

Survey on the satisfaction of users of INE statistics

1 Introduction

The User Satisfaction Survey 2007 (ESU07) is a survey conducted by the INE to find out what professional users think of INE statistics in terms of the quality of information used. The survey forms part of the work undertaken at the INE in the adoption of the Code of Practice on European Statistics. It is the first time a survey of this kind has been conducted. It is considered, therefore, a pilot survey which will allow its findings to be used in further research of a similar kind.

The survey has been approached and conducted in line with Eurostat methodology guidelines. The survey unit is the professional user of INE statistics. Professional users are those who regularly use statistics as a tool to pursue their occupational activity. The survey is geared to certain public institutions as users of INE information and also to individual researchers and analysts who have recently been clients or who have requested information. This has resulted in a list of 570 professional users of the INE's statistical information, distributed according to user type as follows:

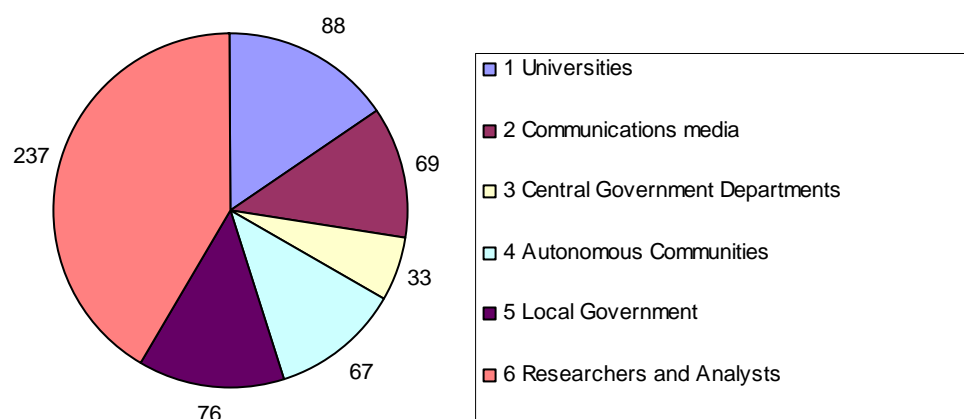
Table 1. Distribution by user type.

	Number	Percentage
Total	570	100
User Type		
1 Universities	88	15.44
2 Communications media	69	12.11
3 Central Government Departments	33	5.79
4 Autonomous Communities	67	11.75
5 Local Government	76	13.33
6 Researchers and analysts ¹	237	41.58

To draw the list up, cooperation from the different INE units was requested in order to make it as exhaustive as possible by covering each statistical domain, which, in turn, would meet the survey's objectives.

¹ This includes analysts, academics, researchers and users of employers' associations, trade unions, consumer groups and parliament.

ESU07 Framework



The response rate was 46.1%

Information was collected between May and June 2007. The questionnaire was posted, but respondents were given the opportunity to respond by email. 263 complete questionnaires were received (46.1% of those sent out), 240 of which were from users of INE statistics. Of the 263 questionnaires, 66 were received by email and 197 by post. The response rate by user type was:

Table 2. Response rate.

	Percentage
Total	46.1
User Type	
1 Universities	65.9
2 Communications media	20.3
3 Central Government Departments	63.6
4 Autonomous Communities	31.3
5 Local Government	38.2
6 Researchers and Analysts	50.6

The response rate is in line with that of other countries in this type of survey and with more experience in this field.

The questionnaire (attached as an annex) consists of two parts. The first part asks the users which statistics they use, how they use them, how often they use them and why. The second part asks them specifically how they perceive the quality of the INE statistics they use. In this respect, the survey observes the quality criteria for statistical products as defined by Eurostat¹ and it allocates a question to each criterion or criteria:

¹ Eurostat (2003), Definition of quality in statistics, Document Eurostat/A4/ Document Quality/03/General/Definition

Relevance:

Question 7: State the extent to which INE statistics meet your needs

Accuracy:

Question 8: State the extent to which you consider INE statistics to reflect reality

Timeliness:

Question 9: Rate INE statistics in terms of the interval of time between the information being published and the period to which the information refers.

Comparability and consistency

Question 10: Rate the comparability and consistency of INE statistics

Accessibility and clarity:

Question 11: In terms of the additional information (definitions, classifications, method descriptions, etc.) provided to interpret INE statistics, state your opinion on ease of retrieval, clear presentation and the level of detail of additional information.

Users were also asked for their overall rating on the statistical information used (Question 12).

Lastly, the respondent is given the chance to suggest which aspects of INE statistics could be improved, and how, in order to increase their level of satisfaction.

The results obtained for each question are analysed below.

2 Results

Question 2. From which INE statistics group do you retrieve information for your job?

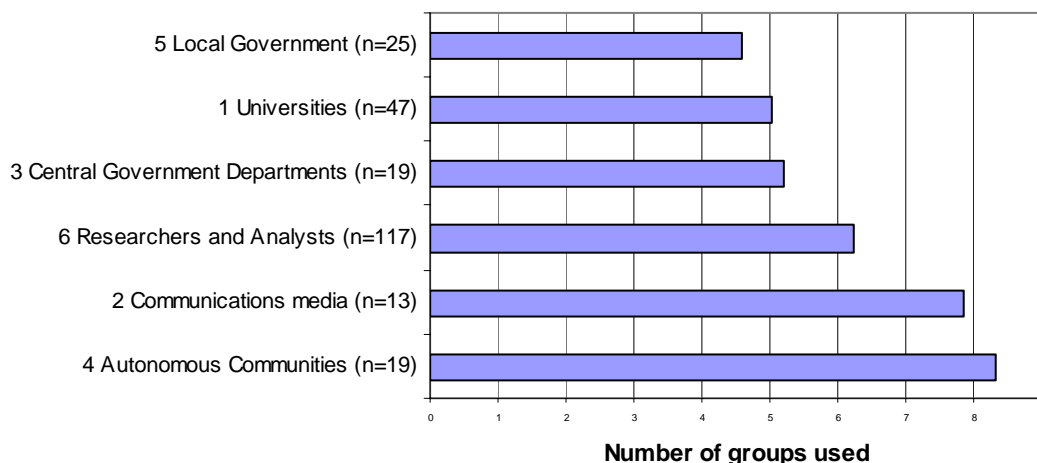
An average of six statistics groups are used by users

Users, besides being grouped according to user type, may be grouped in the questions according to the 11 INE statistics groups from which information is retrieved. The following groups were considered:

1. **Population:** Demography and population (Censuses, Municipal Register, Vital Statistics, etc.)
2. **Society:** Education, Culture, Health, Justice.
3. **Labour Market:** Active Population Survey, Labour Costs, etc.
4. **CPI:** Consumer price indices.
5. **Household Budget Survey and Living Conditions Survey**
6. **National and Regional Accounts**
7. **Industry**
8. **Services: Sector indicators for Services, Trade, Transport, etc.**
9. **Agriculture**
10. **Science and Technology: R+D, ICT**
11. **The Environment**

An average of six statistics groups are used by users. In terms of user type, the Autonomous Communities (self-ruling regions) use the most statistics groups (with a mean of 8.3) whereas Local Government users use the least (with a mean of 4.6).

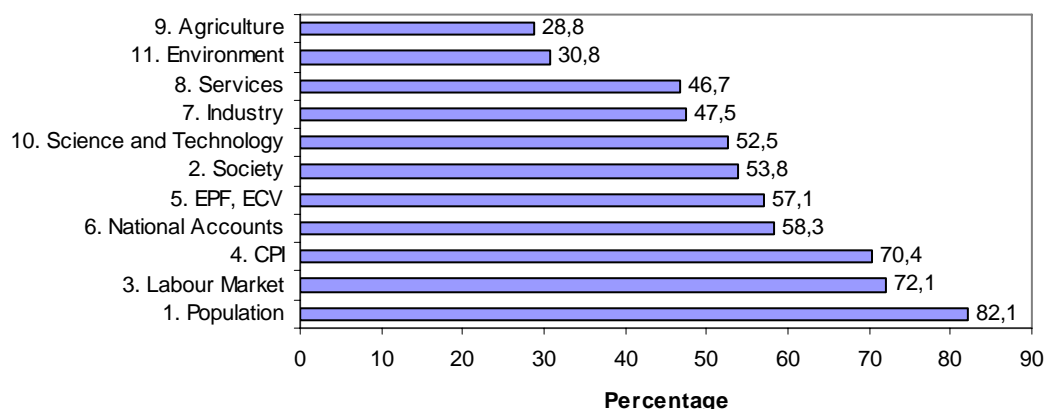
Which statistics groups do you use?



Users mainly use the population statistics group.

In accordance with the results obtained, population statistics are the most commonly used (82.1%), followed by labour market statistics (72.1%) which, in turn, is followed by consumer price indices in terms of use. (70.4%).

Statistics groups used

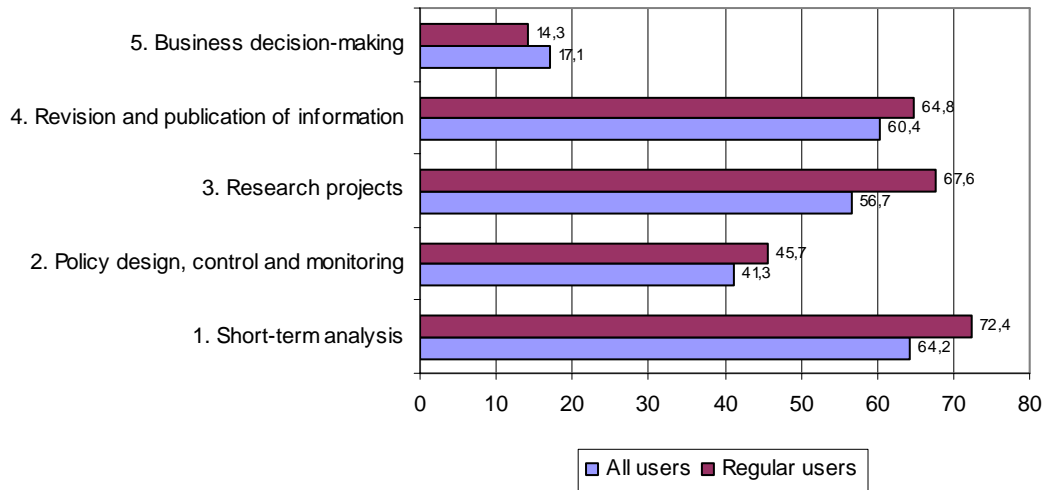


The majority of users use INE statistics for short-term analysis or to revise the information for publication.

Question 3. What is INE statistical information used for?

The chart below shows how INE statistics are used by all users (n=240) and by the group of regular users¹ (n=105)

¹ Analysts, academics, researchers,...who are clients or regularly request information to the different INE's units.

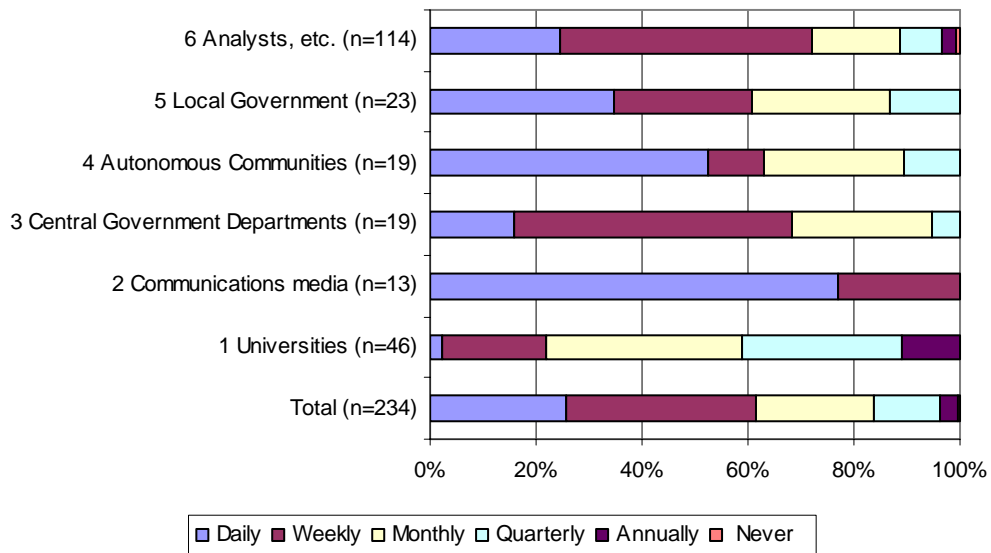


INE users make use of the information for a mean of 2.4 types of use.

Within the five categories of types of use of INE statistics purported, short-term analysis is the most significant, with 64.2% of users claiming to use INE statistics for this purpose. The revision and publication of information follows this. Regular users (the most numerous) use INE statistics for short-term analysis in 72.4% of occasions.

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

61.5% of users visit the INE website at least once a week



Question 5. State how INE information is retrieved

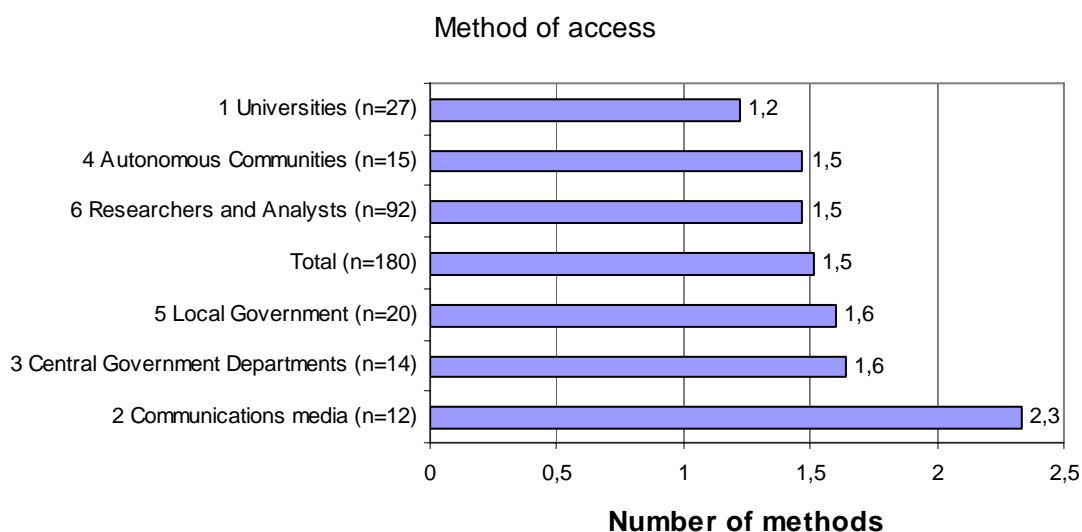
93.3% of users retrieve information from the website.

	INE Press Releases	Printed publications	Electronic dissemination	Website
Total (n=180)	17.2	20.0	21.1	93.3
1 Universities (n=27)	0.0	22.2	7.4	92.6
2 Communications media (n=12)	66.7	16.7	50.0	100.0
3 Central Government Departments (n=14)	35.7	14.3	14.3	100.0
4 Autonomous Communities (n=15)	6.7	20.0	20.0	100.0
5 Local Government (n=20)	10.0	30.0	30.0	90.0
6 Researchers and Analysts (n=92)	16.3	18.5	20.7	91.3

Nearly every user retrieves INE information from the website (93.3%). Regarding other information retrieval methods, press releases are the most used by the Communications Media and by Central Government Departments.

Users use more than one method (1.5) to retrieve INE information

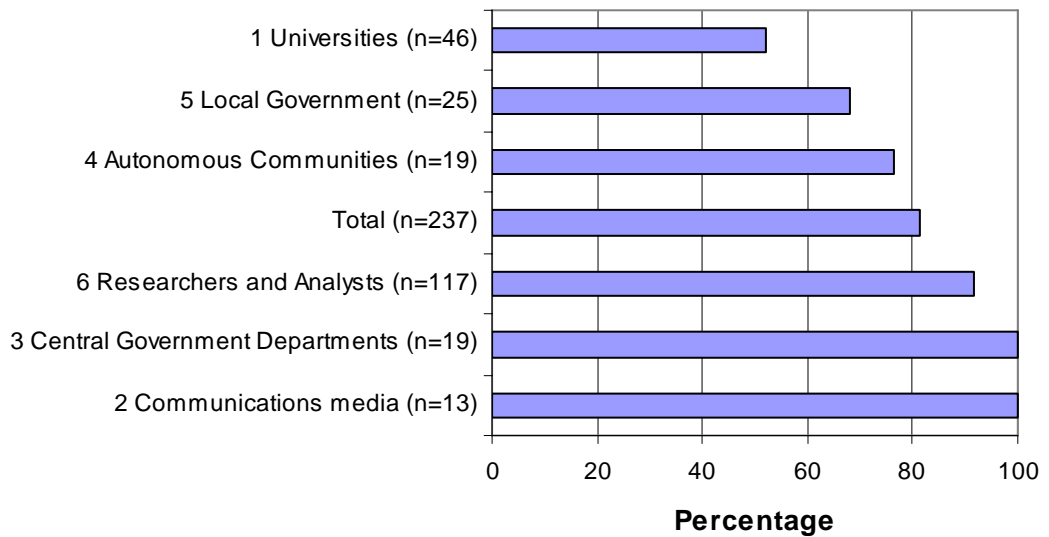
The Communications Media use the most methods (2.3) to retrieve INE information.



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

81.4% of users know about the annual calendar for the dissemination of INE statistics.

All users from Central Government Departments and the Communications Media know of the calendar's existence. In contrast, slightly over half of users from Universities are aware of it.

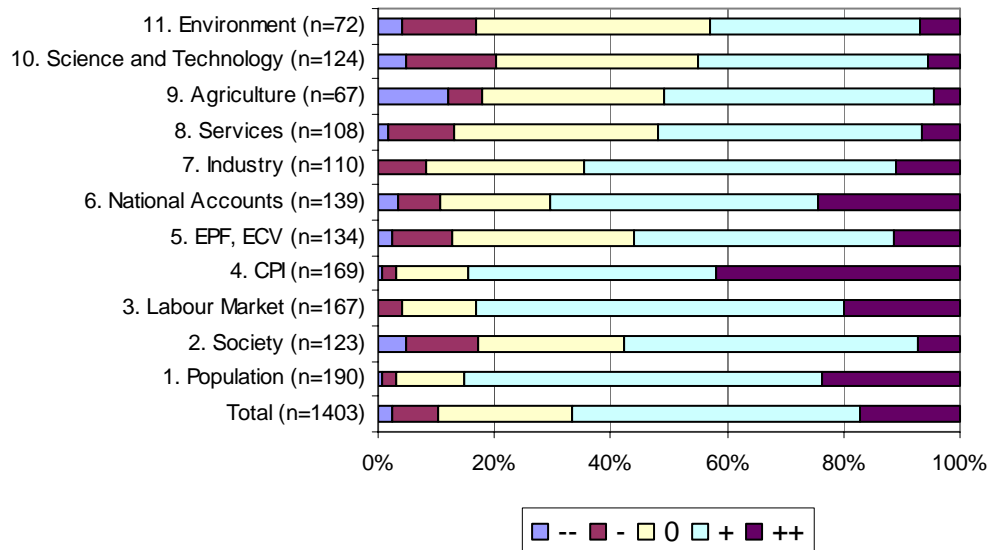


Question 7. State the extent to which INE statistics meet your needs

This question is geared to finding out what users think of the relevance of INE statistics. They are only asked to rate the statistics groups they use. The rating for each group appears in brackets in the sub-title of the survey groups.

66.7% of ratings are positive or very positive in terms of the level of satisfaction of users' needs by INE statistics.

Users of the Population group account for the highest level of satisfaction (85.2%). They are followed by users of the CPI group (84.6%) that, in turn, are closely followed by users of the Labour Market group (83.2%).

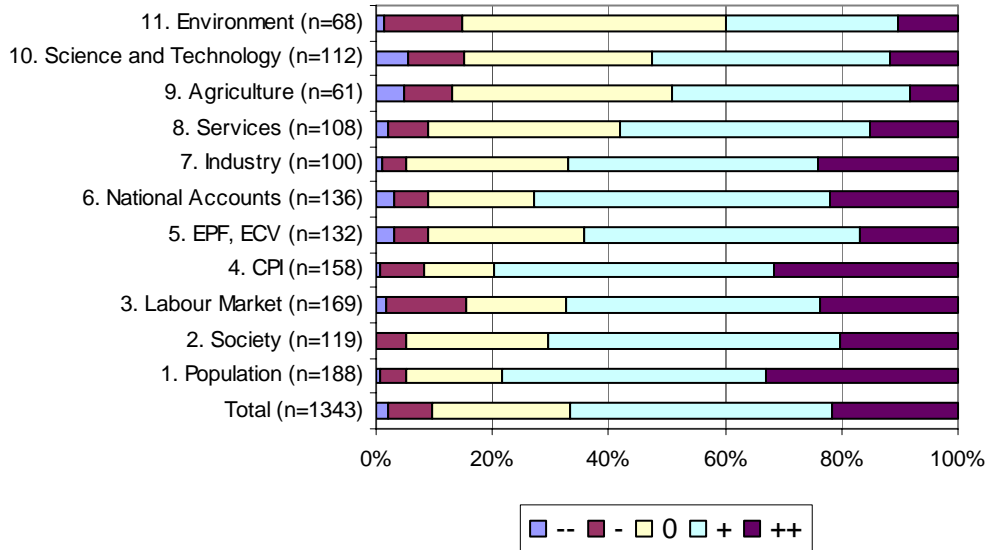


Note: The value of the "n=" figure in each row of the chart above and of the following, refers to the number of ratings obtained for each group or type of user. Bear in mind that a user may rate several statistics groups used.

Question 8. State the extent to which you consider INE statistics to reflect reality.

This question is geared to retrieving information on the accuracy as perceived by users.

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

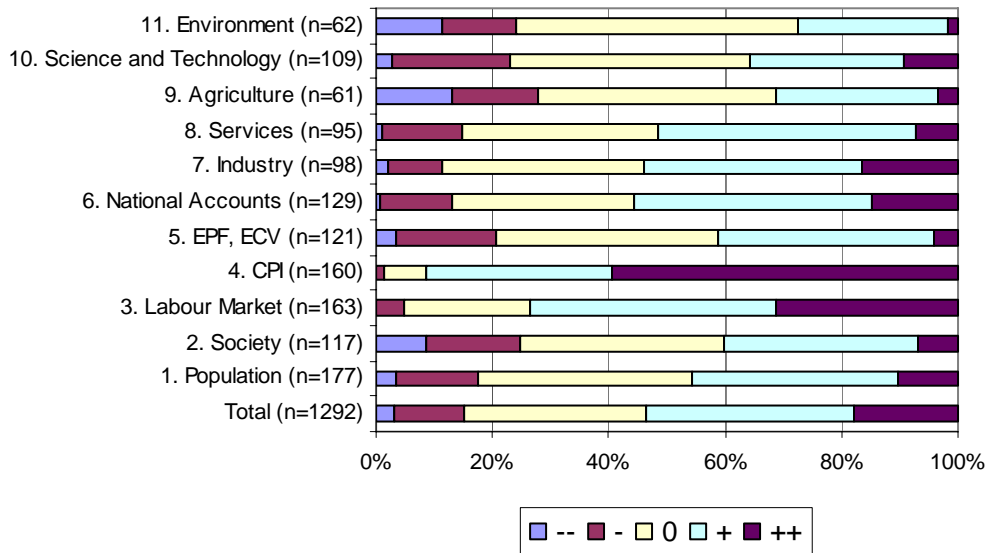


Question 9. Rate INE statistics in terms of the interval of time between the information being published and the period to which the information refers.

This question shows the users' perception of the timeliness of information. This question should have been asked separately for short-term and long-term 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 ratings for this criteria are positive or very positive.

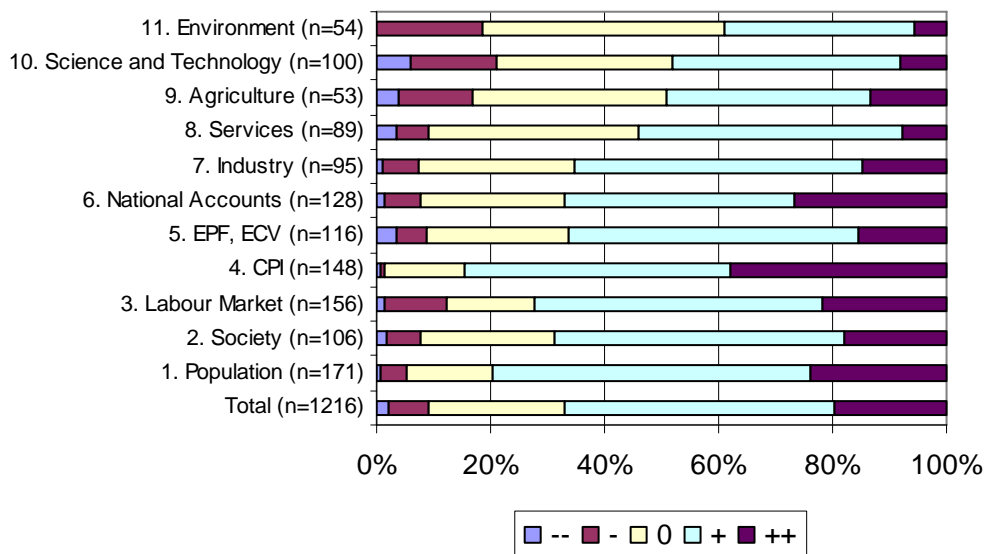
91.3% of users of Consumer Price Indices and 73.6% of Labour Market users rate the interval between the publication of the index/rate and the reference period of the information positively or very positively.



Question 10. Rate the comparability and consistency of INE statistics

This question is geared to studying the perception users have on the comparability and consistency of the statistics they use.

84.4% of users of consumer price indices consider them to be fairly or highly comparable and consistent. Generally, 67% of ratings are positive or very positive.

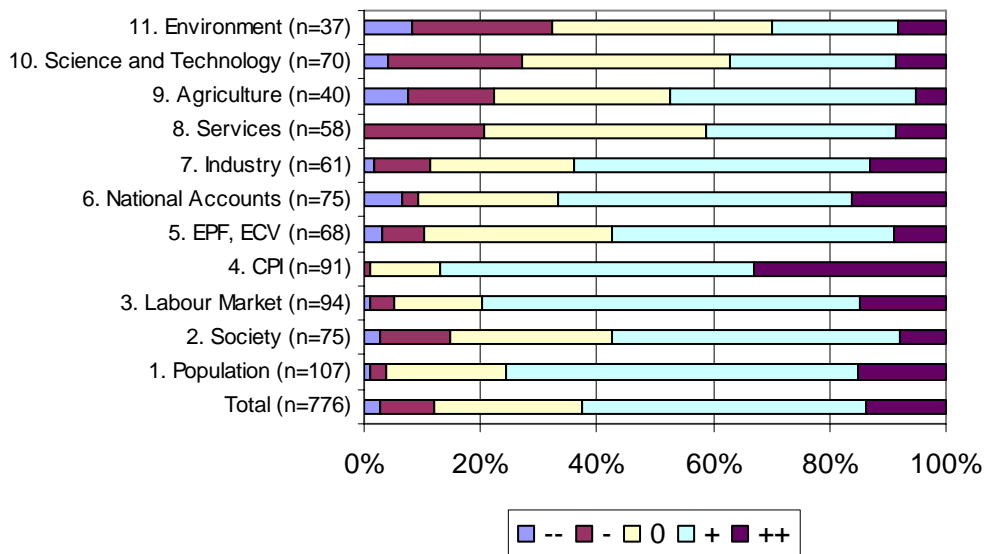


Question 12. How satisfied are you overall with INE statistics?

This question is geared to summing up the users' perception of the overall quality of the statistics they use. As you can see, the number of ratings for this question (776) is significantly lower than for previous questions.

86.8% of users of Consumer Price Indices are fairly or very satisfied with their overall quality.

Generally, the most satisfied users are CPI users, followed by Labour Market users and Population users.



Question 11. In terms of additional information (definitions, classifications, method descriptions, etc.) provided to interpret INE statistics, what is your opinion of the following aspects? : Ease of retrieval, clarity of presentation and level of detail.

Ease of retrieval

75% of researchers and analysts rate the ease of retrieval of INE statistical information positively or very positively.

Researchers and Analysts are more satisfied than Institutional users regarding the ease of retrieving data. Similarly, they also have a more positive perception regarding the clarity of presentation of information (67.2% vs. 62.7%)

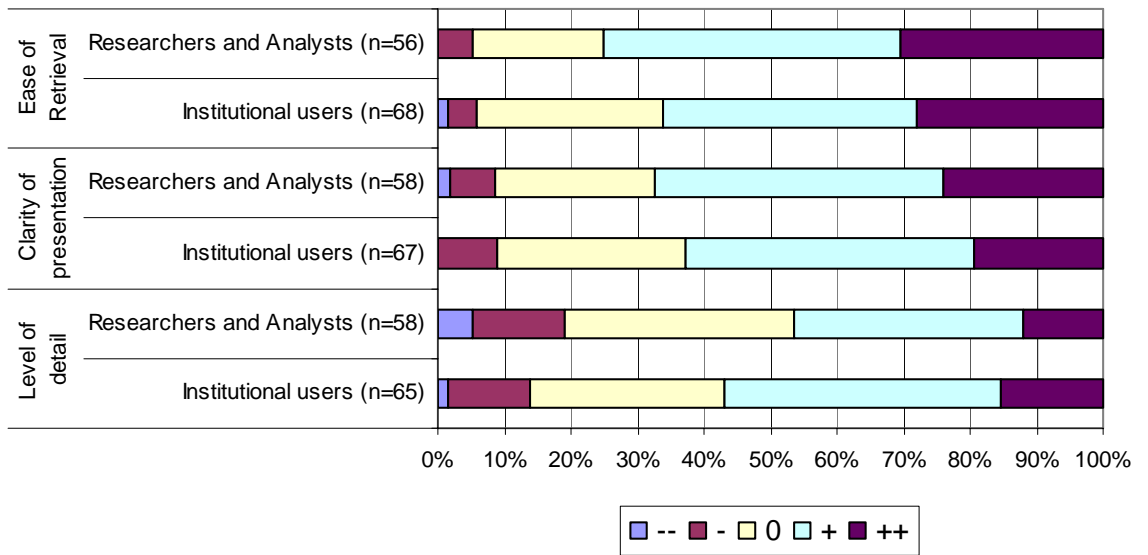
Clarity of presentation

67.2% of Researchers and Analysts rate the clarity of presentation of the information they use positively or very positively.

Level of detail

56.9% of Institutional users rate the level of detail of the INE information they use positively or very positively.

In terms of the level of detail of the information they use, Institutional users are more satisfied than Researchers and Analysts (56.9% vs. 46.6%).



Appendix – open questions

Question 2. From which INE statistics group do you retrieve information for your job?

The following is a list, by user type, of statistics used which were not included in the statistics group specified in the questionnaire.

User Type	Question 2
1 Universities	Epidemiology of disease
	International
	Higher education
	National Healthcare Survey
2 Communications media	Mortgages
4 Autonomous Communities	From practically every group
	Any statistical information
	Calendar, classifications
5 Local Government	Elections
6 Researchers and Analysts	RSS service
	Processing of Eurostat data through the INE, particularly from REGIO
	Tourism services
	INE reviews, press
	Industry Surveys
	Corporate
	Business demographics
	Central Business Directory (Spanish "DIRCE")
	Financial Statistics
	Classifications, methodology, definitions, etc.
	Calendar
	Classifications and equivalences: records
	Business economics

Question 3. What is INE statistical information used for?

If the respondent used the information for different purposes to those specified in question 3, they were given the chance to specify exactly what they used INE information for. The users' responses are listed below.

User Type	Question 3
1 Universities	Educational uses, preparing exercises with real economic data
	Retrieval of data to prepare class work for students.
	Background preparation
	Teaching
2 Communications media	Journalism lectures
	Teaching
3 Central Government Departments	Reviewing own data
	Availability of information and statistical data
4 Autonomous Communities	Library, documentation centre
	To complete our own information

User Type	Question 3
	Inhabitant numbers to work out subsidy allocation
	Public policy-making
	Update incomes and service contracts
5 Local Government	Information and update of tables
	Library
	Municipal Register
	General information and citizens' advice bureau (Spanish "OMIC")
	For population (by provincial council)
	Municipal Register
	User helpdesk
6 Researchers and Analysts	Municipal Register – Electoral roll
	University courses
	Preparation of classes and OHP presentations at the university
	Teaching
	Teaching
	University teaching
	Reviewing own data
	Writing financial reports
	User requests
	User requests
	Conducting sociological research
	Providing information to library users
	Specific industry studies
Professional training	
Forecast simulation	

Question 5. State how INE information is retrieved

If a user employed a method to retrieve INE statistics which is not specified in question 5 of the questionnaire, they were then asked how the information was retrieved.

User Type	Question 5
3 Central Government Departments	Customised requests
5 Local Government	Customised micro data set use
	IDA PADRÓN data transmission system
	INE processes (tail of errors)
	Intercommunication disks on monthly AI-IA changes
6 Researchers and Analysts	We receive acquired information. EPA, for example
	File acquisition (micro data set)
	Consultation
	Customised use
	TEMPUS 2.
	Customised statistics on sections in my industry (EPA, IPI, IPRI, etc.)
	Request for customised information
	Telephone conversations with the person responsible for the data to be used.

Question 13. Please feel free to suggest which aspects of INE statistics could be improved, and how, to increase your level of satisfaction

The responses, by user type, are given below in terms of which aspects of INE statistics could be improved, and how, to increase users' level of satisfaction.

User Type	Question 13
1 Universities	Information sent by email
	Expand on information and include a series of households with are comparable with the EPFs.
	Provide micro data set to researchers, specifically for living conditions surveys. Make it easier to retrieve current data (and at no charge).
	Update data provided as much as possible, and the design of the questionnaires from which many data are extracted, that is, make the surveys fit the current context better.
	Provide more in-depth and comprehensive details on the methods used to construct indicators.
2 Communications media	El INE debería dar más información sobre la elaboración de la Contabilidad Nacional.The INE should give more information on the drawing up of National Accounts.«
	Greater detail on products included in the CPI. I appreciate that they aren't published in case the statistics are distorted, but it would be useful to go into a bit more detail, as far as this is possible.
	It is hard to find statistics series information on the website, unless an INE professional is there to help.
	Access to historical statistics databases is hard to find and not user-friendly. The old TEMPUS database was more user-friendly.
	Improve data on the foreign and Spanish population (include naturalisations)
	More data desegregated by sex (almost entirely absent from gender statistics)
	Not enough analysis (social, demographic, etc.), specific studies.
	Prepare and publish statistics more rapidly (education, demographics, environment)
	Make certain surveys ongoing (health, fertility) and start new ones (equality between men and women, schooling of 0 to 3-year olds, home/work balance)
	More statistics on the public sector
	For a lot of statistics it would be useful to have more in-depth analysis of the figures rather than simply publishing them.
3 Central Government Departments	<ul style="list-style-type: none"> - Suggestions for TEMPUS - Access of the statistics base to TEMPUS 2 could easily be automated and it would be particularly useful for mass series downloads. - The main blocks of information to be included in TEMPUS 2 are Annual Spanish National Accounts and the accounts for the sectors of Quarterly National Accounts. We suggest that the INE priorities the inclusion of this information to speed up the processing of these data.
	<p>We realise how useful the User Satisfaction Survey is and congratulate the INE for this initiative, which comes under the scope of the Code of 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, and 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>

User Type	Question 13
	<p>- 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.</p> <p>- In terms of the ICT industry, the delay publishing information could be cut and the group of available indicators could be expanded.</p> <p>- Regarding statistics on business demographics, it would be really useful to expand the sample period, which currently starts at 1999.</p> <p>- Within the framework of Quarterly National Accounts, certain problems with seasonality have been detected, which hampers their use in short-term economic analysis. More direct contact with analysts/users would be a good idea to deal with this kind of problem.</p> <p>Flexible, informal meetings should be encouraged between statisticians and analysts (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 (priorities and plan) is depends a great deal on requirements received from Eurostat. We realise that this priority should not be so 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 express their concerns to statisticians.</p> <p>Requirements put forward for the statistics database 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 that the sample is expanded. Apparently it is not enough to analyse factors which hinder innovation in services and small businesses.</p>
4 Autonomous Communities	<p>Coordination with departmental and autonomous community statistical bodies, local regulations and standards.</p> <p>Mass use of administrative information, particularly in the Treasury and Records</p> <p>Greater coordination with regional and local statistics institutions.</p> <p>Expand fields of analysis in the areas of social, environment, women, leisure, etc.</p> <p>Improve territorial representations</p> <p>Improve the regionalisation quality of certain data:</p> <ul style="list-style-type: none"> - Regional accounts. - Industrial Production - Services. <p>Expand:</p> <ul style="list-style-type: none"> Health. Water Statistics. <p>Cut the time of the period the data refer to.</p> <p>Provide the population with a simplification and clarification of the 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, make it easier for citizens to make sense of the services provided rather than just government officials.</p> <p>Demography and population is not at all user-friendly. When you go to the website you have to keep going back and forth, etc. Basically, is you want a particular piece of general information, you find it, but if you want further detail you don't get one clear answer to your query.</p>

User Type	Question 13
	<p>Annual updates in less time. Example: In Industrial, Agricultural and Services statistics there is a two-year lag.</p> <p>Include provincial data in all INE statistics.</p>
5 Local Government	<p>Make the website more user-friendly</p> <p>Make it easier for large municipalities to retrieve information in micro data set and specific uses to satisfy the various information requirements (which, at times, come from the INE itself, which was the case with the Urban Audit project)</p> <p>Cut the time lag between the data references and the year of publication in issues of education and increase spatial desegregation.</p> <p>Make access to small domain estimates better and easier. Make it easier to access the Central Business Directory.</p> <p>En general tener mas en cuenta las necesidades de información de la Administración Local. In general, think more about the information requirements of Local Government.«</p> <p>Expand all the information available for large towns and cities and their metropolitan areas by increasing sampling size, grouping consecutive samples together and preparing a suitable estimation method (depending on each specific operation).</p> <p>Improve census operations (Population and Housing Census) by increasing both the amount of information collected for each individual and the speed with which results are published by allocating more resources to this operation.</p> <p>Expand the information available on field of special interest such as: educational level (improving the quality of information in the Municipal Register), income distribution and housing (price and construction activity).</p>
11 Researchers and Analysts	<p>As a user of international statistics institutes, The INE compares poorly to American statistics.</p> <p>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.</p> <p>How can Eurostat publish a monthly non-seasonal EPA, yet not make it available in Spain? Why is this also the case with construction expenditure statistics? The phenomenon of immigration is key to understanding Spain's economic and social reality. If the municipal register is updated on a continual basis, why are analysts only given annual information at the beginning of January?</p> <p>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.?</p> <p>But my main gripe is with National Accounts.« Since 2005 base chained volume indices were introduced, we have improved calculations, technically speaking, but the information has lost analytic value. 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. Further, measurement of the GDP in Spain remains a mysterious, 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>

User Type	Question 13
	<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>Recover all housing and construction statistics.</p> <p>Use administrative records</p> <p>Indicators of service sector activity should show the real rather than nominal change 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 (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. I, personally, would like to see more demographic series.</p> <p>For online access to micro data set, it would be useful to clearance to researchers so they had 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.</p> <p>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 be 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>When specific data are requested online, no automatic confirmation of the request is sent.</p> <p>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.</p> <p>The only thing on the INE website which, in my opinion, doesn't work, is the EUROSTAT connection.</p> <p>Procedures take too long (for customised studies). Delivery times for customised requests should be cut.</p>

User Type	Question 13
	Excessive delay between the analysis period of certain statistics (wage structure survey) and others that are out of phase (census).
	It would be useful to have up-to-date monthly or quarterly itemised 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.
	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
	Make a Quality of Life estimate which includes NOISE indicators.
	The definition of an unemployed person doesn't reflect reality.
	Expand existing information in relevant areas such as: income distribution, housing, changes in educational level, fertility.
	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.
	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.
	Publication of a quarterly review
	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 EPA and the Industrial Survey differs by some 4000 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.
	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 EPA 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 til publication.

User Type	Question 13
	<p>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</p> <p>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 the data available. 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.</p> <p>It would be useful for non-experts if the INE provided data on frequently used items such as production or turnover or could explain in one section of the website how to calculate these items to make it easier to compare with other data from a range of sources.</p> <p>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.</p> <p>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.</p> <p>It would be useful to clarify the data the INE considers most credible for example in Population (Census, Municipal Register, National Accounts) or Employment.</p> <p>Extra effort is required to generate historical series which are always as consistent as possible with current series.</p>
	<p>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.</p> <p>I think the INE should also compile regional information given that not all regional INEs have the same information or distribute it in a simple and practical way (in some cases it is very hard to retrieve this information).</p> <p>I am in favour of publishing the Annual Services Survey (included in the Annual Trade survey) and the Annual Industry Survey earlier.</p> <p>Strengthen INE leadership in terms of statistical methodology throughout Spain as a whole.</p> <p>Consistency between population data released by the INE and those published by Eurostat.</p> <p>In some variables, Eurostat publishes more up-to-date data than Spain.</p> <p>Further data harmonisation with the European Union.</p> <p>Improve estimation and breakdown of private healthcare expenditure</p>