

Report on the INE 2025 User Satisfaction Survey

May 2026

Contents

I	Executive Summary	4
II	Introduction: approach and objectives	6
III	General Methodology	7
1	Scope of the Survey	7
2	Questionnaire: Variables and Definitions	7
3	Data Collection and Reference Period	9
4	Response Rate	10
IV	Analysis of Results	12
1	Evolution of the perception of Quality (2016-2025)	12
2	Survey Results	15
V	Module for the Media	36
1	Objectives and general characteristics	36
2	Media module response rate	36
3	Evolution of media perception (2016-2025)	36
4	Media module results	38
5	Perceived quality of statistics	42
6	Suggestions and unmet needs in the media module	44
	ANNEX I. INE statistical groups differentiated in the questionnaire	46
	ANNEX II. Structure of the ESU2025 general questionnaire by question blocks	47
	ANNEX III. Structure of the ESU2025 web questionnaire by question blocks	48

ANNEX IV. Structure of the questionnaire for the media, organised into thematic sections		49
ANNEX V. Approach to a global satisfaction index		50
1	Weightings of the quality dimensions	50
2	Approximation to a satisfaction index	51

I Executive Summary

INE User Satisfaction Survey - 2025 Edition

The INE User Satisfaction Survey for 2025 (ESU 2025) is a key tool to understand the perception that different user groups have about the statistical products and services offered by the institution.

The incorporation, for the first time, of the possibility for any user of the INE website to directly complete the ESU survey questionnaire constitutes a significant advance in terms of accessibility, modernisation and citizen participation.

The results of the ESU 2025 show a high and stable overall assessment of the INE statistics. Most users report being satisfied with the statistical products, especially highlighting their credibility, relevance and accessibility, dimensions that continue to receive the highest scores.

Compared to previous editions, there is a slight moderation in the proportion of higher ratings. This behaviour does not imply a significant deterioration in the overall perception, but rather an adjustment in the maximum scores that affects several dimensions of quality, while maintaining high overall levels of satisfaction.

The evolution and results of the survey reflect the need to pay specific attention to aspects such as the reliability, consistency, timeliness and comparability of statistical products. In short, it is essential to consolidate the principles of the European Statistics Code of Good Practice in the production and dissemination of statistical information.

The 2025 edition also incorporates results on the use and evaluation of experimental statistics, as well as questions relating to the integration of the equality and non-discrimination perspective, which receive a mostly positive evaluation from users who know or use them.

Overall, the ESU 2025 confirms a solid perception of the quality of INE statistics, while providing relevant information to guide future improvements in those areas where users show greater demand.

Regarding the dissemination of information, the results are varied. The website's rating has improved compared to the previous edition, although it still does not reach the levels of 2016. For their part, metadata (information that accompanies the data) shows a clear improvement, especially in its accessibility, although it is still not used by all users.

In the case of the media, the results are also very positive, both in terms of quality and trust. However, as with the rest of the users, a slight reduction in the highest ratings is observed. These results should be interpreted with caution due to the small number of responses.

In summary, the overall satisfaction index reaches a value of **4.04 out of 5**, which confirms the generally positive perception of the INE statistics.

Furthermore, the open-ended responses from users highlight several areas for improvement. These include the need for a greater level of detail and disaggregation of the data, better accessibility to information, and a higher frequency of updates. Likewise, demands are identified related to the incorporation of new variables and statistics, as well as access to microdata in the case of more specialised users, which reflects the need to adapt the statistical offer to the new interests of users.

Finally, the composition of the population area has highlighted the drawbacks of working with specifically created contact lists (*ad hoc*) for each edition. Because there is no continuous monitoring, these databases quickly become outdated due to the turnover of email accounts, which in practice forces the list to be rebuilt and cleaned almost from scratch with each edition. Added to this factor are the restrictions of current data protection regulations, which limit direct communication channels if there is no prior and explicit legal basis.

To overcome these technical and regulatory limitations, accumulated experience demonstrates the importance of having a central directory of INE users that is unified and permanently updated. This system would also allow for the centralised collection and management of user consent to participate in this type of survey. Having a structured directory would facilitate not only the periodic performance of satisfaction surveys with greater scope and representativeness, but also the development of other studies, consultations or active listening mechanisms aimed at users. This element is considered key to strengthening the relationship with users and moving towards a more systematic and effective model of evaluation and continuous improvement.

In short, the ESU 2025 shows that the quality of the INE's statistics is solid and well valued. However, it also points out the importance of continuing to improve aspects such as accessibility, speed of publication and the level of detail of the information, in order to maintain and strengthen user satisfaction in the future.

II Introduction: approach and objectives

The 2025 User Satisfaction Survey gathers the opinions of **different user profiles** through three separate questionnaires: **qualified users, media users and general public users (hereinafter, web users)**. The participants collaborated voluntarily, assessing the quality of the INE statistics, as well as making suggestions for the improvement of its products and services.

The survey continues similar studies carried out by the INE since 2007, normally conducted every three years, within the framework of the institution's Quality Guidelines.

Although the objectives of previous editions and their alignment with the Code of Good Practice for European Statistics are maintained, this edition has introduced several improvements aimed at strengthening the coherence of the questionnaire and its suitability to the current context, without compromising temporal comparability.

These modifications have been defined within the INE Quality Committee, the body responsible for validating the quality policy and in which the different units of the Institute are represented.

Regarding the scope, **The main novelty is the incorporation of the opinion of web users for which an adapted version of the questionnaire was enabled on the INE website.**

Regarding the content, new questions have been incorporated on the use and evaluation of experimental statistics, as well as on coverage regarding equality and discrimination. In addition, the metadata block has been reviewed with the aim of obtaining a more complete view of its use and evaluation.

Additionally, a self-classification question has been introduced for respondents to indicate their group affiliation. Furthermore, the approach adopted since 2016 of independently analysing the module aimed at media outlets is maintained.

This report summarizes the main results of the survey using graphical and tabular analyses, including a comparison of common aspects among different users.

III General Methodology

1 Scope of the Survey

The addition of a new questionnaire aimed at web users makes it necessary to review the definition of the target population used in previous editions. In this context, the target population is defined as the set of users or potential users who use or may use INE statistics in the development of their professional, research or personal activity.

Consequently, the following groups, among others, are considered to be included: Universities and researchers, Public administration at its various levels, International organisations, Private companies, Media and press, Citizens (general public), Other users (foundations, collectives, students, etc.).

Since a complete sampling frame of the target population is not available, the survey is based on non-probabilistic selection procedures, combining a directory of qualified users with the voluntary participation of users through the INE website.

The directory of qualified users was developed with the collaboration of all INE units. Its creation was based on users already identified in surveys of previous editions with similar characteristics. The collaboration of the Press Office was instrumental in compiling the directory of media representatives, a key user group for this type of study.

Once the initial directory had been compiled, it was reviewed and validated by the Quality Unit.

The units considered in the survey can be grouped into three groups:

- Media and press: comprised of 131 units in the directory.
- Qualified users with some connection to the INE (for example, participation in meetings, working groups or forums): 1,199 units included in the directory.
- Web users: users who voluntarily access the questionnaire available on the INE website.

2 Questionnaire: Variables and Definitions

2.1 QUESTIONNAIRE DESIGN

In the design of the questionnaire, in addition to the conceptual objectives of the survey, various practical aspects common to this type of research have been taken into account, such as the need to encourage participation and to obtain the most complete answers possible.

In addition, several circumstances converge in the ESU 2025 that particularly condition its design. Firstly, the survey is aimed at very diverse user profiles: qualified users, media and web users, which has made it necessary to adapt the length and content of the questionnaires to the characteristics of each group.

Secondly, the collection of information is done exclusively electronically, through self-administered questionnaires. This means that the respondent decides when and how quickly to complete the survey, without direct intervention from the INE during the response process. This feature requires extreme clarity in the formulation of the

questions and reducing, as far as possible, the burden on the informant, especially in terms of response time.

Another characteristic feature of this type of survey is the use of rating scales to measure the degree of satisfaction or agreement of the respondents regarding different aspects. In ESU 2025, ordinal Likert-type scales are primarily used, which allow for the simple collection of the intensity of the assessment expressed by users.

However, this type of scale has some known limitations, including the tendency of some respondents to concentrate their answers in the central categories. Therefore, in the analysis of results, various synthetic indicators are used, such as percentages of positive ratings or average scores, in order to summarise and properly interpret the information collected.

Finally, a relevant aspect in the design of the questionnaire has been the classification into different groups of statistics. As in previous editions, a grouping that is concise enough to facilitate the response, but at the same time sufficiently disaggregated to allow a useful analysis of the results, has been chosen. The classification finally adopted, similar to that used in previous editions of the survey, is included in the **Annex 1**.

2.2 TYPES OF QUESTIONNAIRE

Three types of questionnaires were designed: one specifically for the media, one general questionnaire for qualified users, and a shorter version intended for web users.

General questionnaire

The content of the general questionnaire, the structure of which is set out in **Annex 2** is organised into several thematic sections.

The first section contains questions designed to profile users, such as the type of statistics they use, the purpose for which they use the information, and the frequency with which they consult it.

This is followed by a section focusing on users' assessment of the different dimensions of statistical product quality, in accordance with the principles of the European Statistics Code of Practice. Each of these dimensions is associated with specific questions:

- **Relevance**, understood as the degree to which the INE statistics satisfy the needs of the users. To complement this information, an open question is included asking respondents to identify unmet needs.
- **Accuracy and reliability**, addressed by assessing the extent to which statistics reflect reality.
- **Timeliness**, referring to the time elapsed between the reference period and the publication of the data.
- **Coherence and comparability**, which assess the consistency of the results and the possibility of making comparisons both between sources, over time and between territorial areas.
- **Coverage**, introduced for the first time in ESU 2025 and defined as the extent to which the statistics adequately represent the target population.

Users are also asked to rank the different quality dimensions according to their relative importance, enabling the construction of composite satisfaction indicators.

The questionnaire then includes a section on the **accessibility and clarity of statistical information**, covering:

- Analysis of the means used to access information (press releases, tables, microdata, publications, etc.).
- The evaluation of the INE website as the main dissemination channel, including aspects such as the variety of content, ease of access, presentation of information, clarity of text, data extraction tools, notifications and general operation.
- the evaluation of metadata, examining both their use and users' assessment of their accessibility, clarity and level of detail.

The questionnaire is completed with general questions aimed at capturing the overall perception of the users.

Additionally, this edition includes two specific sections:

- one on **experimental statistics**, analysing their use and usefulness;
- another focusing on coverage in relation to **equality and discrimination**, including both a rating and an open-ended justification.

Web questionnaire

The content of the web questionnaire, the structure of which is set out in Annex 3, is shorter than that of the general questionnaire.

The web questionnaire omits the more technical sections included in the questionnaire for qualified users, such as the detailed assessment of quality dimensions, the ranking of those dimensions, the analysis of experimental statistics, the use and evaluation of metadata, and the measurement of trust. It is therefore a simplified version intended for a more general audience.

Media questionnaire

This shorter questionnaire is intended for users from the media and press and focuses on aspects specifically related to the use of statistical information in news reporting. Its structure is outlined in Annex 4.

3 Data Collection and Reference Period

The information was collected through two main methods:

- The **INE online platform**, accessible through a link enabled on the website, aimed at web users.
- **Email invitations** sent to media users and qualified users included in the directory, containing a link to the survey together with periodic reminders to encourage participation.

The general questionnaire and the questionnaire for the media were available from **28 October 2025 to 31 January 2026**, while the web questionnaire was available from **27 November 2025 to 31 January 2026**.

The survey **reference period** runs from the beginning of **2025 to the date on which the questionnaire was completed**. The responses therefore reflect users' recent perceptions of the INE's statistical activities.

4 Response Rate

The response rate is calculated as the proportion of responses obtained relative to the total number of units included in the user directory. By questionnaire type, the general questionnaire achieved the highest response rate, at **24.4%**, while the questionnaire specifically addressed to the media reached **12.2%**. In the case of the **web questionnaire**, **495 responses** were received. **As no sampling frame was available, it was not possible to calculate a response rate.**

The results are presented in **Table 1**.

Based on these results, the evolution of participation in the general questionnaire is analysed below.

Questionnaire type	Sample	Questionnaires Responded	Response rate
General questionnaires	1199	292	24.4%
Specific questionnaires for the media	131	16	12.2%
Web questionnaires	495		

Table 1. Response rates by questionnaire type (ESU 2025)

4.1 EVOLUTION OF THE NUMBER OF INFORMANTS IN THE GENERAL QUESTIONNAIRE

The number of respondents in the general questionnaire shows an uneven evolution across the different editions of the survey. Following a decline between **2016 (272)** and **2019 (246)**, the **2025** edition shows an increase to **292 respondents**, representing the highest value in the series.

4.2 EVOLUTION OF THE RESPONSE RATE OF THE GENERAL QUESTIONNAIRE

The response rate for the general questionnaire shows a downward trend, currently standing at **24.4% in 2025**, compared to significantly higher values in previous editions (**60% in 2016** and **55% in 2019**), as shown in the **Figure 1**.

This decline does not necessarily imply a lower participation in absolute terms, but is mainly explained by the **expansion of the user directory to include corporate emails, instead of personal emails**, due to compliance with the Data Protection Act.

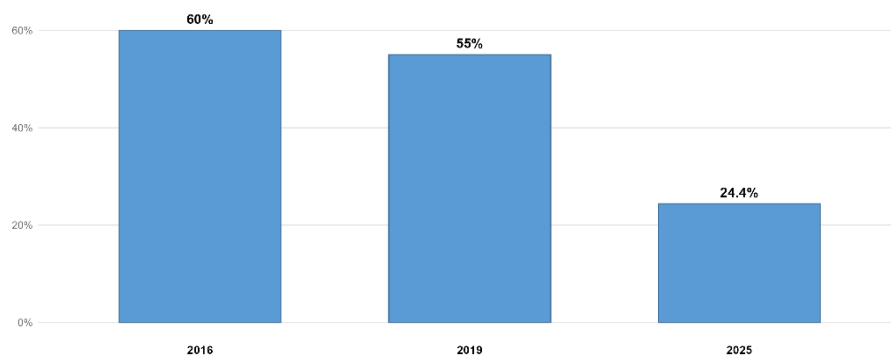


Figure 1. General questionnaire response rate (ESU 2016–2025)

IV Analysis of Results

In the results analysis, two types of analysis will be distinguished:

- Comparability analysis with previous editions: only the responses of so-called qualified users will be taken into account.
- Analysis of the 2025 edition: responses to ESU 2025 are compared across the different user groups, and aspects included only in the questionnaire for qualified users are analysed.

1 Evolution of the perception of Quality (2016-2025)

1.1 FREQUENCY OF USE OF STATISTICS

Figure 2 presents the evolution of the frequency with which statistics have been used over the last three editions of the survey.

As shown, there has been an **increase in more intensive use of statistics**, particularly in the category of weekly use, which rose from 29.6% in 2016 to 37.7% in 2025.



Figure 2. Evolution of the frequency of use of statistics

1.2 DEGREE OF SATISFACTION WITH RESPECT TO THE DIMENSIONS OF QUALITY.

Figure 3 shows the evolution of positive ratings (satisfied and very satisfied responses) for the different quality dimensions across the last three editions of the survey.

Overall, satisfaction levels remain high across all dimensions; however, a general decline is observed in 2025 compared to the 2019 edition. The decrease is particularly pronounced in several dimensions, most notably coherence, followed by accuracy and timeliness, while the decline is more moderate in the remaining dimensions.

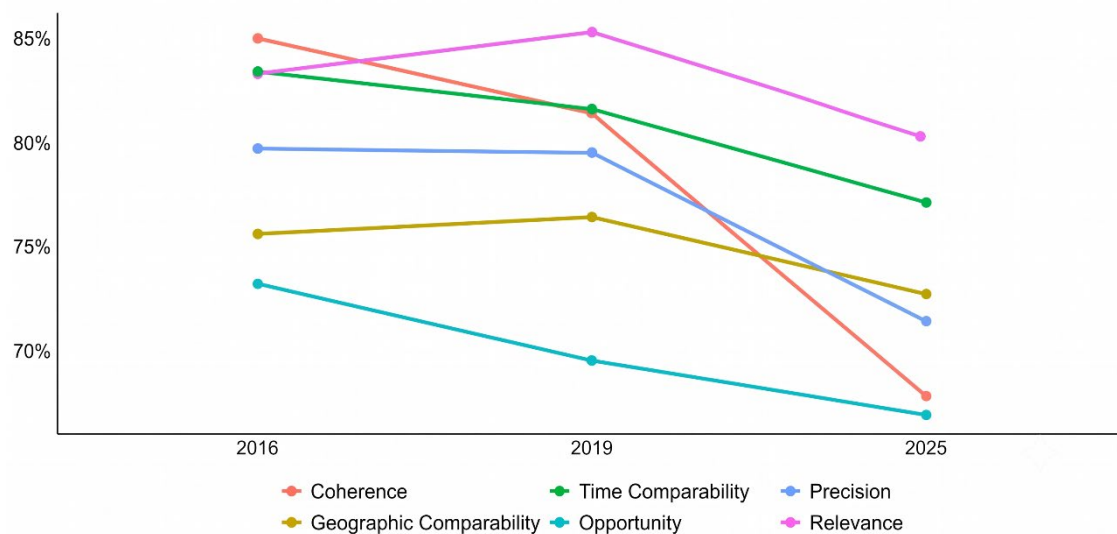


Figure 3. Level of satisfaction with respect to the dimensions of quality. Evolution, 2016–2025

1.3 LEVEL OF SATISFACTION WITH DIFFERENT ASPECTS OF THE WEBSITE.

The time-series analysis is limited to those aspects of the website that were also included in previous editions, and only to the general questionnaire, which is the only one that allows historical comparison.

As shown in **Figure 4**, all the aspects analysed improved in 2025 compared with the 2019 edition. However, satisfaction levels remain below those recorded in 2016.

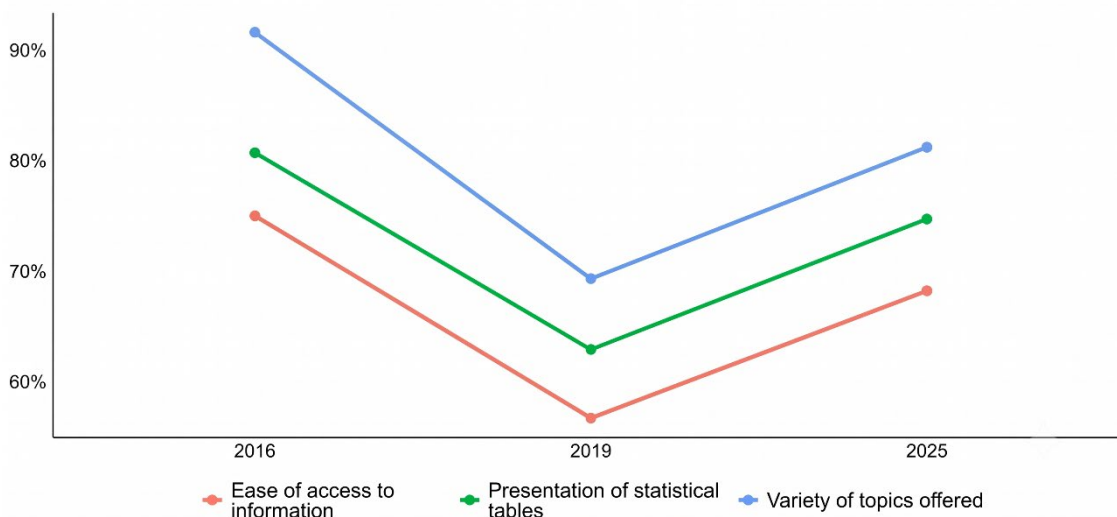


Figure 4. Level of satisfaction with different aspects of the website. Evolution, 2016–2025

1.4 DEGREE OF SATISFACTION WITH RESPECT TO DIFFERENT ASPECTS OF THE METADATA.

Figure 5 shows the evolution over time of users' assessment of metadata. In 2025, a general improvement is observed compared to 2019; however, satisfaction levels remain below those recorded in 2016, especially regarding clarity of presentation.

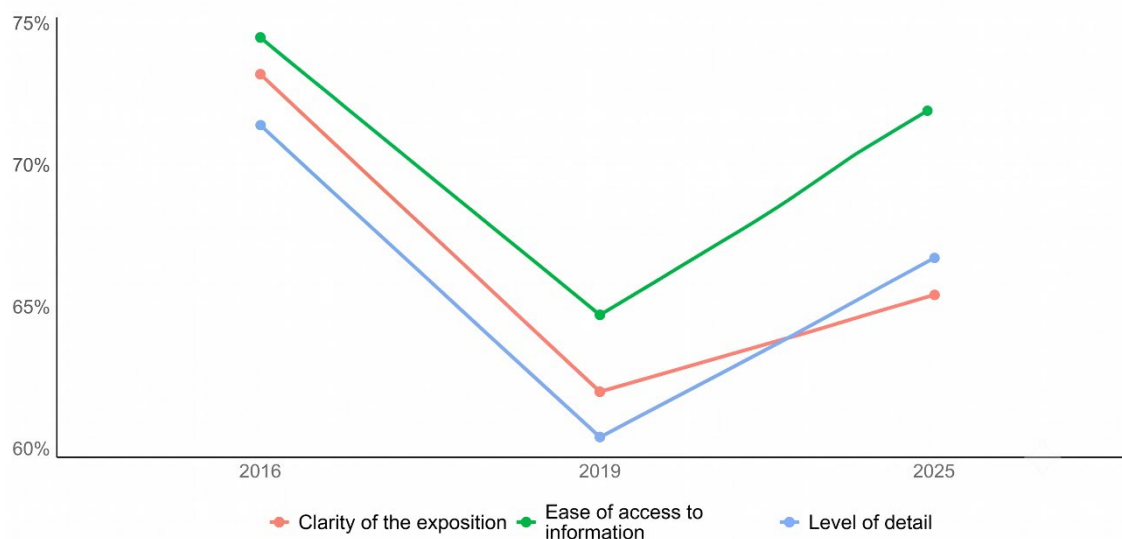


Figure 5. Level of satisfaction with respect to different aspects of the metadata. Evolution, 2016–2025

1.5 LEVEL OF SATISFACTION WITH THE OVERALL QUALITY OF INE STATISTICS.

As shown in Figure 6, the positive assessment of overall quality, defined as the sum of the “very good” and “good” categories, stands at 85.6% in 2025, compared with 90% in 2019 and 88.8% in 2016. This reflects a very high assessment, although a **slight moderation over time can be observed in the proportion of the highest ratings.**

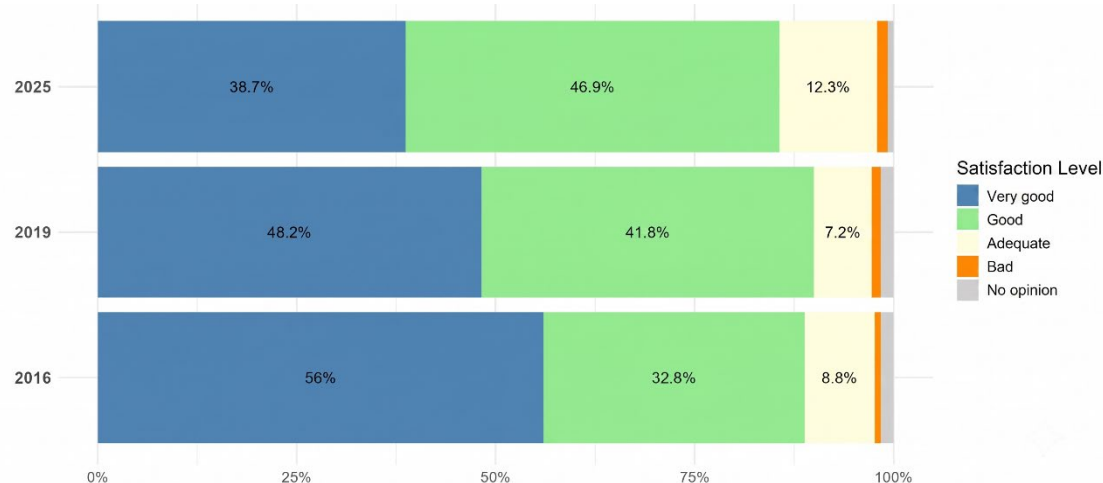


Figure 6. Level of satisfaction with the overall quality of INE statistics. Evolution, 2016–2025

1.6 LEVEL OF TRUST IN THE INE STATISTICS.

Trust in INE statistics remains at very high levels, reaching 96.9% in 2025 (the sum of “I trust them completely” and “I tend to trust them”), in line with the values recorded in 2019 (98.0%) and 2016 (97.1%), as shown in **Figure 7**.

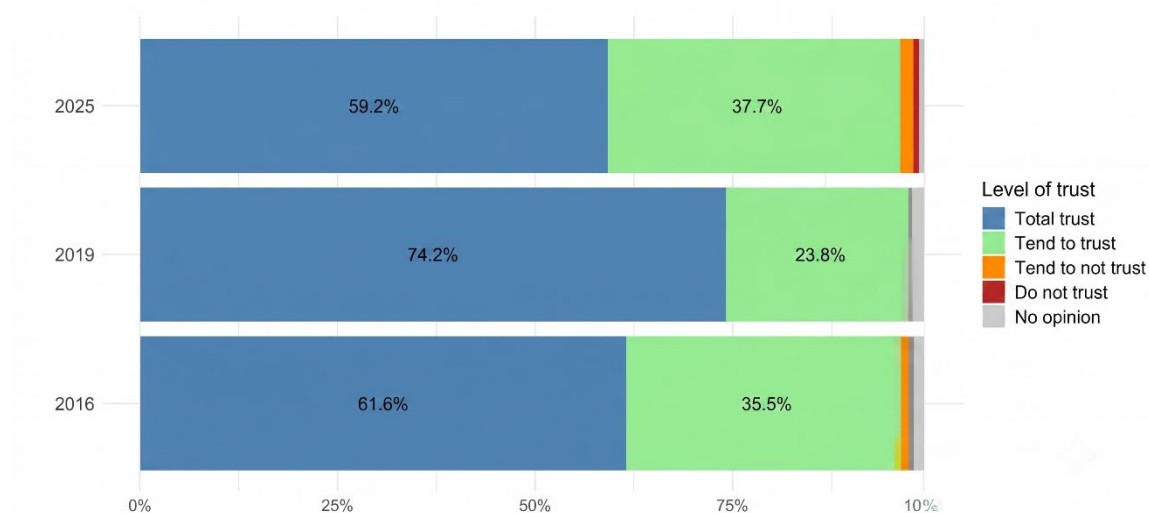


Figure 7. Level of trust in the INE statistics. Evolution, 2016–2025

2 Survey Results

2.1 COMPARISON BY USER TYPE: QUALIFIED USERS AND WEB USERS

New to this edition, **ESU 2025 incorporates a user self-classification question, which allows for the identification of different profiles within the general and web questionnaires.** Unlike previous editions, in which the classification was closed, **this edition allowed respondents to select one or more answers**, better reflecting the diversity of user profiles of INE statistical information.

2.1.1 Purpose of use of statistics

Figures 8 and 9 show the distribution of the main purposes for which INE statistics are used by qualified users and web users, respectively. It should be noted that both questionnaires allowed respondents to select several options in the question regarding the different purposes of use.

In the case of qualified users (**Figure 8**), the main purpose is research (50%), followed by short-term analysis (49.7%) and the reprocessing of information (42.8%), reflecting a predominantly professional and analytical use of statistical information.

Meanwhile, users of the web questionnaire (**Figure 9**) present a more diverse usage pattern, with a greater weight of the category of other purposes (34.9%), as well as research projects (28.9%) and situation analysis (25.1%).

Taken together, these results highlight the existence of two distinct profiles: a qualified user, with a predominantly professional use of statistics, and a web user, with a more heterogeneous and less specialised use.

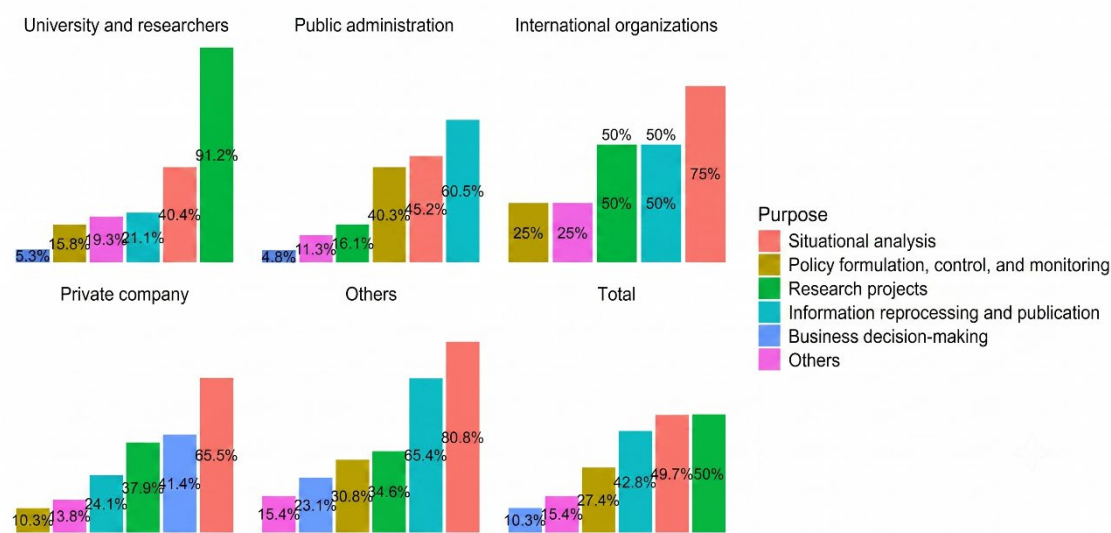


Figure 8. Purpose of use of statistics (qualified user)

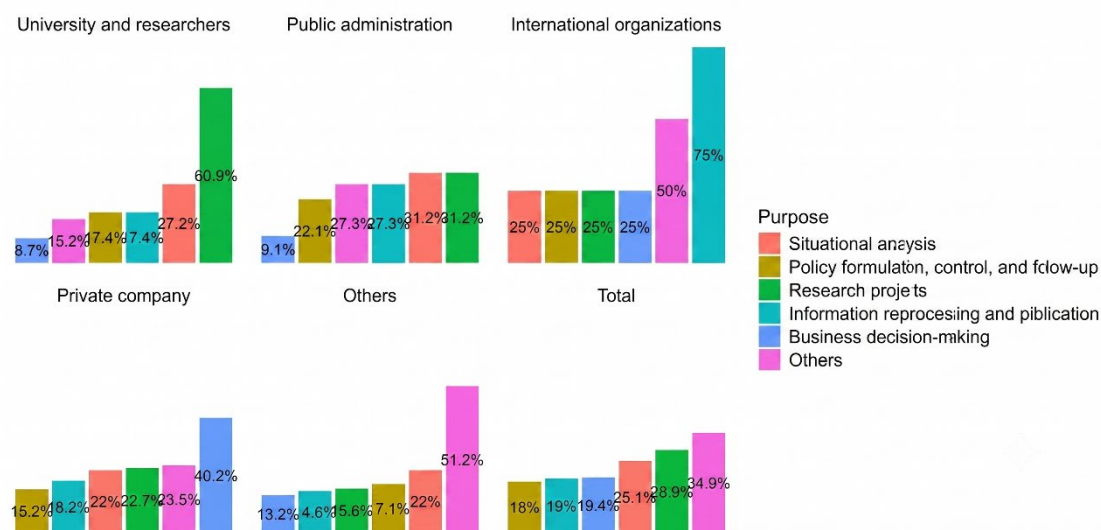


Figure 9. Purpose of use of statistics (web questionnaire)

2.1.2 Frequency of use of statistics

Figure 10 presents a comparison of the frequency of use of statistics among qualified users and web users.

As shown, qualified users make more intensive use of statistical information: 37.7% consult statistics at least once a week, compared with 17.8% of web users.

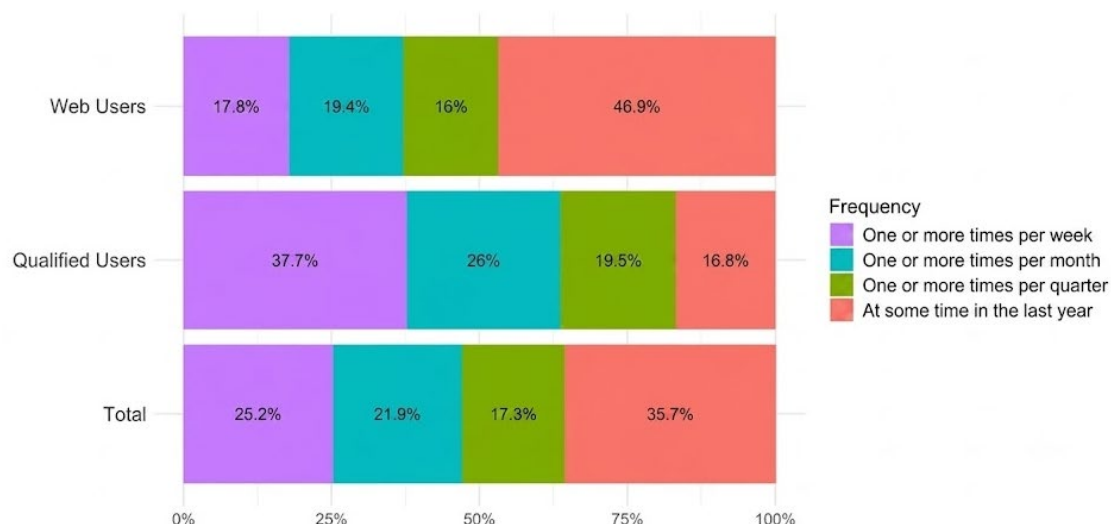


Figure 10. Frequency of use of statistics by user type

2.1.3 Accessibility, clarity and dissemination of INE production

Means of accessing information from the INE

Figures 11 and 12 show the use of the different channels for accessing INE information for both types of users. It is worth mentioning that in both questionnaires, respondents were allowed to select multiple options for the question about means of accessing information. The data show a high degree of similarity in consumption preferences, regardless of the user profile.

In both groups, the website is the predominant channel, and the three most used forms of access are identical: database tables and graphs, microdata files, and press releases. It is noteworthy that web users show even higher usage percentages than qualified users for these main categories (exceeding 80% in the case of tables and charts).

This consistency in the results suggests that INE dissemination tools have a cross-cutting nature, being widely used by both the general public and specialised users.

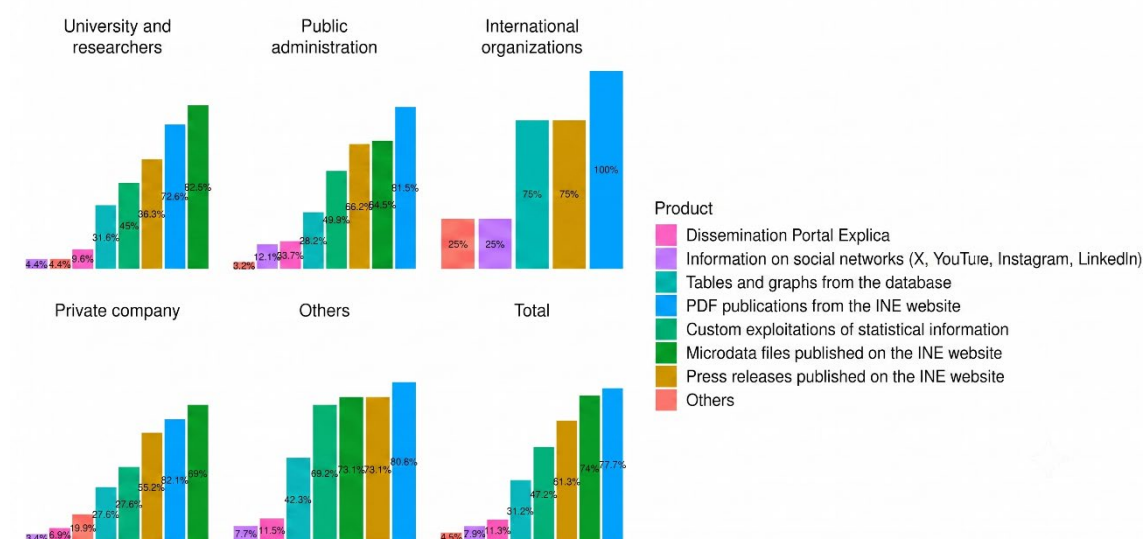


Figure 11. Means of accessing information (qualified user)

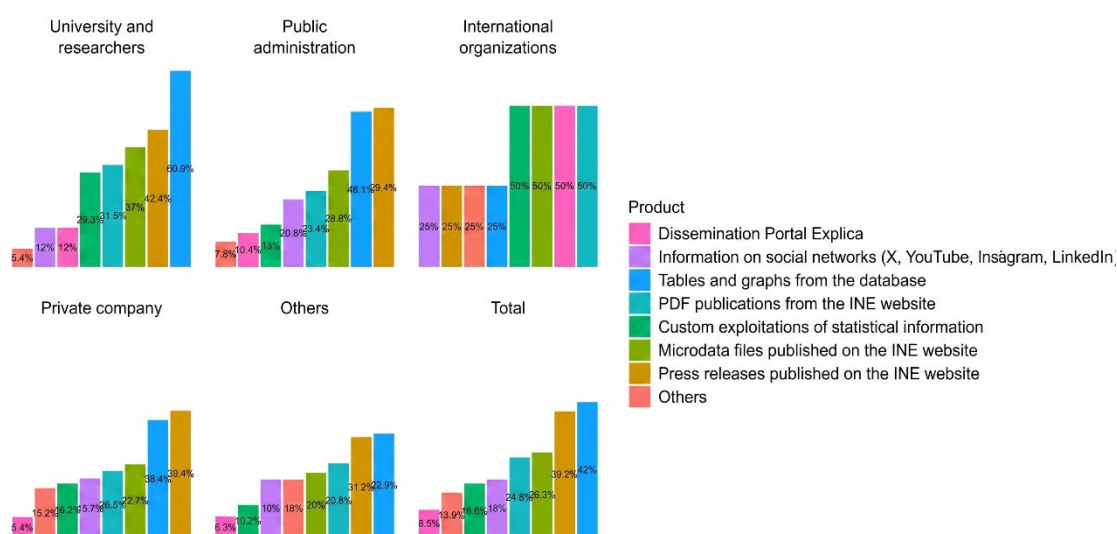


Figure 12. Means of accessing information (web questionnaire)

Overall satisfaction level with the website

Based on the question "How would you rate the content of the INE website in relation to your needs?" which is only present in the general questionnaire, it can be seen that overall satisfaction with the INE website is high among qualified users. 76% of respondents expressed a positive or very positive assessment. As shown in **Figure 13**, satisfaction levels are relatively consistent across the different groups within qualified users.

Both questionnaires require the evaluation of various specific aspects of the website, the results of which are analysed in detail below.

In general terms, the website's rating is more favourable among qualified users than among general website users, as shown in **Figures 14 and 15**.

In particular:

- The variety of topics offered has a positive rating of 81.2% among qualified users, compared to 60.2% among web users.
- Ease of access to information receives 68.1% positive ratings among qualified users, compared with 52% among web users, who also show a higher proportion of negative ratings.

This pattern is also maintained in other specific aspects of the website, such as the presentation of tables and the clarity and organisation of the content, in which qualified users consistently show higher levels of satisfaction than web users.

On the other hand, within the general questionnaire, the evaluation of other functional aspects of the website is also positive:

- Data extraction tools achieve a 69.6% positive rating.
- The website's functionality and speed have a 72.3% satisfaction rate.
- In contrast, notifications and alerts show more moderate levels of satisfaction (37.3%) and a high percentage of users who do not give an opinion, suggesting a lower degree of use or knowledge of these functionalities.

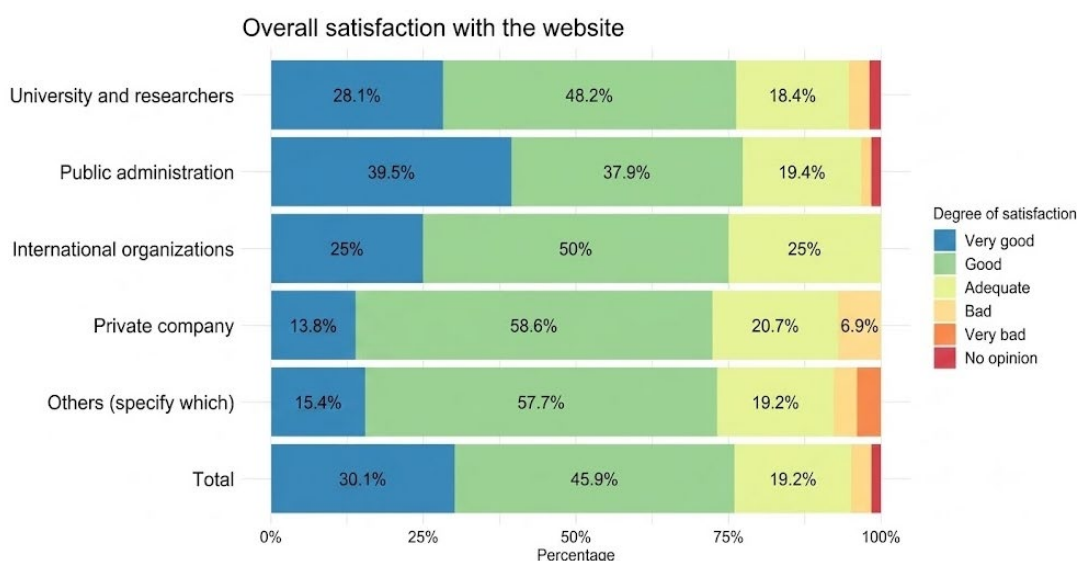


Figure 13. Overall satisfaction level with the website of qualified users

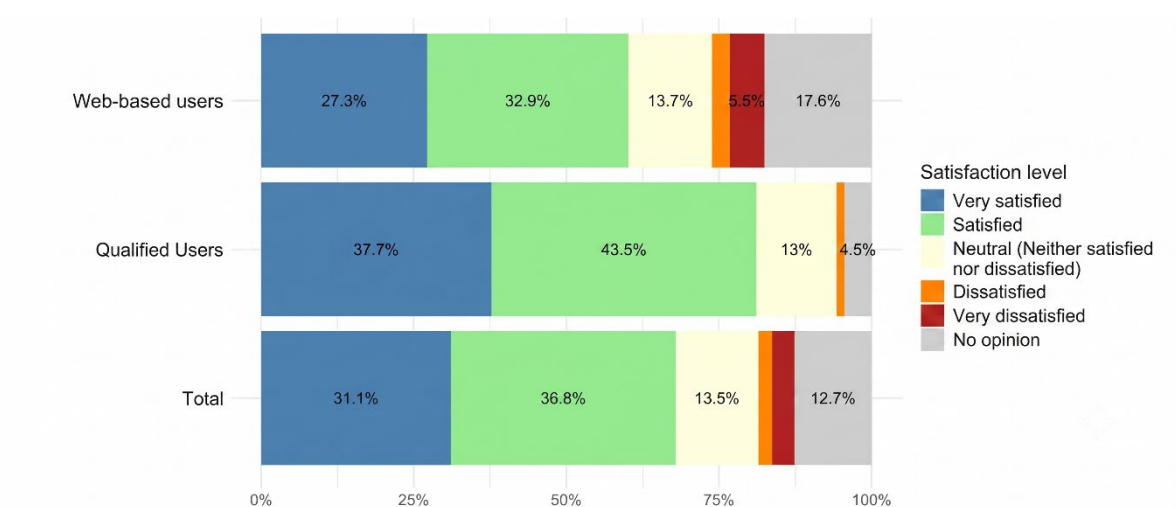


Figure 14. Comparison of the level of satisfaction with the website: Variety of topics offered between qualified users and web users

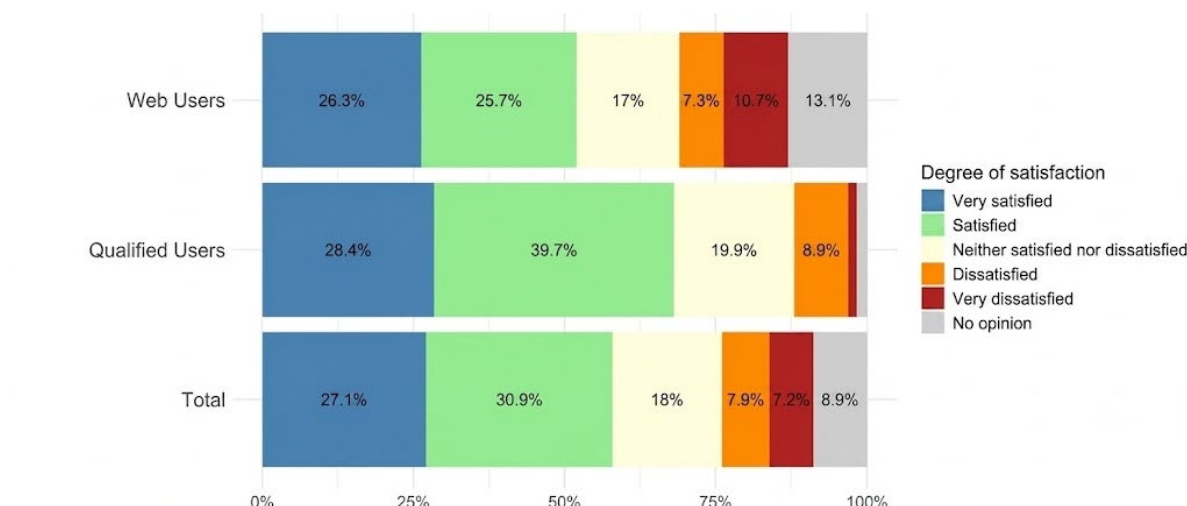


Figure 15. Comparison of the level of satisfaction with the website: Ease of access to information between web users and qualified users

2.1.4 Level of satisfaction with coverage of equality and discrimination

This edition includes a specific question on satisfaction with the coverage of INE statistics on equality and discrimination.

Figure 16 compares the assessments of web users and qualified users.

As can be seen, web users show a higher degree of positive rating, with 39.4% of very good or good opinions, compared to 33.9% recorded among qualified users. Similarly, the proportion of respondents selecting "no opinion" is significantly higher among qualified users (36.6%) than among web users (26.9%).

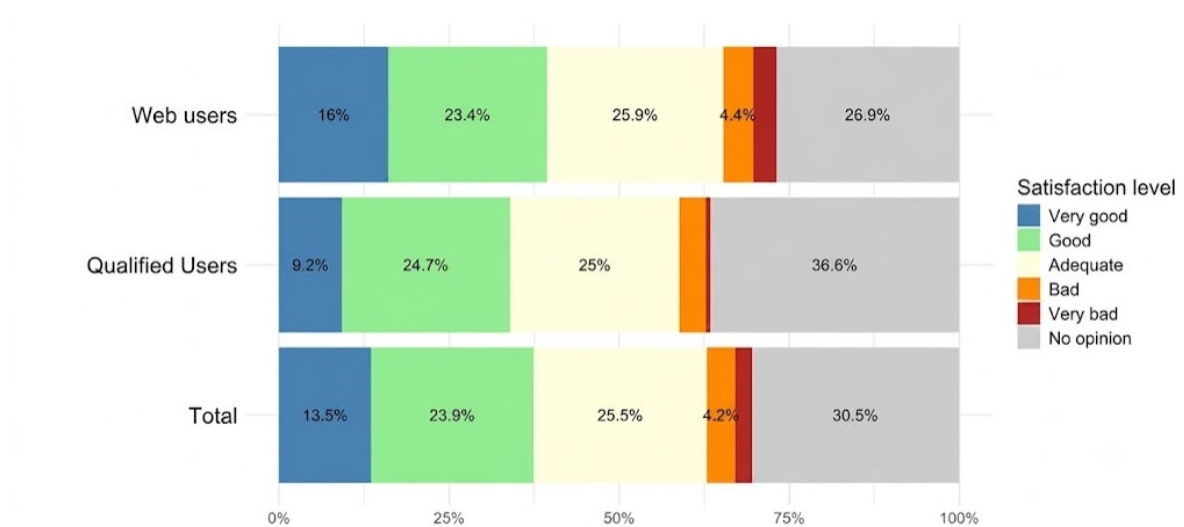


Figure 16. Level of satisfaction with the coverage regarding equality and discrimination between web users and qualified users

2.1.5 Degree of satisfaction with overall quality

This question allows us to summarise the overall level of user satisfaction with the quality of INE statistics.

As shown in **Figure 17**, there are significant differences between qualified users and web users.

Qualified users have a clearly more favourable rating, with 85.6% positive opinions (very good or good), compared to 55.6% recorded among web users.



Figure 17. Level of satisfaction with the overall quality of INE statistics by user type

2.1.6 Suggestions and unmet needs: qualified users and web users

This section analyses the responses to the open question about unmet information needs, as well as other qualitative contributions collected in the questionnaire.

The volume of responses is high, with 469 in the general questionnaire and 196 in the web questionnaire, which demonstrates the interest and level of involvement of the users.

In the case of qualified users (**Table 2**), the main demand focuses on having a greater level of disaggregation of information (25.8%), especially in the geographical area (15.1%).

Also noteworthy are requests related to the incorporation of new operations and variables (around 18% in total), methodological knowledge (10.9%) and greater accessibility to microdata. Overall, this profile reflects an intensive and specialised use of information, geared towards in-depth analysis and data reuse.

Suggestion type	No.	%
Mayor breakdown	121	25.8
<i>Geographic breakdown</i>	71	15.1
<i>Sectoral breakdown</i>	17	3.6
<i>Variable breakdown</i>	33	7
Greater periodicity/timeliness	40	8.5
New variables	39	8.3
New operations	44	9.4
Improved access to information	13	2.8
More accessible microdata	32	6.8
Integration of sources	24	5.1
Methodological details	51	10.9
Equality and discrimination coverage	23	4.9
<i>Greater breakdown of demographic variables</i>	10	2.1
<i>New variables linked to inequality</i>	13	2.8
Website	12	2.6
<i>Navigation / Search / Finding data</i>	9	1.9
<i>Web functionalities (alerts, maps...)</i>	2	0.4
<i>Process frictions / Forms / Data request</i>	1	0.2
Others	71	15.1
Total	469	100

Table 2. Suggestions and unmet needs from qualified users

For their part, web users (**Table 3**) exhibit a partially different pattern. Although there are also notable demands for greater disaggregation (34.7%), especially geographical (19.4%).

This group places greater importance on improving access to information (21.4%) and on updating and periodicity of data (11.7%).

Requests for new variables and operations are also significant (around 20%), highlighting the need to adapt the statistical offering to new interests.

Overall, this profile shows a more practical orientation, focused on accessibility and ease of use of information.

Type of suggestion	nº	%
Greater breakdown	68	34.7
<i>Geographical breakdown</i>	38	19.4
<i>Sectoral breakdown</i>	16	8.2
<i>Variables breakdown</i>	14	7.1
Greater periodicity/currency	23	11.7
New variables	19	9.7
New operations	20	10.2
Improved information access	42	21.4
More accessible microdata	5	2.6
Sources integration	6	3.1
Methodological details	8	4.1
Equality and discrimination coverage	5	2.6
<i>Greater breakdown of demographic variables</i>	2	1
<i>New variables linked to inequality</i>	3	1.5
Total	196	100

Table 3. Unmet suggestions and needs from web users

2.2 QUALIFIED USER RESULTS

2.2.1 Level of satisfaction of the dimensions of quality based on the type of statistics

Since the number of responses varies between the different dimensions (and also between the different statistics), in the analysis that follows, and in order to have a more precise measure of the degree of representativeness, the number of valid responses will be indicated in the corresponding graph.

Likewise, in cases where the number of responses is small, the results should be interpreted with due caution.

Level of satisfaction with relevance

Relevance is analysed based on the following response from the ESU 2025 general questionnaire: “Do the content or variables of the statistics meet your needs?”

As shown in **Figure 18**, users' perceptions are predominantly positive: 80.3% give this dimension a positive or very positive rating.

This assessment is widespread among the different statistical groups, all of them with levels above 65% positive responses. The highest ratings are observed for **Demography and Population**, Economy, and Living Conditions statistics, with percentages of 86.3%, 84.5% and 83.8%, respectively.

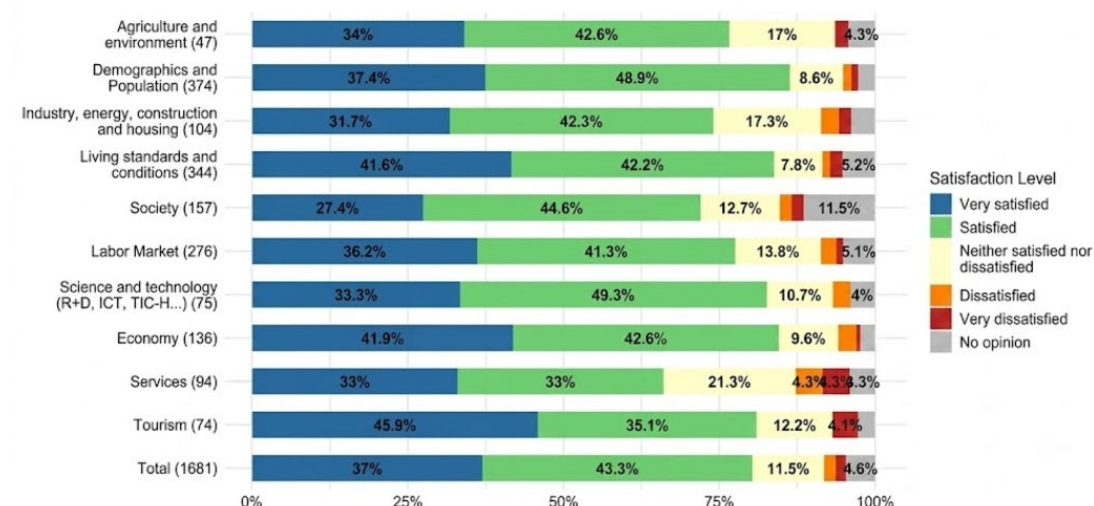


Figure 18. Level of satisfaction with the relevance of INE statistics

Level of satisfaction with accuracy

Accuracy is analysed based on the following response from the ESU 2025 general questionnaire: “The INE statistics reflect reality.”

As shown in **Figure 19**, the assessment of this dimension is predominantly positive, with 71.4% of respondents giving a positive or very positive rating.

By statistical group, **Demography and Population** stands out above the average (79.6%), followed by **Tourism** (74.3%), **Economy** (73.6%), and **Living Conditions** (71.8%).

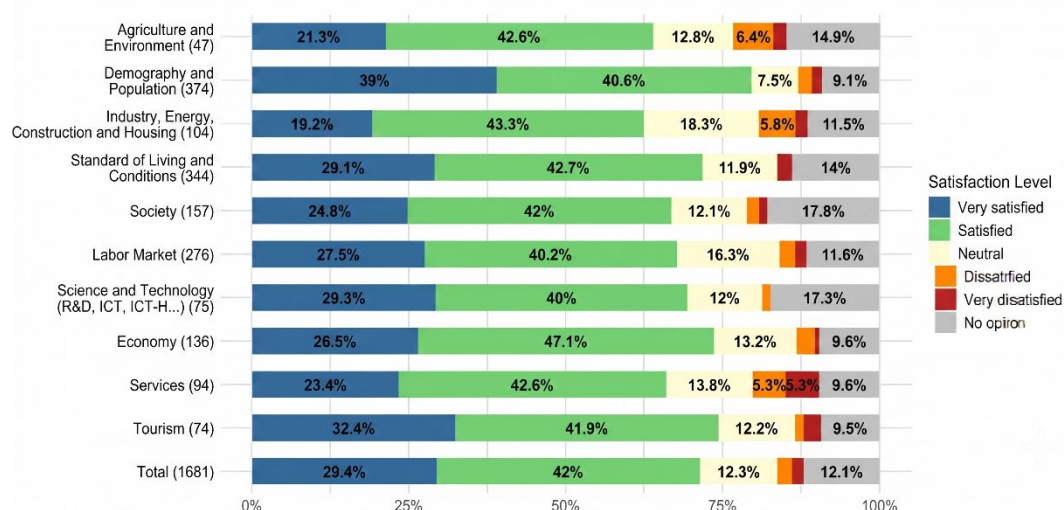


Figure 19. Level of satisfaction with accuracy from the INE statistics

Level of satisfaction with timeliness

Timeliness is analysed on the basis of the following question in the ESU 2025 general questionnaire: “The time elapsed between the reference period and the publication of the statistics.”

As shown in **Figure 20**, the percentage of positive or very positive ratings reaches 66.9% of the total.

By statistical group, **Tourism** is above the average (81.1%), followed by **Services** (70%), **Living Conditions** (69.4%), **Demography and Population** (68.4%), and the **Labour Market** (67.8%).

Overall, these results reflect a moderately positive assessment of the timeliness of INE statistics, although lower than that observed in other dimensions of quality, suggesting room for improvement in information availability times.

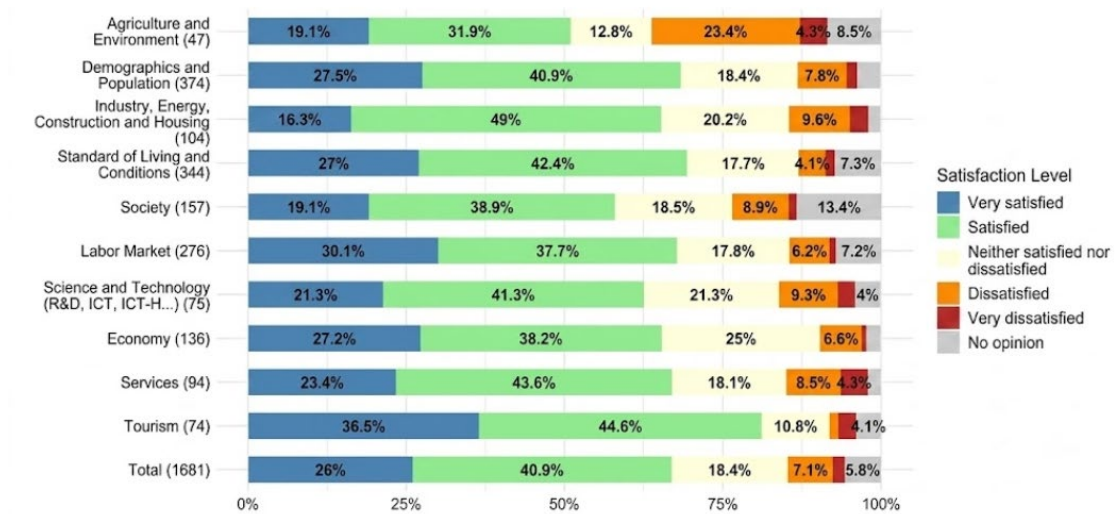


Figure 20. Level of satisfaction of the timeliness with which the INE statistics are published

Degree of satisfaction with coherence

Coherence is analysed on the basis of the following item in the ESU 2025 general questionnaire: “The coherence between provisional and final data, as well as between different statistical sources.”

As shown in **Figure 21**, coherence is rated positively or very positively by 67.9% of users, a perception that is widespread across most statistical domains.

The highest ratings are recorded for **Demography and Population** (75.2%), **Tourism** (74.3%), **Services** (73.4%), and **Science and Technology** (69.3%), all of which are above the average.

It should be noted that the proportion of responses in the "no opinion" category is relatively high, reaching 16.7% of the total. This figure is particularly significant in some domains, such as **Agriculture and the Environment** (25.5%), **Society** (24.2%), and **Science and Technology** (24%).

Overall, these results reflect a positive perception of the consistency of the INE statistics, although the high weight of the "no opinion" option suggests that this dimension is more complex to evaluate for a significant portion of users.

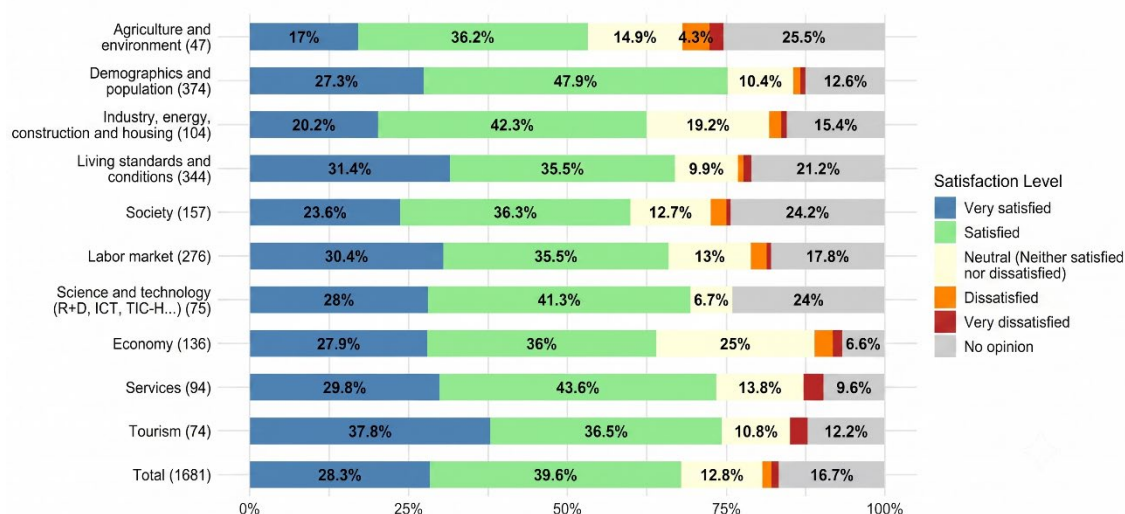


Figure 21. Level of satisfaction of the consistency of the INE statistics

Level of satisfaction with the coverage

Coverage is one of the new aspects evaluated in the ESU 2025 and complements the relevance dimension. It is defined as the degree to which a statistic adequately covers the phenomena it intends to measure, considering the population or statistical units included, the geographical and temporal scope of reference, as well as the thematic content represented by variables and concepts.

Coverage is analysed based on the following item from the ESU 2025 general questionnaire: “The coverage of INE statistics is adequate.”

As shown in **Figure 22**, the coverage dimension is rated positively or very positively by 70.7% of respondents, a perception that is widespread across most statistical domains.

The highest ratings are recorded for **Tourism** (79.7%), **Demography and Population** (77.8%), **Living Conditions** (73.9%), and **Economy** (73.6%), all of which are above the average.

Overall, these results reflect a positive assessment of the coverage of INE statistics, in line with the high perception of relevance, indicating that users consider that the available statistics adequately represent the areas of interest.

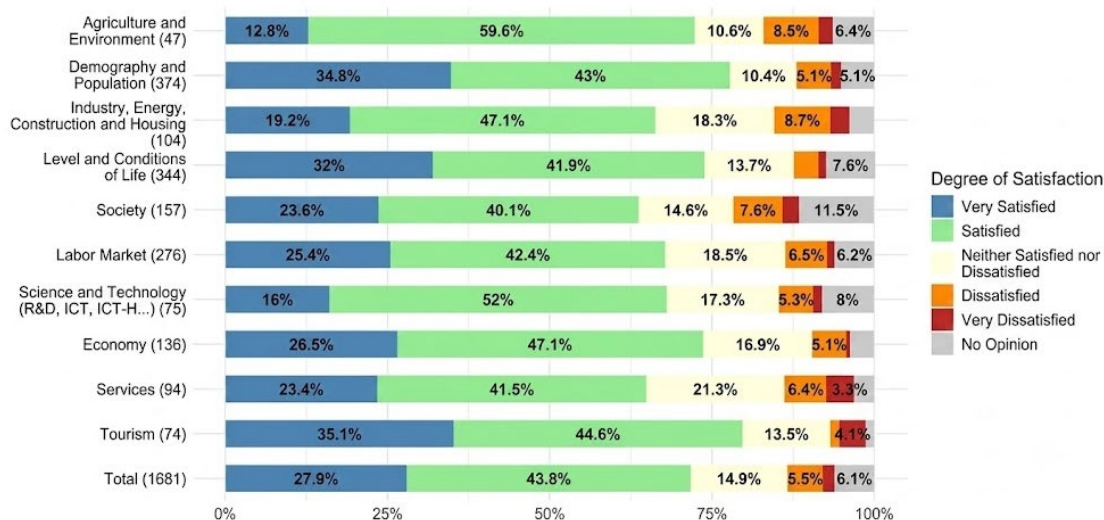


Figure 22. Level of satisfaction with the coverage of INE statistics

Degree of satisfaction with geographical comparability

Geographic comparability refers to the degree to which statistics allow consistent comparisons to be made between different territorial areas.

Geographic comparability is analysed based on the following response from the ESU 2025 general questionnaire: “The comparability of statistics between different territorial areas is adequate.”

As shown in **Figure 23**, this dimension is rated positively or very positively by 72.7% of respondents, a perception that is widespread across most statistical domains.

The highest ratings are recorded for **Demography and Population** (78%), **Tourism** (77%), **Economy** (76.5%), and **Living Conditions** (73.8%).

Overall, these results reflect a positive assessment of geographical comparability, placing it among the best-rated dimensions.

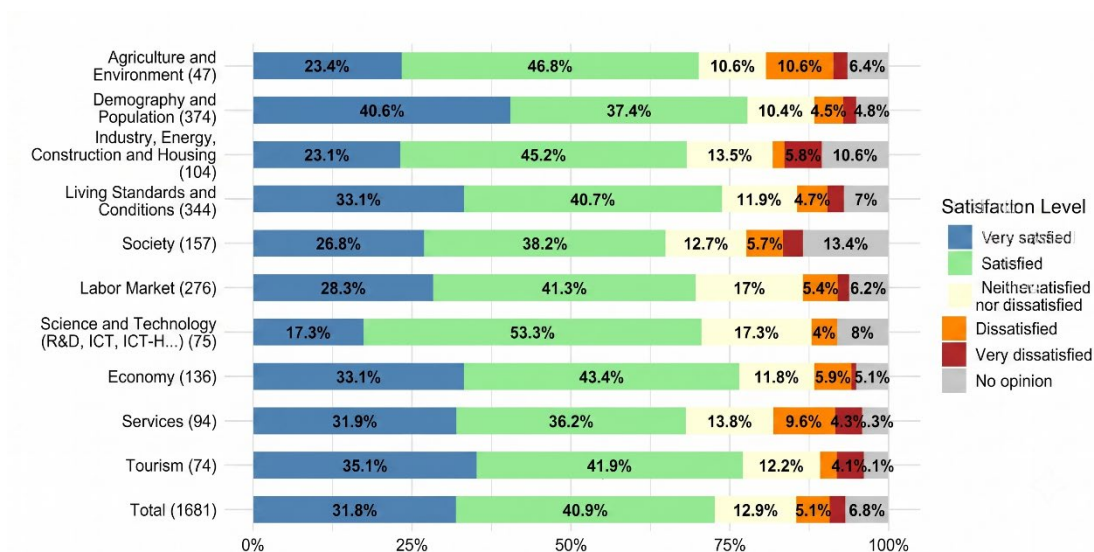


Figure 23. Level of satisfaction with the geographical comparability of INE statistics

Degree of satisfaction with temporal comparability

Temporal comparability refers to the degree to which statistics allow for consistent comparisons over time.

Temporal comparability is analysed using the following item from the ESU 2025 general questionnaire:

“The comparability of the statistics over time is adequate.”

As shown in **Figure 24**, this dimension is rated positively or very positively by 77.1% of respondents, indicating a very favourable perception among users.

By statistical group, the highest ratings are recorded for **Economy** (82.3%), **Tourism** and **Demography and Population** (both 81.1%), as well as **Living Conditions** (78.2%) and **Industry, Energy, Construction and Housing** (77.9%), all of which are clearly above the average.

Taken together, these results reflect that temporal comparability is one of the best-rated dimensions, suggesting that users perceive a high consistency of INE statistics over time.

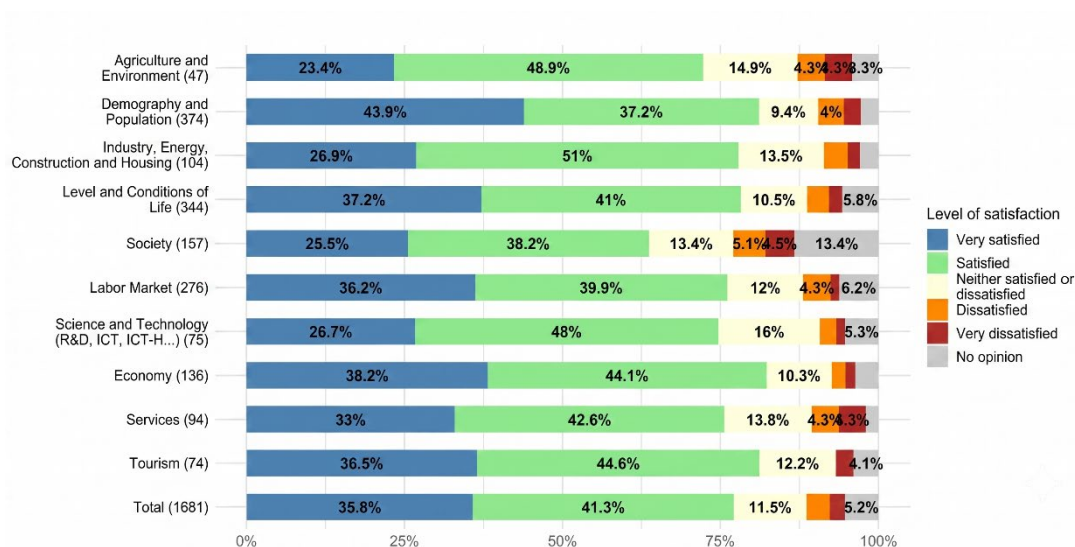


Figure 24. Degree of satisfaction with the temporal comparability of INE statistics

2.2.2 Degree of satisfaction and use of experimental statistics

ESU 2025 incorporates for the first time the evaluation of experimental statistics, both in terms of use and valuation.

As shown in **Figure 25**, the level of use varies across the different statistical operations. The most widely used are the **Mobile Phone-Based Mobility Studies** (22.95%), the **Rental Housing Price Index (IPVA)** (16.44%), and the **Multidimensional Quality of Life Indicator (IMCV)** (14.73%).

However, more than half of the users (54.11%) report not using any of these statistics, which highlights room for improvement in their dissemination and awareness.

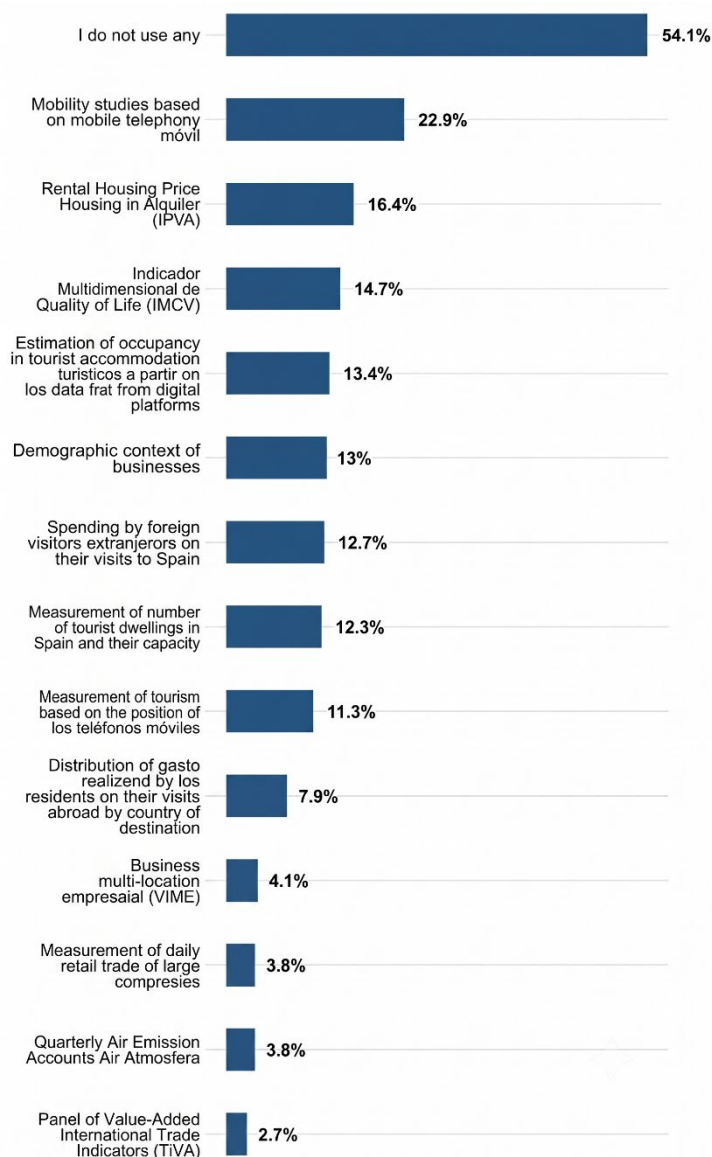


Figure 25. Use of experimental statistics

Figure 26, in turn, shows users' assessment of these statistical operations.

Overall, the assessment is positive, with a high concentration of responses in the categories "very useful" and "useful". The highest ratings are recorded for **Mobile Phone-Based Tourism Measurement** and the **Quarterly Air Emissions Accounts**, both of which receive 54.5% of responses in the "very useful" category.

In terms of overall usefulness, the **Daily Retail Trade Measurement for Large Enterprises** achieves 90.9%, making it one of the highest-rated operations.

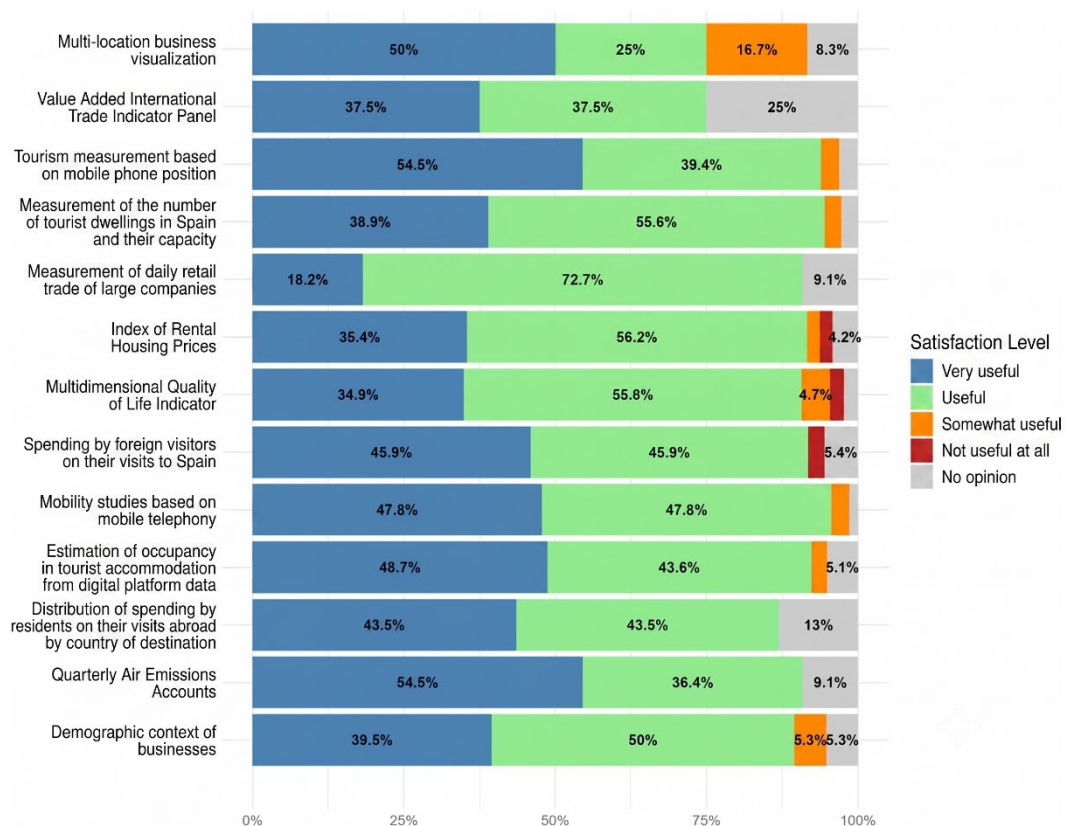


Figure 26. Degree of satisfaction with experimental statistics

2.2.3 Degree of satisfaction and use of metadata

ESU 2025 includes, for the first time, a specific question on the use of INE metadata, replacing the previous reference to "supplementary information". The new formulation allows for a more direct analysis of its use in the interpretation of statistics. This question is only included in the general questionnaire.

As shown in **Figure 27**, the use of metadata is evenly distributed, with 52.4% of users reporting that they use them, compared with 47.6% who do not. By user type, international organisations stand out, with a usage rate of 100%, followed by universities and researchers and public administration, both with rates above 52%. In contrast, private companies and other user groups show lower levels of use, with non-use percentages exceeding 57%. Taken together, these results indicate that the use of metadata is more established in institutional and research profiles than in the business sector.

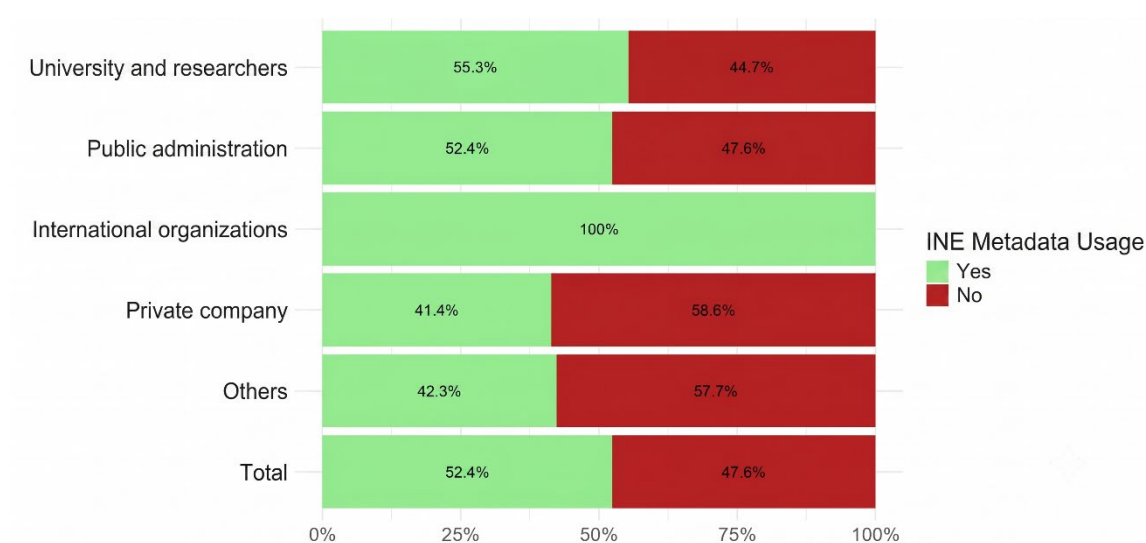


Figure 27. Use of INE metadata

Despite this lower level of use in certain sectors, the ease of access to metadata is highly valued, with 72% positive opinions (**Figure 28**). The private sector shows the highest level of satisfaction (75%), followed by universities and researchers (74.5%), while in the public administration there is a greater relative presence of neutral ratings.

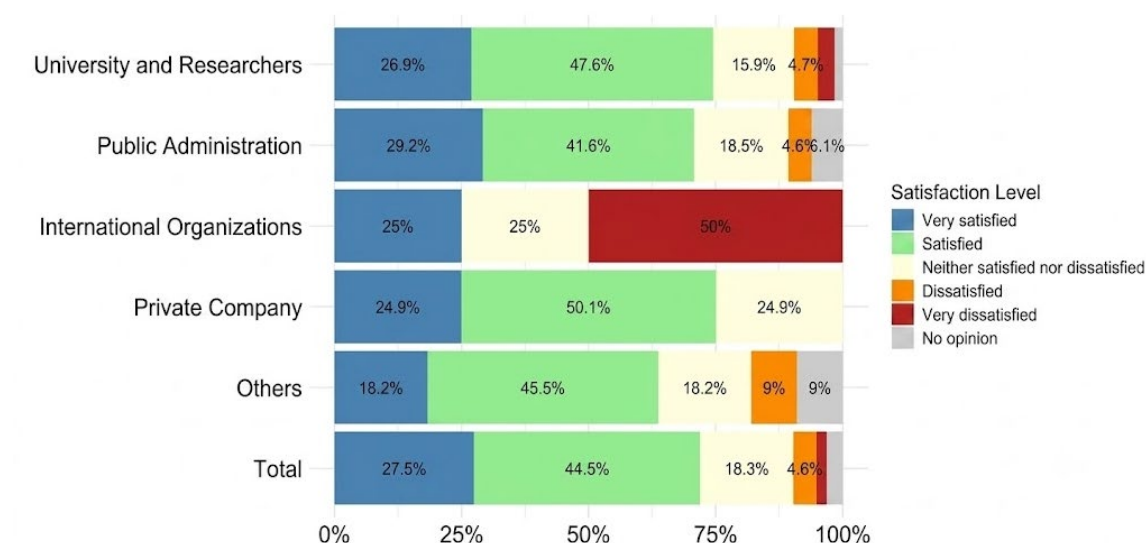


Figure 28. Level of satisfaction with the ease of access to metadata

Regarding clarity of presentation, 65.4% of users gave a positive rating (**Figure 29**). Private companies (75.1%) and international organisations (75%) stand out, while in the academic and public sectors satisfaction is around 63%-66%.

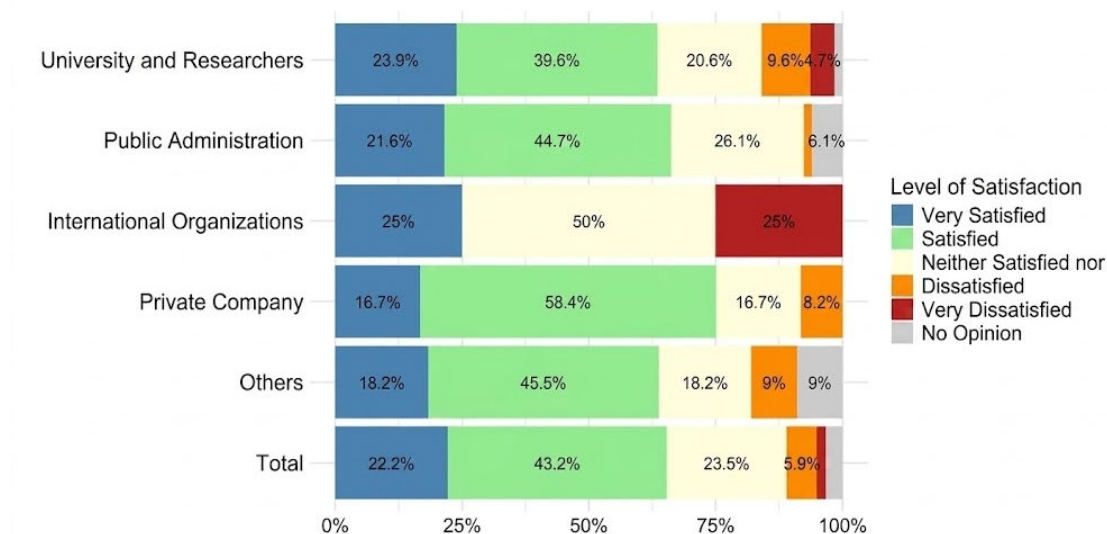


Figure 29. Level of satisfaction with the clarity of the metadata presentation

Likewise, the assessment of the level of detail is also positive, in line with the results observed in the other aspects analysed.

2.2.4 Degree of trust

This aspect is only evaluated in the general questionnaire and in the media questionnaire (analysed in a specific section later).

The level of trust in the INE statistics by qualified users reaches very high levels, as can be seen in the **Figure 30**. Specifically, 96.9% of respondents state that they trust them, combining the categories "I trust them completely" and "I tend to trust them".

By user group, **international organisations** stand out, with 75.0% stating that they trust them completely. They are followed by **public administration** (62.9%) and **universities and researchers** (61.4%).

Even among the groups with more moderate ratings, such as **private companies**, overall trust remains at very high levels, split between those who trust them completely (48.3%) and those who tend to trust them (51.7%).

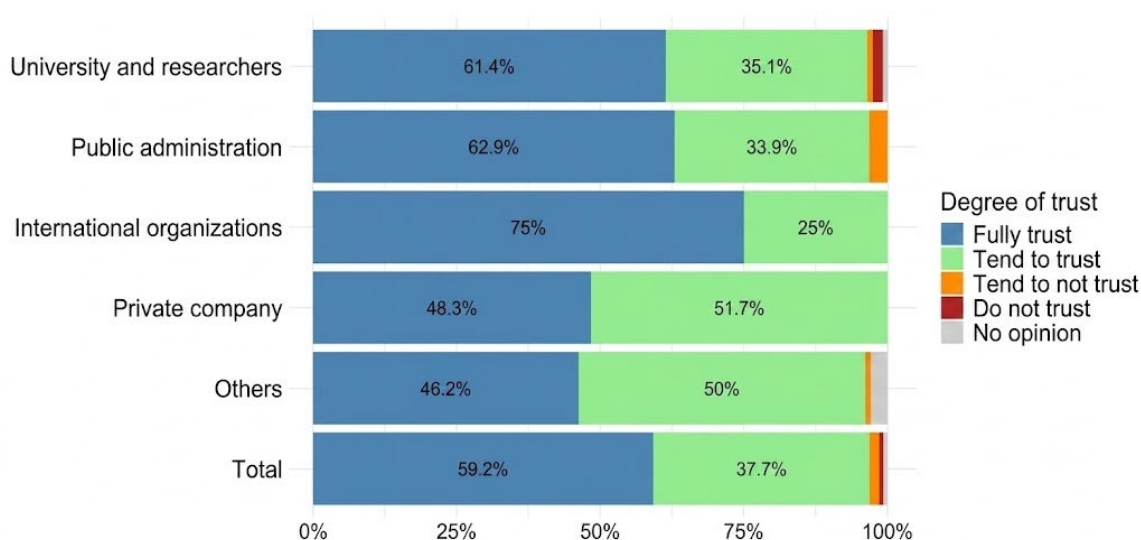


Figure 30. Level of confidence in the INE statistics

2.2.5 Global Satisfaction Index

As a synthesis of the results of the 2025 User Satisfaction Survey (ESU 2025), a global satisfaction index has been constructed from the weighting of the different quality dimensions analysed: relevance, accuracy, timeliness, consistency, coverage, geographical comparability and temporal comparability.

This overall index reaches a value of **4.04 out of 5**, reflecting a high rating and a positive perception of the statistics produced by the INE.

The analysis by quality dimension shows that **relevance (4.16)** is the aspect best rated by users, followed by **temporal comparability (4.09)**, **coherence (4.08)** and **accuracy (4.07)**. **Geographical comparability (4.00)** and **coverage (3.95)** record values close to the average, while **timeliness (3.85)** receives the most moderate rating.

The methodology used to construct the index, as well as the details of the weightings and disaggregated results, are presented in **Annex 5. Approach to a Global Satisfaction Index**.

1 Objectives and general characteristics

The media constitute a specific group within the qualified users of official statistics, with particular relevance due to their role in the dissemination and interpretation of statistical information to the general public. This group also presents differentiated characteristics in terms of its needs and uses of information, mainly linked to the immediacy, clarity and ability to synthesise data.

However, despite their importance, this is a group that has traditionally shown a greater tendency towards non-response in surveys of this kind. With the aim of minimising this problem, ESU 2025 has opted to design a specific, shorter and simpler questionnaire, eliminating some of the questions included in the general questionnaire and focusing on those aspects most relevant to this user profile.

Also, compared to previous editions, a new question has been added regarding the overall assessment of the quality and the degree of trust in the INE statistics, in order to complete the information on the general perception of this group.

The structure of the questionnaire for the media, organised into thematic sections, is presented in **Annex 4**.

2 Media module response rate

The media module is based on a directory of 131 units, as shown in Table 4. The final number of completed questionnaires amounts to 16, which represents a response rate of 12.2%.

This result reflects the usual difficulties associated with the participation of this group, characterised by high turnover and availability limitations.

Theoretical Sample	Questionnaires Responded	Response rate
131	16	12.2%

Table 4. Media module response rate

In comparative terms, the level of participation recorded in 2025 represents an improvement over the 2019 edition, although it remains below the level achieved in 2016, highlighting the continuing difficulties in obtaining responses from this group.

3 Evolution of media perception (2016-2025)

3.1 LEVEL OF SATISFACTION WITH PRESS RELEASES.

Figure 31 shows the evolution of the percentage of positive ratings ("satisfied" and "very satisfied" responses) for the different aspects of press releases over the last three editions of the ESU.

Overall, **the different aspects analysed show an uneven pattern over time.** Particularly noteworthy is the **increase in satisfaction with the presentation of statistical tables and charts in 2025**, following the decline recorded in 2019.

By contrast, the aspect relating to the **amount and level of detail of the data provided shows a downward trend**, standing in 2025 below the levels observed in previous editions.

Overall, the results reflect that, while a positive assessment of press releases is maintained, **a shift in user perception is observed**, with improvements in the formal aspects of presentation and some loss of value in the informative content.

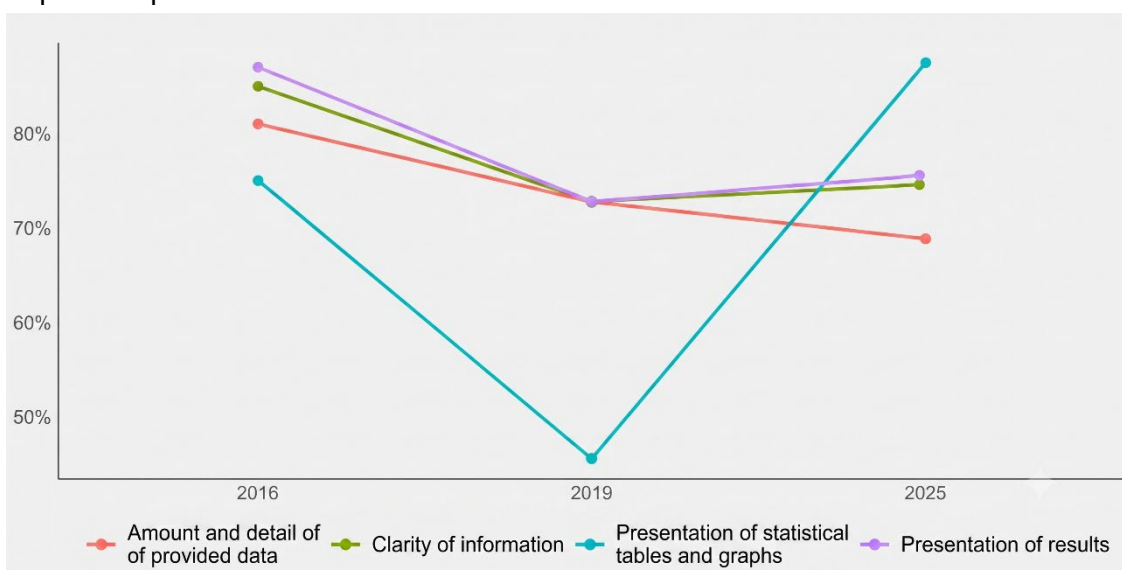


Figure 31. Level of satisfaction with different aspects of press releases. Evolution, 2016–2025

Given the small sample size of the media module, the results should be interpreted with caution.

3.2 LEVEL OF SATISFACTION WITH THE WEBSITE.

Figure 32 shows the evolution of the percentage of positive ratings ("satisfied" and "very satisfied" responses) for the different aspects of the INE website included in the media module over the last three editions of the ESU.

Overall, **the different aspects analysed show a heterogeneous pattern over time.** On the one hand, **the range of topics offered and the search engine show a progressive improvement in 2025 compared with previous editions**, reaching their highest levels of satisfaction.

On the other hand, aspects such as the **presentation of statistical tables and ease of access to information show a decline in ratings compared with 2019**, falling below the levels recorded in that edition.

Overall, the results reflect **improvements in some elements related to the structure and functionality of the website**, while there remains **scope for improvement in aspects relating to the accessibility and presentation of information.**

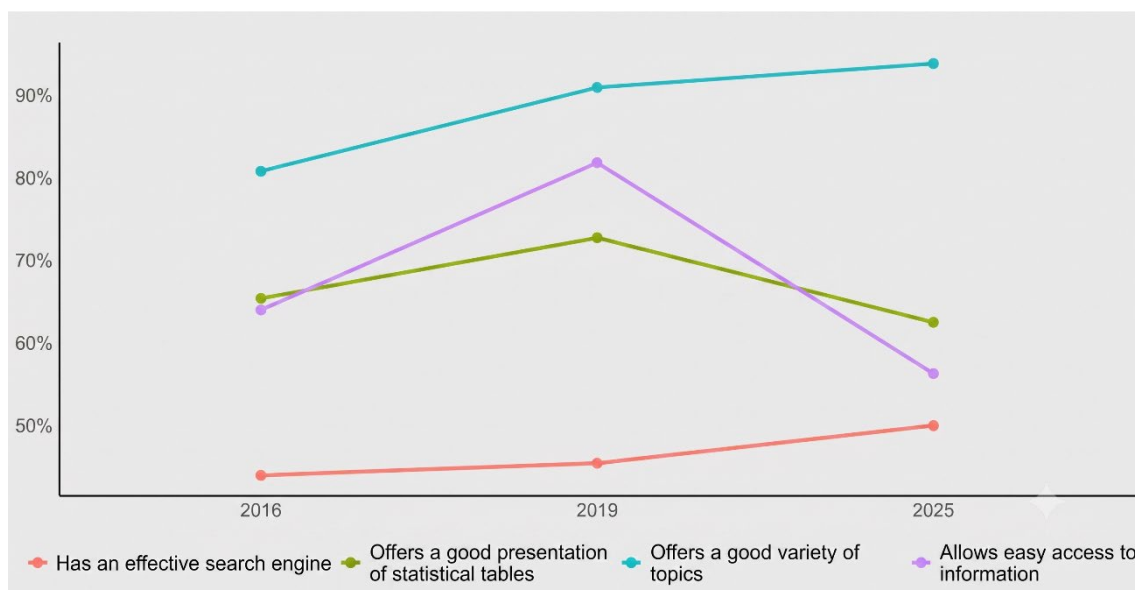


Figure 32. Level of satisfaction with different aspects of the website. Evolution, 2016–2025

4 Media module results

4.1 GROUPS OF STATISTICS USED BY THE MEDIA

Figure 33 shows the distribution of the statistical groups most frequently used by respondents to the media module.

As shown, the most frequently consulted groups are **Economy** and **Living Conditions**, followed by **Labour Market** statistics and **Industry, Energy, Construction and Housing** statistics.

Taken together, these results reflect a clear orientation of the media towards those statistics with greater current relevance and the ability to generate informative content of general interest.

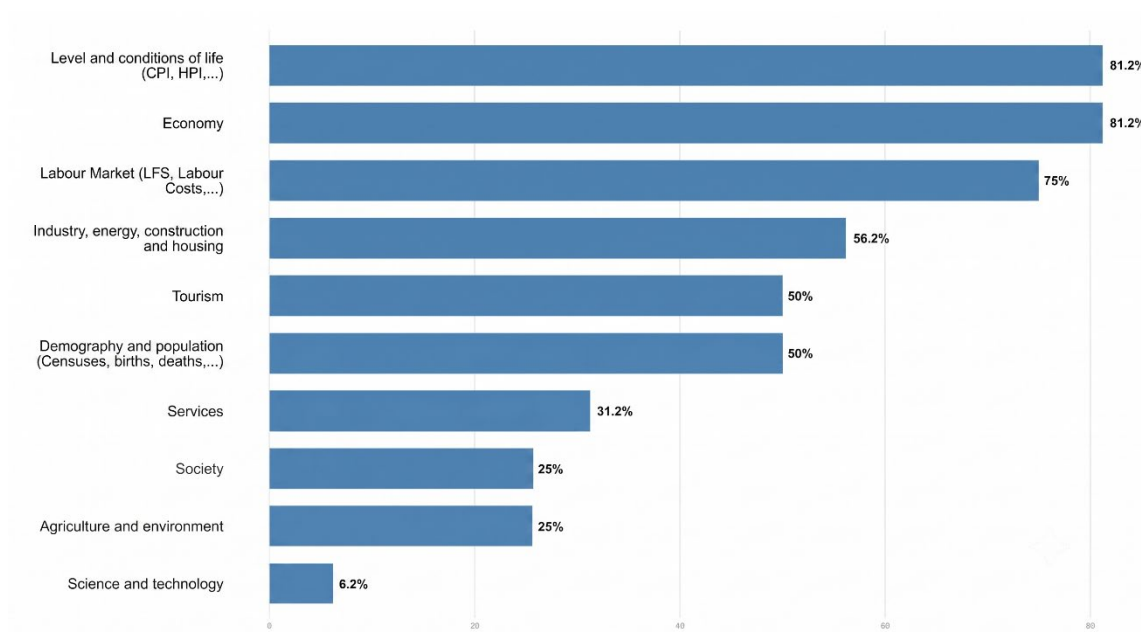


Figure 33. Groups of statistics used by the informants

4.2 LEVEL OF SATISFACTION WITH PRESS RELEASES

The current assessment of the different aspects of the INE press releases by the media is analysed below.

Figure 34 shows the media's assessment of different aspects of INE press releases.

Overall, the assessment is positive in all aspects analysed, with a predominance of the categories “**satisfied**” and “**very satisfied**”.

The **presentation of statistical tables and charts** stands out in particular, achieving the highest level of satisfaction. By contrast, the aspect relating to the **amount and level of detail of the data provided** receives a more moderate assessment, with a greater proportion of neutral responses and some negative ratings.

Overall, the results reflect a favourable perception of the press releases, particularly with regard to the presentation of information, although they also point to **scope for improvement in the level of detail of the data provided**.

Given the small sample size, these results should be interpreted with caution.

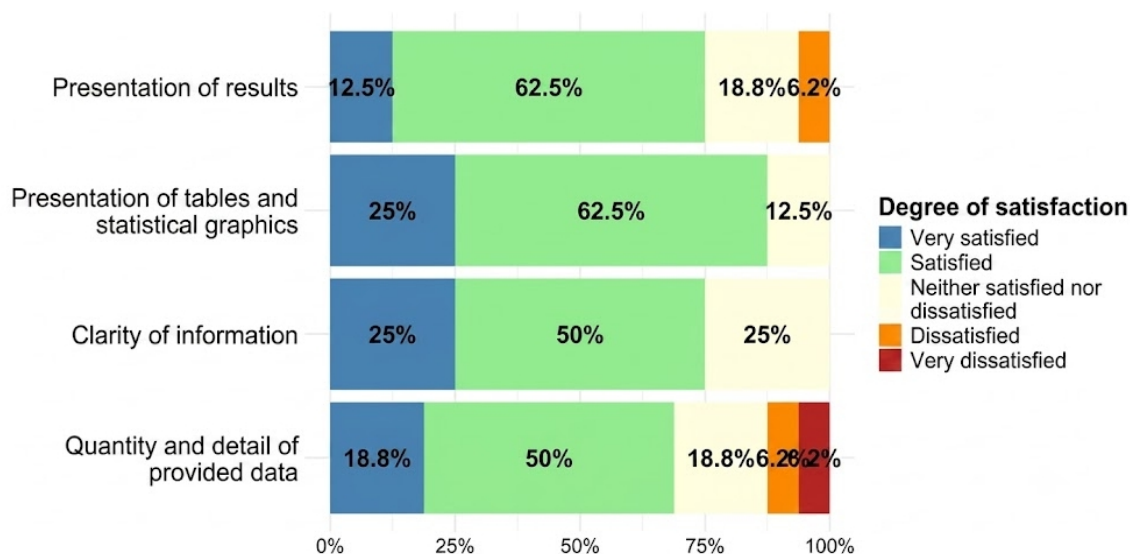


Figure 34. Level of satisfaction with INE press releases.

4.3 FREQUENCY OF USE OF INFORMATION

Figure 35 shows the frequency with which the media use INE statistical information.

Overall, the results indicate a **very intensive use of the information**, with **43.8% of respondents consulting the statistics daily** and **37.5% doing so at least weekly**, reflecting a pattern of continuous use. To a lesser extent, **12.5% consult the statistics monthly** and **6.2% quarterly**, indicating the existence of a small group with a more occasional pattern of use. Overall, the results show that the media make very frequent use of statistical information from the INE.

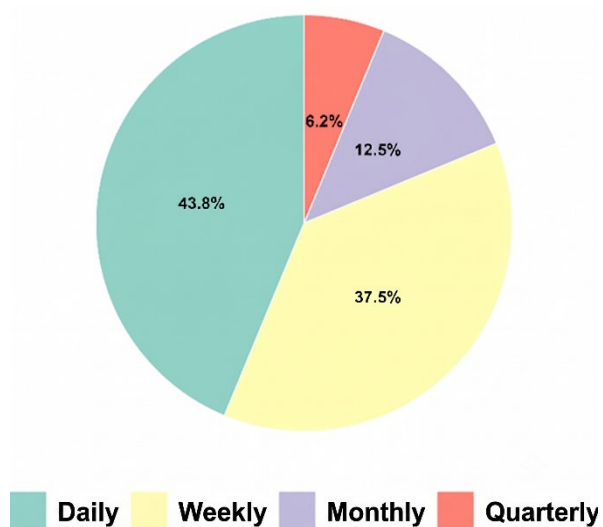


Figure 35. Frequency of use of information

4.4 DISSEMINATION: ACCESSIBILITY AND CLARITY

4.4.1 Means of access to information

Figure 36 shows the main means of access to INE statistical information used by the media.

As can be seen, the **press releases**, the **press section of the INE website** and the **tables and graphs from the database (INEbase)** constitute the main channels of access to information. **Information provided directly by the INE Press Office** ranks second.

In general terms, the results reflect a predominant use of channels geared towards **rapid and structured dissemination of information**, consistent with the needs of the media sector.

Likewise, the ranking of sources according to their level of use confirms this pattern, placing **press releases** first, followed by **detailed results in INEbase**, the **press section of the website**, and **information provided by the Press Office**.

Given the small sample size, these results should be interpreted with caution.

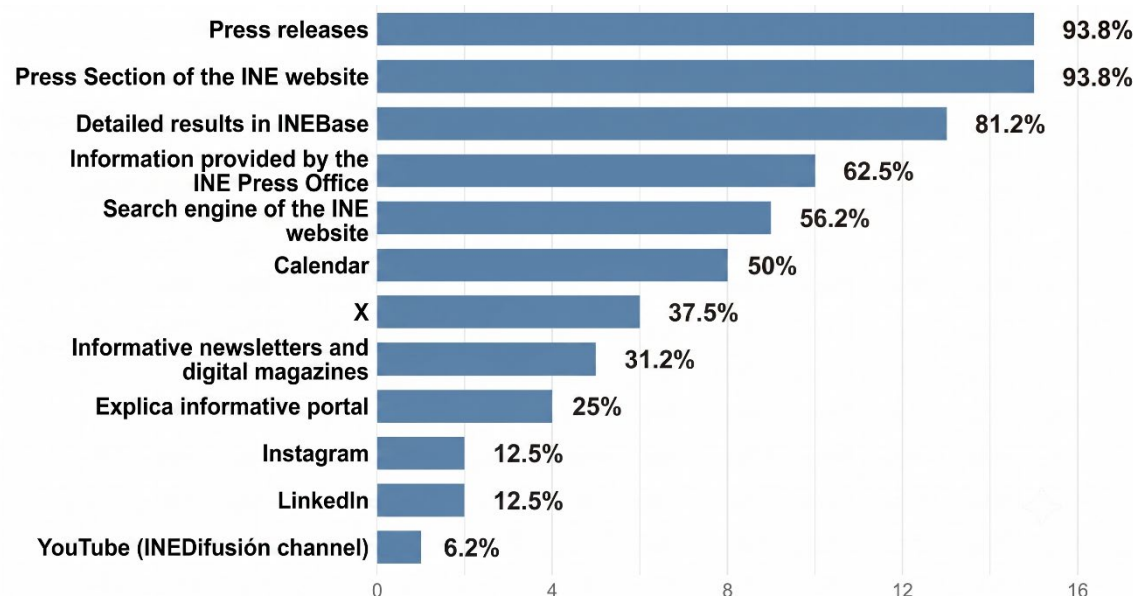


Figure 36. Means of access to information

4.4.2 Level of satisfaction with the website

Figure 37 shows the media's assessment of different aspects of the INE website.

In general terms, the assessment is **positive in most aspects analysed**, with a predominance of the categories **“satisfied”** and **“very satisfied”**.

The best-rated aspect is the **variety of topics offered**, which has the highest level of satisfaction. This is followed by **ease of access to information** and the **presentation of statistical tables**, both of which also receive predominantly favourable ratings.

By contrast, the **website search engine** is the aspect that receives the most moderate assessment, with a higher proportion of neutral and negative responses.

Overall, the results reflect a favourable perception of the INE website, although they also point to **scope for improvement in specific functional aspects**, such as the search engine.

Given the small sample size, these results should be interpreted with caution.

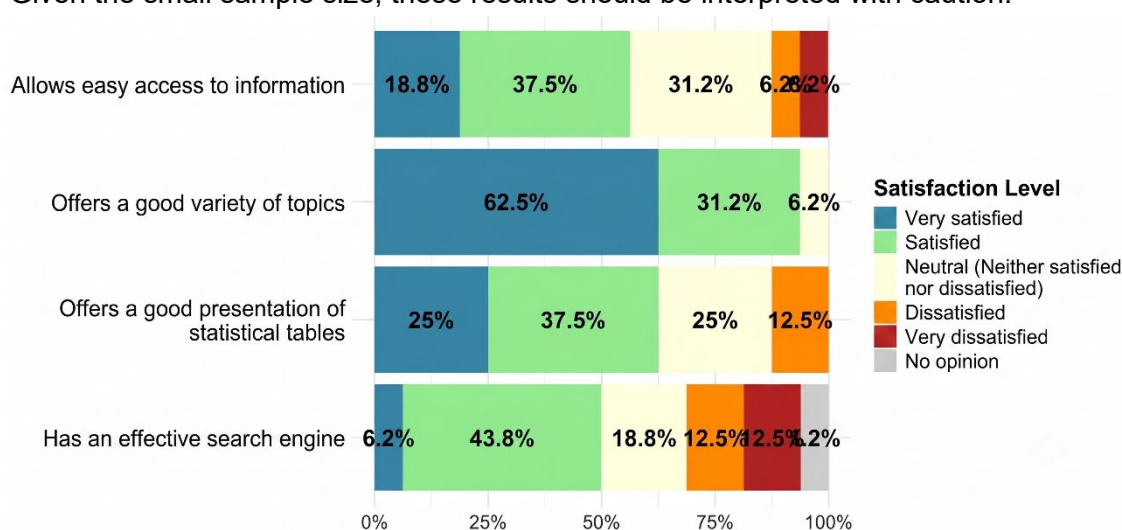


Figure 37. Level of satisfaction with the different aspects of the website

5 Perceived quality of statistics

5.1 LEVEL OF SATISFACTION WITH RESPECT TO THE DIMENSIONS OF QUALITY

Figure 38 shows the media's assessment of the main quality dimensions of INE statistics.

In general terms, the assessment is **clearly positive in all dimensions analysed**, with a predominance of the categories **“very satisfied”** and **“satisfied”**.

Relevance records the highest satisfaction levels, followed by **geographical comparability**, both showing a high concentration of positive ratings.

By contrast, **temporal comparability** receives a somewhat more moderate assessment, with a higher proportion of neutral responses and some less favourable ratings.

Overall, the results reflect a **very favourable perception of the quality of INE statistics** by the media, although slight margins for improvement are identified in certain dimensions.

Given the small sample size, these results should be interpreted with caution.

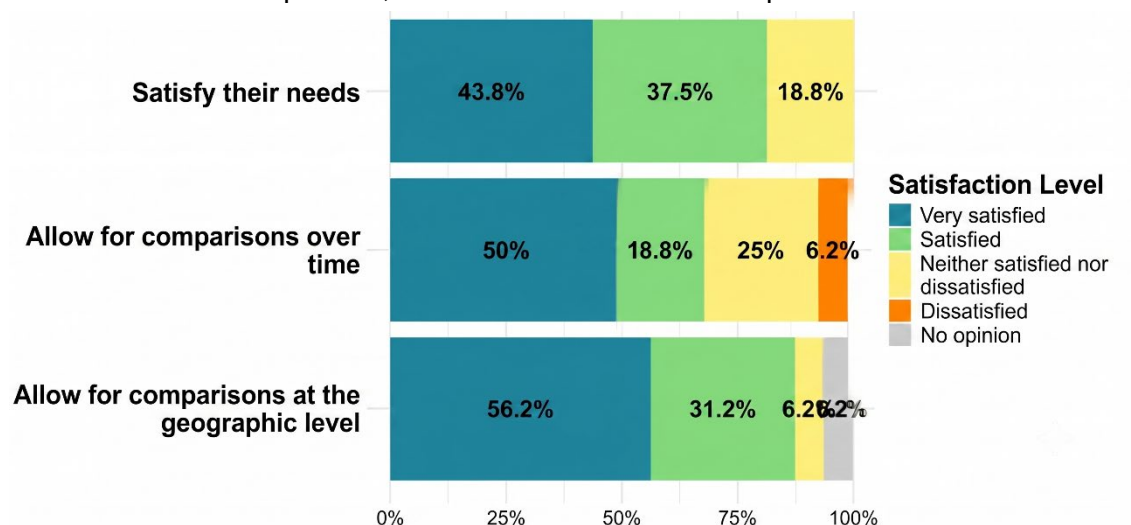


Figure 38. Level of satisfaction with respect to the dimensions of Quality

5.2 LEVEL OF SATISFACTION WITH THE QUALITY AND LEVEL OF TRUST IN THE STATISTICS

5.2.1 Level of satisfaction with the quality of the statistics

Regarding the overall quality assessment, the evaluation of the media is **fully positive**. A total of **56.3%** of respondents rate the statistics as *very useful*, while the remaining **43.7%** consider them *useful*, with no unfavourable ratings recorded.

Taken together, these results reflect a **very favourable and homogeneous perception** regarding the quality of INE statistics among the media.

5.2.2 Evolution of the degree of satisfaction with respect to the INE statistics

Figure 39 shows the evolution of the media's assessment of the quality of INE statistics over the last three editions of the survey.

In all editions, ratings are **fully positive**, with no unfavourable opinions recorded. However, a **reduction can be observed in the percentage of "very useful" ratings in 2025 (56%)** compared with 2019 (82%) and 2016 (69%), accompanied by an increase in the "useful" category.

This result indicates a **shift from very positive assessments to more moderate positions**, without this implying a loss of the overall rating, which continues to be very favourable.

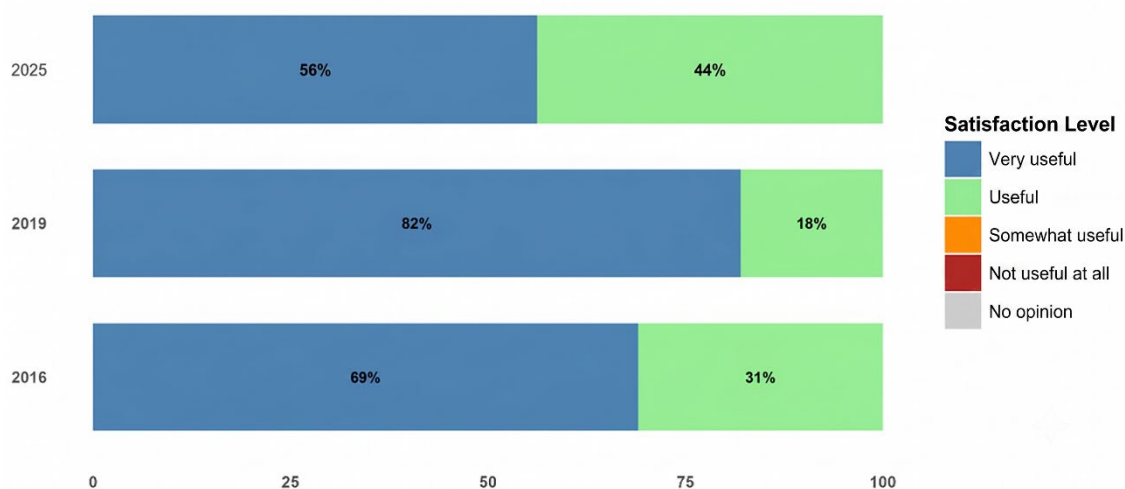


Figure 39 Evolution of the degree of satisfaction with the quality of INE statistics. Evolution, 2016–2025

5.2.3 Degree of trust of the statistics

Regarding the level of trust, the results show that all responses are positive.

The ratings are evenly distributed between the "very good" and "good" categories, **with 50% in each.**

Taken together, these results reflect a **very high and consistent level of trust** in the INE statistics by the media.

6 Suggestions and unmet needs in the media module

Various qualitative contributions have been collected regarding possible areas for improvement and new information needs.

Among the main suggestions, the demand for a greater level of detail in certain statistics stands out, especially in the area of housing (for example, rental prices), as well as the interest in incorporating new areas of analysis. In this regard, aspects such as the availability of real-time or high-frequency data, the integration of new sources of information (including administrative data and big data), and the development of statistics linked to emerging areas, such as the use of artificial intelligence in the business environment or the analysis of spending and consumption from digital platforms, are mentioned.

In addition, other suggestions are identified related to expanding international comparisons and improving the breakdown of information, particularly by sex and at the territorial level (for example, through data disaggregated by provinces in areas such as health and healthcare).

Overall, these contributions, although limited in number, make it possible to identify areas for improvement aimed at strengthening the disaggregation, updating and

thematic expansion of INE's statistical production, as well as advancing the incorporation of new data sources and adapting the statistical output to users' emerging needs.

ANNEX I. INE statistical groups differentiated in the questionnaire

Agriculture and environment
Science and technology
<i>R&D, ICT, ICT-H...</i>
Demography and population
<i>Padrón (Population Register)</i>
<i>Population figures and demographic censuses</i>
<i>Demographic phenomena (Migrations, Natural Population Movement...)</i>
Economy
<i>National Accounts (quarterly, annual), Regional</i>
<i>Financial and monetary statistics</i>
<i>Other (specify which)</i>
Industry, energy, construction and housing
Labour market
<i>Activity, occupation and unemployment (LFS, disability in the labour market...)</i>
<i>Salaries and labour costs</i>
<i>Other labour market operations</i>
Services
<i>Global services sector surveys</i>
<i>Commerce</i>
<i>Transport</i>
Tourism
Level and conditions of life
<i>Consumer price indices (CPI)</i>
<i>Housing price indices (HPI)</i>
<i>Family Budget Survey</i>
<i>Survey on Income and Living Conditions</i>
<i>Other (Time Use, Homelessness...)</i>
Society
<i>Education and culture</i>
<i>Health</i>
<i>Security and justice</i>
<i>Social analyses</i>



ANNEX II. Structure of the ESU2025 general questionnaire by question blocks

Block	Code of Best Practices	Questionnaire (Question no.)
1. User Profile	Relevance, quality commitment	– User type (Q1). – Group of statistical data used (Q2). – Purpose (Q2). – Frequency (Q2).
2. Quality of Products	Relevance. Precision. Timeliness. Consistency. Coverage. Geographical comparability. Temporal comparability.	– Specific questions for each principle by statistics (Q3). – Justification of responses to specific questions (Q3).
	Importance given by users to each principle	– Has been introduced to calculate satisfaction (Q4).
3. Dissemination	Accessibility and clarity	– Question about products the user uses to consult information statistiron (Q5). – Question about general satisfaction with the website and justification (Q6). – Satisfaction with relevant aspects of the website (Q7): • Variety of topics offered • Ease of access to information • Presentation of statistical tables • Clarity and organization of text and language options • Data extraction Dats • Notifications and alerts • Functionality and speed
4. Experimental Statistics		– Question on use (Q8). – Rating questions (Q9). – Justification (Q9).
5. Metadata	Accessiblility and clarity	– Metadata use for interpretation (Q10). – Satisfaction with relevant aspects (Q11): • Ease of access • Clarity • Level of detail
6. Coverage regarding equality and discrimination		– Rating of coverage regarding equality and discrimination (Q12). – Justification (Q12).
7. Quality and Trust: overall perception	Overall quality rating Trust	– Overall quality (Q13). – Justification (Q13). – Degree of trust (Q14).
8. Open Question		– Unmet statistical needs (Q15).

ANNEX III. Structure of the ESU2025 web questionnaire by question blocks

Block	Good practices code	Questionnaire (question number)
1. User traits	Relevance, commitment to quality	– Type of user (Q1). – Group of statistics (Q2). – Purpose (Q2). – Frequency (Q2).
2. Dissemination	Accessibility and clarity	– Products used (Q3). – Satisfaction with the website (Q4). • Variety of topics • Access • Statistical tables • Clarity and organization
3. Coverage in terms of equality and discrimination		– Assessment of the coverage (Q5). – Justification (Q5).
4. Quality: general perception	General assessment of quality, Trust	– General quality (Q6). – Justification (Q6).
5. Open question		– Unmet needs (Q7).

ANNEX IV. Structure of the questionnaire for the media, organised into thematic sections

Block	Good practices code	Questionnaire (question no.)
1. User traits	Relevance, commitment to quality	– Type of medium (P1). – Frequency (P2). – Group of statistics used (P3).
2. Dissemination	Accessibility and clarity	– Products used (P4). – Satisfaction with press releases (P5) • Results presentation • Clarity • Quantity and detail • Tables and graphs – Satisfaction with the website (P7): • Variety of topics • Access to information • Statistical tables • Search engine
3. Product quality	Relevance. Geographical comparability. Temporal comparability.	– Assessment by principle (P6).
4. Quality and trust: general perception	General quality assessment. Trust.	– General quality (P8). – Trust level (P9).
5. Open question		– Unmet needs (P10).

ANNEX V. Approach to a global satisfaction index

This annex elaborates on the methodology used to construct the Global Satisfaction Index presented in section 4.1 of the report. In particular, the weights assigned to the different quality dimensions, the aggregation procedure used, and the results obtained by statistical domains, user groups, and quality dimensions are detailed.

1 Weightings of the quality dimensions

The ESU 2025 questionnaire included a specific question designed to assess the relative importance that users attribute to each of the seven quality dimensions analysed.

The aggregated results for all respondents are shown in **Figure 1**, where it can be observed that the dimension considered most relevant by users is accuracy, with a weighting of 23.16%, followed by relevance (16.61%). At the opposite end is geographical comparability (11.09%), which is the least important dimension for users.

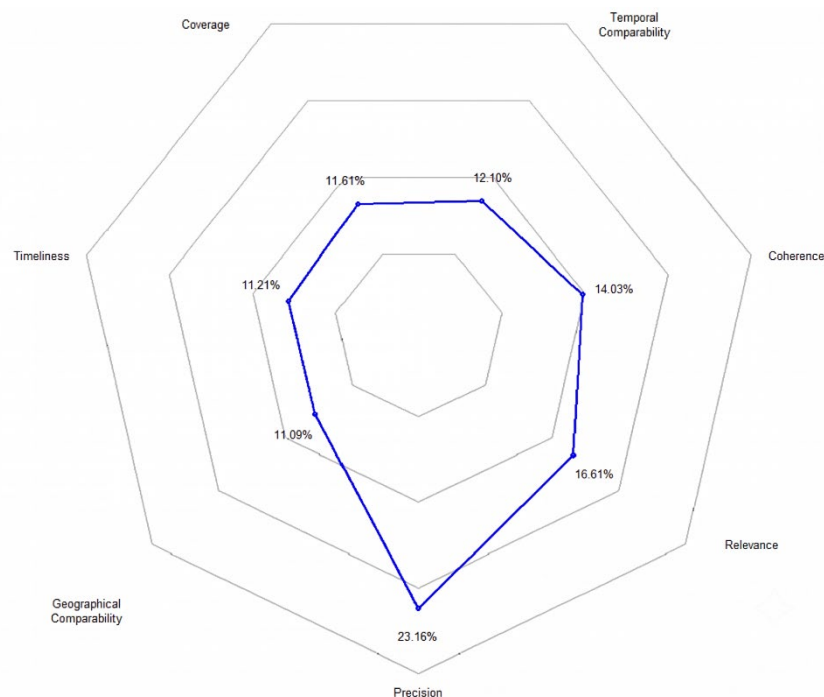


Figure 1. Weightings given to each dimension of Quality

Figure 2 shows, for each user group, the percentage differences between the weighting structure of each group and the structure for the overall population. Where the user group in question assigns greater importance than the average, the bar corresponding to the dimension appears on the right-hand side of the chart; otherwise, it appears on the left-hand side.

In the **Universities and Researchers** group, compared with the overall group of respondents, **coverage** is given greater importance, standing 1.9% above the average, while **coherence** and **timeliness** are valued to a lesser extent (1.8% and 2.0% below the average, respectively).

In the **Public Administration** group, the dimensions that stand out as being comparatively more highly valued are **coherence** and **timeliness** (2.4% and 0.9% above the average, respectively). The latter may be explained by this group's use of statistics for the purposes of information reprocessing and policy monitoring, which require the availability of up-to-date data.

Among **International Users**, the distinctive feature is the high importance assigned to **temporal comparability** and **coherence** (8.5% and 5.0% above the average, respectively). However, it is noteworthy that this group assigns the lowest relative priority to **relevance**, standing 13.4 percentage points below the global average.

In the **Companies** group, the greater weight assigned to **accuracy** and **timeliness** stands out in particular (2.2% and 1.9% above the average, respectively), dimensions that appear to be priorities for rapid short-term analyses. Conversely, this is the group that assigns the lowest relative importance to **geographical comparability**, at 2.1% below the global average.

Finally, the **Other Users** group places greater relative importance on **timeliness**, with a value 2.7% above the average.

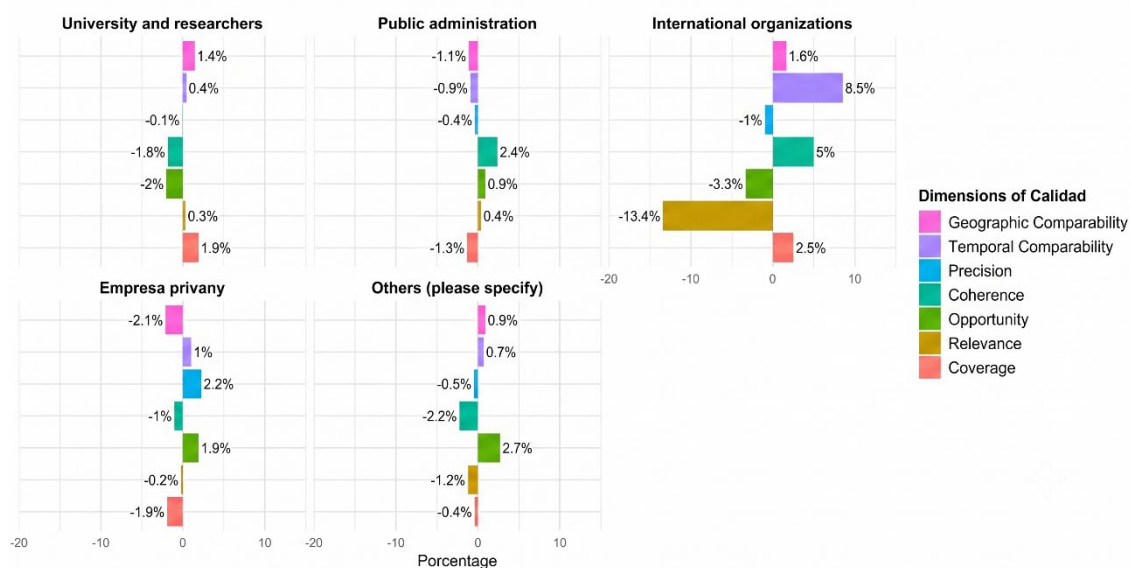


Figure 2. Relative importance of each quality dimension by user group: differences with respect to the overall average

2 Approximation to a satisfaction index

The weightings described above, in addition to providing information on the relative importance assigned to each quality dimension, make it possible to estimate an "overall satisfaction index".

This is achieved by combining:

- The weightings analysed above.

- Partial indicators of satisfaction with each quality dimension discussed (relevance, accuracy, timeliness, consistency, coverage, temporal comparability and geographical comparability), by user type, and by statistical domain.

$$I_{ik} = \frac{\sum_{j=1}^N \sum_{l=1}^{N_{ijk}} V_{ijkl}}{\sum_{j=1}^N N_{ijk}}$$

$$I_{jk} = \frac{\sum_{i=1}^M \sum_{l=1}^{N_{ijk}} V_{ijkl}}{\sum_{i=1}^M N_{ijk}}$$

$$I_k = \frac{\sum_{i=1}^M \sum_{j=1}^N \sum_{l=1}^{N_{ijk}} V_{ijkl}}{\sum_{i=1}^M \sum_{j=1}^N N_{ijk}}$$

$$I_i = \sum_{k=1}^d \alpha_k \cdot I_{ik}$$

$$I_j = \sum_{k=1}^d \alpha_k \cdot I_{jk}$$

$$I = \sum_{k=1}^d \alpha_k \cdot I_k$$

- V_{ijkl} : Response score l on satisfaction with the quality dimension k regarding the statistical domain i within the user group j , measured on a scale of 1 to 5.
- N_{ijk} : Number of responses other than "No opinion" for the quality dimension k relating to the statistical domain i within the user group j .
- α_k : Weights assigned to each dimension of quality k .
- N : Number of user groups.
- M : Number of statistical domains.
- d : Number of quality dimensions.
- I_i : Domain satisfaction index i .
- I_j : User group satisfaction index j .
- I_k : Satisfaction index for the quality dimension k .
- I : Overall satisfaction index.

When analysing the results, it should be emphasised that these indices are always approximate in nature, as they ultimately depend on the decisions made by those responsible for their construction. Furthermore, the values obtained in the aggregate

index will obviously reflect those obtained in the partial indicators of each quality dimension, although nuanced here by the different weighting of each dimension.

The results obtained for each statistical domain and subdomain are presented in **Table 1**.

The Global Satisfaction Index reaches 4.04 points on a scale of 1 to 5, reflecting a remarkable rating and a generally positive perception by being above the 4-point threshold in most of the analysed domains. Breaking down the results, it can be seen that the Demography and Population domain (4.15) stands out as one of the best valued thanks to the trust placed in subdomains such as the Register and Demographic Censuses, although the highest individual figure in the entire study is recorded by the Consumer Price Index (CPI) subdomain with 4.39, which indicates a very positive assessment perceived by users in these indicators. By contrast, the Services domain (3.76) records the lowest score, mainly affected by the Transport subdomain, which, with 3.35, represents the lowest value in the table. Other domains, such as Industry, Energy, Construction and Housing (3.82), also stand slightly below the overall average.

	Index
Agriculture and environment	3.85
Science and technology (R&D, ICT, ICT-H...)	4.05
Demography and Population	4.15
Population figures and demographic census	4.16
Demographic phenomena (Migrations, Natural Population change, ...)	4.1
Population Register	4.16
Economy	4.06
National Accounts (quarterly, annual), Regional	4.07
Financial and monetary statistics	4.03
Others	3.97
Industry, energy, construction and housing	3.82
Labour Market	4.04
Activity, occupation and unemployment (EPA, disability in the Labour Market, ...)	4.17
Other labor market operations	3.89
Salaries and labor costs	3.9
Level and conditions of life	4.13
Living Conditions Survey	4.15
Family Budget Survey	4.13
Others (Time Use, Homeless persons, ...)	3.7
Consumer Price Indices (CPI)	4.39
Housing Price Indices (HPI)	4.03
Services	3.76
Trade	3.95
Global Service Sector Surveys	3.81
Transport	3.35
Society	3.95
Social Analysis	3.88
Education and culture	3.96
Health	3.87
Security and justice	4.2
Tourism	4.1
Total	4.04

Table 1. Results of the satisfaction index by statistics group

Table 2 shows the results obtained by user group.

The Public Administration group (4.17) shows the highest level of satisfaction, followed closely by Private Companies (4.01), indicating that the statistical system presents favourable assessments of the needs of institutional and corporate users. At an intermediate level are Universities and Researchers (3.98) and the remaining users grouped under Other (3.87), both with ratings very close to a notable assessment. However, the lowest value is recorded for the International Organisations group, with a score of 2.71, which is clearly below those observed for the other categories. This reflects a lower level of satisfaction in this specific segment, although its impact on the overall index is limited due to the small number of responses from this group.

	Index
Universities and researchers	3.98
Public administration	4.17
International organizations	2.71
Private company	4.01
Others	3.87
Total	4.04

Table 2. Results of the satisfaction index by user group

Table 3 analyses the satisfaction index by quality dimension.

Relevance (4.16) is the dimension with the highest score, followed by Temporal Comparability (4.09), Coherence (4.08) and Precision (4.07). The dimensions of Geographical Comparability (4.00) and Coverage (3.95) show values around the average, while Timeliness (3.85) concludes the analysis with the lowest score in this group.

	Index
Relevance	4.16
Precision	4.07
Timeliness	3.85
Coherence	4.08
Coverage	3.95
Geographical comparability	4.00
Temporal comparability	4.09
Total	4.04

Table 3. Results of the satisfaction index by Quality dimension