

User Satisfaction Survey for users of INE statistics (ESU 2007)

**National Statistics Institute (INE)
2007**

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1 Introduction

The User Satisfaction Survey 2007 (USS07) is a survey carried out by the INE whose purpose is to know the perception that qualified users of the INE statistics have regarding the quality of the information they use. The survey is part of the work carried out among the INE for the introduction of the European Statistics Code of Good Practice. This is the first time that such a survey is made, so it should be considered as a pilot experience that would allow to apply its results to future research of this type.

In the approach and conducting of the survey the methodological recommendations of Eurostat have been followed. The unit under study is the qualified user of the INE statistics. Qualified users are considered to be those that use statistics on a regular basis as an instrument for the performance of their professional activity. The survey was aimed at some public institutions, as users of the information from the INE, and also at individual analysts and researchers as they had been recently information requesters or clients. It was thus obtained a list of 570 qualified users of statistical information from the INE, distributed as follows, based on the type of user:

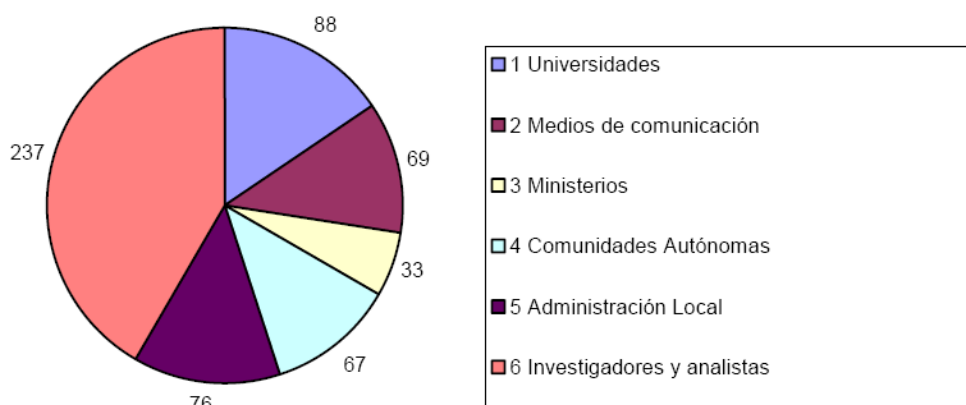
Table 1. Distribution according to type of user¹

	Number	Percentage
Total	570	100
Type of user		
1 Universities	88	15,44
2 The Media	69	12,11
3 Ministries	33	5,79
4 Autonomous Community	67	11,75
5 Local Administration	76	13,33
6 Researchers and analysts ¹	237	41,58

¹ There are included analysts, academics, researchers, and parliament, consumer associations, trade union and management users

In order to prepare the list the collaboration of the different INE units was requested, so that it would be as large as possible, covering all the statistical areas and at the same it would fulfil the purposes of the survey.

Marco ESU07



The response rate was 46.1%.

The collection of the information was carried out between May and June 2007. The questionnaire was sent by regular mail, giving the informants the possibility of answering by e-mail. 263 filled in questionnaires were received (46.1% of the total sent) from which 240 were declared to be INE statistics users. Out of the 263 questionnaires, 66 were received by e-mail and 197 by regular mail. The response rate according to type of user was:

Table 2. Response rate

Type of user	Percentage
Total	46,1
1 Universities	65,9
2 The Media	20,3
3 Ministries	63,6
4 Autonomous Community	31,3
5 Local Administration	38,2
6 Researchers and analysts	50,6

The response rate is coherent with those of other countries for these type of surveys and with a larger tradition in this field.

The questionnaire is made up of two parts. The first part is about knowing the users; what statistics do they use?, how do they use them?, how often do they use them?, and why? In the second one they are asked specifically about their perception of the quality of the INE statistics they use. As for this the statistical

product quality criteria, as defined by Eurostat, have been followed.² and one question has been assigned for each criterion or criteria:

Relevance:

Question 7: Indicate to what degree the INE statistics satisfy your needs

Accuracy:

Question 8: Indicate to what degree the INE statistics reflect reality

Timeliness:

Question 9: Assess the INE statistics regarding the time elapsed between the information release and the period to which that information is referred

Comparability and coherence:

Question 10: Assess the degree of comparability and coherence of the INE statistics

Accessibility and Clarity:

Question 11: Regarding complementary information (definitions, classifications, methodological descriptions...) provided for the interpretation of the INE statistics, indicate what is your opinion about obtaining ease, clarity in the exposition and the detail degree of that complementary information.

Besides, they were asked about their global assessment of the statistical information used (Question 12).

Finally, the informant is given the opportunity for telling what areas of the INE could be improved and how, in order to increase their degree of satisfaction.

Next the results obtained for each of the questions is analysed.

² Eurostat (2003), Definition of quality in statistics, Documento Eurostat/A4/Quality/03/General/Definition

2 Results

Question 2. From what INE statistics group do you obtain information for you work?

Users employ an average of six groups of statistics

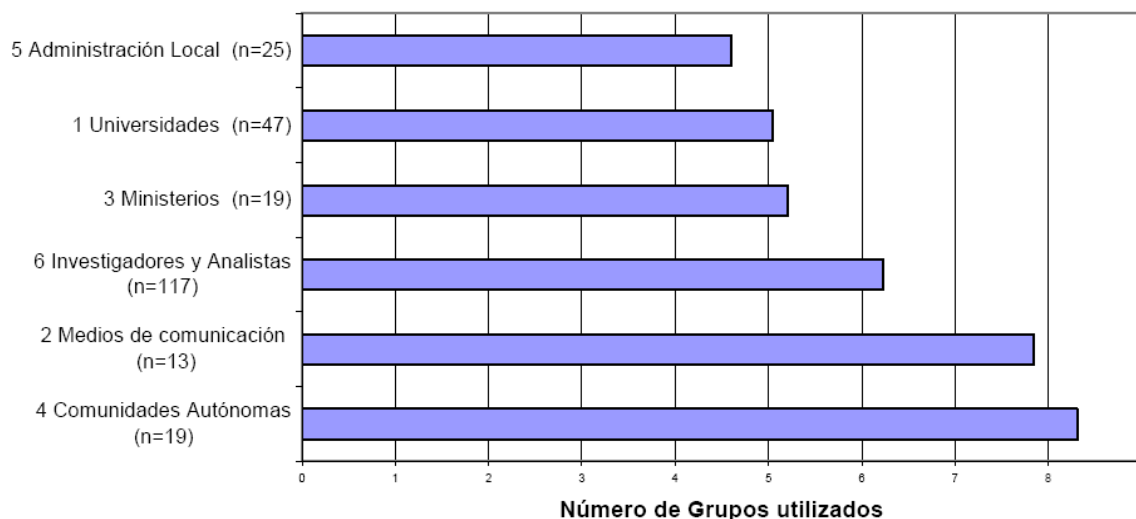
Users, besides by type of user, can be classified in the questionnaire according to the 11 INE statistical groups from which they obtain information.

The following groups were considered:

1. Population: Demographics and population (Census, Continuous Municipal Register, Vital Statistics of Population,...)
2. Society: Education, Culture, Health, Justice.
3. Labour Market: Economically Active Population Survey, Labour Costs,...
4. C.P.I: Consumer Price Indexes.
5. Family Budgets Survey and Living Conditions Survey
6. Regional, National Accounts
7. Industry
8. Services: Services, Trade, Transport Sector Indicators,..
9. Agriculture
10. Science and technology: R&D, ICT
11. Environment

Users employ an average of 6 groups of statistics. By type of user, the Autonomous Communities are the ones that use the most statistical groups (with an 8.3 average) and the users from the Local Administration those that use the least (with a 4.6 average).

¿ Qué grupos de estadísticas utiliza ?

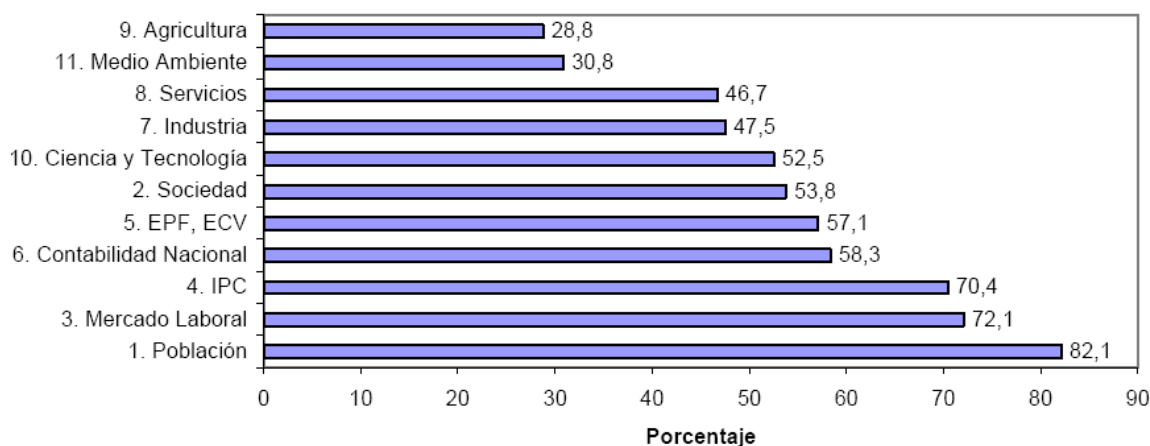


Number of Groups used

The users use the most the statistics group of population.

According to the results obtained, population statistics are the most used ones (82.1%), and this group is followed by labour market statistics (72.1%), being the third place occupied by consumer price indexes as for their use (70.4%).

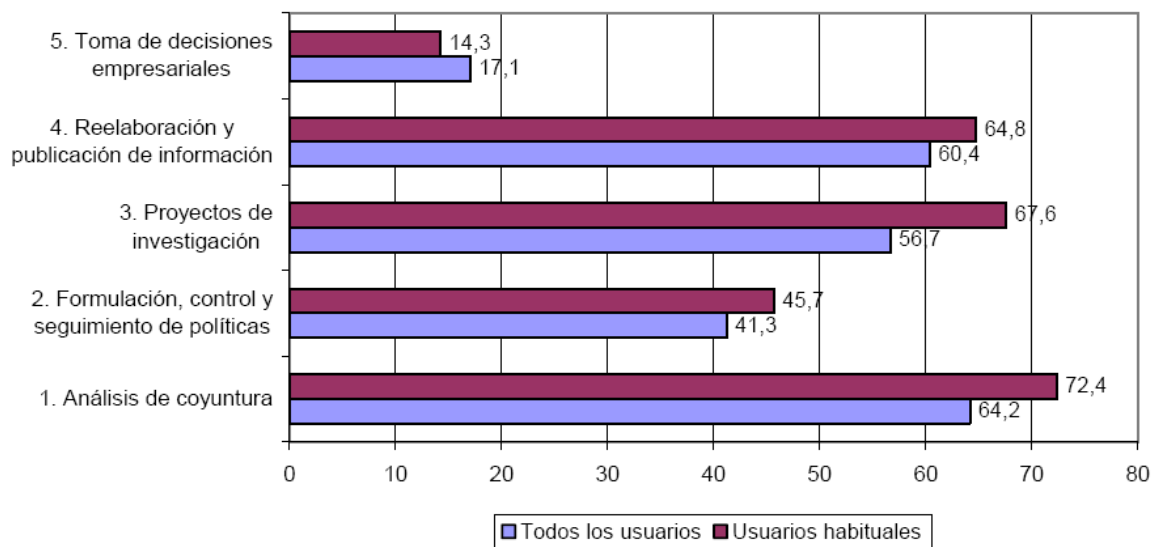
Grupos de estadísticas utilizados



Most of the users use INE statistics for short-term analysis or in order to recompile and publish the information.

Question 3. What do you use INE statistics for?

In the following graph the use of INE statistics by all users (n=240) and by the group of regular users is analysed.³ 1 (n=105)



INE users use information for an average of 2.4 uses.

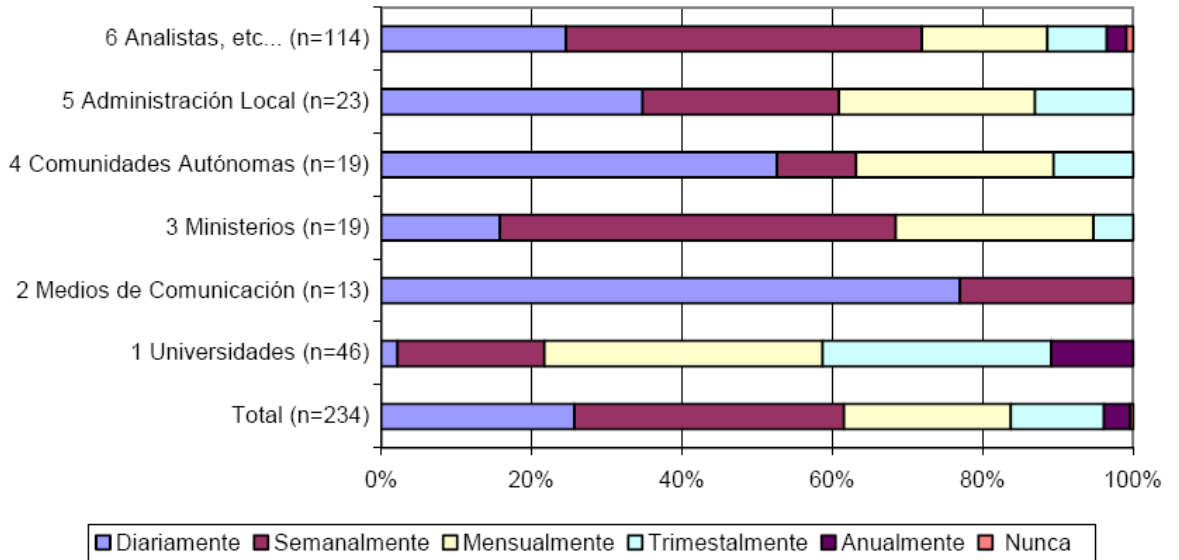
Within the five categories of types of use of the INE statistics that were proposed, the short-term analysis seems to have a quite prominent place. 64.2% of users state they use INE statistics for that purpose; it is followed by the use for recompilation and publication of information. Regular users

(The most numerous) use 72.4% of times INE statistics in order to carry out a short-term analysis.

³ Academics, analysts, researchers,... that are regular information requesters or clients of the different units of the INE6

Question 4. How often do you visit the INE website?

61.5% of the users visits the INE website at least weekly



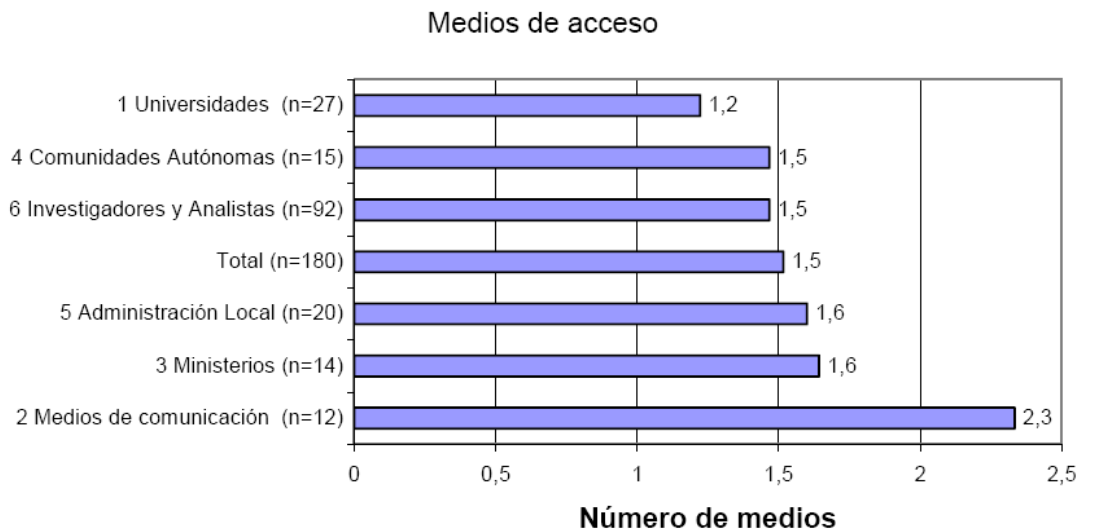
Question 5. Indicate by which means you access INE information

93.3% of users access information via the website.

Almost all of the users access INE information via the website (93.3%). Regarding other ways of accessing the information, press releases are those that have the greatest relevancy for the media and the Ministries.

Users employ more than one mean (1.5) for accessing INE information

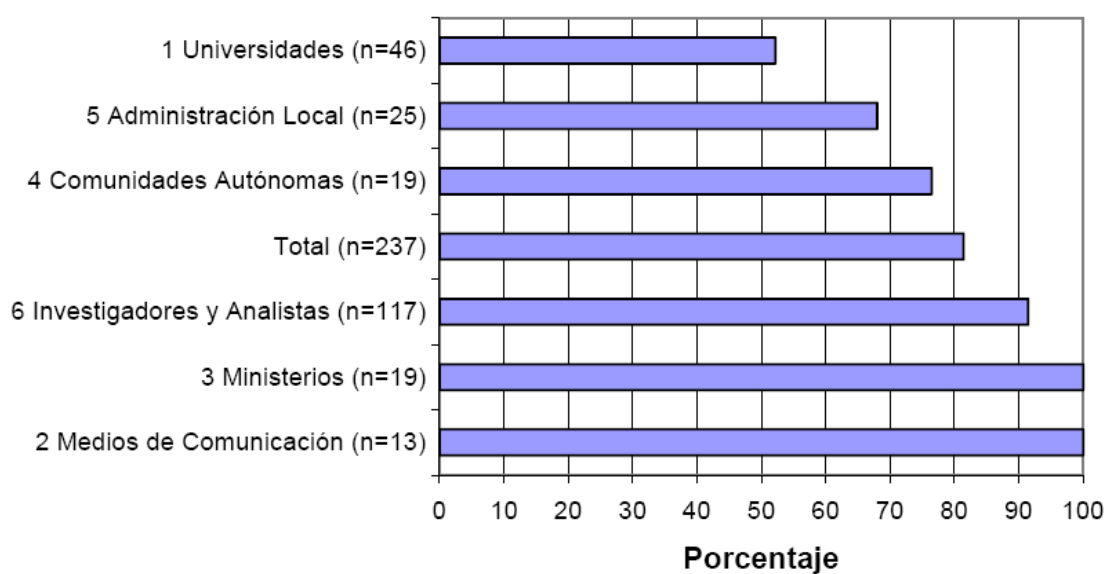
The media are those using the most means (2.3) for accessing INE information.



Question 6. Do you know that there is an annual calendar for the dissemination of INE statistics?

81.4% of users know there is an annual calendar for the dissemination of INE statistics.

All the users from the Ministries and the media know about the existence of the calendar. In contrast, in the universities only something more than a half know about it.

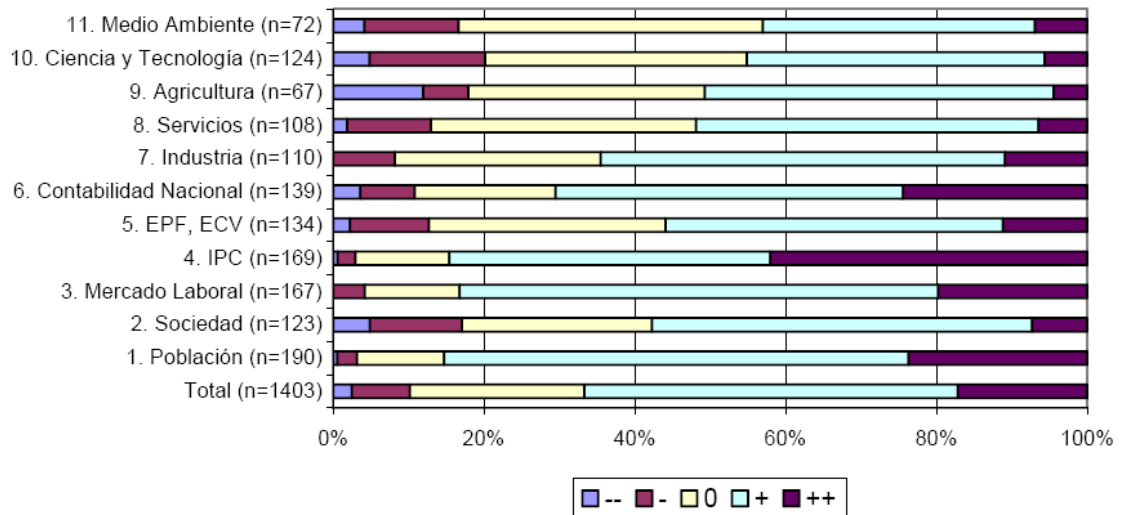


Question 7. Indicate to what degree the INE statistics satisfy your needs

The question aims at knowing how the users perceive the relevance of the INE statistics. They are only asked for the assessment of those statistic groups they use. Besides the survey groups there are in brackets the assessments for each of that groups.

66.7% of the assessments are positive or very positive as for the degree of satisfaction of the needs of the users by the INE statistics.

The highest degree of satisfaction corresponds users of Population group with 85.2%. They are followed by CPI group users with 85.6% and in a very similar way, too, by the labour market group users with 83.2%.



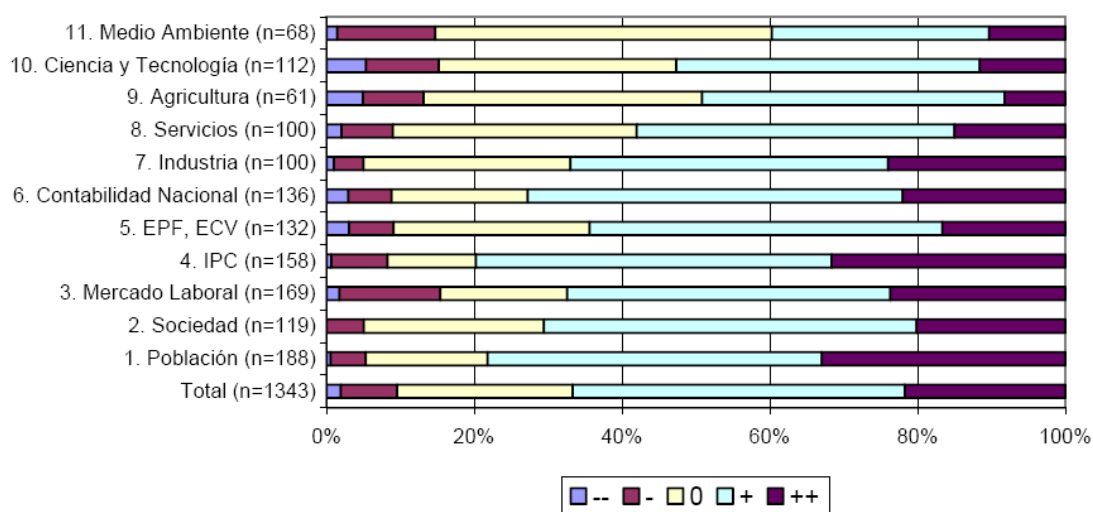
Note: The value after "n=" for each row of the graph and the next ones refers to the number of assessments obtained for each group or type of users. It has to be taken into account that one user can assess several statistics groups that they use.

Question 8. Indicate to what degree the INE statistics reflect reality.

This questions aims at obtaining information about the accuracy perceived by the users.

80% of CPI users consider that these statistics reflect reality.

They are follow, in relevance order, the Population statistics and the National Accounts

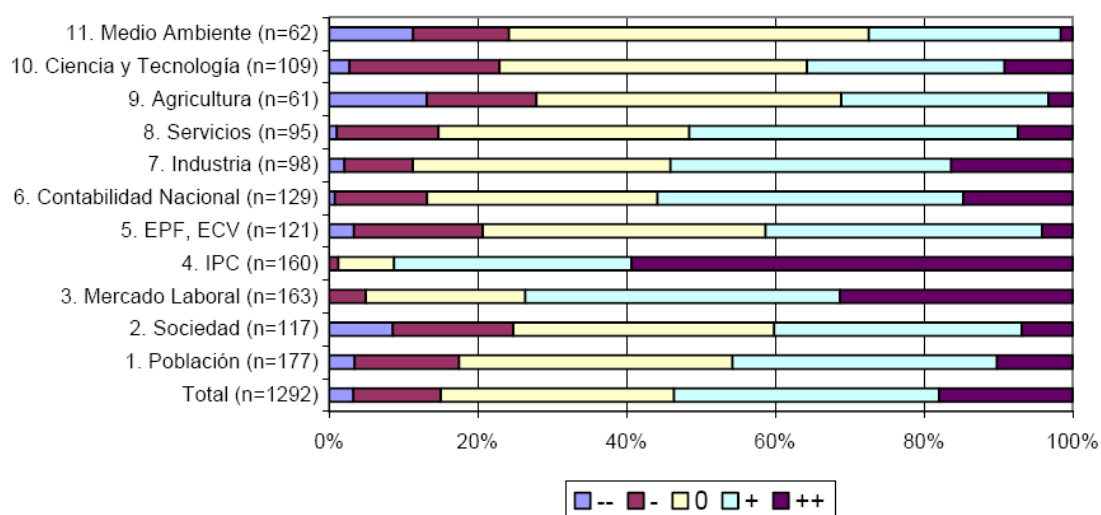


Question 9. Assess the INE statistics regarding the time elapsed between the information release and the period to which that information is referred

This question reflects the perception of the users about the information timeliness criterion. In this question should have been formulated separately for short-term and structural statistics, as the latter clearly have a totally different interval of time, possibly leading to a perception of "timeliness" which is far from reality.

53.6% of the assessments for this criterion are positive or very positive.

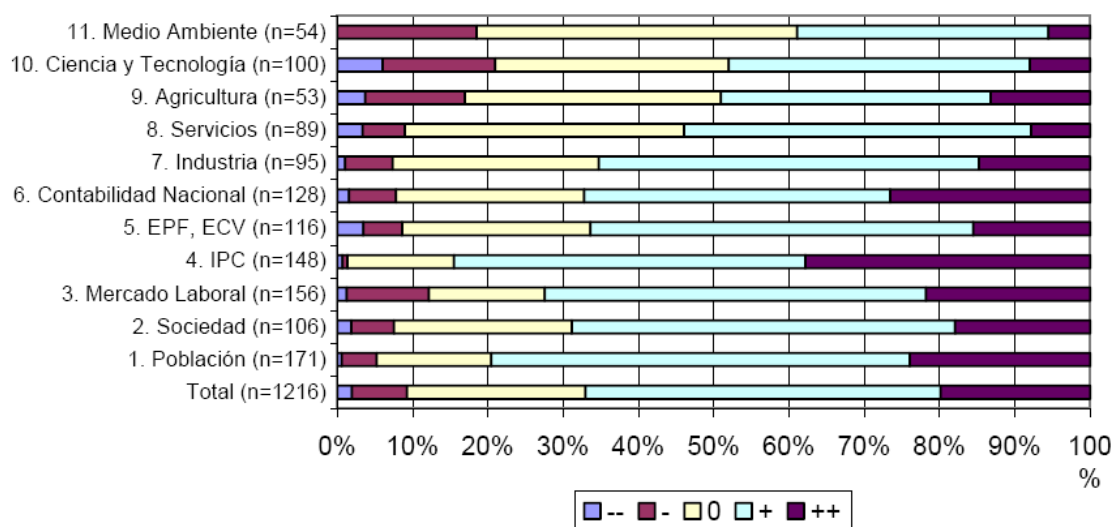
91.3% of the users of consumption price indexes and 73.6% of those of labour market assess positively or very positively the period between the release of the index/rate and the data reference period.



Question 10. Assess the degree of comparability and coherence of the INE statistics

This question aims at studying the perception of the users about the comparability and the coherence of the statistics they use.

84.4% of users of the consumer price indexes consider them to be quite or very comparable and coherent, in general, 67% of the assessments are positive or very positive.

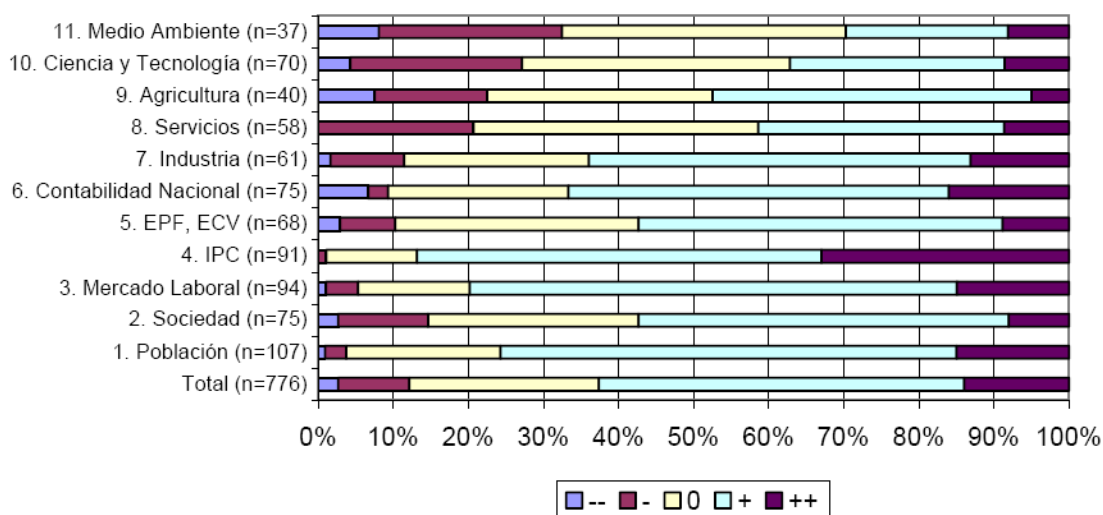


Question 12. Globally ,what is your degree of satisfaction regarding the INE statistics?

This question is about summing up the perception of the global quality of the statistics utilised by users. As may be observed, the number of assessments of this question (776) is significantly lower than that of the previous questions.

86.8% of the users of the consumer price indexes are quite or very satisfied with their global quality.

In general, the most satisfied users are those of CPI, followed by those of labour market and population.



Question 11. Regarding complementary information (definitions, classifications, methodological descriptions...) provided for the interpretation of INE statistics, what do you think about the following aspects? : Ease of obtaining information, clarity in the layout and level of detail. Ease of obtaining information

75% of researchers and analysts assess positively or very positively the ease of obtaining statistical information produced by the INE.

Researchers and analysts are more satisfied than institutional users regarding the ease of obtaining data. They have this more positive perception as well of the clarity of the exposition of the information (67.2% against 62.7%)

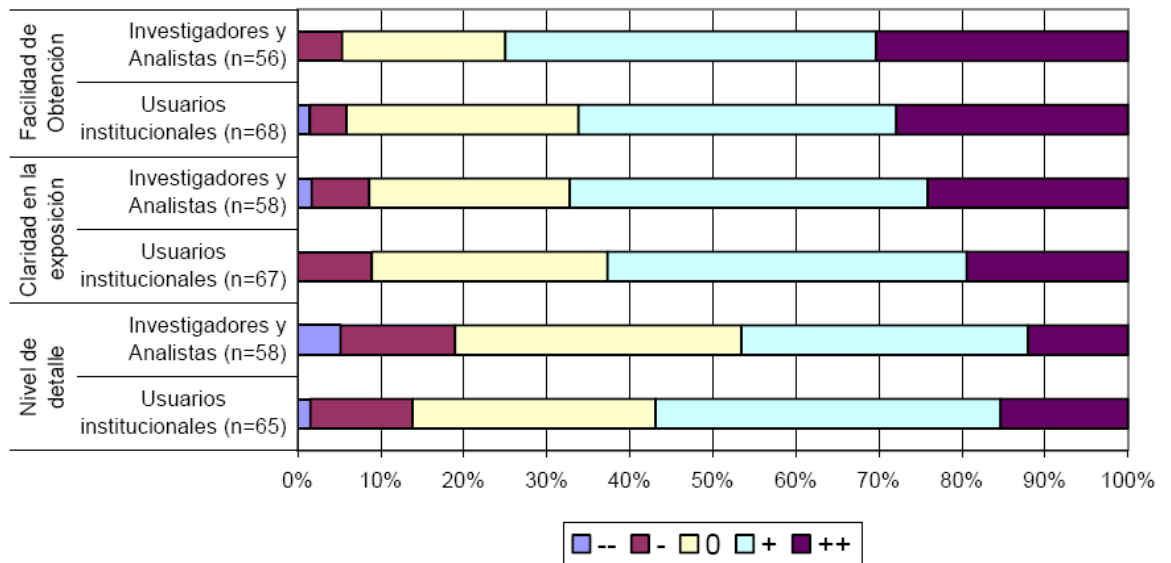
Clarity of the exposition of information

67.2% of researchers and analysts asses positively or very positively the clarity of the exposition of the information they use.

Level of detail

56.9% of institutional users asses positively or very positively the level of detail of the INE information they use.

Regarding the level of detail of the information they use, institutional users are more satisfied than analysts and researchers (56.9% against 46.6%).



3 Appendix - Open questions

Question 2. From what INE statistics group do you obtain information for you work?

Next, the statistics they used and that were not included in the group of statistics specified in the questionnaire are connected, by type of user.

Type of user	Question 2
1 Universities	International disease epidemiology
	Higher education
	National Health Survey
2 The Media	Mortgages
4 Autonomous Communities	From almost of its disseminated production
	Any statistical information
	Calendar, classifications
5 Local Administration	Elections
6 Researchers and Analysts	RSS service
	Management through the INE of Eurostat data, in particular from REGIO
	Touristic services
	INE magazine press
	Sectorial surveys
	Company
	Corporate demography
	CCD
	Financial Statistics
	Classifications, methodology, definitions,...
	Calendar
	Classifications and equivalences; record
	Corporate economy

Question 3. What do you use INE statistics for?

When the informant used the information for purposes different from those specified in question 3, they were given the chance for specifying what purposes do they use INE information for. Net, the answers given by users are listed

Type of user	Question 3
1 Universities	Teaching applications; preparation of exercises with real economic data.
	Obtaining of data for preparing lesson material for students.
	Library stock
	Teaching Lessons
2 The Media	Journalism lessons
	Teaching
3 Ministries	Check of our data
	Statistical data and information availability
4 Autonomous Communities	Library center documentation
	Completing our information
	Number of inhabitants as criterion for grant distribution
	Design of public policies
	Service contracts and income updating
5 Local Administration	Information and table updating
	Library
	Inhabitants Register
	General information and citizens' advice bureau (Spanish "OMIC")
	For population (by provincial council)
	Municipal Register of inhabitants
	Customer service
	Inhabitants Register - Electoral Census

Type of user	Question 3
6 Researchers and Analysts	University education courses
	Preparation of lessons and display of transparencies at university
	Teaching
	University teaching
	Check of my data
	Preparation of economic reports
	User requests
	Realisation of sociological research
	Providing information to library users
	Specific sectorial research
	Technician training
	Projections simulation

Question 5. Indicate by which means you access INE information

When an user used an access mean to INE statistics different from that specified in question 5 of the questionnaire, they were asked how they accessed the information.

Type of user	Question 5
3 Ministries	Customised request
5 Local Administration	Customised microdata exploitation
	BACK REGISTER
	INE process (error queue)
	Intercommunication disks on monthly AI-IA changes
6 Researchers and Analysts	We receive acquired information. EAPS, for example
	File acquisition (microdata)
	Query
	Customised exploitation
	Tempus 2.
	Customised statistics of the rubrics of my area (EAPS, IPI, IPRI,...)
	Personalised information requests
	Telephone communication with the person responsible for the data they need to use 15

Question 13. Tell, if you want to, what areas of the INE could be improved and how, in order to increase your degree of satisfaction.

Next, the answers given to what areas could be improved and how to improve the INE statistics in order to increase the degree of satisfaction of the users are connected, by type of user.

Type of user	Question 13
1 Universities	Delivery of informatio via e-mail
	To increase the information and to include household series that are comparable to the HBS.
	To provide microdata for researchers, in particular for living conditions surveys. To promote free and free-of-charge access to current data.
	To update, as possible, the provided data, as well as the design of the questionnaires from where most of the data are obtained, that is to say, to make the surveys fit in the current context.
	To provide the methodologies used for the preparation of indicators with more detail and fully.
2 The Media	The INE should provide more information about the preparation of the National Accounts.
	More detail of the products included in the CPI. I understand they are not publicised so that the survey is not distorted, but it would be good to give some more detail, if possible.
	The details of the statistical series are difficult to find in the website without the help of an expert from the INE.
	The access to historical statistical bases is difficult to find and difficult to handle. The former TEMPUS database was easier to handle.
	To improve foreign and Spanish population data (to include more citizenships).
	More disaggregated data by sex (almost full absence of gender statistics).
	Lack of analysis (social, demographic, etc.), specific research.
	To prepare and disseminate statistics faster (education, demography, environment)
	To follow up with specific surveys (health, fertility) and to start other new ones (equality between men and women, school attendance between 0 and 3 years old, work-life balance)
	More statistics related to the public sector

Type of user	Question 13
<p>3 Ministries</p>	<ul style="list-style-type: none"> - Suggestions about TEMPUS - The access that the SB has to TEMPUS 2 can be easily automatized and it would be particularly useful for large downloads of series. - The main information blocks that have not been yet included to TEMPUS 2 are Spanish Annual National Accounts and the accounts for the sectors of the Quarterly National Accounts. We suggest the INE to prioritize the incorporation of this information in order to accelerate the management of this data
	<p>We appreciate the utility of the Satisfaction Survey for Users and we congratulate the INE for this initiative in the framework of Codes of Good Practice being rolled out in the EU.</p> <p>The INE is the national authority on statistics and, as laid down in applicable law, it coordinates the National Statistical System with its role in several forums created for the purpose (mainly the CSE, CIME, CITE). Nevertheless, the Survey is limited to obtaining the opinion of users on statistics prepared by the INE directly and does not include any references to statistics prepared under their coordination. In our opinion, the user responses on the latter would have been very useful, both for the users themselves, because it would have paved the way for their opinions to be heard, and for the INE itself, within the framework of the work it outsources.</p>
	<ul style="list-style-type: none"> - Further suggestions not included in the National Statistical Plan: - It would be useful for population statistics to show island-specific information. Information is currently retrieved by province, which doesn't correspond to the island. - As for ICT sector, the delay related to the release of information could be cut and the group of available indicators could be expanded. - Regarding statistics on business demographics, it would be really useful to expand the sample period, which currently starts at 1999. - Within the framework of Quarterly National Accounts, certain problems with seasonality have been detected, which hampers their use in short-term economic analysis. A more direct contact with analysts/users would be a good idea to deal with this kind of problem.
	<p>Flexible, informal meetings between statisticians and analysts should be promoted (here this doesn't refer to the CIME, etc.) The User Satisfaction Survey could be a good springboard for this kind of exchange.</p> <p>The generation of national statistics (its priorities and plan) depends a great deal on requirements received from Eurostat. We think that this priority should not be that exclusive and that requirements from national analysts need to play a more relevant role than they currently do. Meetings, like those suggested above, could help national analysts to express their concerns to statisticians.</p>

Type of user	Question 13
3 Ministries	<p>Requirements suggested by the EB under the National Statistical Plan (Spanish "PEN") as a user of statistics generated by the National Statistical System. Regarding PEN 2009-2012 suggestions and recommendations, an in-depth account of requirements has been sent to the INE with very clear references to the gaps detected. Some of those requirements are briefly listed below:</p> <p>Progress in service sector statistics in terms of both activity and prices.</p> <p>Regarding statistics on Technological Innovation, although we appreciate the enormous progress made by the Technological Innovation Panel (Spanish "PITEC") conducted, we suggest expanding the sample. Apparently this sample is not enough to analyse factors which hinder innovation in services and small companies.</p>
4 Autonomous Communities	<p>Coordination with Autonomous Communities and departmental statistical bodies, local series and regulations.</p> <p>Massive use of administrative information, particularly in Finance and Records</p> <p>Greater coordination with regional and local statistics institutions.</p> <p>To expand fields of analysis in the areas of social, environment, women, leisure, etc.</p> <p>Improvement of territorial representations</p> <p>I would improve the regionalisation quality of certain data: Regional accounts. Industrial Production Services. I would also expand: Health. Water Statistics.</p> <p>To improve the lapse of time regarding the reference period of data.</p> <p>To provide the population with a simplified, clarified items of the indices published and explain why they are useful in the day-to-day life of the average citizen, whose training in statistics and in many other areas is virtually non-existent. In short, to bring the services provided closer to citizens so that their use is not limited just to high-level technicians of the Public Administration.</p>

Type of user	Question 13
4 Autonomous Communities	Demography and population is not at all user-friendly. When you enter the website you have to back, and forth, and back again... Basically, if you want a particular piece of general information, you find it, but if you want further detail you don't get one clear, accurate answer to your query.
	Annual updates in less time. Example: In Industrial, Agricultural and Services statistics there is a two-year lag.
	To include provincial data in all INE statistics.
	To make the website more user-friendly
5 Local Administration	To promote the access of large municipalities to information in micro data set and specific exploitations in order to satisfy the various information requirements (which, at times, come from the INE itself, which was the case with the Urban Audit project)
	To shorten the time lag between the data references and the year of publication in issues of education and to increase spatial disaggregation.
	To make the access to small domain estimates better and easier. To make it easier the access to the CDD.
	In general, to think more about the information requirements of Local Administrations.
	To expand all the information available for large cities and their metropolitan areas by increasing sampling size, grouping consecutive samples together and preparing a suitable estimation methodology (depending on each specific operation).
	To improve census operations (Population and Dwelling Census) by increasing both the amount of information collected for each individual and the speed of the publishing of the results, by allocating more resources to this operation.
	To expand the information available on fields of particular interest such as: educational level (improving the quality of the information in the Municipal Register), income distribution and dwelling (price and construction activity).
11 Researchers and Analysts	As a user of international statistics institutes, the INE compares poorly to American statistics.
	The accessibility of American data, the user-friendliness of the web, the press releases contain all the information needed to analyse the reality of the data, most of the main statistics are published fully each month.
	How can Eurostat publish a monthly non-seasonal EAPS, yet not make it available in Spain? Why is this also the case with construction expenditure statistics? The phenomenon of immigration is key for the understanding of Spain's economic and social reality. If the register is updated on a continual basis, why are analysts only given annual information at the beginning of January?
	Why is effort wasted on bulletins which other institutions already prepare and yet we do not have a monthly bulletin from the INE informing us of its latest statistics, improvements in the existing one, methodology changes, new joint projects with Eurostat, etc.?

Type of user	Question 13
<p>11 Researchers and Analysts</p>	<p>But my main gripe is with National Accounts. Since base 2005, when chained volume indices were introduced, we have improved calculations, technically speaking, but the information has lost analytic value.</p>
	<p>How can it be that neither price deflators nor sector productivity growth are published in the press release? How can it be that a citizen wishing to find out about public accounts needs to be an expert in chained volume indices? Besides the indices, the real accounts in euros should be published so any citizen can inform themselves. I cite the Bureau Economic Analysis release as an example of what I would like to see in Spain. Furthermore, measurement of the GDP in Spain remains a mystery, even for specialists.</p> <p>How can it be that in the States linked series from 1945 can be downloaded at a click, yet comparing historical periods in Spain is like working your way through a Sudoku puzzle?</p>
	<p>Spain has no economic history and we're on course to committing a lot of past mistakes.</p>
	<p>Publication of linked historical series. Versatility to systematically publish newly relevant indicators to monitor economic policies rolled out in an internationally comparable context (for instance, the 15-64 years employment rate)</p>
	<p>To recover all housing and construction statistics.</p>
	<p>To use administrative records</p>
	<p>Indicators of service sector activity should show the real rather than nominal change in order to be comparable with the IPI.</p>
	<p>How can it be that we can't calculate the inter-annual inflation of "national sub-class indices", CPI, 2006 base, INEbase until 2008?</p>
	<p>The Services Sector is underrepresented in INE statistics. It makes up two thirds of the economy (of GDP) and get far less attention than the industrial sector (which makes up 13% of GDP).</p>
	<p>It would also be useful to know who heads industrial production to (demand for goods) and not just the IPI (the supply).</p>
	<p>Where is the Household Budget Survey?</p>
	<p>To allow for irregular employment in the EPA, it would be a good idea to ask whether the respondent has a social security card.</p>
	<p>I suggest getting rid of the gaps between years in, for instance, national accounts and other time series.</p>
	<p>The work being done on publishing past censuses is very worthwhile.</p> <p>The TEMPUS database is confusing and not very user-friendly.</p> <p>I, personally, would like to see more demographic series.</p>

Type of user	Question 13
	For online access to micro data set, a security clearance for researchers would be useful, so that they have easier access to data (for example, the table creating system for the Census is time-consuming and it is irritating having to wait to then download tables via http, which is an "IT nightmare"). As an authorised user, I think the quality of service could be better.
	In the event of research groups and teams attached to universities which are regionally and nationally recognised by the Ministry of Education and other relevant public bodies, I feel that they shouldn't be charged or restricted when requesting "PUBLIC" statistical information, with the exception of the oft-repeated "statistical confidentiality" we sign REPEATEDLY every time our requests are dealt with.
	To be specific, access to MICRO DATA SET should not impose restrictions on "SCIENTIFIC" research groups. Payment for these groups transfers to costs for projects sponsored by other central government departments (Education, Health, etc.) headed by the researchers. Its direct effect is to increase the cost-estimates of the most competitive statistical projects.
	Many tables, such as National Accounts, are in Excel which, frankly, is a nuisance as they leave gaps, empty cells between each year's series information.
	Making direct contact with data-processing staff easier (especially for large users) could clear up a lot of doubts leading to greater accuracy in making a request.
	When specific data are requested online, no automatic confirmation of the request is sent.
	An example: The Agricultural Census obtains micro-data set files but then cannot perform searches. I expect this happens in other areas. It would be a good idea to set up an application where the user could obtain and prepare such information.
	The only thing on the INE website which, in my opinion, doesn't work, is the EUROSTAT connection.
	Procedures take too long (for customised studies). Delivery times for customised requests should be cut.
	Excessive delay between the analysis period of certain statistics (wage structure survey) and others that are out-of-time (census).
	It would be useful to have up-to-date monthly or quarterly broken down statistics on private consumption according to type of goods for short-term analysis.
	Business demography statistics are released very late. What's more, provincial details have undergone confusing changes. Even so, the service provided by staff is excellent. It would be good if statistics could be compared on a European level.
	Regarding other statistics, I think it would be a good idea to publish a preview of the GDP a couple of weeks early and bring it out 30 days after the end of the quarter (as in the States).
	In terms of other studies, I suggest making household budget surveys and living conditions survey more frequent and up-to-date.

Type of user	Question 13
	Lastly, export and import figures need to be improved.
	I think it is essential to replicate the 2002-2003 survey for 2007-2008 (every five years). It is a highly useful source, with an analytical potential which cannot be found in other sources.
	I think a satellite account for paid employment should be set up, which could be incorporated into regional and national accounts.
	To continue with this task, it is necessary to keep assigning the necessary resources to it.
	In recent years data availability time has improved. We think this response time needs to keep improving in the area of health statistics.
	The INE is considered an institution for high-quality national statistics.
	Labour Cost Index Survey: more disaggregation
	To make a Quality of Life estimate which includes NOISE indicators.
	The definition of an unemployed person doesn't reflect reality.
	To expand existing information in relevant areas such as: income distribution, dwelling, changes in educational level, fertility.
	To allocate the resources required to improve the quality of census operations, both in terms of the amount of information offered in the coverage and in promptness with which the data are made publicly available.
	Different treatment of public bodies (municipal statistics departments) compared to other users.
	Micro data set file with a municipality code (not the provincial capital) and a municipal district code, where possible.
	To increase territorial detail, particularly for the most populated municipalities.
	Records.
	Large municipalities (Barcelona, Madrid, Valencia) need to be handled more specifically.
	Significant statistics for the most populated municipalities (surveys).
	INE statistics are excellent, although, at times, disaggregation would be a good idea, although perhaps this is impossible.
	We are a non-profit making association, so retrieving statistics is too expensive for us. I have also noticed something odd in that for the same CNAE, the number of employees in the EAPS and the Industrial Survey differs by about 4,000 employees. When I called to query this, I received no reply. I think that, a lot of times, the INE and sector bodies can work together.
	To keep working towards quick and free access to all micro data set (at the moment there are still micro data set which can't be accessed via month, for example, micro data set on separations/divorces in the special EAPS modules, etc.).
	Make micro data set files available not just in ASCII, but in the most popular statistics software formats (SPSS, STATA, SAS) to make analysis easier.
	More up-to-date data, cut time until publication.

Type of user	Question 13
	2-. More detail in the National Classification of Economic Activities (CNAE) for services, which should have the same economic weighting as CNAE breakdowns for industry. CNAE 742 – €14.7 billion CNAE 177 – €1 billion
	Information on forestry activity would be handy (section 02012 CNAE 02 forestry). There is a gaping hole in terms of data on this sector. The INE forwards all requests to the Ministry of Agriculture which, in turn, forwards them to the Autonomous Communities which, in turn, nearly always end up telling you they don't have data recorded. As things stand, it is impossible to retrieve information on this sector's net revenue, number of companies and employees. This is rather hard to understand at the current time.
	It would be useful for non-experts if the INE provided data on frequently used items such as production or turnover, or if it could explain in one section of the website how to calculate these items as to make it easier to compare with other data from a range of sources.
	Data in terms of Autonomous Community could be included on the INE's website as these data can only be retrieved by requesting it after payment.
	In the case of sector 43: Other chemical products: Activated carbon – data is not provided as there is an (*) Data protected by Statistical Confidentiality. These data would be of enormous interest to us as our centre is devoted to Wood, Cork and Charcoal.
	It would be useful to clarify the data the INE considers most credible for example in Population (Census, Municipal Register, National Accounts) or Employment.
	Extra effort is required to generate historical series which are always as consistent as possible with current series.
	The methodology of some basic CPI and CNTR variables needs to be explained with an example so the match or sum of components is simpler.
	I am in favour of publishing the Annual Services Survey (included in the Annual Trade survey) and the Annual Industry Survey earlier.
	Strengthen INE leadership in terms of statistical methodology throughout Spain as a whole.
	Consistency between population data released by the INE and those published by Eurostat.
	For some variables, data from Eurostat is more up-to-date than the Spanish one. To promote data coordination with the European Union.
	Improve estimation and breakdown of private healthcare expenditure