

User Satisfaction Survey for users of INE statistics. 2013 (ESU 2013)

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National Statistics Institute (INE)
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1 Introduction: approach and objectives¹

The work of a central statistical office such as the INE is to provide quality, updated and complete information to the society it serves. To ratify compliance with these objectives, user surveys, attempting to capture the level of user satisfaction with the quality of the products and services provided are periodically conducted. To sum up, it attempts to measure the degree to which expectations and satisfaction of the needs that users have with regard to official statistics are accomplished.

That is the aim of the 2013 User Satisfaction Survey (2013 ESU), which encompasses the opinions of 283 qualified users who have voluntarily assisted in the research, giving their opinions on the quality and on the reliability of the statistics, and making suggestions to improve the system.

The users selected represent the main institutions of expert or qualified users of statistics: Researchers and professors from university centres, public and private research centres, public administration agencies, the media and other institutions.

This survey is a follow-up to previous initiatives carried out in 2007 and 2010 and, as with other EU Statistics Offices, forms part of the ongoing programme of quality assessment and improvement, guided by the The European Statistics Code of Practice (CoP) that the INE subscribed to and adopted as its own in 2011.

This report reveals the main findings obtained in the survey shown in a summary format and basically using the graphic analysis.

2 General methodology

2.1 BASIC ASPECTS OF SURVEYS ADDRESSED TO USERS OF STATISTICS OFFICES: EUROSTAT AS REFERENCE

Different interrelated aspects in designing the survey are considered: first of all, as it is obvious, the survey objectives, which are to obtain information on user satisfaction, conducted under the criteria and recommendations of the CoP; secondly, the experience and recommendations of Eurostat and other international experts and organisations, to assist in compiling these kinds of surveys; a third element is the INE's own experience in previous surveys, both those that are the same as this one (2007 and 2010), as well as others measuring satisfaction of specific aspects and products and conducted by the Sub-directorate of Dissemination².

As regards the international reference, one of the main models of the 2013ESU was the annual Satisfaction Survey that Eurostat has been carrying out with its

¹ The Survey has been conducted by the Quality Unit with the assistance of the Sub-directorate General of Dissemination.

² Satisfaction surveys of information service users (2008); of users of the Statistical Yearbook (2008); of "Spain in figures" (2008); on European statistics (2013).

users since 2011. The advantage of these surveys is that they are adapted to the most recent approaches concerning quality, as defined in the European Statistics CoP in its updated 2011 version.

As regards the INE's previous surveys, as well as acting as a reference to improve technological aspects and management of the survey, they have a secondary use: they allow us to assess, albeit approximately, to what extent the quality of statistical production is evolving over time.

To attain the comparison objective over the time has its counterpart, as to maintain a certain uniformity between different surveys is needed, which is not always easy or immediate: for example, in the 2013ESU, in order to make comparisons the classification of previous surveys has been respected, and that obviously leads to a certain lack of updating.

2.2 SURVEY SCOPE AND UNITS

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 and/or research activity. Given the ambiguity of the term "qualified user" and the impossibility of knowing the population universe, in selecting the sample it has been tried to reduce these uncertainties to the extent possible, by combining different sources of information.

To this end a directory of qualified users that had continually made information requests to the INE over a recent period has been used. In the sample members (incumbents and substitutes) of the "Collegiate bodies" of the INE (High Council on Statistics - CSE -, Interministerial Statistical Committee -CIME-, Inter-territorial and Statistical Committee - CITE -) which by definition constitute a representation of the main type of users and/or producers of statistics has also been included: Public administration agencies, prestigious universities and researchers, employers' associations, unions, social agents ...

The third block of expert users comprise the INE's own units. Within this block, it should be pointed out that the Press Office provided a directory of representatives of the media, the group which in principle is essential for these kinds of research.

Naturally, once the first directory had been compiled, it was filtered and, where necessary, the initial sample was supplemented. Thus, it should be pointed out that the representation of the university world and the research world (Higher Council of Scientific Research) was increased, as these are the main groups of expert users of the INE³. It has also been decided to reinforce the presence of other users and other organisations of social agents (employers' associations, nonprofit organisations).

³ It must be publicly recognised the collaboration given in the survey by the Statistics Faculty of the Universidad Complutense de Madrid and the Faculty of Economic and Business Sciences of the Universidad Autónoma de Madrid.

It was thus obtained a sample of 433 qualified users of statistical information from the INE, distributed as follows, based on the type of user:

Table 1

Sample of survey users: Distribution by user groups

Groups	Users	
	No.	%
Universities	130	30.0
Public Administrations	153	35.3
• Central Government	85	19.6
• Regional Government	51	11.8
• Local Government	17	3.9
Researchers	47	10.9
Press and media	50	11.5
Others	53	12.2
• Private Business	18	4.2
• Federations	21	4.8
• Other Social Agents	14	3.2
Total	433	100.0

The foregoing shows that it has been attempted to seek the best representativeness of the qualified users group. However, as already specified, these surveys must always be handled with caution, as they are based on nonrandom samples that, by definition, do not enable us to obtain results as sound as it be would desirable.

2.3 QUESTIONNAIRE: VARIABLES AND DEFINITIONS

2.3.1 Basic considerations in designing the questionnaire

As well as the conceptual aims pursued, in designing the questionnaire, aspects of a practical nature, inseparable from any survey, such as achieving a high response rate and quality in the responses obtained are also considered. In this case, it should also be remembered that the survey exclusively uses an online channel for completion: It is a survey that is self-administered by the user, who decides when to complete it.

To a greater extent than in other kinds of surveys, this requires clear questions, to reduce the burden on the respondent to the extent possible, in terms of time taken to fill in the survey.

The downside of a reduction of time is that the survey obviously has to be simplified and focus on specific aspects, relinquishing certain variables or details of the same. It is the standard dilemma in surveys: how to balance completeness

and accuracy on one hand, with simplicity and a reduction of the burden on the respondent, on the other.

A second feature is that the approach of questions in these kinds of assessment surveys is based on grading scales, through which the respondents give their level of satisfaction with the characteristic or aspect they are being asked about. The most common scale is the so-called "Likert Scale", which normally has five categories of answers (from the category of fully agree or "more satisfaction" to fully disagree or "less satisfaction").

The only problem is that those being questioned tend to take the middle ground, either as a way of not committing themselves in the response or because of tiredness (AEVAL, 2006).

To avoid this problem, some basic indicators are normally used that summarise the level of satisfaction: either a simple percentage of positive responses (pooling the categories with a positive or very positive assessment); or a simple response average.

Table 2

INE statistical groups differentiated in the 2013ESU questionnaire

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. Household socio-economic surveys: Family Budgets, Living Conditions (FBS, LCS).

 6. National, Regional Accounts
 7. Industry
 8. Services: Services, Trade, Transport Sector Indicators
 9. Agriculture
 10. Science and Technology: R&D, ICT

 11. Environment
 12. Others (the respondent is asked to specify the type of statistics)
-

A further general aspect comes from the objective whereby these surveys allow us to analyse the evolution of quality over time: this approach requires us to keep a certain uniformity with previous researches. And that imposes certain restrictions, such as in the classification of statistics: in the 2013 ESU the classification of previous surveys has been respected, more specifically, the classification used in the 2007ESU (please see section 4 of this document). The groups of statistics are shown in table 2.

2.3.2 Questionnaire content

The questionnaire content (table 3) encompasses four kinds of items:

Table 3

Structure of the 2013ESU questionnaire by blocks of questions

	Code of Practice	Questionnaire
1. Users' features	Relevance, commitment to quality	- Group of statistics used. - Purpose. - Frequency of use.
2. Quality of products	- Relevance. - Accuracy. - Opportunity - Coherence and comparability	- Specific questions for each principle and each group of statistics
3. Dissemination	- Accessibility, clarity	- Assessment of the calendar. - Other aspects: means and products used; opinion on the website; on further information
4. Quality: General perception	A) General assessment of quality B) Reliability (Suggestions)	- Question on general quality + - Question on the level of reliability + (+ Open responses).

1) Firstly, questions that serve to characterise users: statistics that they use; purpose of use; frequency of use.

2) The second block inquires about specific quality indicators of statistics. In this regard the quality criteria of the "statistical product", as defined in the CoP, has been pursued and specific questions to each criterion allocated:

– Relevance and pertinence. Relevance as a quality dimension of a statistic has been introduced in question 4 of the questionnaire as the degree to which INE statistics satisfy users' needs⁴. Naturally, what is asked in the survey concerns the subjective perception that users have about this aspect. To complete this view, there is an open question in the survey with which to close the questionnaire, asking the respondents to give specific statistics (or variables/partial aspects of the same) that are not currently covered by the INE and which they think should be introduced.

– Accuracy and reliability. Normally considered as the core and central objective of a statistic's quality, there are stringent procedures to assess the degree of accuracy or reliability. But to introduce this issue in a user survey, simple questions such as asking the user "to what degree do you think that the INE statistics reflect reality?" are normally used.

⁴ In fact, the entire 2013 ESU, as with any user satisfaction survey, is closely tied to the principle of relevance of statistics, and this is one of the pillars on which the guarantee of quality in statistical production must be based. This is recognised in the indicator of the European code to measure the degree of relevance of the statistical system: (Indicator 11.1) "Processes are in place to consult users, and monitor the relevance and utility of existing statistics in meeting their needs, and consider their emerging needs and priorities"; (Indicator 11.3) "User satisfaction is monitored on a regular basis and is systematically followed up".

– Timeliness. An attempt to measure the timeliness of a statistic, using the time that has elapsed between release of the information and the period to which this information refers. In the European code, this dimension is tied to punctuality, which is approached indirectly in the surveys using other questions, for example related to the calendar of publications (please see below the heading on accessibility and clarity).

– Coherence and comparability. These dimensions try to assess one of the basic challenges of statistics; challenges which are greater the more complex and complete the statistics. When there are different statistical sources referring to a single field, it has been tried to assess, for example, to what extent the different sources are compatible and therefore susceptible to joint use; or, within a single statistical process, whether the different data are consistent with each other, a consistency that can have different approaches: between preliminary and final data, between annual data and bimonthly or monthly data, etc.

3) In any research of this kind, the accessibility and clarity of the statistical product, viz., everything concerning the way in which statistical information reaches the user, has been the object of a group of specific questions:

– On one hand, the way information is accessed by users is researched: news in the media, different products on the INE website (tables, press releases, micro data .).

– A second set in this block refers to the website assessment, the main way in which INE information is accessed. The user is asked about certain characteristics of the website: variety of subject matters on offer; ease in accessing information; presentation of the statistical tables.

– Thirdly, users are asked to assess the supplementary information or metadata (definitions, classifications, methodological descriptions) provided to assist interpretation of the INE statistics. They are inquired about three specific characteristics of this information: ease of obtaining it, clarity in presentation and the level of detail of the supplementary information.

– Furthermore, in an additional question an assessment of the utility of the INE statistics publication calendar is asked for. Having a preannounced calendar is not only a valuable element of information for users, but represents a further element to guarantee the credibility and independence of statistical systems, because of the implicit commitment involved. In this regard, it may be reminded that the European CoP considers that the existence of preannounced calendars is a guarantee of the principle of "impartiality and objectivity"⁵

4) The questionnaire finishes with general questions targeted at capturing the users' overall perception concerning:

– The quality of INE production overall;

⁵ Indicator 6.5 included in principle 6 of the European Code ("Impartiality and Objectivity") specifies as good practice that "statistical release dates and times are preannounced".

- The "degree of reliability" offered by the statistics. This question has been introduced for the first time into the INE surveys, following the recent practices and recommendations of the European Union (Consoli (2013)).
- And the final open question asks respondents to expressly specify those statistics not prepared by the INE that they would like to see incorporated into future production.

In both cases of assessing overall quality and the degree of reliability, users may justify their response through an additional comment if they wish. These are therefore questions with "open" response options, in which the user may freely give their comments and opinions.

Obviously, by definition this also occurs in the case of the last question on users' needs not currently covered through INE production. Although this is one of the aims pursued by the entire survey in general, the importance of this question about "needs not covered" as a highly useful element in planning future works of the INE, and in designing action "Plans" and programmes should be highlighted.

2.4 OTHER CHARACTERISTICS: COLLECTING INFORMATION AND RESPONSE RATES

Collecting information

The survey has basically been conducted through an online system, chosen for several basic reasons: the first and foremost, to achieve a high response rate, by using a system that helps the respondent to complete the survey to the extent possible; and secondly, that these kinds of surveys assist the follow-up and management of the survey, which can be performed in an ongoing way. Finally, and not less important, there is the lower cost of these kinds of surveys vis-à-vis any other method of collection.

The collection of information was performed over a four-week period between September and October 2013. A reminder was sent two weeks after the first dispatch.

Response rates

283 questionnaires were filled in, of which 282 declared themselves users of INE statistics. The global rate of response was 65.4%, in line with the figures obtained internationally for these kinds of surveys.

Table 4

Rate of response to the 2013ESU by user type

Groups of users	Initial sample		Surveys filled in		Rate (%) of response (2)/(1)
	No. (1)	%	No. (2)	%	
Universities	130	30.0	93	32.9	71.5
Public Administration	153	35.3	112	39.6	73.2
Researchers	47	10.9	32	11.3	68.1
Media	50	11.5	13	4.6	26.0
Others	53	12.2	33	11.7	62.3
Total	433	100.0	283	100.0	65.4

By user type, the highest rate of response corresponds to the Public Administration, with 73.2%, followed by University users, with 71.5%, and researchers, with 68.1%. At the other side of the spectrum are the media, with a low rate of response of just 26%. These figures match those of other surveys in the national and international arena⁶.

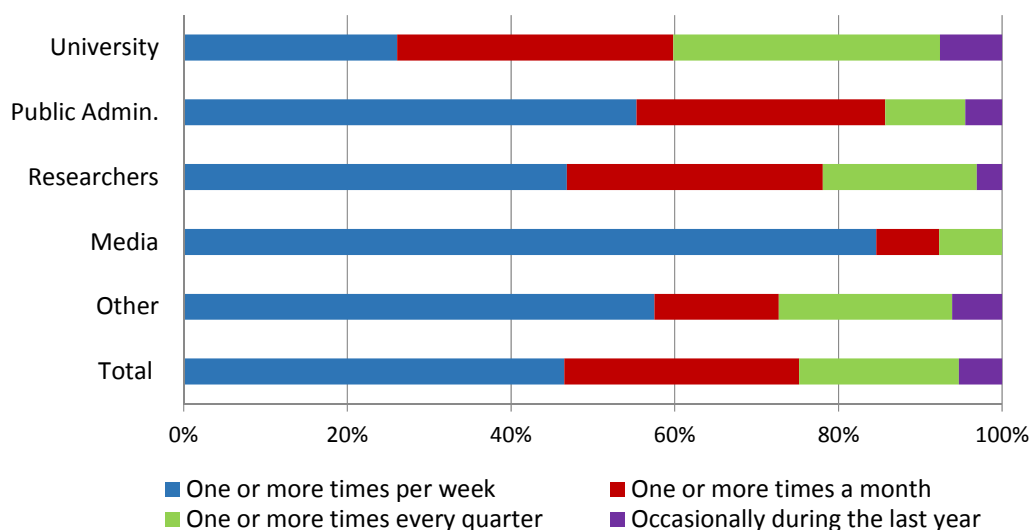
3 Analysis of the results

3.1 GENERAL CHARACTERISTICS OF USERS AND THE USE OF STATISTICS

Frequency of using statistics

Chart 1

Frequency of using INE statistics



⁶ For example, in Eurostat, given the low rate of response obtained from the media in the periodic general surveys (Consoli, (2013)) they have been excluded from the general research and specific surveys have been designed for this group.

Among users surveyed, 46.5% consult statistics at least once a week, and 28.7% at least once a month.

Among the user groups, the largest frequency of use corresponds to the media, with weekly consultations in 84.6% of the cases. Contrariwise, the least frequent use is by researchers, where just 46.6% consult data at least once a week, and university students, the group in which the weekly consultation frequency is little more than one quarter (26.1%). This group is also responsible for the largest percentage of those that declare an annual consultation frequency (7.6%).

As regards the types of statistics consulted, Table 5 shows the average of statistical types used by respondents.

Table 5

Number of statistics assessed by each user type

	Statistics assessed by category	Average statistics by user
Universities	413	4.4
Public Administration	575	5.1
Researchers	123	3.8
Media	83	6.4
Others	162	4.9
Total	1356	4.8

Users employ an average of 4.8 (groups of) statistics. Those that use a higher number are the media, with 6.4 statistics, followed by public administrations, with 5.1 statistics. At the other side of the spectrum, researchers, as more specialised users, are those that use a lower number of statistics: in average terms, 3.8 statistics.

Table 6 shows how responses are distributed based on the types of statistics assessed.

The overall number of responses obtained to assess products is 1,356, given that it should be taken into account that a single user may assess several groups of statistics.

The distribution of responses broken down by type of statistics means that an appropriate representativeness for most groups selected can be guaranteed: six groups of statistics have been assessed by a percentage that ranges between 10 and 15% of users, and a percentage of users of between 5 and 10% have given their opinion on another three groups.

Clearly, in the other cases in which the number of responses is smaller, the results of the survey must be taken with due caution. In three cases, there are fewer than 100 responses: science and technology, with 86 responses; agriculture statistics, with 47 responses; and environmental statistics, with 45 responses.

By way of a simple reference, in the right-hand column of Table 6 the distribution by types of statistics concerning access to the INE website has been included. This is just a simple reference, because the groups are not directly comparable: in the ESU expert or qualified users are researched; while the website data include all types of users, whether or not qualified.

Table 6

Distribution by statistics of responses obtained in the 2013ESU and comparison with the overall distribution of access to the INE website

	2013ESU		% INE website accesses (Total year 2012)
	No.	%	
Population	178	13.1	26.1
Society	102	7.5	10.3
Labour Market	199	14.7	19.7
CPI	145	10.7	11.4
Living conditions and level	139	10.3	2.5
National Accounts	150	11.1	7.6
Industry	103	7.6	2.6
Services	147	10.8	10.8
Agriculture	47	3.5	1.1
Science and technology	86	6.3	0.8
Environment	45	3.3	0.8
Others (*)	15	1.1	6.3
Total	1,356	100.0	100.0

(*) Of the 15 responses collected in "Others", of particular note are: synthesis statistics and publications and demographics of enterprises (see appendix 1).

Comparing distribution between one and the other, it can be seen that general users of the website focus most of their consultations on demographic and labour market statistics; on the contrary, national accounts, living conditions and living level statistics and statistics on industry are most represented in the sample carried out with qualified users. Agrarian statistics, those of technology and the environment are also more popular in the ESU, however they are affected, as mentioned, by a reduced sampling size.

In summary, except for these one-off cases, the distribution of responses in the ESU seems to be an appropriate approximation to the guidelines followed by qualified users, and therefore validate (with the corresponding precautions) the survey findings.

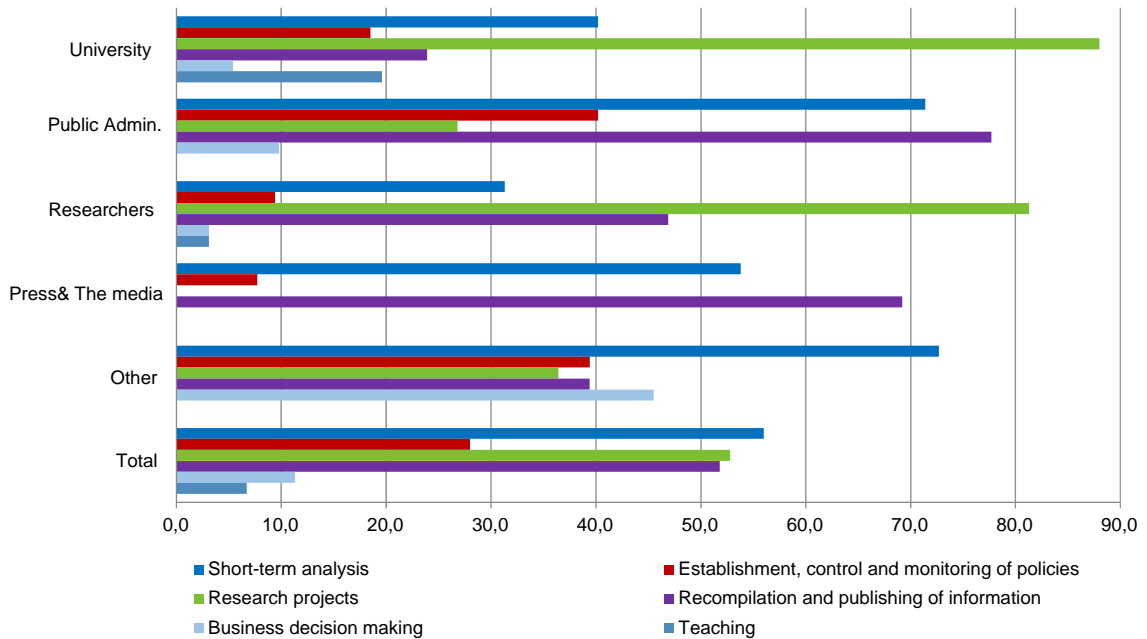
Purpose of using statistics

In order to once again maintain uniformity and comparability with previous surveys, five major purposes for using INE statistics have been distinguished: Short-term analysis; Establishment, control and follow-up of policies; Research projects; Recompilation and publication of information; Business decisionmaking.

It has also included a free response option ("other purposes") to capture other possible uses, although the respondent was asked to specify any such use. Once the survey had been filtered, it turned out that most of these "other purposes" concerned teaching; consequently, Chart 2 has also included this category.

Chart 2

Purpose of using the statistics: percentage of users that declare each kind of use



By type of use, although in general the main purpose is short- term analysis (56% of users) followed closely by another two types of uses: research projects, for 52.8%, and recompilation and publishing of information, with 51.8% of users.

Broken down by categories of users, the differences are logically quite considerable, with a predominance of research by university students and researchers (more than 90% and 80%, respectively, of the users from each group). With regard to the “recompilation of information”, this is the main use for the media (69.2%) and for the public administration (in 87% of cases).

3.2 ASSESSMENT OF THE QUALITY DIMENSIONS OF PRODUCTS

Before commenting on the results of the statistics assessment, it is appropriate to point out that as the number of responses obtained varies from one dimension to another (and also, obviously, between some statistics and others), in the following analysis, and in order to give a more accurate idea of the degree of representativeness of responses, the chart that accompanies each heading shows the number of valid responses obtained.

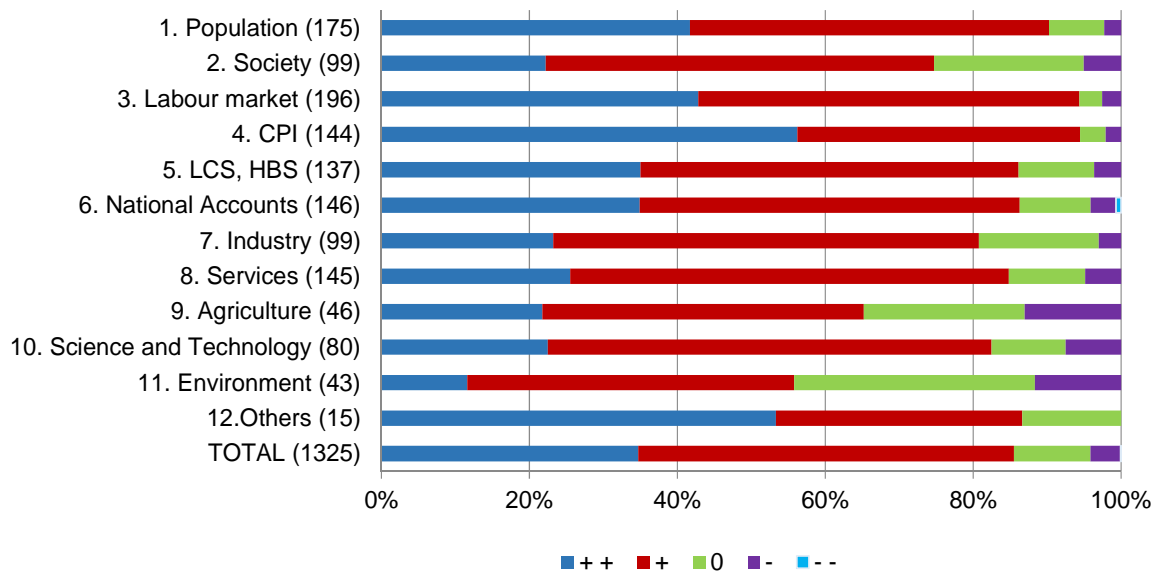
3.2.1 Relevance

Although relevance has several sub-dimensions, the one which can be collected through specific questions in the user survey is put forward in the specific question of the 2013ESU: "Indicate to what degree the INE statistics satisfy your needs?"

Most users have a positive subjective perception on the extent to which their needs are covered by the INE statistics: 82.8% give a very positive or positive response to this question, and this assessment is general for the different groups of statistics, with six groups gaining more than 80% of positive responses, and two of them (CPI and the labour market) achieving more than 90% of positive responses.

Chart 3

Assessment of relevance: degree to which the statistics satisfy users' needs



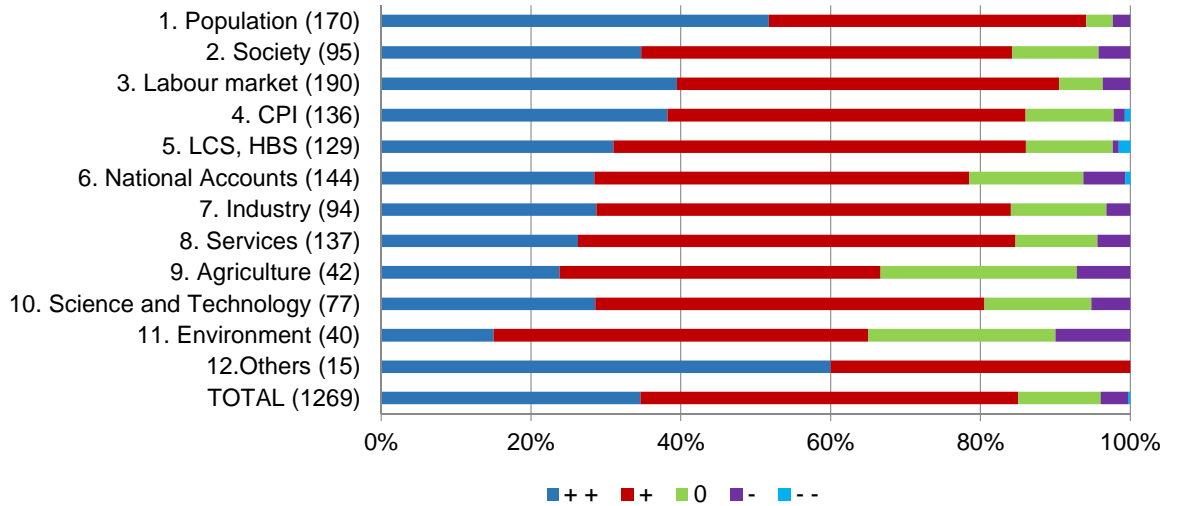
3.2.2 Accuracy

Through the corresponding question ("Indicate to what degree you believe the INE statistics reflect reality?") information on the accuracy of statistics as perceived by users has been tried to obtain.

There are mainly positive or very positive evaluations on this dimension of quality, reaching 79.1% of opinions. Broken down by groups of statistics, the following are noteworthy for being above the average: the population statistics, with 90.4% of positive responses; the labour market statistics, with 86.4% of positive responses; the CPI, with 80.7%; and living conditions and level, with 79.9%.

Chart 4

Assessment of accuracy: degree to which the INE statistics reflect reality

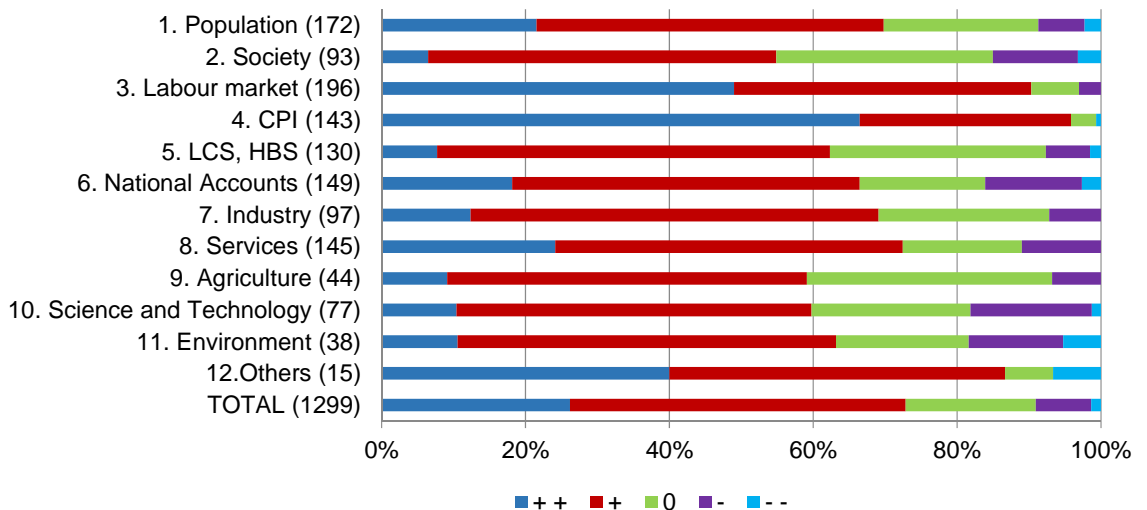


3.2.3 Timeliness

Question 6 ("Evaluate the INE statistics in accordance with the time that has elapsed between publishing of the information and the period to which said information refers") reflects users' perception on the "timeliness" of information.

Chart 5

Assessing the timeliness in publishing of the INE statistics



When it comes to commenting on this dimension, one point needs to be emphasised: for the sake of simplicity, no distinction has been made between the short-term statistics and structural statistics, which refer to time periods of a different dimension

(short-term ones are shorter) which are published with a different frequency (more frequency in the short-term statistics) and in which therefore the perception of “timeliness” is not easy to compare between these statistics.

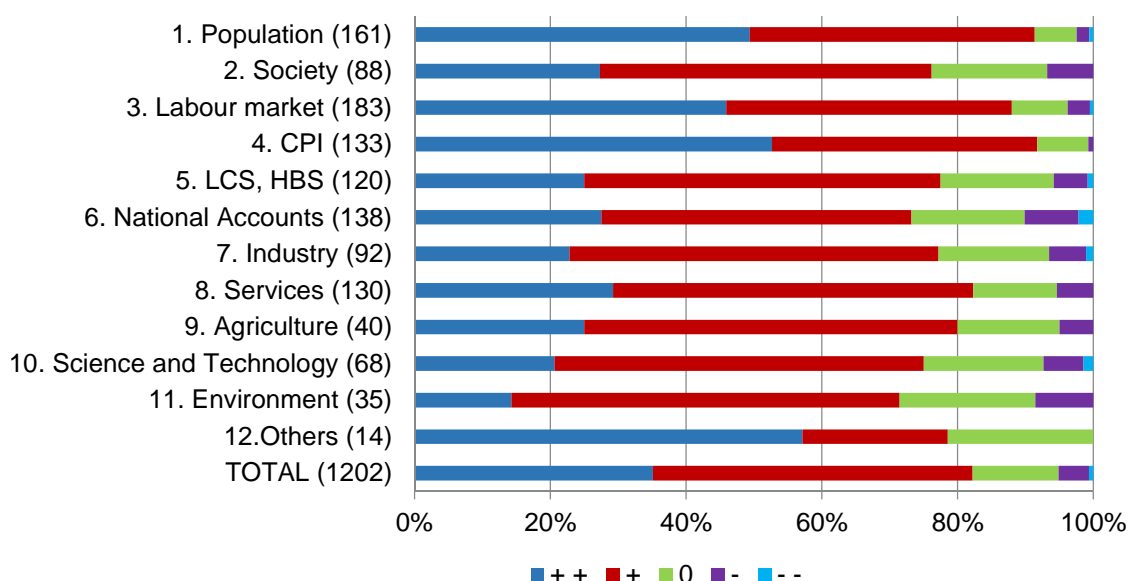
The percentage of positive or very positive responses to this question totals 69.8% of respondents, being above average: CPI (with 94.5% of positive or very positive responses); labour statistics (with 88.9%), and the services statistics (with 70.9%).

3.2.4 Coherence and comparability

These dimensions are valued positively or very positively by 83% of users, a positive perception that is also across-the-board with most of the statistics and where the following stand out: demographic statistics (with 91.9% of positive responses); the CPI (with 91.7%); the labour market statistics (with 88%), and the services statistics (with 82.3%).

Chart 6

Assessment of the degree of coherence/comparability of INE statistics



However, it should be pointed out that this dimension of quality is the lowest rate of response. This shows how much more difficult it is to understand some aspects of quality researched in the questionnaire, even for the most qualified users.

3.3 ASSESSMENT OF THE GENERAL ACCESSIBILITY/CLARITY AND OTHER ASPECTS OF DISSEMINATION OF INE PRODUCTION

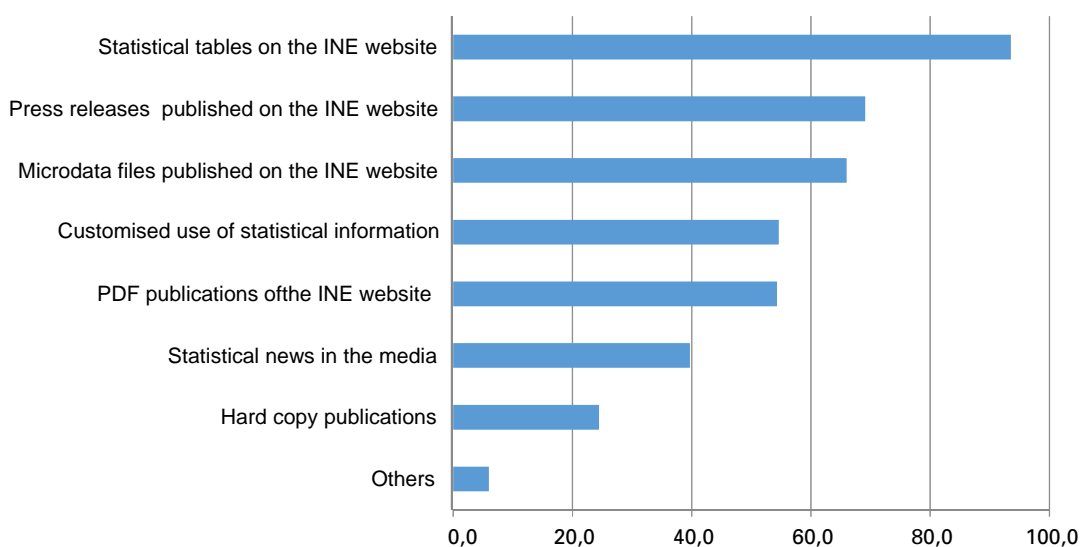
Means of accessing INE information

The website represents the most popular method of accessing INE information (Chart 7). Of note here is the fact that use of statistical tables provided on the INE website is performed by an average of 93.6% of respondents. The other methods of accessing via the website are also relevant: 69.1% use the press releases published on the website; 66% use the microdata files, and 54.3% use the pdf publications available on the website.

It should also be pointed out that hard copy publications are being used less and less in the overall means of disseminating statistics, and for example in the survey these are used by only 24.5% of users.

Chart 7

Users based on the means of accessing INE information



Together with this predominance of online access to information, it can be specified that the development of communication technologies has without a doubt influenced the greater diversification in the ways of accessing INE data. On average, users employ four forms of access, taking a look at the distribution (Table 7), 23% use three methods of access and 20.6% use four. Only 5% said they used a single method of accessing information.

Table 7

Number of methods of access to INE information by user type

	Number of means of access used								Total	Average methods of access
	1	2	3	4	5	6	7	8		
Universities	3.2	17.2	17.2	29.0	7.5	6.5	19.4		100.0	4.2
Public Administration	6.3	17.8	29.4	12.5	15.2	4.5	13.4	0.9	100.0	3.8
Researchers	3.1	15.6	28.1	21.9	21.9	3.1	6.3		100.0	3.8
Press and media	7.7	15.3	7.7	23.1	23.1		23.1		100.0	4.3
Others	6.3	3.1	18.8	21.9	9.4	3.1	37.4		100.0	4.8
Total	5.0	15.6	23.0	20.6	13.1	4.6	17.7	0.4	100.0	4.1

Assessment of the dissemination calendar

An initial consideration is to find out to what extent the calendar for disseminating INE statistics is known by users. (Table 8). The vast majority (86.2%) of users are aware that it exists. In the case of the media, all users know about it, and the level of knowledge is also very high with regard to Central Government users (94.2%).

Table 8

Percentage of users in the 2013ESU that are aware the calendar exists

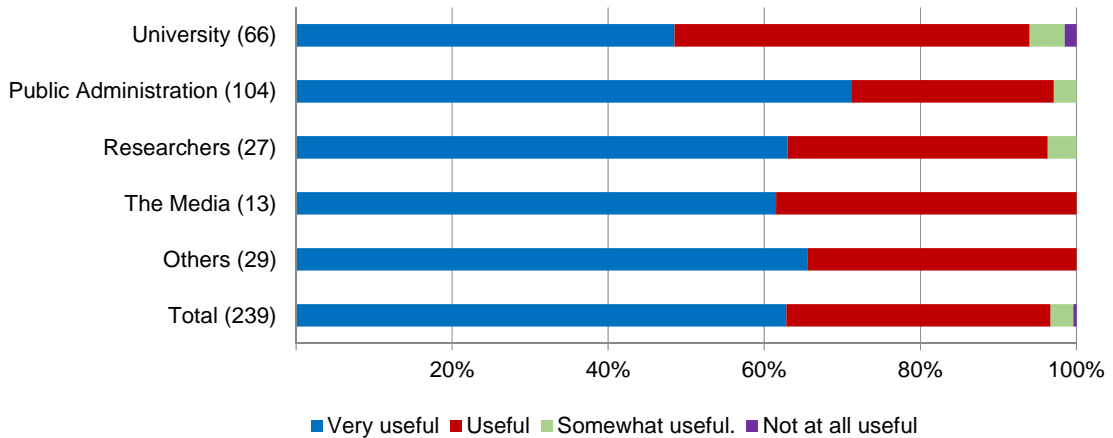
Universities	75.8
Public Administration	94.2
Researchers	85.2
Media	100.0
Others	86.2
Total	87.4

However, for users that do not need to make such frequent use of statistics, aspects such as the calendar are less known: thus, knowledge reaches 75.8% of university users, or 85.2% of researchers. Groups in which a significant part of respondents do not give an opinion in this regard (11.8% of university students and 3.1% of researchers).

In terms of assessment among those that do know about it and give an opinion, the level of satisfaction vis-à-vis this dissemination instrument is very high: 62.8% of those that give an opinion believe it is "very useful", and a further 33.9% consider it to be "useful". A positive assessment that reaches its highest levels among the "other users" and those of the media, in which all responses are positive.

Chart 8

Assessment of the publications calendar by those that know it exists



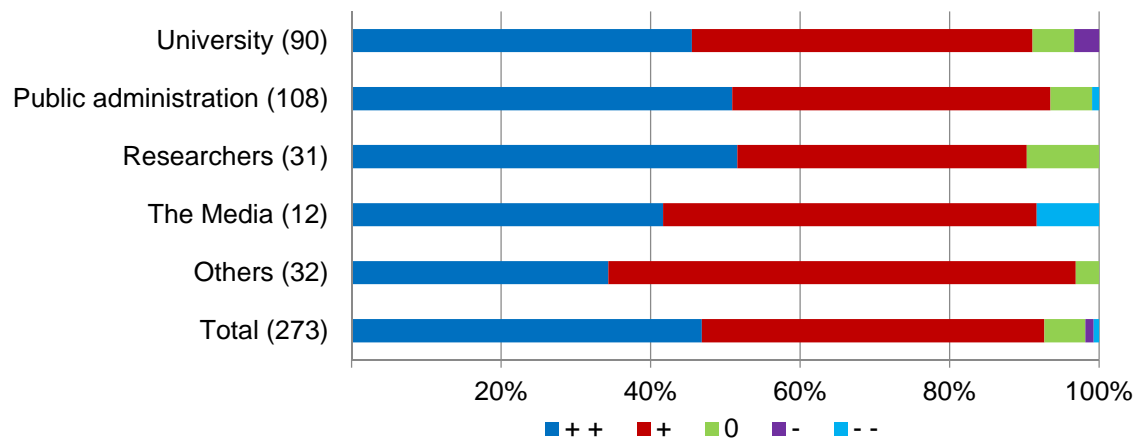
Website assessment

Users’ assessment of the INE website is positive or very positive in the three aspects considered in the survey: The first of these (variety of subject matters offered) is ranked the highest, with 92.7% of favourable or very favourable opinions. The layout of tables gets 84.6% of positive opinions, and ease of access gets 83.2%.

Users of “other institutions” and of the “Public administration” are those that give most weight to the variety (Chart 9), with 96.9% and 93.5% of positive (or very positive) responses, respectively.

Chart 9

Website assessment: a) Variety of subject matters offered

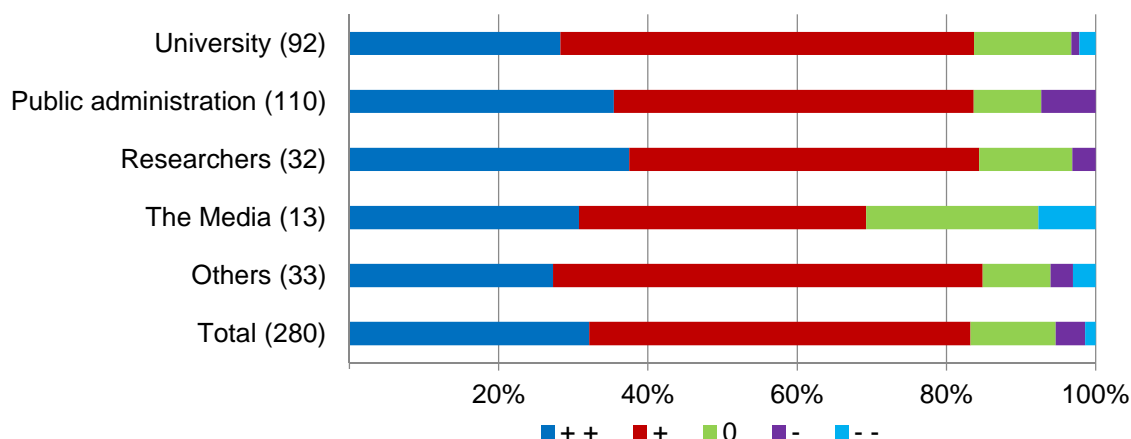


The positive assessment on the ease of use (Chart 10) is very similar for the different groups of users, with all of them achieving 80% or more of favourable or

very favourable evaluations. The media users, although with positive assessments in the main (69.3%), are below the average of other users.

Chart 10

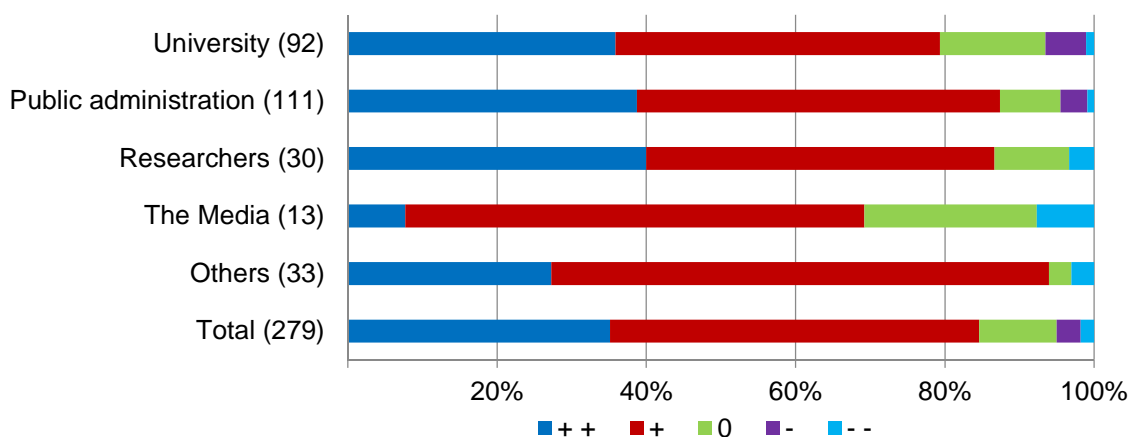
Website assessment: b) Ease of accessing information



And as regards the layout of statistical tables (Chart 11), these are evaluated above average by other users, with 94% of positive evaluations; the public administration, with 87.3%; and researchers, with 86.7%.

Chart 11

Website assessment: c) Layout of statistical tables



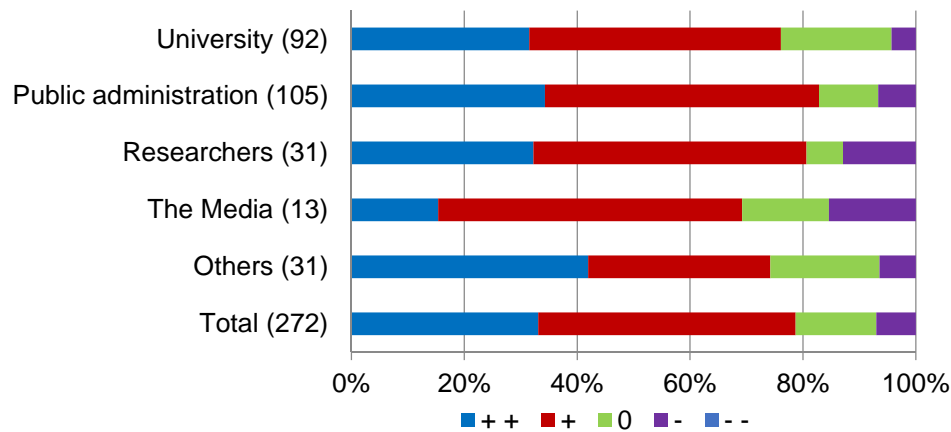
Assessment of supplementary information

The supplementary or “metadata” information (definitions, classifications, methodological descriptions) provided to interpret the INE statistics, is researched in the survey by asking users about three characteristics: ease of obtaining, clarity in the layout and level of detail.

Overall, opinions are positive with regard to these aspects, given that more than three quarters of respondents give a positive or very positive assessment of the three indicators. However, in relative terms, it is an aspect with fewer favourable evaluations than the other parameters of the INE dissemination policy.

Chart 12

Assessment of supplementary information: a) Ease of obtaining

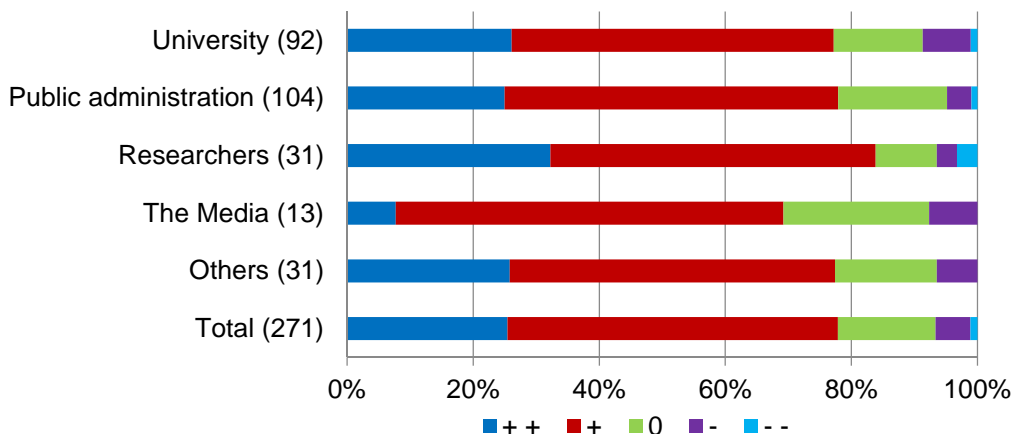


Of the three, the one that is evaluated highest is the ease of obtaining (Chart 12), with 78.7% of positive or very positive responses, a percentage which rises, in those groups belonging to the public administration, to 82.9%, and with regard to researchers, to 80.7%.

The clarity of layout (Chart 13) is evaluated positively or very positively by 77.9% of users, once again highlighting the positive evaluations given by researchers (83.9% give positive or very positive evaluations) and those of the public administration (with 77.9% of positive or very positive evaluations).

Chart 13

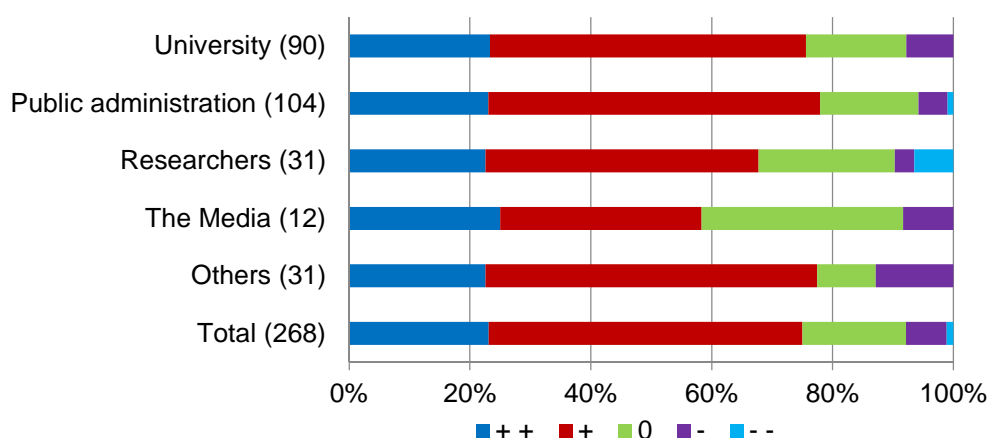
Assessment of supplementary information: b) Clarity of layout



75% of users are satisfied or very satisfied with the level of detail of supplementary information (Chart 14). The public administration and universities are those that declare the highest level of satisfaction with this item. And in contrast to the findings in the other two preceding indicators, with regard to this variable researchers give evaluations which, although positive in the main (67.8% of responses), are below average.

Chart 14

Assessment of supplementary information: c) Level of detail



3.4 OVERALL ASSESSMENT OF THE INE’S PRODUCTION AND IDENTIFICATION OF NEEDS NOT COVERED

The questionnaire closes with general evaluation questions on the INE’s activity:

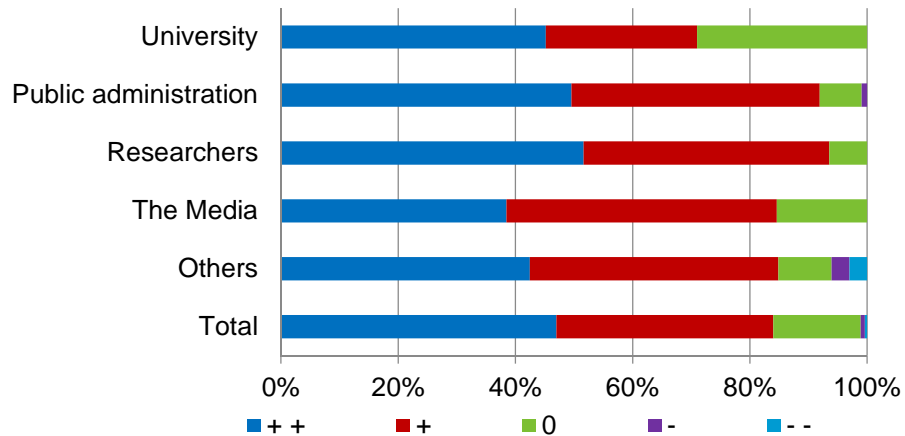
- An overall assessment of production (which supplements the partial assessments given by users in previous questions).
- The level of confidence in the INE statistics.
- And an (“open”) question which serves to detect statistical aspects that the user would like to have and which are not currently covered.

Overall quality

This question attempts to summarise the level of overall satisfaction of users with the overall quality of INE statistics.

Chart 15

Overall assessment of the quality of INE statistics



84% of users (Chart 15) rate the overall quality of INE production as high or very high. The highest evaluations correspond to: researchers, with a percentage of 93.5%, and of particular note is the fact that more than half give a very positive evaluation, and that in this group there is also no negative evaluation; Public Administration users, with 91.8%, and where almost half the respondents (49.5% of this group) give a “very positive” evaluation.

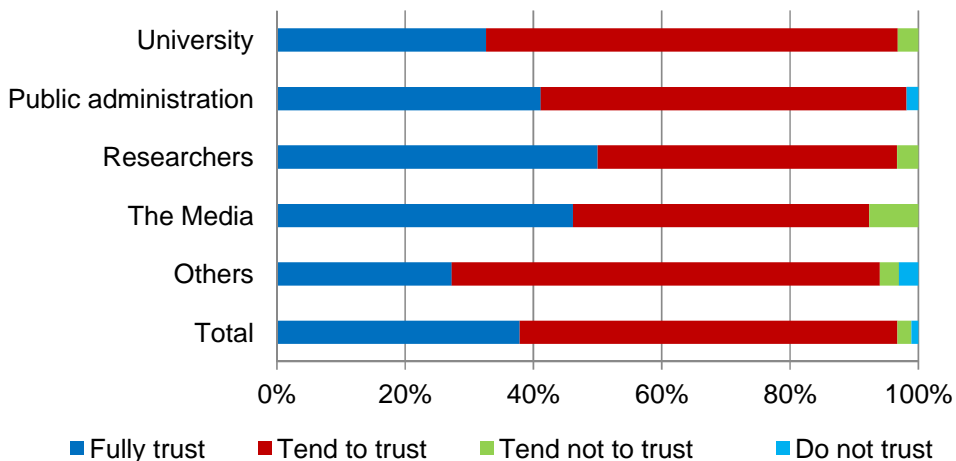
The user groups with a less positive assessment of quality are the university ones (71% of positive or very positive responses).

The survey provides the user with the possibility of supplementing their response by “Giving a reason if they want”. Appendix 2 includes the responses to this supplementary question.

Confidence

Chart 16

Level of confidence in the statistics developed by the INE



The results of this question, one of the new items introduced into the 2013ESU, are very positive: the percentage of opinions that express confidence in the INE statistics totals 96.7% of the sample⁷. Only 1.1% stated that they “tend not to trust” or do not trust.

Although this high level of confidence in the official statistics is widespread among users (Chart 16), in the search for a distinguishing feature among these users it can be pointed out that those who belong to the Public Administration are those who overall express greater confidence in the INE product, with 98.1% of respondents saying that they “tend to trust” or “fully trust” statistics. These are followed by university users and researchers, both with the same high percentage of positive or very positive evaluations: 96.7%.

3.5 IDENTIFICATION OF UNCOVERED NEEDS

The identification of information needs not covered by the INE and declared by users in an open question (Which statistics would be of interest and are not currently available from INE?) is given in Appendix 2.

As already specified, this question supplements the questionnaire that deals with trying to analyse the “relevance” dimension and/or completeness of the statistics: in question 4 the user was asked about their overall perception of the degree to which the INE statistics adapted to their needs; the idea of this open question is for the user to give explicit details about those needs they consider not covered by the INE's current development.

Of the 283 users that answered the survey, 131 completed this question, representing a response rate of 46%. Furthermore, the 131 responses led to 176 suggestions on possible new research (given that some users made more than one suggestion). These are notable rates of response which, apart from their usefulness to the institution, reveal a level of user interest and involvement when it comes to taking part in the survey, which is worth highlighting.

Table 9

Distribution of responses on needs not covered by the INE, by user type and statistics type

Distribution (%) by user type		Distribution (%) by statistic	
Universities	36	Services	22
Public Administration	37	Labour market	16
Researchers	9	National Accounts	14
Press and media	5	Society	11
Others	14	Population	6
TOTAL	100	Rest	31
		TOTAL	100

⁷ Although, as with the question on assessing overall quality, there was also the possibility of justifying their response in the questionnaire, it should be mentioned that only one respondent has included this justification.

By user type, as shown in Table 9, the groups that make the most suggestions are those of the Public Administrations and Universities, which account for almost three quarters (73%) of suggestions.

Classifying the responses by type of statistic, more than half the suggestions refer to the statistics on services, the labour market and National Accounts, and with “services” receiving the most suggestions.

As is usual in these kinds of consultations, the suggestions requesting larger breakdowns predominate: larger breakdown in the variables and in data availability, even requesting that this be available in microdata form (of the EAPS, CPI, RSRA, etc.); bigger geographical breakdown (by Autonomous Communities in the ICT or R&D surveys, by provinces, municipalities, in business statistics); and greater timeline breakdown (in national and regional accounts, in the tourism satellite account, etc.), as well as geo-referencing of information and other spatial breakdowns.

Another kind of request concerns the compilation of new statistics suggested by users, mainly to study phenomena as a consequence of the recent crisis, particularly real estate aspects (real estate market, evictions, foreclosures, etc.).

Users were also interested in the introduction of more focal approaches, studies and quantitative perspectives in the reports, macro-forecasts at national and regional level, etc. However, in this case these activities fall beyond the remit of the INE. And this shows that, even among these qualified users, there is still work to be done in informing society and institutions about what functions and activities the public statistical offices are responsible for.

In any case, all the suggestions collected in the questionnaire represent the reasons for carrying out user surveys, as they are extremely useful for the INE’s future activity: once filtered (for example, in cases in which statistics that are already developed by the INE - or by other organisations of the National Statistical System are requested...and in those cases where the duties fall outside the INE’s terms of reference) and once the corresponding units have analysed their feasibility, they can represent an input in the scheduling of the institution’s future activities and in the development of statistical plans.

4 Comparative analysis with previous surveys

The existence of another two INE surveys, prior to the 2013UUS enables us to study the evolution of quality indicators over time. However, it is appropriate to raise some preliminary points on the scope of these comparisons

One of the first difficulties in making comparisons is that, unlike what happens with other kinds of statistics, the population that is the object of study is difficult to delimit, as remarked upon in section 2; the surveys are targeted at qualified users, but the definition of this group is extremely ambiguous and it is therefore a case in which the target population is unknown.

Secondly, although the three surveys fall within the quality assessment programme, in accordance with the principles of the Code, there are some differences of approach that should at least be considered in order to appropriately assess the comparative findings.

The 2007 and 2013 surveys are fairly similar, and follow the model of surveys carried out by Eurostat. Although the 2013ESU has been adapted to methodological changes, recommendations and definition of the Code of Practice (2011) that have arisen in recent years, it is still fairly comparable to the 2007 survey; and to facilitate comparability, and in this case with the limitations this involves (shown in section 2 of this report) in the 2013 report the same classification of statistics groups as in 2007 has been used.

The 2010 survey, although it follows common guidelines, has a different approach: it uses a different and more broken-down classification of products; the survey encompasses not only the INE statistics but those of the entire Statistical System; the methodology for collecting information is different, and the survey is targeted at a smaller number of users, yet ensuring a high rate of response through ongoing and exhaustive monitoring of respondents.

Table 10

Sample and response rate of user surveys

	2007	2010	2013
Size of the sample	570	237	433
Rate (%) of response	46.1	88.2	65.4

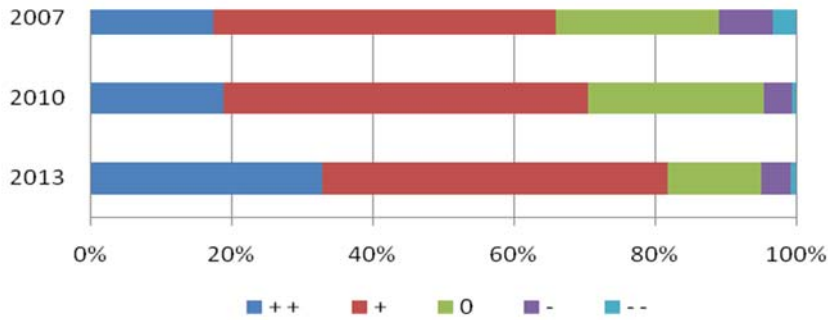
Table 10 displays the sample sizes and the response rate of the three surveys. Of particular note is the exceptional level of response obtained in the 2010 survey (88.2%) and which is only feasible in a targeted survey approach and with a system of reminders that is particularly individualised and intense.

Evidently, these nuances do not prevent a comparison of findings, above all at global level, but they must be taken with more precaution whenever descending to product level, as a number of conditions are required in order to compare some surveys and others : Firstly, the groups of statistics need to be made uniform; and secondly, it should be assumed that the number of operations and variables that can be pooled into each large group of statistics remains relatively stable.

At aggregate level (Chart 17) the general assessment on the quality of INE products and services -by qualified users- has increased in each of the surveys carried out. This has moved from 66.1% of positive or very positive responses in 2007, to 70.5% in 2010 and 84% in 2013.

Chart 17

Evolution of the general quality in INE user surveys (2007-2013). Distribution (%) of responses by degree of satisfaction

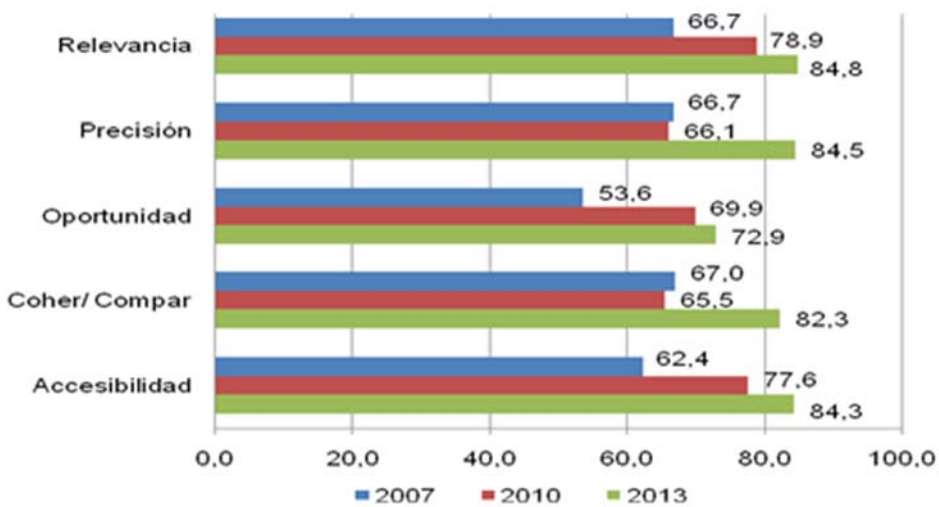


Furthermore, the percentage of those that give the highest score to general quality has increased over the period, particularly between 2010 and 2013, and most respondents gave a “very positive” response in the latest survey. Similar positive observations are obtained comparing the aggregate data of the quality dimensions broken down by product.

As displayed in Chart 18, the evolution has been positive in most of the characteristics assessed by users over the 2007-2013 period. Between the last two surveys, 2010-2013, the indicators of all variables reflect an increased evaluation from users.

Chart 18

Comparison of quality parameter indicators of statistical products, in user surveys. (% of positive and “very positive” evaluations in each dimension)



The biggest increases between 2010 and 2013 have taken place in those aspects of statistics that had received lower ratings from users in the first year: Accuracy, which went up from a positive evaluation of 66.1% in 2010 to 84.5% in 2013; and

coherence/comparability, which moved from 65.5% to 82.3% of positive assessments. The smallest increase came in Timeliness and punctuality, which increased just 4.3 points in positive assessments between 2010 and 2013.

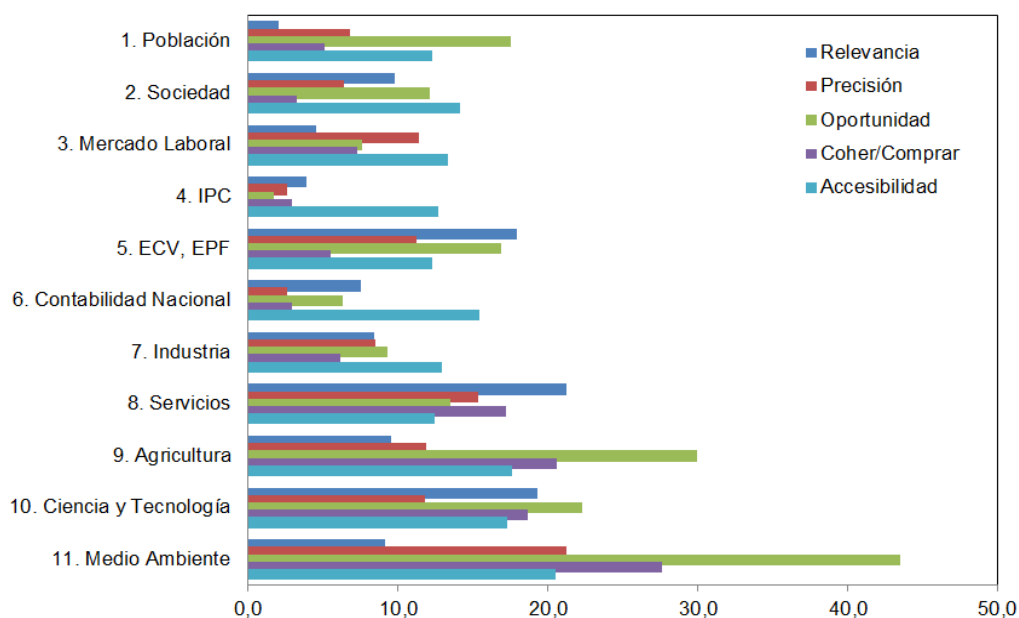
The comparative analysis can be extended to the breakdown by statistics. In this case, however, considering the difficulties of comparison with the 2010 survey and which have already been mentioned, and obtaining an overall view of the INE's evolution during this period, a comparative analysis of the 2007 and 2013 surveys can be made (Chart 19).

Overall, it can be seen that the Timeliness and Punctuality indicator, together with Accessibility, has had the biggest increase with regard to the 2007ESU (increase of 35.9 and 30.1 points, respectively).

Throughout the 2007-2013 period, all statistics have increased with regard to the proportion of positive assessments obtained from qualified users. Of particular note is the fact that the increases in relative terms have been greater in those statistical fields in which there were originally lower average levels of satisfaction in 2007: this is the case of agriculture, science and technology, the environment, and the services statistics.

Chart 19

Variation of the weight of positive or very positive responses over the total in INE statistics between 2007 and 2013. (Average annual rate (%) of variation)



Logically, in those statistical groups that have for many years received the highest evaluation in INE production, the relative variations, although all of them in a positive sense, are quantifiably smaller: these are surveys that use more consolidated methodologies, and with a higher degree of maturity in the official statistics. This is the case of demographic statistics, labour statistics or the CPI,

which have been systematically obtaining the highest evaluations for quality in all INE surveys (also in the 2013 one).

5 Final reflection

The general results on the level of user satisfaction with INE production based on the 2013 survey are, without any doubt, very positive. And when comparing them with previous research they reveal an ongoing improvement in the perception and opinion of society with regard to official statistics.

However, the main usefulness of these surveys is to help detect those aspects that require improvement, as well as to identify statistical needs not covered by the system and which may form part of future plans. Initially the outcome of the findings obtained in the Survey will be one of the inputs for the forthcoming Statistical Plan, as it will enable us to identify priorities for reform or improvement expressed by users.

In addition to these actions to be taken with regard to specific dimensions or operations, the survey shows the need to continue disseminating the aims and functions of the INE; eliminating confusion, which remains fairly frequent among users, between the statistical information production activity, which is the essence of the work performed by a public office of official statistics such as the INE, and the interpretation and assessment of statistics, which is a task that corresponds to researchers, analysts and the media.

It is therefore appropriate to introduce plans to communicate with users and provide them with the proper interpretation of information and handling/use of the INE website, which is the main channel of dissemination for our products and services.

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Annexes

Responses to the
questionnaire's open
questions

Annex 1

Answers to the question on the type of INE statistics used and which are not included in the group of statistics specified in the questionnaire

Other statistics

Public administrations and associations

Social analyses, International data, Statistical synthesis

Electoral Census, New Technologies

Classifications

Statistical classifications

Labour market

CBR

CBR

CBR, tourism surveys (Hotel Occupancy and non-hotel occupancy)

Financial and monetary statistics

Financial: Mortgages, CBR, arrangement with creditors, etc.

Mortgages, mercantile companies, CBR, asset transfers

INEbase, Historical data, scanned

Statistical legislation and organisation

Others

Annex 2

Supplementary answers to the question on the quality of statistical production. ("Please specify if you wish to give a reason to justify your previous response")

User Type	Responses
1. Universities	<p>Although many statistics can be appreciably improved, in general both the institution as well as its personnel, its products and services are at a higher-than-average level in our beloved Spain</p> <p>Good methodology and a sampling size that is bigger than in other countries</p> <p>I am familiar with the professionalism of its employees</p> <p>Through my work I am familiar with several similar websites in other countries and, in the case of Spain, the level of access and quality of the statistics is very high</p> <p>I think the quality in general is good, but to improve it the INE should make an effort to provide crossover information from its different records. This would greatly enrich the information available for users at no great cost</p> <p>I would like to convey my gratitude and recognition to the INE staff involved in providing service to the user, as well as with regards to the dissemination of statistics. The swiftness, efficiency and level of suitability and precision of their answers have been of great assistance in my research work</p> <p>The INE has wonderful professionals</p> <p>The INE is a reliable source that has been stable over time and with leading professionals. It is an irreplaceable reference for social research in Spain and only extremely technical problems occasionally make accessibility and the quality of its production difficult</p> <p>The sampling size is very large, although I think there are mistakes when transferring data</p> <p>The tables in the Excel files should not include hidden or blank rows and/or columns, as this makes processing difficult</p> <p>Panel longitudinal processes are missing</p> <p>Sound and reliable information, it is an official reference to be followed and always taken into account</p> <p>The quality is good, but a distinction should be made between the publicity process on the website and the statistical operations themselves, which are frequently insufficient, either because not all information received due to a lack of means or, for the same reason, there is not enough detail in the design. One example of this has been Regional Accounts, where for years other institutions (FUNCAS, Hispalink project) have had to make up the deficiencies of the National statistical office</p> <p>The quality and variety of statistics has improved substantially over time. There are very few social statistics, particularly with regard to those concerning family and the balance of a family and working life. The statistics on household composition are scarce, inconsistent and/or a catch-all that is too high. Why are there no job figures based on the number of children or age of the youngest? Or figures on leave taken?</p> <p>The impossibility of handling cross information without needing to download the tables associated to the information requested, above all at municipal level</p> <p>I think this is necessary to improve the service. I would like it to be possible to publish data from the sphere of economic sectors and even individual enterprises. In other words, to increase the disaggregation</p>

Annex 2

(Continue)

User Type	Responses
1. Universities	<p>I would like the page to be a little more intuitive, as it is not easy to work with. At times it is easier to use Google to access a specific issue rather than browse on the website</p> <p>I trust the INE staff a lot. The data obtained through the INE are completely reliable</p> <p>My congratulations and gratitude for their work. The best of all is that the information is free and that the series are lengthy, historical. They must not be deleted</p> <p>There is no similar alternative with which a comparison can be drawn, and except for the modifications made to provisional and progressive data, the remaining estimates are very reliable</p> <p>My research work means I have had to compare information, and the results have always been positive</p> <p>They are independent and accurate</p> <p>Everything is relative and it needs to be put it in context. Of course the INE is an excellent statistical Institute because of the quality, frequency and independence in international comparisons. And it compares favourably with other data sources: tax agency, Bank of Spain. And of course in terms of regional institutes</p> <p>The information is extremely reliable. They always deal with my requests</p>
2. Public Administration	<p>If possible, I would suggest improving the timing series, unifying queries instead of having to access the same variable year by year</p> <p>It would be good to make better use of the micro-data</p> <p>In general I have a very high opinion of the INE with regard to the reliability of the information offered. I'm not giving a top score because when I was working with EAPSmicro-data flows, I spotted some inconsistencies in the methodological detail and analysis</p> <p>It seems appropriate or high at national level; not so much at regional level</p> <p>For better quality of information it would be very useful to have integration of statistical information prepared by regional statistical institutes. This would undoubtedly provide better base knowledge of the information and would simultaneously allow optimum reconciliation of data concerning a single reality</p> <p>Punctuality, breakdown and ease of obtaining</p> <p>Good accessibility to information. Information available in several formats. Territorial breakdown of information</p> <p>I am familiar with the world of surveys and I know that the INE's methodology is very rigorous and that the INE is a European benchmark organisation</p> <p>I believe the quality of the INE statistics to be very good because of the amount of information they provide, the level of detail and the ease of access</p> <p>Scientific rigour guarantees this quality</p> <p>It is a major source, technically very sound and extremely reliable because of the professionalism in execution</p>

Annex 2

(Continue)

User Type	Responses
2. Public Administration	Sometimes we have doubts about the quality of data, due to the collection of said data. We believe it is appropriate to reduce the time that elapses between the reference period of the data and its release. We would like to have micro-data available in the Industrial Businesses Survey and the R&D Surveys
	Plenty of very good quality information available
	The professional and technical quality of the INE statistics and the other statistics of the National Statistics Plan represents a hallmark of quality that we need to keep and encourage in this society, in which users can easily access a wide range of statistical sources
	Excellent work in general using a good methodological base, a good infrastructure and highly qualified personnel
3. Researchers	I value the high level of access to extensive and quality information that is also free of charge
	Although everything can be improved, there has been a major improvement in the transparency and transfer of information in the last 15 years at the INE
	Consistency between the organisation of data production and the results obtained
	In general, the quality is good but there are four things missing: - Full deseasonalised information
	Linkage between series of statistics in which there are breakpoints to have long uniform series (for example in the National Accounts, both annual and quarterly)
	Higher degree of disaggregation by sector or products (for example in IPI). Greater level of representativeness of indicators at Autonomous Community level
4. The media	Appropriate in some issues, biased in the presentation of others. I notice a worsening in this regard
	Properly updated and always accessible, both the most recent as well as those from earlier periods
	I think the data are very good, but the website seems very difficult to use. I also think that the press releases get more and more confusing. I would also like the data that appear in press releases (for example, productivity, deflator in National Accounts) to be available in series. I find the calendar quite confusing
	I appreciate the quality and reliability of the data
5. Others	Ample and varied statistical information on the economic and social reality of Spain and its different territorial levels
	The information we receive every month from the INE (hotel stays by market of origin) adapts very well to business needs. We find the information very useful
	In our experience of using INE information over more than 25 years, in general the work of the INE seems very coherent and professional. It is true that we would like a greater disaggregation in some issues, but that's why the customised use is available, which work very well. Furthermore, the receptiveness of INE personnel to questions, verifications, suggestions or notifications of incidents or deficiencies vis-à-vis the information is highly satisfactory

Annex 2

(Conclusion)

User Type	Responses
5. Others	Excellent level of response to specific requests Clarity, variety, up-to-date, contact with the user Contribute to reporting to the INE, to thus improve the quality of statistics I would be grateful for deseasonalised series in industry and, on occasions, more disaggregation Consistent and accurate The methodology, diversity of statistical sources, data analysis, frequency and release of results are optimum

Annex 3

Supplementary answer to the question on the reliability of the INE statistics. ("Please specify if you wish to give a reason to justify your previous response")

Responses

In the studies carried out with greater detail we have been able to verify that the information provided by the INE does not match the information provided by other means that have a greater level of detail (for example, regional data, water consumption, etc.). Unquestionably the main reason for these differences is because of the degree of aggregation of some sectors; more specifically, the analysis of environmental variables means that the disaggregation of some sectors is fundamental

(N.B.: Only one respondent filled in this supplementary response)

Annex 4

Responses to the question: "What statistics would be of interest to you but are not currently available from the INE?"

(Responses given to the questionnaire)

User Type	Response
1. University	<p>Increase the detail of the EAPS Flows micro-data variables (the family variables are currently excluded and it would be necessary to include these in order to use the survey flows in more detail)</p> <p>Increase the statistics accessible through micro-data on the INE website. Make CPI statistics accessible in micro-data form</p> <p>Occupational structure resulting from surveys with production units</p> <p>Level of the public's satisfaction with public services and of general interest</p> <p>Use of time surveys with summary information on the weekly time spent on different household tasks</p> <p>Energy statistics</p> <p>Data on the homeless</p> <p>A bigger breakdown of the labour market and unemployment protection with regard to foreigners</p> <p>Disaggregation of taxes on production and products in the Import-Output Framework (IOF)</p> <p>IOF by Autonomous Community</p> <p>Compilation of a Social Accountancy of Spain Matrix</p> <p>Annual symmetrical input-output tables</p> <p>Household income by Autonomous Communities in recent years</p> <p>Environmental information by communities</p> <p>Data on the use of renewable and non-renewable energies</p> <p>Qualities and skills required by employers in the access to the labour world</p> <p>Qualities and skills obtained by students following their education process</p> <p>Quality of life at work</p> <p>Reconciliation of work and family life</p> <p>In the sphere of tourism, a bigger geographical breakdown and a focus on a high number of tourist segments</p> <p>Statistics on employment and human resources at corporate level</p> <p>I think we need some good statistics on salaries</p> <p>Quarterly accounts is clearly improvable</p> <p>Surveys that deal more with expectations of the business world concerning investment, recruitment, research decisions, etc.</p> <p>Applications for scientific research, whether biological, environmental, industrial, etc.</p> <p>Greater availability of micro-data</p> <p>Education and labour market with panel of individuals and/or companies</p> <p>I would like a higher degree of break-down, at least for researchers</p> <p>Micro-data at municipal level</p> <p>Space and time aggregation of demographics, disability, etc.</p> <p>Use Tables at basic prices; Trade and Transport Mark-up Tables; Net Taxes on Products Tables (excluding VAT)</p> <p>VAT Tables</p> <p>Greater compilation of statistics to offer a higher level of detail. For example, information at provincial level of different macroeconomic magnitudes</p>

Annex 4

(Continue)

User Type	Response
	Bring down some statistics to a smaller scale, daily, such as the number of unemployed persons each day, the number of daily affiliates to the social security scheme, daily temperature highs, etc.
	EAPS with salaries
	Salary structure survey with characteristics of individuals and households and business characteristics
	More detail in the regional cross-information and by branch of activity in the different statistics
	Longitudinal sample of the Census
	The Register of Spaniards Resident Abroad (RSRA) micro-data
	On personnel at the service of Public Administrations (central government, Autonomous Communities and local government)
	Greater frequency of completeness and availability of the Salary Structure Survey
	Health expenditure with reference to individuals and to the Health System Institutions
	What I miss the most is the fact that the INE does not fundamentally compile statistics of a social nature
	I would like other data to be published more frequently, for example health data
	More than subject-based statistics, I would like more focal approaches, studies and quantitative perspectives to be introduced into their reports
	Greater break-down by gender of sector-wide activity
	More in-depth data on living standards broken down by household characteristics
	Annual surveys at Autonomous Community level on aspects related to the ICTs and R&D
	Information on social services and dependency, Satellite accounts, Interregional trade
	Annual surveys at Autonomous Community level on aspects related to ICTs and R&D
	More information on some sectors. Specifically from the financial and insurance sectors
	Transition matrixes of COICOP and CNAE/CNPA products
	Representative micro-data of students in university education, scholarships, inter-generational mobility, joining the labour market, etc.
	Historical series
	Regional quarterly accounts
	Micro-data file easy to download from the 2009 time survey. ICT micro-data file for companies, as it is only easy to download the micro-data file of ICT use in households
	Frequent statistics on migration (similar to the one-off statistics in 2007)
	Better statistics on salaries (I think these can be improved)
	Specific productivity studies (particular with regard to technological equipping)

Annex 4

(Continue)

User Type	Response
1. University	<p>More environmental statistics. Water, energy, emissions... With a sector break-down and information that can be compared on a regional basis</p> <p>It would also be very useful to have uniform information on the regional input-output frameworks. The INE should make progress in the compatibility of these, so that it is possible to have an official multi-regional table</p> <p>Comparable data of the main university variables with regard to foreign universities, not by countries like Eurostat, but by universities</p> <p>The development of environmental statistics beyond those that exist</p> <p>Prices, costs, results, etc. of the educational system</p> <p>Salary statistics. There is a huge deficiency in the individualised and continuous information on workers' salaries</p> <p>I would like to be able to access data on the balance sheets of individual companies</p> <p>And also the prices of individual products (even if this were a sample of the major ones)</p> <p>Price statistics that enable a transversal comparison for each search of data with repeated crossovers, for example internal tourist flows in Spain</p> <p>Tourist excursions</p> <p>Satellite account of regionalised tourism.</p>
2. Public Administration	<p>Trade of goods and services between Autonomous Communities</p> <p>None</p> <p>Only to increase the level of territorial disaggregation where possible</p> <p>Global synthetic indicators on the tourist reality, also at Autonomous Community or island level</p> <p>Youth hostel occupation survey</p> <p>Estimates (travellers, overnight stays) at non-regulated establishments. Occupation estimates during periods shorter than a month (for example, in Easter Week)</p> <p>2011 Census</p> <p>Trade exchange between regions</p> <p>Coordinated regional and general input/output frameworks</p> <p>Purchasing power parity by regions</p> <p>Greater disaggregation of data information for the current year</p> <p>Statistics on types of companies at municipal level</p> <p>Georeferencing of statistical information</p> <p>Interregional trade</p> <p>The territorialisation of the Tourism Satellite Account</p> <p>Sustainability Indicators</p> <p>Any breakdown by islands would be interesting for us (Ibestat already deals with this point to the extent possible)</p> <p>More information on culture and leisure at regional level</p> <p>Data that enable us to estimate the interregional trade between autonomous communities</p> <p>Tourism demand surveys</p>

Annex 4

(Continue)

User Type	Response
2. Public Administration	<p>Trade between Autonomous Communities</p> <p>Macro magnitudes of the agriculture sector</p> <p>Surveys on educational services and private healthcare</p> <p>Surveys on non-profit institutions</p> <hr/> <p>For the INE to take charge of the Familitur, Frontur and Egatur statistics</p> <p>Macroeconomic table on Demand at regional level</p> <p>Macroeconomic, national and regional forecasts</p> <hr/> <p>Energy consumption; multi-located companies; commercial mark-ups; trade between Autonomous Communities</p> <hr/> <p>Economically active population, employed and unemployed persons in the specific sector of tourism by provinces and tourist points</p> <hr/> <p>Make progress in the use of Internet and social network.</p> <hr/> <p>Not for the work carried out by the INE, but for the responses given by the owners of tourist establishments and their scant collaboration</p> <hr/> <p>Availability of more educational variables as part of the Economically Active Population Survey</p> <hr/> <p>More than a new statistic, it would be interesting to invest so as to have greater break-downs of major statistics, including the EAPs or the industrial or services statistics</p> <hr/> <p>In general, some territorial disaggregation that is not available. For example, some questions of the Standard of Living Survey are only available at Autonomous Community level, and it would be good to have them at provincial or even municipal level</p> <hr/> <p>Differences between unemployment registered by the State Employment Service (SPEE), workers affiliated to and registered with the Social Security scheme (TGSS) and unemployed workers (INE)</p> <hr/> <p>I would be interested in them publishing a correspondence of activities between the CNAE-2009 classification and the classification used by the Tax Authorities for the effects of the Tax on Business Activities (IAE)</p> <hr/> <p>The possibility of obtaining information by gender, cross-referenced with the remaining variables in all statistical operations concerning individuals. In this regard, there is notable progress being made, although in some basic operations there is no information, such as the Survey on Labour Costs</p> <hr/> <p>Statistics on judicial activity by courts, particularly with regard to gender violence</p> <hr/> <p>Studies on linked population and not census population. Viz., some locations see their population exponentially increased at certain times of the year, which means that when we calculate some rates, such as the rate of criminality, the data could be disputed</p> <hr/> <p>Statistics on the methods of out-of-court resolution of conflicts (mediation)</p> <hr/> <p>Quarterly tourist GDP</p> <p>More economic information on the ICT sector</p> <hr/> <p>Series of quarterly national accounts for 1990 (linked)</p> <hr/> <p>None (it would be interesting to have disaggregation of some data)</p> <hr/> <p>Tourist expenditure survey carried out with residents in Spain</p> <p>Private tourist accommodation</p> <hr/> <p>Population and Housing Census. Not a pseudo census</p>

Annex 4

(Continue)

User Type	Response
2. Public Administration	<p>Data on judicial procedures: parties involved, types of processes</p> <p>An index of salaries unaffected by the composition effect</p> <p>A census statistic on the labour market that includes data from the Tax Authority and Social Security Department</p> <p>A census statistic on businesses that includes data from the Tax Authority and Social Security Department</p> <p>A census statistic on family income that includes data from the Tax Authority and Social Security Department</p> <p>To date those that they publish are good enough for my job</p> <p>An updated tourist employment module within the framework of the tourism satellite account</p> <p>For the satellite account to once again publish the components of tourist demand as it did before</p> <p>Madrid Tourist GDP</p> <p>Wherever possible, it would be good for the website to include statistical data of the different items at the level of Spain's major cities</p> <p>EAPs disaggregated by strata or municipalities of large cities</p> <p>Administrative records that enable better levels of territorial disaggregation</p> <p>I would like to have more information at municipal, provincial and regional level of the INE data, whenever this is statistically relevant</p> <p>EAPS statistics at municipal level</p> <p>Disaggregate travellers and overnight stays from emerging countries</p> <p>In some of the INEbase tables it would be necessary to be able to obtain not only national and foreign tourists and overnight stays on a separate basis, but to have all travellers and overnight stays</p>
3. Researchers	<p>Disability</p> <p>Regionalisation of accounting aggregates</p> <p>Georeferencing</p> <p>In general we are missing longitudinal studies and historical series from the beginning of the 20th century. The Tempus database is no longer easy to find</p> <p>More information is on the population's standard of living and quality of life</p> <p>Data that include a more detailed geographic indicator than the province, for example, at the level of an administrative division comprising a number of municipalities (comarca)</p> <p>Statistics with more detail and spatial disaggregation of the food and agriculture industry</p> <p>There is a notable lack of longitudinal demographic data. The 1991 socio-demographic survey has not been repeated, and the retrospective questions have virtually disappeared from the questionnaires of any source. This makes it difficult to study processes beyond the "snapshots". This could be resolved through the connection of subsequent editions of a single source, yet that objective, announced many times over many years, has never been achieved</p> <p>An agricultural production indicator</p> <p>Environmental health indicators</p>

Annex 4

(Continue)

User Type	Response
3. Researchers	<p>Fertility Survey</p> <p>Gender and Generations Survey</p> <p>Gender and Generation Studies</p> <p>Private tourist accommodation</p> <p>Tourist youth hostels</p> <p>Sample enlargement in Rural Tourism and tourist apartments</p>
4. Press and media	<p>I would like: social analyses, greater ease in obtaining disaggregated data by gender, more updated data in the social sphere. And a good search engine</p> <p>More international comparisons. It would be appropriate to include international references in each statistic</p> <p>I would like more figures on public accounts, which are currently diluted between the Tax agency and the Bank of Spain.</p> <p>Also more on transport</p> <p>I would be interested in greater frequency of statistics, such as the salary structure survey or the one on family budgets</p> <p>All those concerning the rental property market, for which there are currently no official statistics</p> <p>I would like to have some data before (such as regional statistics on National Accounts). Also on public employee salaries, fiscal pressure, productivity by sectors</p> <p>Data on the Public Administration in general (workforces, productivity, and debt), statistics on competitiveness, others more focused on new technologies (uses, e-commerce, etc.)</p>
5. Others	<p>In the past we have asked for statistics concerning construction and, more specifically, housing (properties commenced, finished, properties sold with a geographical breakdown, etc.)</p> <p>Improve statistics on the labour market (the newsletter article highlights this -costs of dismissal, collective bargaining - although it may not necessarily be the INE that is in charge of this)</p> <p>I would like greater availability of micro-data files for some statistics; in particular, with regard to salary statistics, it would be very useful to have the micro-data of the annual labour cost survey to analyse the composition effects in the evolution of labour costs without having to wait for the four-year survey on salary structure, which is available too late for the situational analysis</p> <p>Deseasonalised Quarterly Non-financial Accounts of the Institutional Sectors</p> <p>More frequent information on households</p> <p>Domestic-foreign tourism, revenue-payments</p> <p>Figure on travel agency sales by Autonomous Community</p> <p>Number of hotels opened by Autonomous Community/tourist destination</p> <p>Tourism satellite account, updated input-output tables</p> <p>Interregional trade (Autonomous Communities)</p>

Annex 4

(Conclusion)

User Type	Response
5. Others	<p>It would be good to have a statistic on ACTUAL property asset transaction prices, which are available in other countries such as the USA and UK, from notaries public or registrars, with sufficient disaggregation, at least at the level of the municipality and district or postcode for large population centres</p> <p>It would also be interesting to have a detailed statistic on the number of banking enforcements, with disaggregation by type of asset and province (or more details if possible)</p> <p>Variables that have stirred up interest as a consequence of the current economic crisis (such as: evictions, foreclosures, etc.), the development of some of the statistics already published (for example: specify whether property purchases are carried out by an individual or company, or whether this is a consequence of a foreclosure) and statistics on household consumption with a better publication frequency</p> <p>Quarterly tourist GDP data obtained from the INE's Satellite Account.</p> <p>Tourist demand information consistent with the INE Occupation Surveys</p> <p>Statistic on foreign/Spanish tourist expenditure</p> <p>Statistic on the demand for residential tourist accommodation</p> <p>EBITDA and GOP statistic by branches of activity</p> <p>Provincial information on salary costs</p> <p>The reality of the property rental market in Spain (contract data)</p> <p>Statistics on Spain's national wealth</p> <p>Statistics on personal distribution of income.</p> <p>Rather than new statistics, I would like to see improvements (if possible) with regard to the times of some publications and/or statistics (for example, and aware of the difficulty this brings, the Input-Output tables are usually quite far from the current time)</p> <p>Data on the accounting and financial statements of companies</p> <p>Data on financing</p> <p>Data on business commercial transactions</p> <p>Employed persons by sector of activity and Autonomous Community</p> <p>Investments attracted by regions</p> <p>Members of the social security scheme disaggregated into the four digit National Business Activity Code (CNAE)</p> <p>Internationalised companies – exporters</p> <p>Household and business access to financing</p> <p>Index of work prices</p> <p>Index of human development</p> <p>Domestic trade statistics (Trade between Autonomous Communities)</p> <p>Fiscal balances</p>