

BANCO DE ESPAÑA 2018 STATISTICS USER SATISFACTION SURVEY

MAIN RESULTS

December 2018



INVITED USERS

Economics practitioners

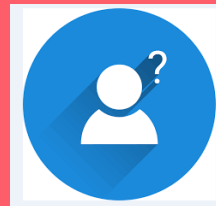
Economics media

e-mail invitation



USERS VIA WEBSITE (other unidentified users)

Survey access through links on Banco de España website





FOUR BASIC CONSIDERATIONS

a. Anonymity of replies

b. Limited response time

c. Sufficient detail

d. Possibility of free response

FOUR BLOCKS OF QUESTIONS

Block I. User characteristics

Block II. Satisfaction with statistical output

Block III. Satisfaction with statistical dissemination

Block IV. General satisfaction

SURVEY QUESTIONS



Block I. User characteristics

- User group (type of institution)
- Purpose of consultation of statistics
- Consultation frequency
- Channel for learning of publication of a new figure
- Means of access to statistics
- Statistics groups consulted

Block II. Statistical output

- Coverage of information needs
- Confidence in statistics
- Reliability of first estimation
- Release lag
- Consistency with other statistics

Block III. Statistical dissemination

- Location and access to information
- Presentation and clarity of information
- Access to and usefulness of metadata



Block IV. General satisfaction

- General level of satisfaction
- General level of satisfaction with website
- Assessment of statistical information service
- Assessment of use of new technologies
- Assessment of the databank consultation tool
- Post code

PARTICIPATION IN THE SURVEY



Satisfactory level of user participation

| User group | Survey start date | Survey end date | Number of replies |
|--|-------------------|-----------------|-------------------|
|  Invited users | 18.01.2018 | 01.03.2018 | 428 |
|  Via Website (other) | 18.01.2018 | 19.04.2018 | 168 |

TWO TARGET POPULATION GROUPS, WITH HOMOGENOUS RESULTS

The invited and via-website (other) user populations show a similar distribution of results; for this reason they are grouped in the following charts

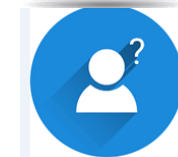
RESULTS

Block I: User characteristics

Block III: Satisfaction with statistical dissemination

Block IV: General satisfaction

REPLIES OF ALL
USERS



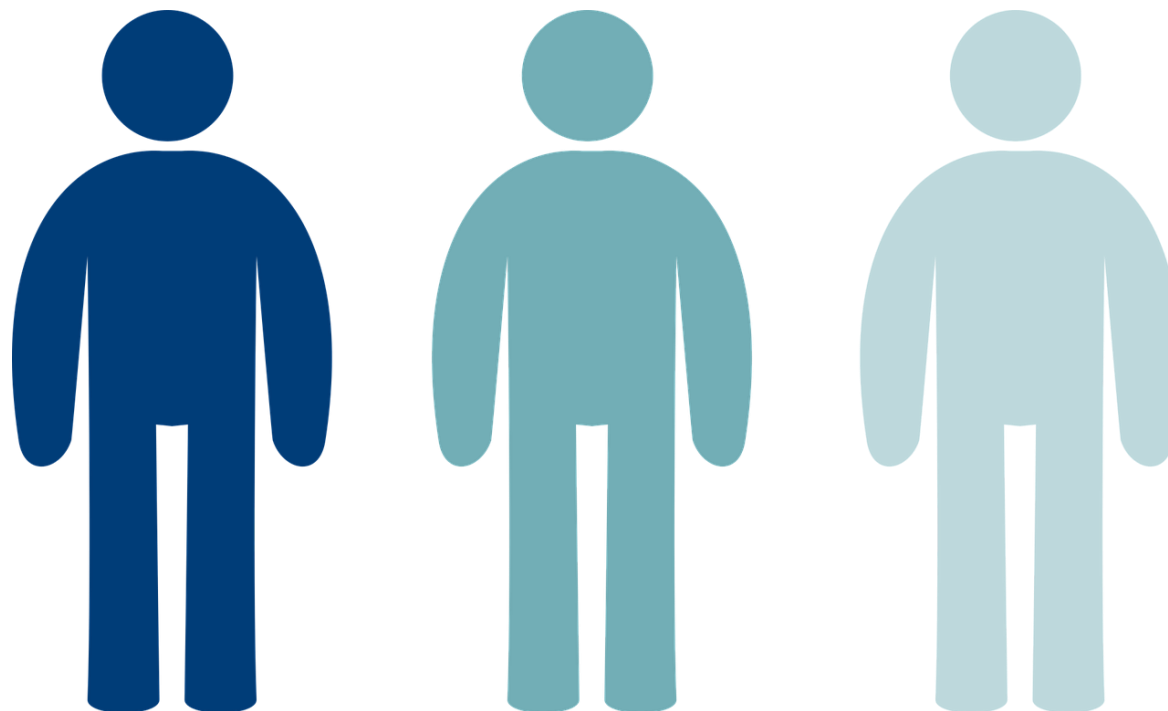
RESULTS

Block II: Satisfaction with statistical output

ONLY INVITED
USERS



BLOCK I: SURVEY PARTICIPANT CHARACTERISTICS

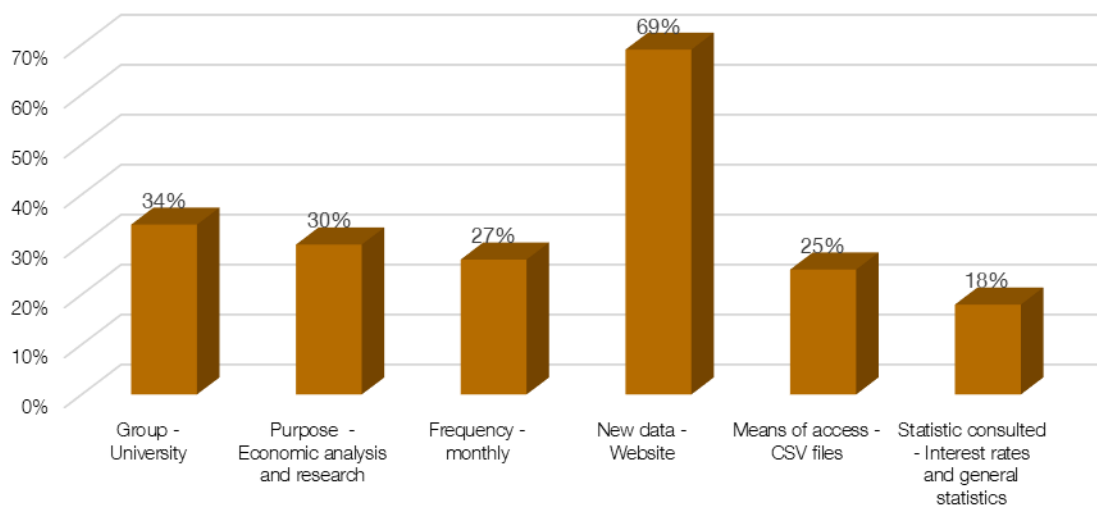


BLOCK I RESULTS: SURVEY PARTICIPANT CHARACTERISTICS



Standard survey respondent profile

USER CHARACTERISTICS. MOST FREQUENT OPTIONS (MODE)
WEIGHT (%) OF THE OPTION MOST CHOSEN BY USERS RELATIVE TO THE TOTAL REPLIES TO EACH QUESTION



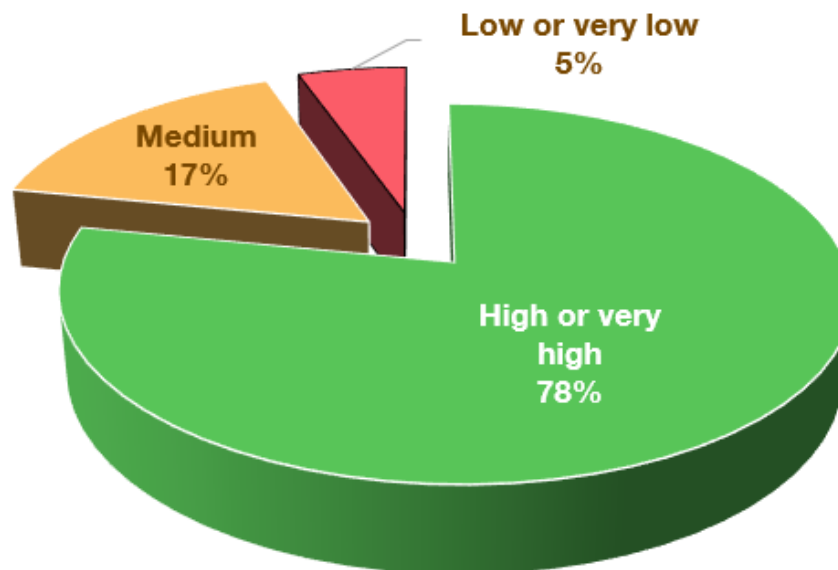
BLOCKS II, III AND IV: STATISTICAL PRODUCTION, DISSEMINATION AND GENERAL SATISFACTION



GENERAL SATISFACTION

Survey participants report a generally high level of satisfaction

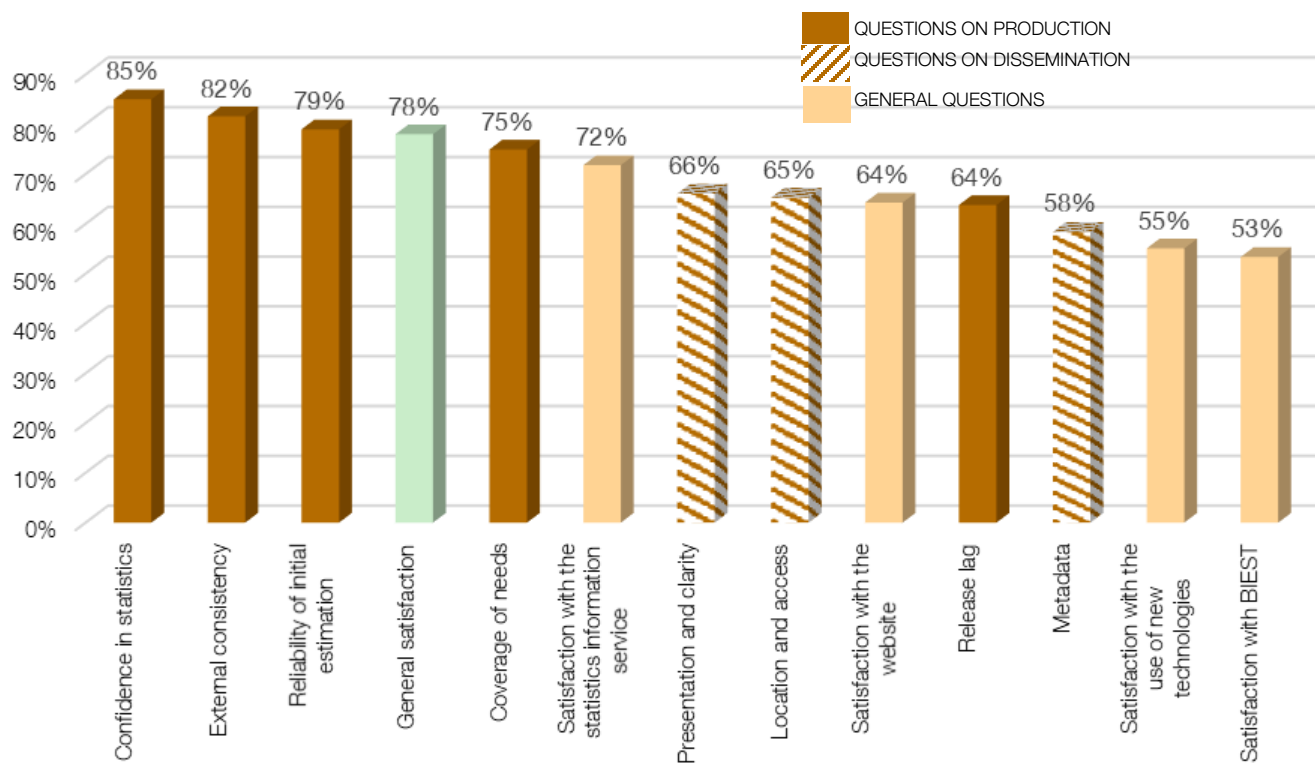
GENERAL LEVEL OF SATISFACTION
WEIGHT (%) OF REPLIES ACCORDING TO LEVEL OF SATISFACTION WITH RESPECT TO TOTAL USERS



RESULTS SUMMARY BLOCKS II, III AND IV: STATISTICAL PRODUCTION, DISSEMINATION AND GENERAL SATISFACTION



WEIGHT (%) OF REPLIES WITH HIGH OR VERY HIGH LEVEL OF SATISFACTION WITH
RESPECT TO TOTAL REPLIES TO EACH QUESTION

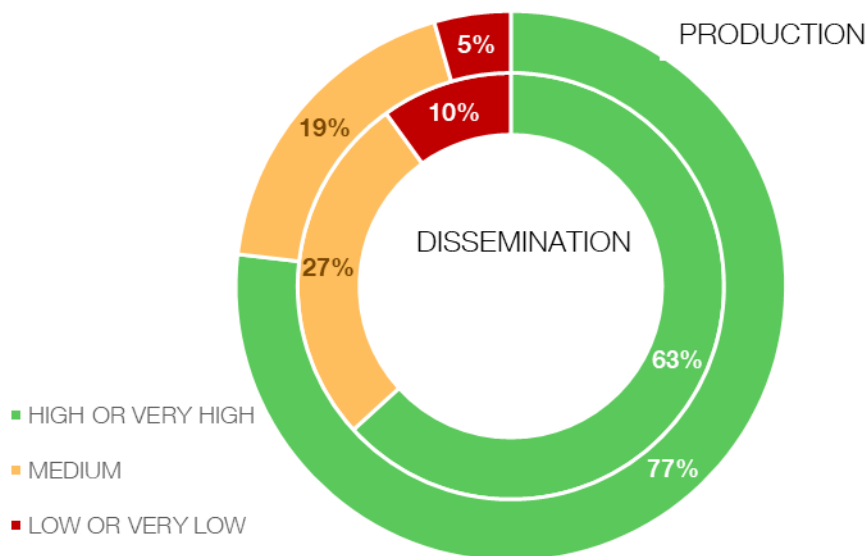


RESULTS SUMMARY BLOCKS II AND III: STATISTICAL PRODUCTION AND DISSEMINATION



Better assessment in aspects relating to statistical production

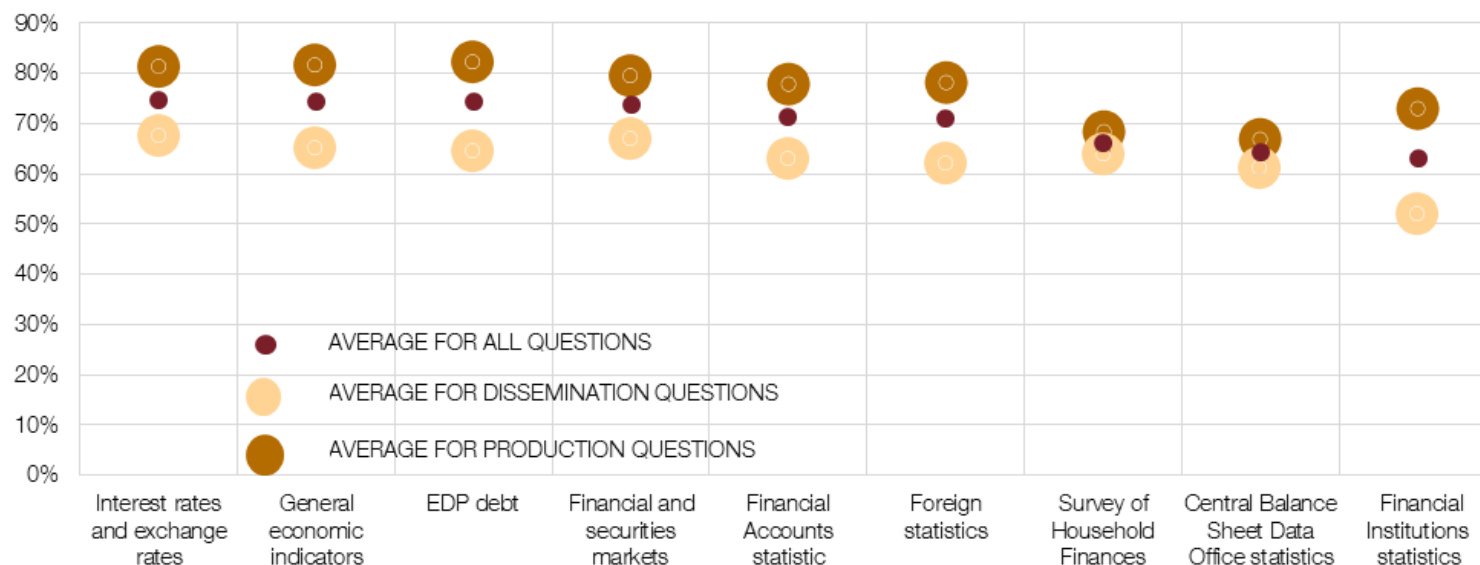
WEIGHT (%) OF REPLIES ACCORDING TO THE LEVEL OF SATISFACTION WITH RESPECT TO
THE TOTAL REPLIES FOR EACH BLOCK



RESULTS SUMMARY BLOCKS II AND III: PRODUCTION AND DISSEMINATION BY STATISTICS GROUP

All the statistics groups exceed 65% of replies with a generally high or very high level of satisfaction regarding production
 Dissemination receives lower assessments than production in every instance

AVERAGE WEIGHT (%) OF REPLIES WITH A HIGH OR VERY HIGH LEVEL OF SATISFACTION IN EACH QUESTION WITH RESPECT TO TOTAL REPLIES TO THE QUESTION AND STATISTIC



OPEN REPLY RESULTS



IMPROVEMENTS SUGGESTED BY SURVEY PARTICIPANTS



More intuitive presentation of information

Modernise technology for viewing and downloading statistics

Compile more attractive and clearer metadata

Provide longer time series

Geographical disaggregation

Readier access to microdata

ENVISAGED COURSES OF ACTION



Restructuring of website. Greater theme-based relevance vis-à-vis publication

Provide for easier data access and downloading

Boost visual elements

More complementary information on data. Clearer. More accessible

Introduction of interactive elements on web



THANK YOU FOR YOUR ATTENTION

BANCO DE **ESPAÑA**
Eurosistema

STATISTICS DEPARTMENT