011-2017**



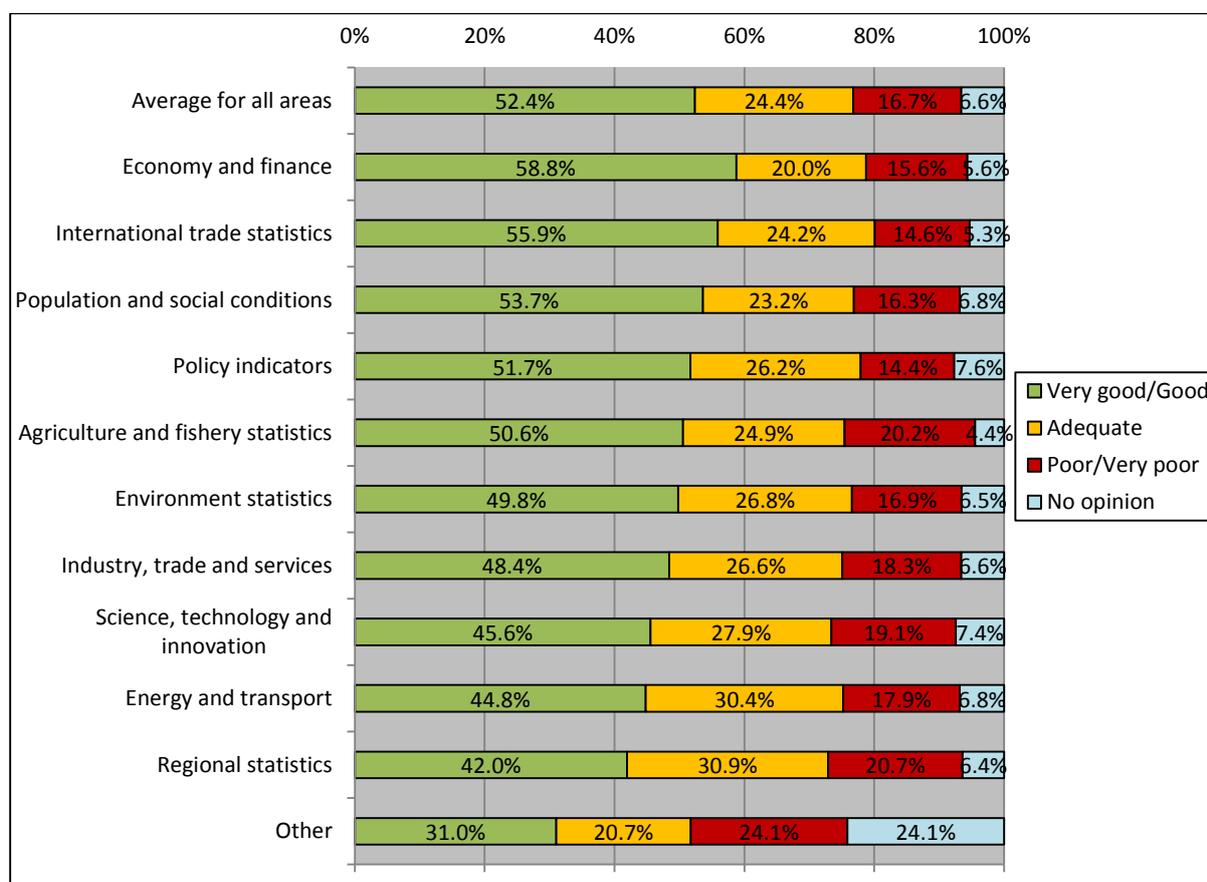
*Source: Eurostat 2011, 2012, 2013, 2014, 2015, 2016 and 2017 user satisfaction surveys*

### 3.2.2 Timeliness

The aspect of information timeliness reflects the length of time between its availability and the event or phenomenon it describes. According to the results, which are presented in Chart 13, on average 52.4% of users saw timeliness of European data as “very good” or “good”, 24.4% as “adequate” and 16.7% as “poor” or “very poor. Timeliness remains the quality dimension, of the three investigated, with the best performance.

From a statistical domain perspective, “Economy and finance” was again rated as having the best timeliness across all areas, followed this year by “International trade” and “Population and social conditions”, accounting for 58.8%, 55.9% and 53.7% of “very good/good” responses, respectively.

**Chart 13. Assessment of timeliness per statistical area, in %**

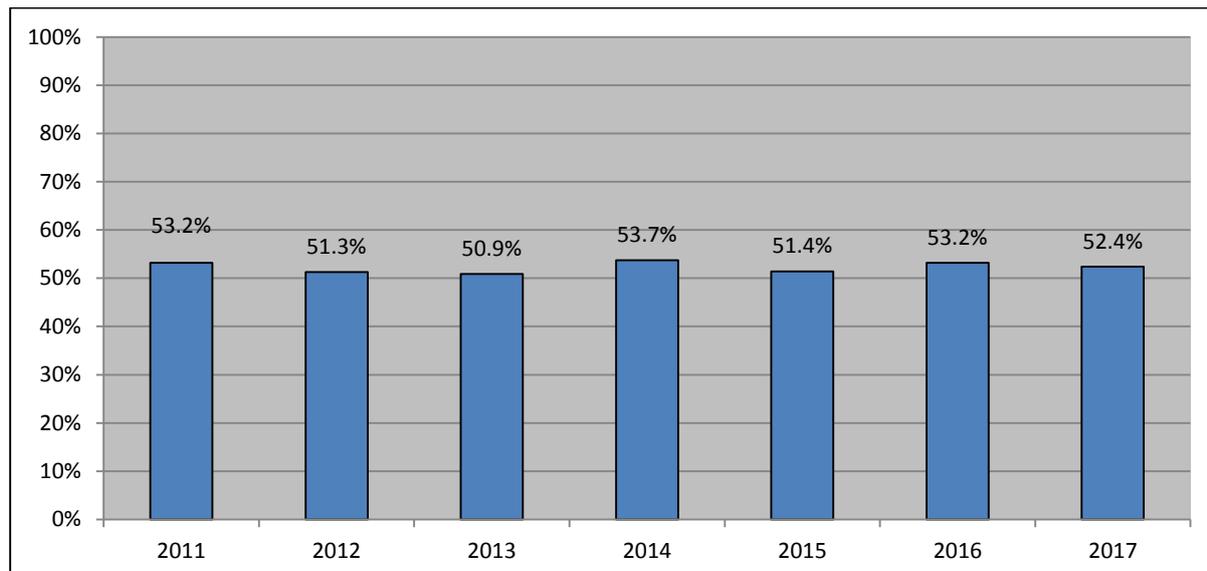


Source: Eurostat 2017 user satisfaction survey

Looking at the user groups, the differences among the three groups were quite limited, ranging from 53.8% of heavy users rating the timeliness as “very good/good” to 52.9% of light users and 51.3% of intermediate users.

A very small decrease in the assessment of the overall timelines from 2016 can be seen in Chart 14, which shows that the share of respondents reporting the timeliness to be very good or good remained pretty stable since 2011.

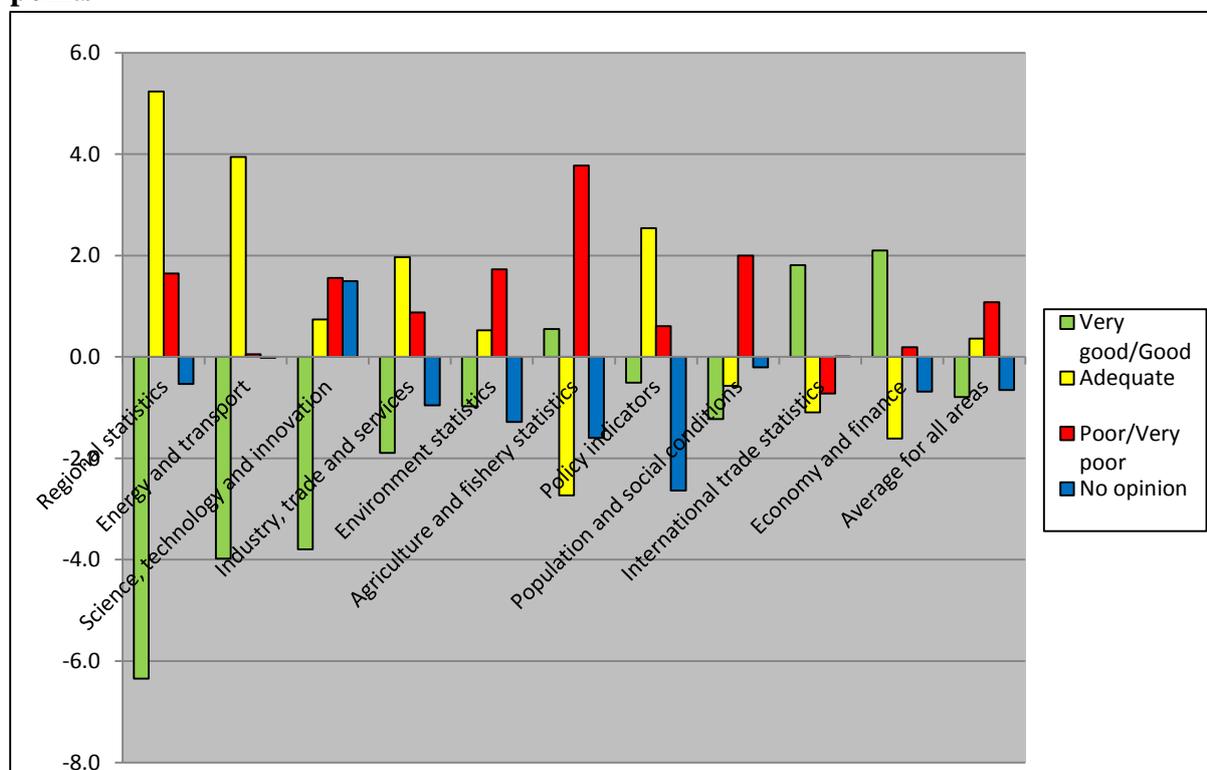
**Chart 14. Assessment of overall timeliness in 2011-2017**



Source: Eurostat 2011, 2012, 2013, 2014, 2016 and 2017 user satisfaction surveys

The slight decrease of “very good” and “good” responses this year was not equally distributed for all domains, with a few of them showing even small increases, as for "Economy and finance" and "International trade", while others like "Regional statistics" and "Energy and transport" presenting decreases of 4-6% points. In such latter cases respondents tend to give more "adequate" judgements.

**Chart 15. Differences in the assessment of data timeliness between 2016 and 2017 in % points**



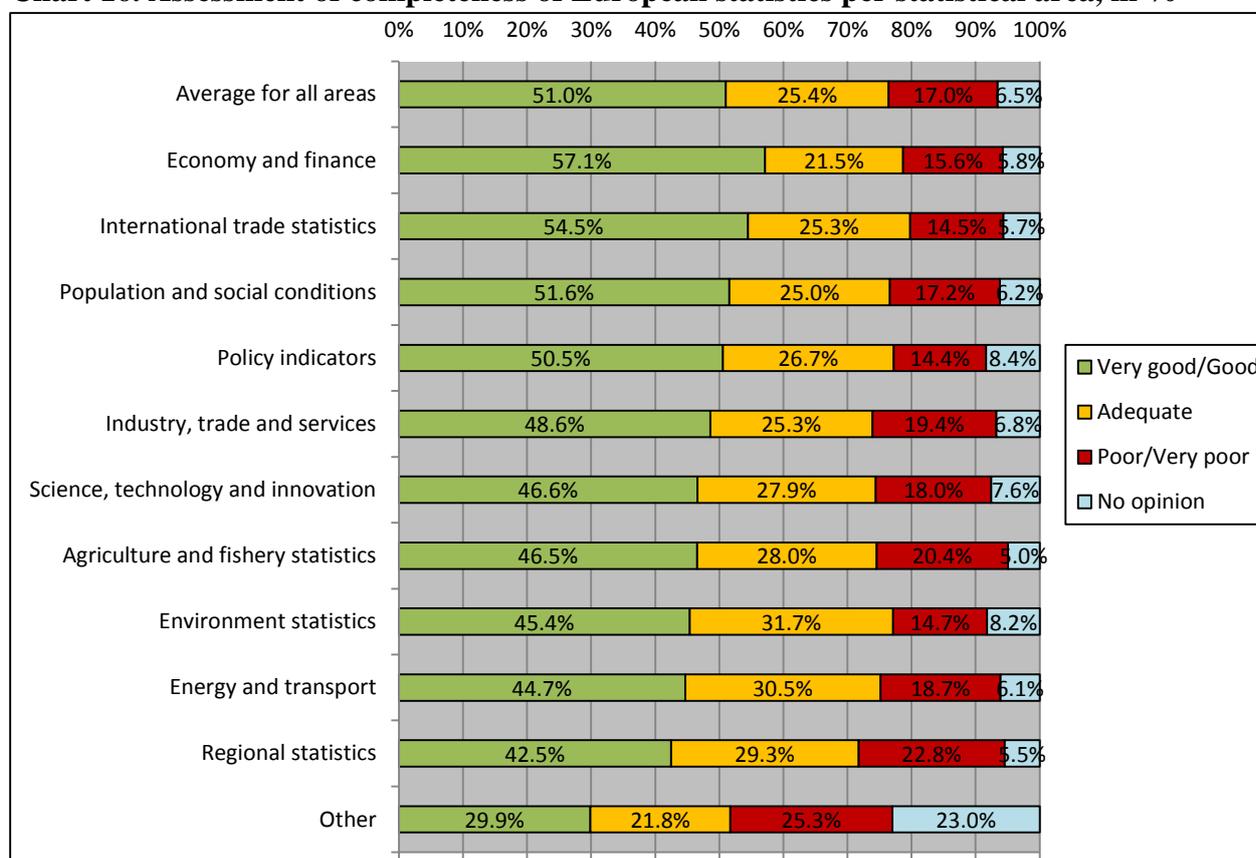
Source: Eurostat 2016 and 2017 user satisfaction surveys

### 3.2.3 Completeness

Completeness is the extent to which all statistics that are needed are available. It is usually described as a measure of the amount of available data from a statistical system compared to the amount that was expected to be obtained. Chart 16 presents the results of user views on data completeness in 2017.

On average for all areas, 51.0% of users saw data completeness as “very good” or “good”, 25.4% thought it was “adequate” and 17.0% perceived it as “poor” or “very poor”. “Economy and finance” once again stood out as the best rated domain, followed by “International trade” and “Population and social conditions” (57.1%, 54.5% and 51.6% of “very good/good” replies, respectively). The least performing area remained “Regional statistics” with more than a fifth (22.8%) of respondents stating completeness in this domain was either “poor” or “very poor”.

**Chart 16. Assessment of completeness of European statistics per statistical area, in %**

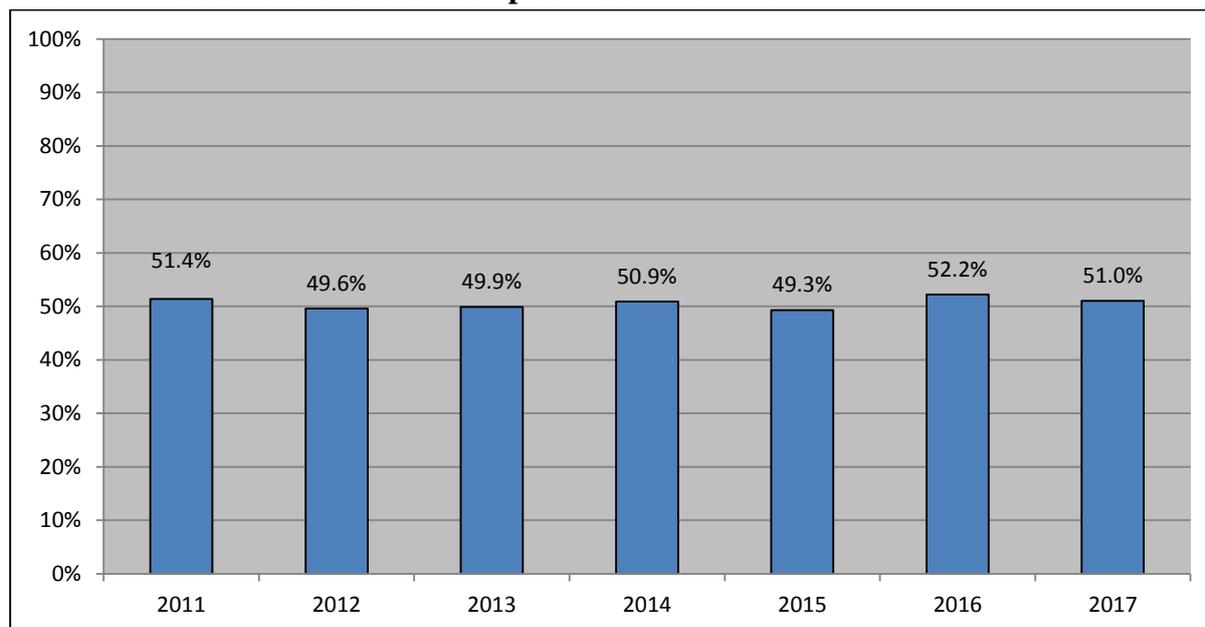


Source: Eurostat 2017 user satisfaction survey

From the user group perspective, differences were quite small, with the intermediate users being the most positive and the heavy users the least (52.0% and 49.9% of “very good/good” ratings, respectively).

As Chart 18 shows, compared to 2016 there was a quite small decrease (1.2%) in the “very good” and “good” assessments of data completeness this year. Again, as can be seen in Chart 17, the differences in the user satisfaction with this indicator in the last seven years were very small, with the results in 2017 being almost identical to the first ones.

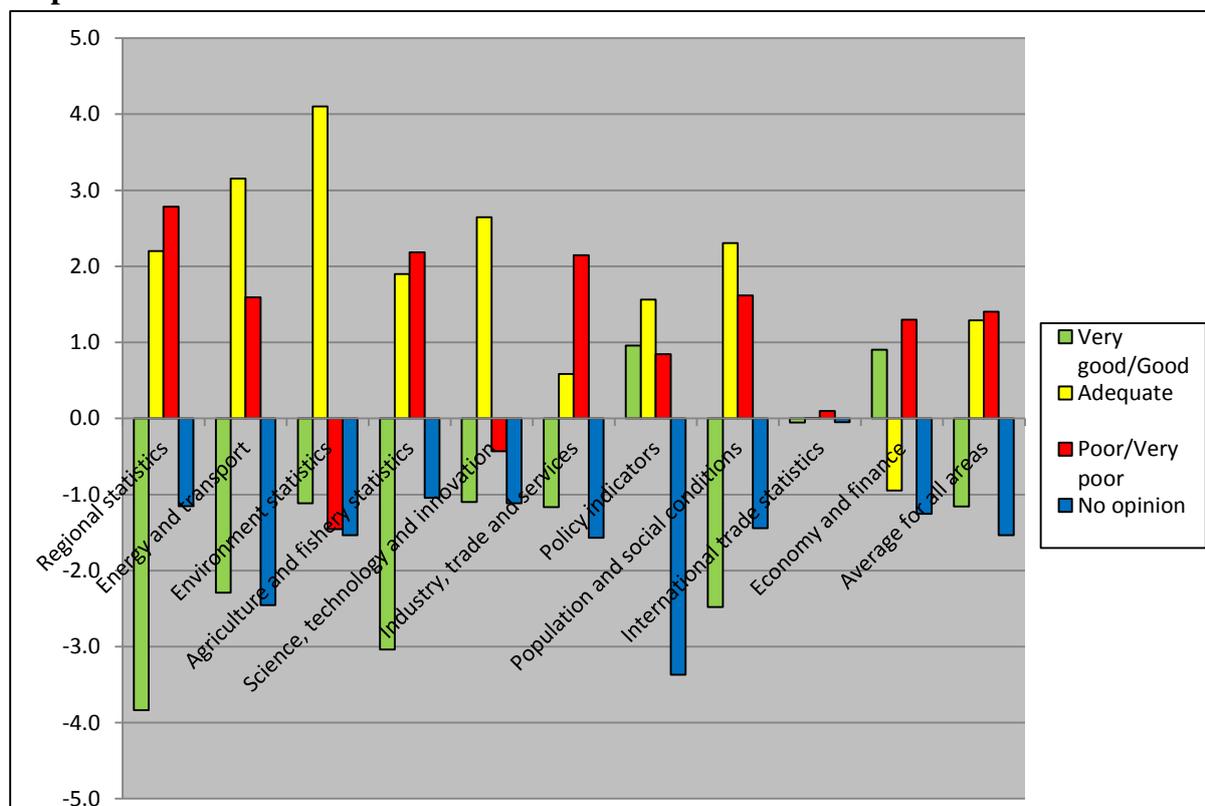
**Chart 17. Assessment of overall completeness in 2011-2017**



Source: Eurostat 2011, 2012, 2013, 2014, 2015, 2016 and 2017 user satisfaction surveys

A closer look to the different statistical domains again reveals small differences compared with 2016 for all areas, reaching no more than 4% points in all cases.

**Chart 18. Differences in the assessment of data completeness between 2016 and 2017 in % points**



Source: Eurostat 2016 and 2017 user satisfaction surveys

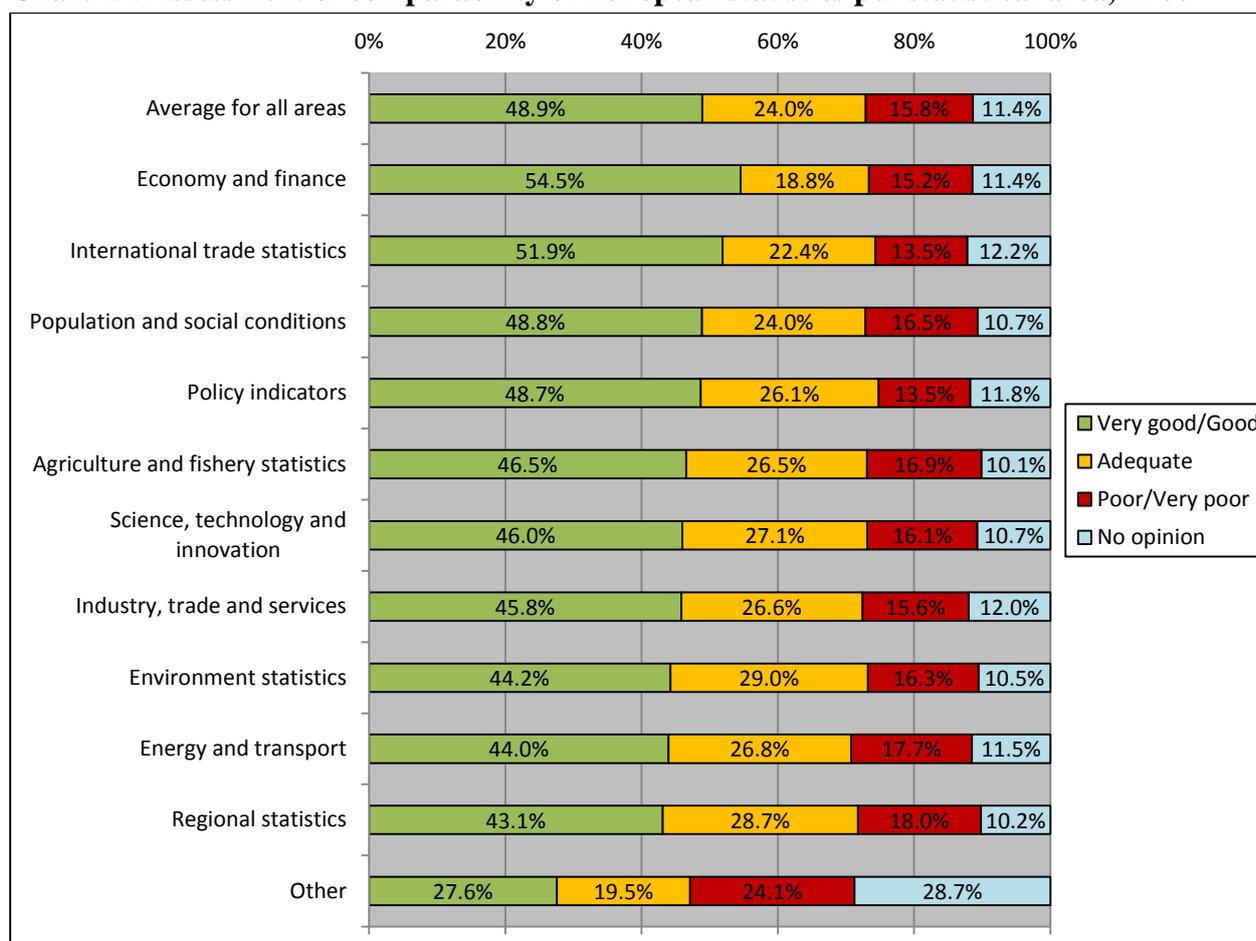
### 3.2.4 Comparability

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

As seen from Chart 19, comparability was the only quality dimension which did not reach half of the respondents being happy about it. The average of “very good/good” responses across all areas was 48.9% this year, 24.0% saw comparability as “adequate” and 15.8% did not feel positive about it. In this case “Economy and finance” and “International trade” were the only two domains with more than half of the respondents being satisfied, getting shares of 54.5% and 51.9% of “very good” and “good”, respectively. For this quality dimension the differences among the domains were smaller than for the other dimensions, “Regional statistics” having still 43.1% of satisfied respondents.

For comparability intermediate users were the most satisfied with 49.9% of them seeing this quality aspect as “very good” or “good”, versus 49.0% of heavy users and 46.3% of light users.

**Chart 19. Assessment of comparability of European statistics per statistical area, in %**

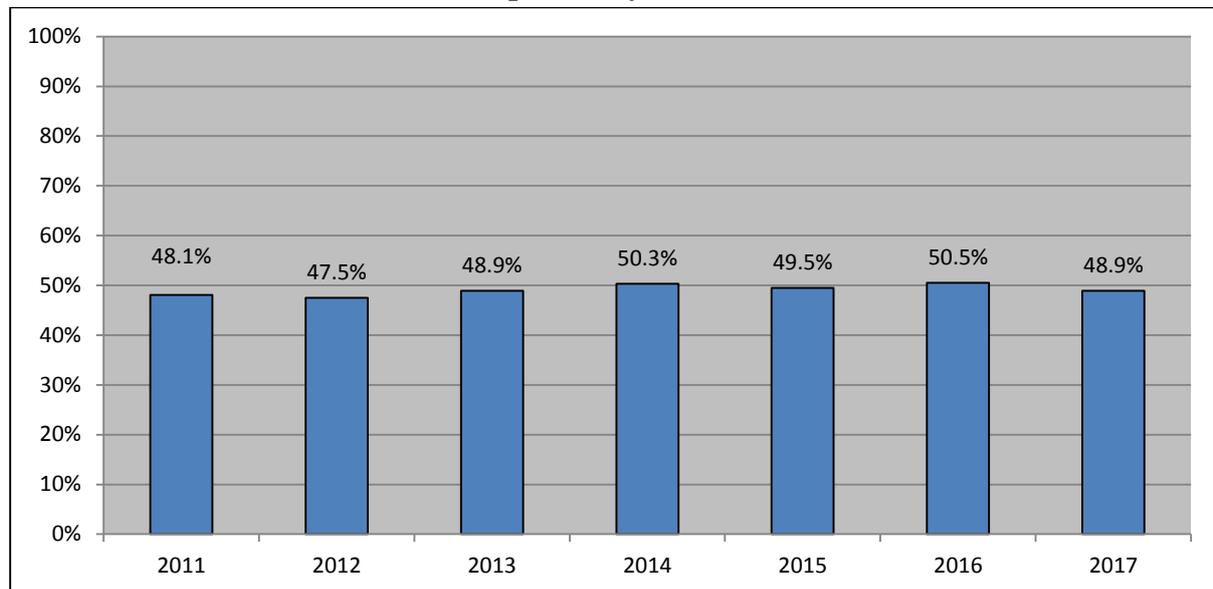


Source: Eurostat 2017 user satisfaction survey

There was a small, but bigger than for the other quality dimensions (-1.6% points), decrease in the assessment of the overall comparability compared to last year (Chart 21), which makes

the satisfaction share for 2017 similar to those of the first years of the user satisfaction survey, as shown in Chart 20. Variations were anyway very small in the entire period.

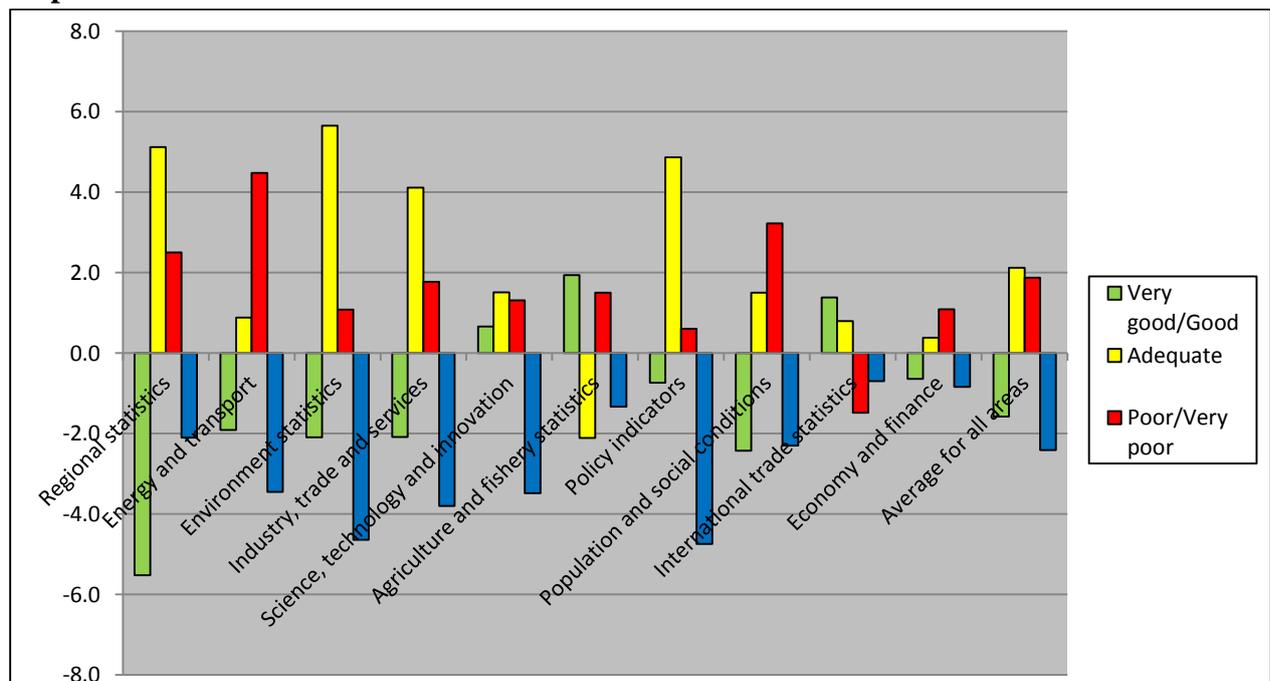
**Chart 20. Assessment of overall comparability in 2011-2017**



Source: Eurostat 2011, 2012, 2013, 2014, 2015, 2016 and 2017 user satisfaction surveys

The small decrease of “very good” and “good” responses between years 2016 and 2017 is mirrored in most of the statistical domains and it is particularly evident for regional statistics where it passed -5% points, reversing an equivalent increase that had been registered for that domain in 2016.

**Chart 21. Differences in the assessment of data comparability between 2016 and 2017 in % points**

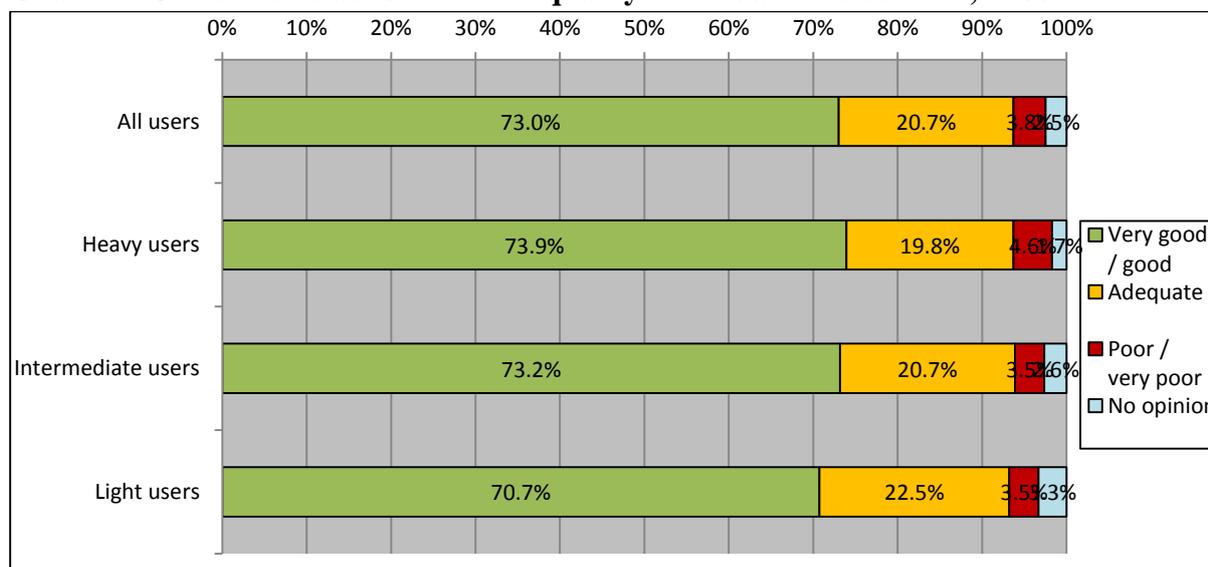


Source: Eurostat 2016 and 2017 user satisfaction surveys

### 3.3 Overall quality of data and services

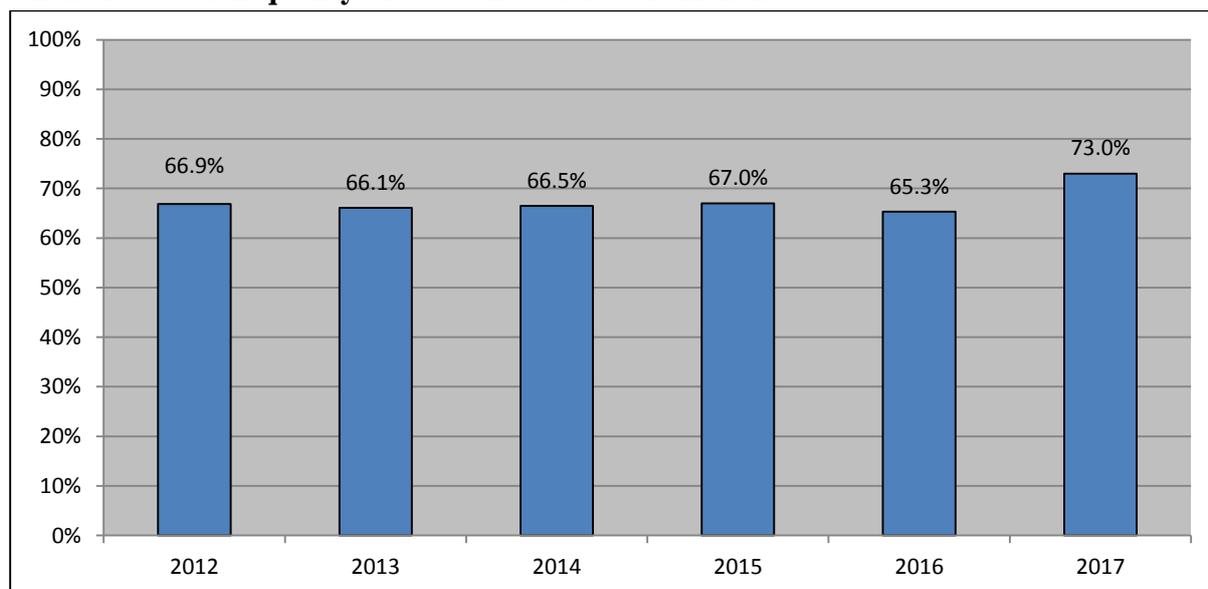
Users were also asked to express their views on the overall quality of the *data and services* provided by Eurostat. As can be seen from Chart 22 and Chart 23, the level of overall satisfaction was really high and the highest ever registered, improving substantially compared to 2016. 73.0% of all respondents evaluated data and services as “very good” or “good” (+7.7% points compared to 2016), 20.7% as “adequate” and only 3.8% as “poor” or “very poor”. The shares of happy respondents were above 70.0% for all groups of users. We can imagine that the improvement is due to an increased satisfaction with Eurostat's services, but as no question on specific services was included in the survey nor a list of services indicated, it is not possible to say more on which services the respondents found improved or why.

**Chart 22. Overall satisfaction with the quality of the data and services, in %**



Source: Eurostat 2017 user satisfaction survey

**Chart 23. Overall quality of data and services 2012-2017**



Source: Eurostat 2012, 2013, 2014, 2015, 2016 and 2017 user satisfaction surveys

#### 4. Messages from the users

At the end of the survey users were allowed to provide Eurostat with general comments, not limited to the questions of the survey. A lot of respondents sent indeed their comments and suggestions, on various topics. Eurostat website for example received a lot of comments even if not included in the survey. Many comments were positive, praising among others the good overall quality of the data, which can be trusted, the user friendliness of the Eurostat website and the excellent service offered by the user support. We do not treat further such comments in this chapter, we try instead to summarise where we received also negative comments and what the users asked, especially on those topics where several respondents gave similar comments. Many of the suggestions are not new; they have already been done in the past and mentioned in the reports of the previous surveys. It must be considered also that when asking to improve some aspects of the data quality, almost all domains were mentioned at some time and that Eurostat received as well many detailed and specific requests for new data. Here we do not list such specific comments and requests, which are transmitted to the entities in charge at Eurostat, but we remain at a more general level. We can make an exception just to mention migration statistics, for which we received many requests for more data, confirming that due to the refugee crisis this is a particularly hot topic.

General comments and suggestions:

- Improve data timeliness, especially for those domains registering long time lags, in cases where some countries send data late and when national data are published before European data.
- Solve the problems for those domains lacking the data of some countries. All countries should be encouraged to send data also for those areas where contributions are voluntary. Time breaks, especially at regional level, should be avoided.
- Improve comparability, especially to avoid differences between national and European data, at regional level, when countries use different methodologies or when some have derogations. Differences between two domains reporting the same set of data should disappear. It would also be good to have more comparable figures with those published by other international organisations.
- Make more microdata available and the way to get access to them easier.
- Make metadata easier to find, easier to understand for non-statisticians and provide more complete explanations.
- Provide longer time series especially for economic statistics and policy indicators.
- Include more topics in the release calendar.
- Provide data at a more disaggregated level and at more detailed regional level.
- Use more languages, including for this survey.

Eurostat website:

- Make navigation and data search more performant and user-friendly.
- Give the possibility to open several windows in the Data Explorer.
- Make the Application Programming Interface (API) easier to use and more powerful.

## Statistical areas

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

- 1.1 National accounts (including GDP, 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 Tourism
- 2.4 Information society

### *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 and fishery statistics*

### *7. Energy statistics*

### *8. Transport statistics*

### *9. Science and technology and innovation*

### *10. Regional statistics*

### *11. Policy indicators, composed of*

- 11.1 Europe 2020 indicators
- 11.2 Sustainable Development indicators
- 11.3 Euro indicators / PEEIs (Principal European Economic Indicators)
- 11.4 Globalisation indicators
- 11.5 MIP (Macroeconomic Imbalances Procedure) indicators

### *12. Other*

---

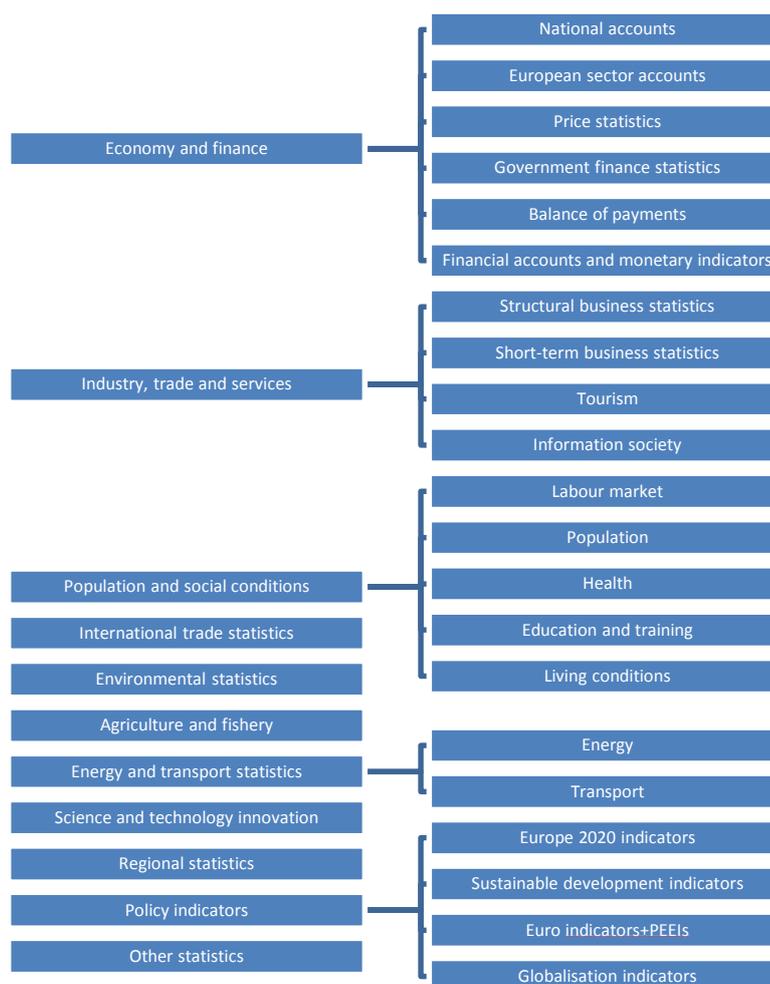
### Brief description on the methodology for compiling the information on quality

Respondents to the user satisfaction survey had to choose the statistical areas they utilise data from in one of the very first questions. Only for the areas selected by them in this question they could later in the questionnaire provide an answer on the three quality aspects of timeliness, completeness and comparability and on the overall quality.

The answers were summarised by Eurostat in the following way:

1. For all statistical areas that were composed of sub-areas the answers were summed-up in such a way that the results would be compiled for the bigger heading (left column). As an example we can take the bigger heading of "Industry, trade and services statistics", which is composed of "Structural Business Statistics (SBS)", "Short term Statistics (STS)", "Tourism" and "Information Society (INFSO)". Answers were provided for an assessment of SBS, STS, Tourism and INFSO quality aspects but the results were added to come up with the figures for the heading "Industry, trade and services statistics". The detailed results for SBS, STS, Tourism and INFSO are also available but not published in this report.

The statistical domains (on the right) have been grouped under a bigger heading in the following way:



2. Another compilation aspect is the adding up of the answers "very good" and "good" into one answering category as well as adding up answers of "very poor" and "poor" into one answering category.

3. Percentages were then calculated as the share of answers for the heading of the statistical area and for the answering categories of "good" (contains "very good" and "good"), "adequate" and "poor" (contains "poor" and "very poor") as well as the "no opinion". As an example the different steps of data calculation are illustrated in annex 3 for the question on the assessment of overall quality.

4. Different smaller user categories were also aggregated in the following way to 3 broader groups:

A) Light users

Private users

Political parties and organisations

B) Intermediate users

Students and educators

Commercial companies

Public administration

EU Institutions and agencies

National Statistical Institutes

International organisations

C) Heavy users

Researchers

DGs and services of the European Commission

Commercial redisseminators

Media

### Example of calculations for the question on overall quality

Step 1. Detailed results for all statistical areas

<b>Q9: How do you rate the overall quality of European statistics?</b>							
<b>Overall Quality</b>	<b>Very good</b>	<b>Good</b>	<b>Adeq.</b>	<b>Poor</b>	<b>Very poor</b>	<b>No opin.</b>	<b>Total</b>
Economy and finance - National accounts	490	771	277	166	105	65	1874
Economy and finance - Price statistics	263	401	160	96	51	48	1019
Economy and finance - Government finance	197	339	149	75	46	26	832
Economy and finance - Balance of payments	130	225	113	53	37	20	578
Economy and finance - Financial accounts and monetary indicators	124	214	120	49	30	28	565
Industry, trade and services - Structural business statistics	150	353	210	113	38	39	903
Industry, trade and services - Short-term business statistics	109	216	126	61	25	23	560
Industry, trade and services - Tourism	74	134	84	51	21	27	391
Industry, trade and services - Information society	70	148	87	49	20	20	394
Population and social conditions - Labour market	303	605	274	154	62	58	1456
Population and social conditions - Population	341	584	249	144	74	61	1453
Population and social conditions - Health	145	281	154	73	27	35	715
Population and social conditions - Education and training	182	359	202	128	41	34	946
Population and social conditions - Living conditions	204	409	219	117	53	38	1040
International trade	269	523	259	114	57	50	1272
Environment	135	294	193	77	26	44	769
Agriculture and fishery	122	280	176	92	29	25	724
Energy and transport - Energy	115	272	171	69	32	43	702
Energy and transport - Transport	92	213	150	69	25	25	574
Science, technology and innovation	117	259	169	102	17	36	700
Regional statistics	173	341	247	122	50	37	970
Policy indicators - Europe 2020	178	302	156	76	40	42	794
Policy indicators - Sustainable development indicators	99	202	140	55	22	34	552
Policy indicators - Euro indicators + PEEIs	104	173	88	27	17	27	436
Policy indicators - Globalisation indicators	83	152	91	23	17	27	393
Policy indicators - MIP (Macroeconomic Imbalances Procedure) indicators	52	87	47	15	16	14	231
Other	25	41	31	26	17	34	174

Step 2. Results are aggregated under bigger areas

<b>Overall Quality</b>	<b>Very good</b>	<b>Good</b>	<b>Adequate</b>	<b>Poor</b>	<b>Very poor</b>	<b>No opinion</b>	<b>Total</b>
Economy and finance	1204	1950	819	439	269	187	4868
Industry, trade and services	403	851	507	274	104	109	2248
Population and social conditions	1175	2238	1098	616	257	226	5610
International trade statistics	269	523	259	114	57	50	1272
Environment statistics	135	294	193	77	26	44	769
Agriculture and fishery	122	280	176	92	29	25	724
Energy and transport	207	485	321	138	57	68	1276
Science, technology and	117	259	169	102	17	36	700
Regional statistics	173	341	247	122	50	37	970
Policy indicators	516	916	522	196	112	144	2406
Other	25	41	31	26	17	34	174
<b>Total</b>	<b>4346</b>	<b>8178</b>	<b>4342</b>	<b>2196</b>	<b>995</b>	<b>960</b>	<b>21017</b>

Step 3. "Very good" and "good" and "very poor" and "poor" are merged

<b>Overall Quality</b>	<b>Very good/Good</b>	<b>Adequate</b>	<b>Poor/Very poor</b>	<b>No opinion</b>	<b>Total</b>
Economy and finance	3154	819	708	187	4868
Industry, trade and services	1254	507	378	109	2248
Population and social conditions	3413	1098	873	226	5610
International trade statistics	792	259	171	50	1272
Environment statistics	429	193	103	44	769
Agriculture and fishery	402	176	121	25	724
Energy and transport	692	321	195	68	1276
Science, technology and	376	169	119	36	700
Regional statistics	514	247	172	37	970
Policy indicators	1432	522	308	144	2406
Other	66	31	43	34	174
<b>Total</b>	<b>12524</b>	<b>4342</b>	<b>3191</b>	<b>960</b>	<b>21017</b>

Step 4. Final table with percentages calculated

<b>Overall Quality</b>	<b>Very good/Good</b>	<b>Adequate</b>	<b>Poor/Very poor</b>	<b>No opinion</b>
Economy and finance	64.8%	16.8%	14.5%	3.8%
Industry, trade and services	55.8%	22.6%	16.8%	4.8%
Population and social conditions	60.8%	19.6%	15.6%	4.0%
International trade statistics	62.3%	20.4%	13.4%	3.9%
Environment statistics	55.8%	25.1%	13.4%	5.7%
Agriculture and fishery	55.5%	24.3%	16.7%	3.5%
Energy and transport	54.2%	25.2%	15.3%	5.3%
Science, technology and	53.7%	24.1%	17.0%	5.1%
Regional statistics	53.0%	25.5%	17.7%	3.8%
Policy indicators	59.5%	21.7%	12.8%	6.0%
Other	37.9%	17.8%	24.7%	19.5%
<b>Total</b>	<b>59.6%</b>	<b>20.7%</b>	<b>15.2%</b>	<b>4.6%</b>