

**PRESENTATION OF THE RESULTS OF
THE BANCO DE ESPAÑA STATISTICS
USER SATISFACTION SURVEY**

2018

STATISTICS DEPARTMENT

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SUMMARY

The Banco de España Statistics Department has conducted a survey to ascertain the level of satisfaction of the users of its statistics and to improve the quality of their production and dissemination.

The survey was conducted in the early months of 2018 and was aimed at a wide range of users. First, contacts previously identified by the Bank as users with ample experience in economics were invited to participate in the survey. At the same time, a link to the survey was included in the Banco de España's website to gather the opinions of other users not previously identified. The first group was named "invited users" and the second "users via website".

The survey covered four main blocks with the possibility of including free comments in almost all of them:

- a) General matters, with questions on certain user characteristics and on the group of statistics consulted.
- b) Satisfaction with statistical production, including questions relating to assessment of the production of the statistics selected in the initial block. Given the more technical nature of the questions, this block was only included in the questionnaire that was sent to invited users.
- c) Satisfaction with statistical dissemination, with questions relating to assessment of the dissemination of the statistics selected.
- d) Overall satisfaction, including questions on the general assessment of the statistics as a whole, together with others on the assessment of aspects such as, for instance, the website.

The survey was launched on 18 January 2018 and ended on 1 March for invited users and on 19 April for those using the website. 428 responses were received in the first case and 168 in the second, i.e. 596 in total. The results were analysed jointly as the statistical distribution of results was found to be highly homogeneous between the two groups of users.

Typical user survey respondents were mostly from the academic sphere (34%), followed by the public administration (19%). The main use of the Banco de España statistics reported in the survey was for research and economic analysis purposes (30% in both cases).

Overall, the level of satisfaction with Banco de España statistics is high, with 78% of users assessing it as high or very high. Some difference is appreciated between aspects relating to statistical production, which are the most highly assessed, and dissemination. Therefore, more room for improvement is seen in statistical dissemination, affecting the three matters surveyed: location and access to information; presentation and clarity; and access to and usefulness of metadata, which has the lowest assessments. As regards other general matters, a lower level of satisfaction is reported in connection with website appearance and adaptation to new technologies.

As might be expected, the results of users' open responses are similar to those of the closed questions, with comments relating to data dissemination predominating.

In conclusion, the results of the survey suggest, without detriment to maintaining a high level of quality in statistical production, that the most pressing task ahead is improving the dissemination of information. The restructuring of the website devoted to statistics, a clearer presentation of metadata, modernising data access and downloading, and boosting visual elements have been identified as possible lines of work in this connection.

Numerous users have responded to the survey, which gives robustness to the results obtained, and their participation is appreciated.

Finally, in order to keep in contact with its statistics users, the Banco de España makes available a [contact form](#) which any person or institution may use to make suggestions and comments on the production and dissemination of statistics.

Keywords: Survey, user satisfaction, statistical production, statistical dissemination, quality.

PRESENTATION OF THE RESULTS OF THE BANCO DE ESPAÑA STATISTICS USER SATISFACTION SURVEY

1 Introduction

As producer and disseminator of economic statistical information, the Banco de España considers quality as one of its main priorities, as explicitly reflected by its adherence to the “Public commitment on European Statistics by the European System of Central Banks (ESCB)” which includes, inter alia, the obligation to provide high-quality statistics.

The quality of statistics, as that of other products or services, should be understood as part of a broad framework that is not only limited to the product offered, but also covers the efficiency of the processes followed to obtain them, the optimisation of costs incurred (even more important in the case of a public service) and statistical information needs (in this case, of users).

To reach higher quality levels in statistical production and dissemination, the Banco de España’s Statistics Department posed two main questions:

- a) Do the statistics provided by the Banco de España have the quality required by its users?
- b) Do the statistics provided by the Banco de España satisfy users’ information needs?

There are three main types of Banco de España statistics users. First, the Banco de España’s own employees, who use them in performing their functions. Second, national and international bodies to which the Banco de España supplies statistical information. Finally, the rest of users, including, among others, research and analysis departments at different kinds of institutions, university teachers, general government, financial and non-financial corporations, economics or other practitioners and the general public.

In the case of the first two types of users, i.e. in-house users and national and international bodies, the Banco de España has appropriate communication channels to obtain answers to the two foregoing questions. However, this is not the case for the rest of external users. Indeed, although opinions and ideas are continuously exchanged with economics and media professionals, they are not compiled systematically and do not necessarily reach the appropriate person. In the case of other users, communication channels between them and the Banco de España are more limited. One of these channels is the statistical information service of the Statistics Department, which may be used to make suggestions to the Banco de España, although it is mainly used for consultation.

Against this backdrop, the Banco de España ‘s Statistics Department decided to launch a statistics user satisfaction survey as a way to respond to the two foregoing questions.

The following section describes the salient aspects of the design and implementation of the satisfaction survey and Section 3 is devoted to presenting the results obtained. Section 4 presents the conclusions drawn. There are also several annexes, including most notably Annexes 6 and 7, which contain the detailed results of the survey.

2 Survey

2.1 SURVEY TARGET POPULATION

The main interest of the survey is to learn the opinions of economics practitioners who make a relatively intensive use of Banco de España statistics. However, it was also important to ascertain the general public’s perception of these statistics.

To obtain the opinions of the first type of users, economics practitioners were identified and invited to participate in the survey. In total, 2,385 invitations were successfully delivered. This group was called “guest users”, since they received a personal invitation to participate.

In parallel, a link to the survey was included in different Banco de España website pages. The intention was to compile the opinions of economics practitioners not considered in the previous group and those of the general public. In this document this group is called “users via website”.

Since the profiles of the two groups of users would likely differ, with a possibly higher presence of general public in the case of users via website, it was decided that the survey targeting these users would be shorter, excluding the block of questions on statistical production, which was envisaged solely for guest users.

2.2 SURVEY DESIGN

The survey design was based on four basic considerations:

- Low response cost for users
- Sufficient detail to extract useful results
- Possibility for users of contributing opinions and suggestions
- Full anonymity of responses guaranteed

The questions included in the survey were grouped into four blocks:

- a) User characteristics. The aim of this block was to determine users’ characteristics, with the further aim of enriching the analysis of results. Users were also asked about which group of statistics they usually consulted, which enabled the following questions on statistical production and dissemination to focus only on the statistics that were of interest to the respondent.
- b) Satisfaction with statistical production. This block included questions on the content of the statistical output for the statistics chosen previously. These questions were only directed at guest users.
- c) Satisfaction with statistical dissemination. As with block b), questions were asked about each of the statistics of interest to the user, but this time in connection with the level of satisfaction with the way such statistics are made available.
- d) Overall satisfaction. In this block, the user assessed the statistics supplied by the Banco de España overall. Certain specific questions about the statistics as a whole were also included.

A detailed list of the survey questions can be found in Annex 1.

In many questions users were offered the possibility of supplementing or detailing their responses, through a free text section, and there was also a final section for general comments.

Annex 2 includes details on the launch of the survey and on participation.

3 Survey results

The total number of survey participants was 596, of which 428 were guest users and 168 other.

3.1 CONSIDERATIONS PRIOR TO RESULTS

Before analysing the survey results users whose responses were positively skewed (consent bias) and inconsistent were stripped out. 58 users were excluded from the results. The criteria used for stripping out users is detailed in Annex 3.

3.1.1 Stripping out users

3.1.2 Treatment of no answer

In questions where respondents were offered an assessment scale, one of the options was “Don’t know/No answer” (DK/NA), so as not to oblige respondents to give their opinion either because they didn’t wish to do so or because they thought they lacked the judgement to respond appropriately. This type of response was chosen by different respondents and unevenly among the questions and groups of statistics.

In addition to the former responses, there were “non-responses”, i.e. the respondent failed to mark any of the response options.

The two types of response or non-response may affect comparison between questions and between groups of statistics, as they were very uneven. To facilitate comparison, these responses are not considered in the analysis of the questions where these options are present.¹

3.1.3 Response fatigue

The drawback of an excessively long survey is not only that it may lead to survey abandonment before completion, but it can also prompt user fatigue, skewing responses (possibly more negatively than positively) as the survey progresses. Annex 4 analyses the average assessment of responses in the order in which the questions were set out. Based on the results obtained, there does not seem to be a bias of this kind in the results to be analysed.

3.2 SURVEY RESULTS

The results shown below are on an aggregate basis for all (guest and other) users. This aggregation affects user characteristics, general matters and statistical dissemination matters. The assessment of statistical production relates solely to the group of guest users.

The aggregation of users in terms of the assessment of statistical dissemination and of general matters could pose, a priori, the problem of joining two groups (guest and via-website users) which could possibly be different in nature. Analysis of the responses shows that their distribution is similar among the two groups (see Annex 5) and, therefore, their aggregation does not distort the results. In any event, Annex 6 (statistical annex) presents disaggregated and detailed results for both user groups.

The following section summarises the more general results, while subsequent sections include a more in-depth analysis.

3.2.1 Summary of results

The profile of the typical user² responding to the survey is as follows (see Chart 3.1):

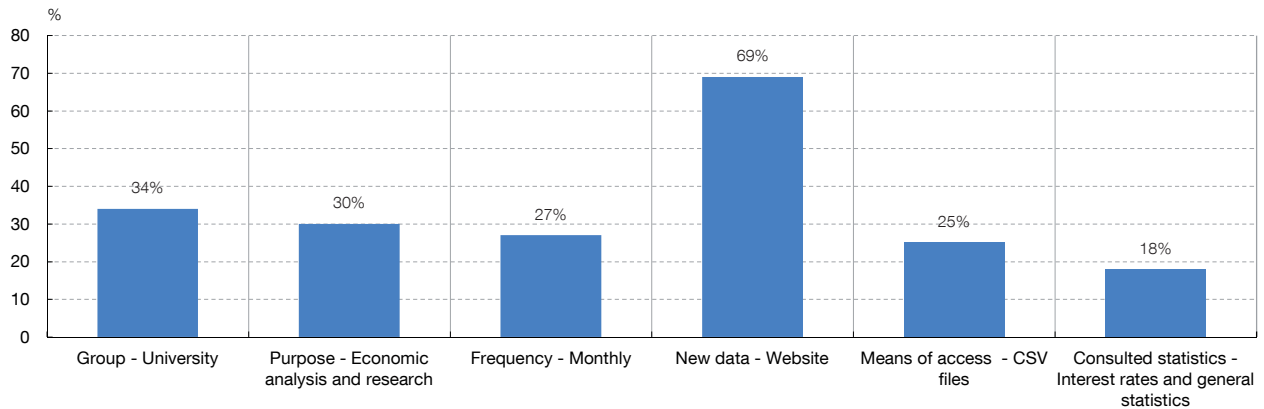
- belongs to the university group;

¹ This is known as “pairwise” deletion in survey literature. Other options could have been: deleting the user from the entire survey (“listwise” deletion) or estimating the response by using either the average, or regression or the response given by the most similar user in the rest of questions.

² Typical user defined by the most frequent response (mode) in each of the survey questions on user characteristics.

CHARACTERISTICS OF USERS. MOST FREQUENT OPTIONS (MODE)

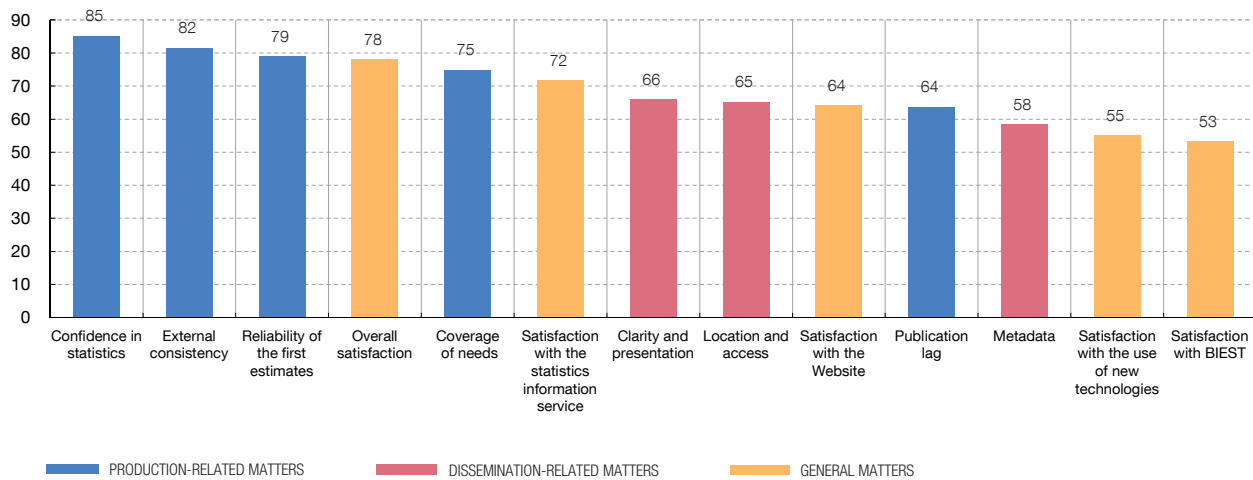
CHART 3.1



SOURCE: Banco de España.

WEIGHT (%) OF ANSWERS WITH SATISFACTION LEVEL HIGH OR VERY HIGH

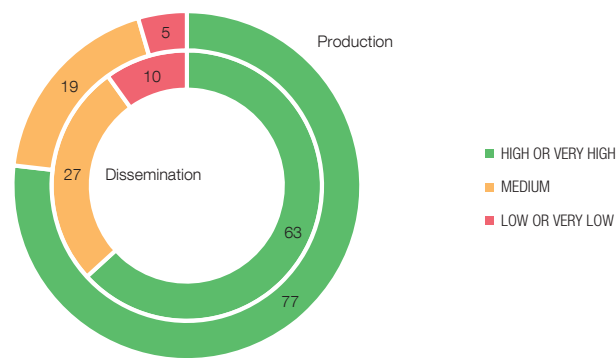
CHART 3.2



SOURCE: Banco de España.

- purpose of statistics consultation focusing on economic analysis and research;
- accesses data monthly,
- knows when statistics are published through the Banco de España website, accessing when needed,
- downloads files in CSV format,
- consults statistics relating to interest rates and exchange rates, and general economic indicators.

As regards the level of satisfaction with certain aspects of the Banco de España statistics, Chart 3.2 shows, arranged in descending order, the weight of responses with a “High” or “Very high” level of satisfaction relative to total responses (excluding don’t know/no answer responses).



SOURCE: Banco de España.

The level of acceptance is above 50% in all cases, reaching 85% in the case of confidence in statistics. The high level of assessment as regards overall satisfaction (78%) should be noted.

Another of the characteristics observed in this chart is some concentration by group of questions. Thus, questions relating to statistical production tend to be better assessed than those relating to dissemination and to general matters, the latter actually being closely related to dissemination, with the exception of release lag.³

The better assessment of production compared with dissemination is also seen when using aggregate results, as in Chart 3.3. It is clearly seen that while 77% of responses reflected a high or very high level of satisfaction with statistical production, the percentage drops to 63% in the case of dissemination. Also, the weight of low or very low assessments of dissemination, although small, doubles that of assessments of production.

This uneven user perception in favour of production is the most important aspect of the survey results, as it shows that improvement efforts should concentrate more on dissemination.

We analyse below in greater detail the survey results, always in aggregate terms, starting with user characteristics, followed by general matters, statistical production and, finally, dissemination.

3.2.2 User characteristics

To supplement the typical user description mentioned previously in the summary of results, we provide below further details on different aspects of user characteristics.

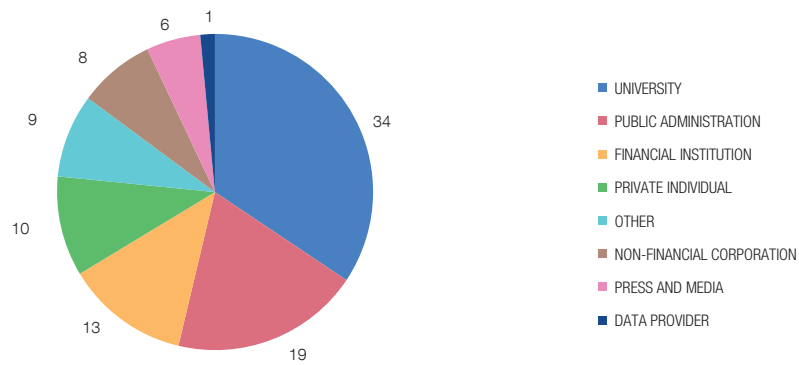
3.2.2.1 User group

This question aimed to segment users based on the institution to which they belonged. The most numerous group was university (34%), followed by public administration (19%) and financial institutions (13%). The next group was individuals (10%), which could be assimilated to the general public (not necessarily economics practitioners) and other (9%). It should be noted that participants included in the “Other” group were asked for more details about their professional category, resulting in a greater presence of lawyers, consultants and employees of business organisations.

³ This aspect will be discussed in greater detail later on in this report.

DISTRIBUTION OF USERS ACCORDING TO THEIR GROUP (%)

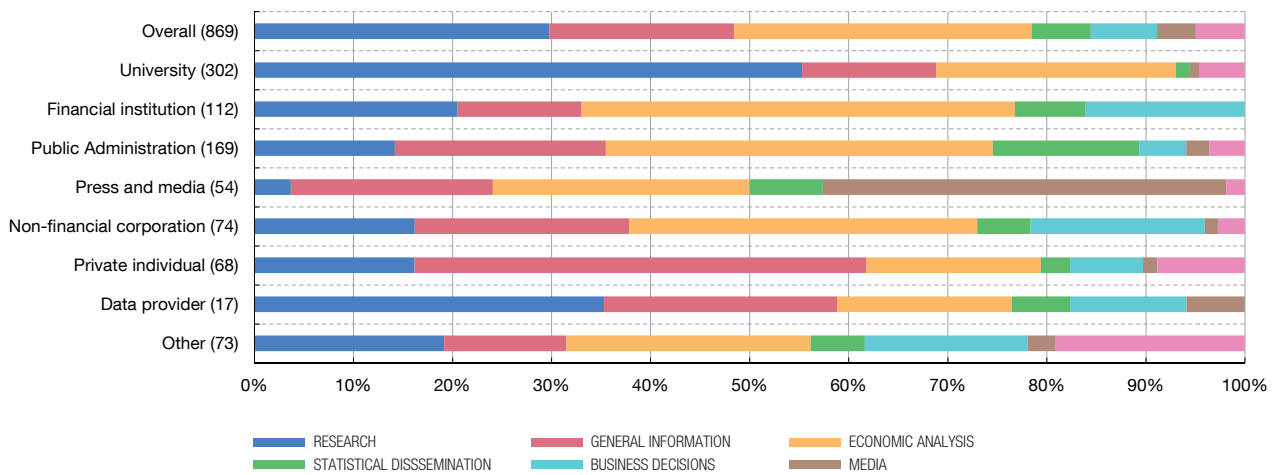
CHART 3.4



SOURCE: Banco de España.

DISTRIBUTION OF USERS BY GROUP AND PURPOSE OF CONSULTATION

CHART 3.5



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. As this is a multiple-answer question, the number of responses may be much higher than the number of users who responded to the survey.

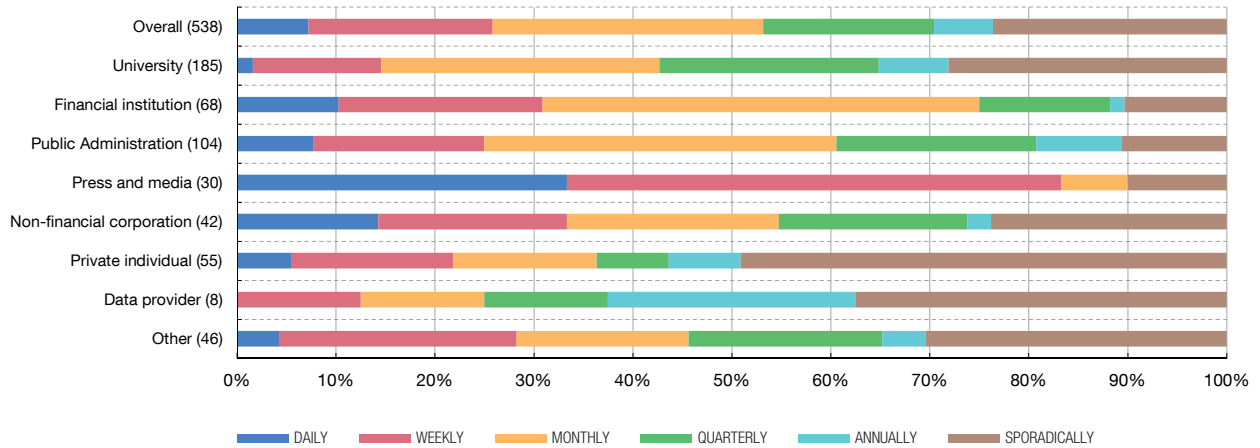
As regards the press and media and data provider groups, their low weight in the survey as a whole does not necessarily mean that these groups are under-represented, since they relate to professional groups that are small in size.

In short, it seems that out of all the survey participants, the university group is the main consumer of statistics, followed at a certain distance by public administration and, farther, by financial institutions, individuals and other.

We set forth below the remaining aspects which enable the characteristics of users who responded to the survey to be determined, stratified by the groups considered in this question.

3.2.2.2 Purpose of consultations

The different reasons for consulting Banco de España statistics include most notably economic analysis (30%), research (30%) and general information (19%) (see Chart 3.5). The overall importance of research is conditioned by the high weight of users in the “University” group, for whom research is the most common purpose (55%).



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets.

Economic analysis is the most common purpose for financial institutions, public administration, non-financial corporations and the “Other” group. Notably, in the latter group “teaching” was the predominant purpose among the users who offered the most details in their response.

General information is the third most important purpose, and it is the main one for the individuals group and the most important (with a weight of more than 20%) in the public administration, press and media, non-financial corporations and data supplier groups.

The remaining purposes have a small presence (weights under 10% for total users). Among them, it is interesting that 15% of public administration users use them for re-dissemination and that more than 15% of financial institution and non-financial corporation users use them for decision-making in business.

3.2.2.3 Frequency of consultations

Banco de España statistics are consulted relatively frequently, with 53% of the total survey participants doing so at least once a month (see Chart 3.6), while 30% state that they do so only sporadically.

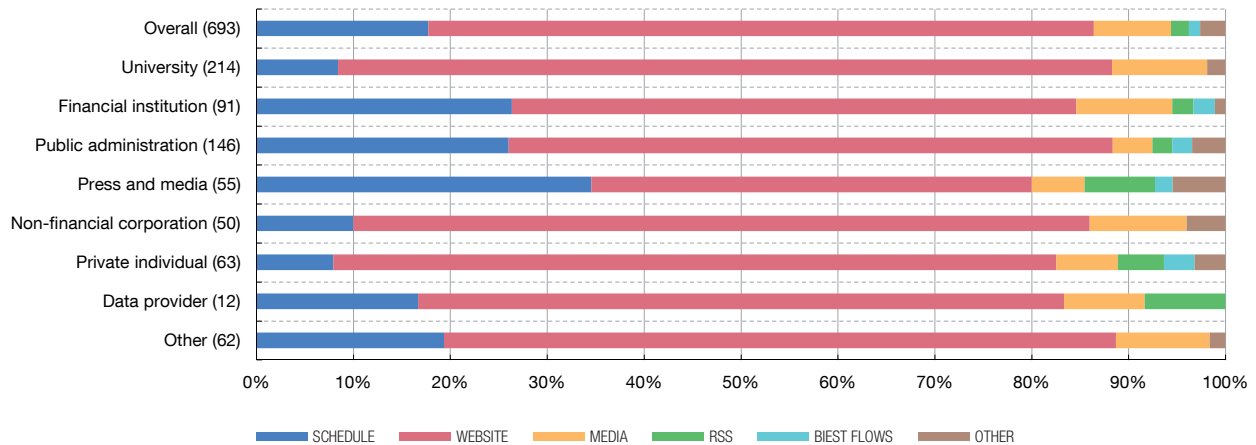
Taking as a reference, once again, the daily, weekly and monthly frequencies in conjunction, it is press and media users, followed by financial institutions, public administration and non-financial corporations who access this information most frequently. The weight of the remaining groups is lower than 50%, the less frequent users being individuals and data providers.

3.2.2.4 Channels used to know when statistics are published

The question on the channels used to find out when statistics are published gave different options to choose from (see Chart 3.7). These included those allowing greater planning, such as dissemination calendars, other more spontaneous channels, such as direct consultation on the website to check for new data, and other options enabling new statistics to be consulted in real time, such as the RSS⁴ channel which is integrated in BIEST,⁵ BIEST publication flows or through the media. The free response option was also

4 Abbreviation for Really Simple Syndication. This technology allows users to receive updates directly in their computers without having to visit the website.

5 The Banco de España’s statistical information search engine.



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. As this is a multiple-answer question, the number of responses may be much higher than the number of users who responded to the survey.

included (“Other”). These options were not mutually exclusive; several options could be selected.

The results show that accessing the Banco de España website is the method most often used to know when statistics are published (69%, see Chart 3.7). The dissemination calendar is used by 18% of users, while the remaining channels account for 11% overall.

Website access predominates among the different groups of users, although it is less important for some, such as press and media, public administration and financial institutions, for whom the dissemination calendar is more important than for the rest, although always less than website access.

3.2.2.5 Means used to access statistics

The options available to survey participants were: press releases, tables in PDF format, files in CSV format, complete publications in PDF format, files in Stata format,⁶ BIEST and the Banco de España’s statistical information service. These options were not mutually exclusive; several options could be selected.

The main means used to access statistics are files in CSV format (25%), followed by tables in PDF format (22%) and complete publications in PDF format (20%).⁷ Other means of access are at a certain distance, with a weight of 12% or less (see Chart 3.8).

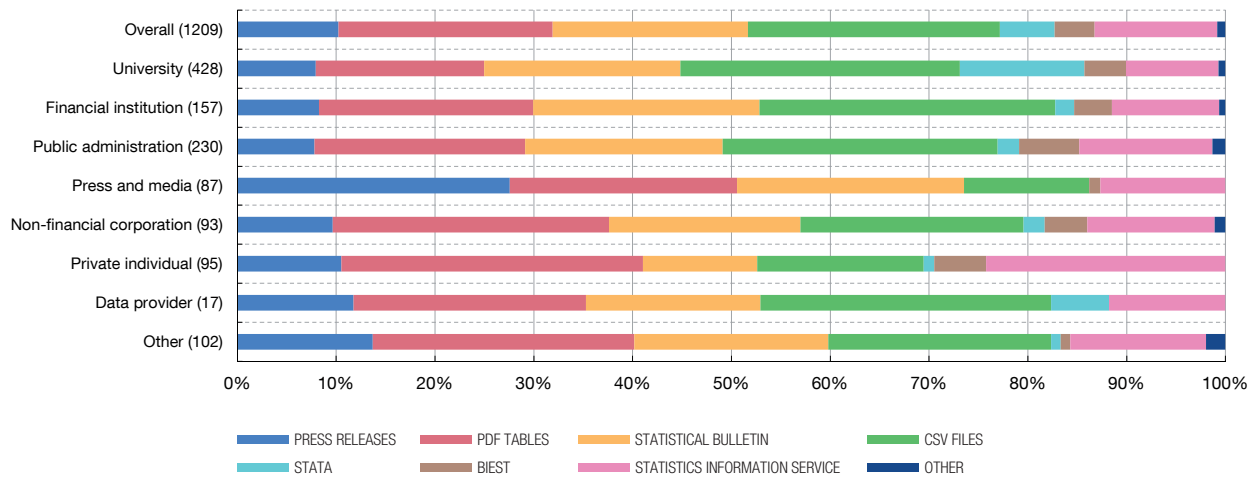
The foregoing results are, in general, the same for the different user groups, although with some exceptions. The press and media group uses press releases as its preferred means, while tables in PDF format are preferred by non-financial corporations, individuals and the “Other” group.

3.2.2.6 Groups of statistics used

The last question on user characteristics was about the statistics consulted by users. As in previous cases, the responses were not mutually exclusive and several could be chosen. These responses were used subsequently to limit inquiries on production and dissemination solely to statistics that were of interest to users.

⁶ This format may only be used to download the Spanish Survey of Household Finances.

⁷ The distinction between publications in PDF format and tables in PDF format is probably not clear for users and there may be some confusion in the response. Therefore, we suggest interpreting the two options jointly.



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. As this is a multiple-answer question, the number of responses may be much higher than the number of users who responded to the survey.

One first result is that users consult an average of 3.2 statistics at overall level. However, this varies significantly depending on the user group. Thus, while individuals consult 2.1 statistics, the press and media group consult 4.7.

It is important to note that extreme caution should be taken when using this question to assess the relative importance of each of the statistics provided by the Banco de España. It should be borne in mind that the results obtained only reflect the composition of the survey respondents, which may differ from that of the population of Banco de España statistics users.⁸

Chart 3.9 shows the results obtained in this connection as regards all the participants. The statistics which were most consulted were general economic indicators (18%), particularly for the university and press and media groups, as well as interest rates and exchange rates (18%), with a greater presence of public administration, non-financial corporations, the “other” group and, especially, individuals. Financial institution statistics are the type most named by members of the financial institutions group.

3.2.3 Results relating to general matters

This block of questions included questions which related neither to user characteristics nor to a particular type of statistics. Specifically, we asked about overall satisfaction with Banco de España statistics, with its website, with the use of new technologies to access Banco de España’s statistics, with the statistics information service and with the BIEST tool.

3.2.3.1 Overall satisfaction with Banco de España statistics

The purpose of this question was to obtain an overall assessment by users of the quality of Banco de España statistics as a whole, without focusing on any specific statistics or aspects. The average rating was good, since 78% of users report a high or very high level of satisfaction. Only 5% stated it was low or very low (see Chart 3.10).

This high assessment is common to the different user groups, with a minimum of 70% for the non-financial corporations group and a maximum of 89% for users in the “other” category.

⁸ Such caution should be exercised in respect of the survey results as a whole, but especially in this specific aspect.

DISTRIBUTION OF USERS BY GROUP AND CONSULTED STATISTICS

CHART 3.9

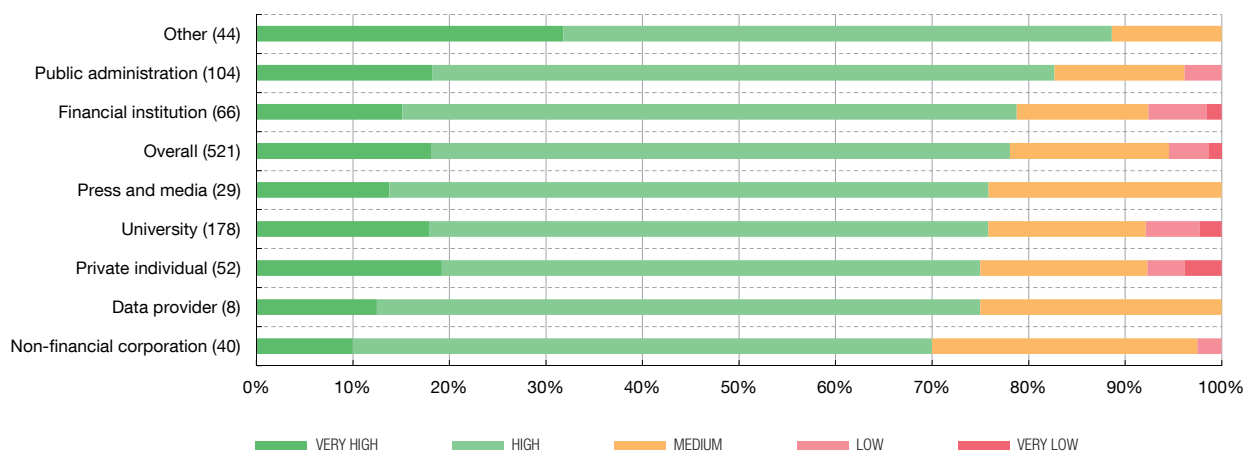


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. As this is a multiple-answer question, the number of responses may be much higher than the number of users who responded to the survey.

LEVEL OF GENERAL SATISFACTION BY USER GROUP

CHART 3.10



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets.

The heterogeneity of the latter group (encompassing different professions, whether known or not) makes it difficult to determine the reasons underlying such high assessments.

The users giving a negative assessment (low or very low levels of satisfaction) are concentrated in the university, financial institutions and individuals groups, where they account for more than 7%.

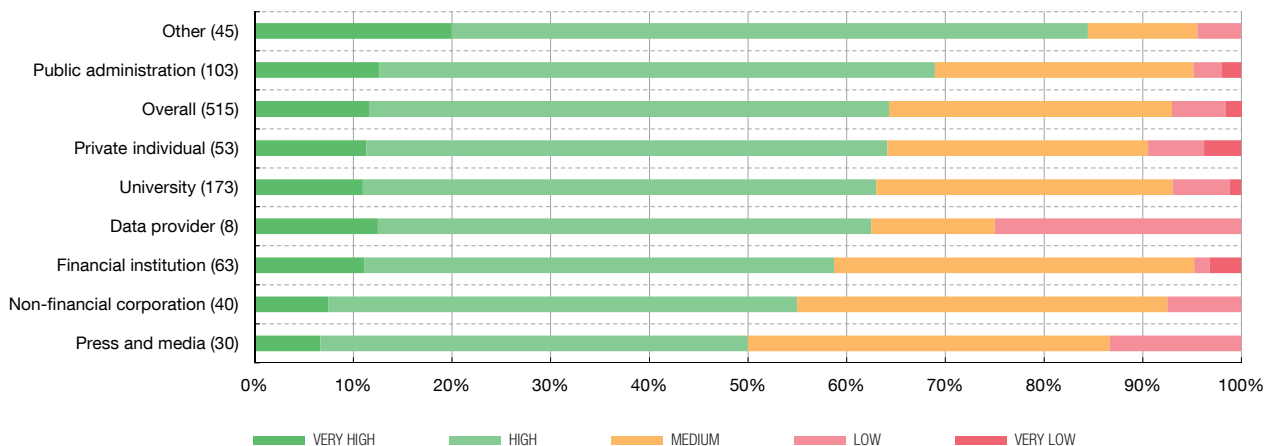
3.2.3.2 Overall satisfaction with the Banco de España website

Specifically, this question was about the general web page for the statistics section on the Banco de España website. The level of satisfaction was not as high, with 64% of users reporting a high or very high assessment (see Chart 3.11).

This result is consistent with those obtained in the dissemination section since, although it deals with general matters, assessment of the website is clearly related to it.

LEVEL OF SATISFACTION WITH BANCO DE ESPAÑA WEBSITE BY USER GROUP

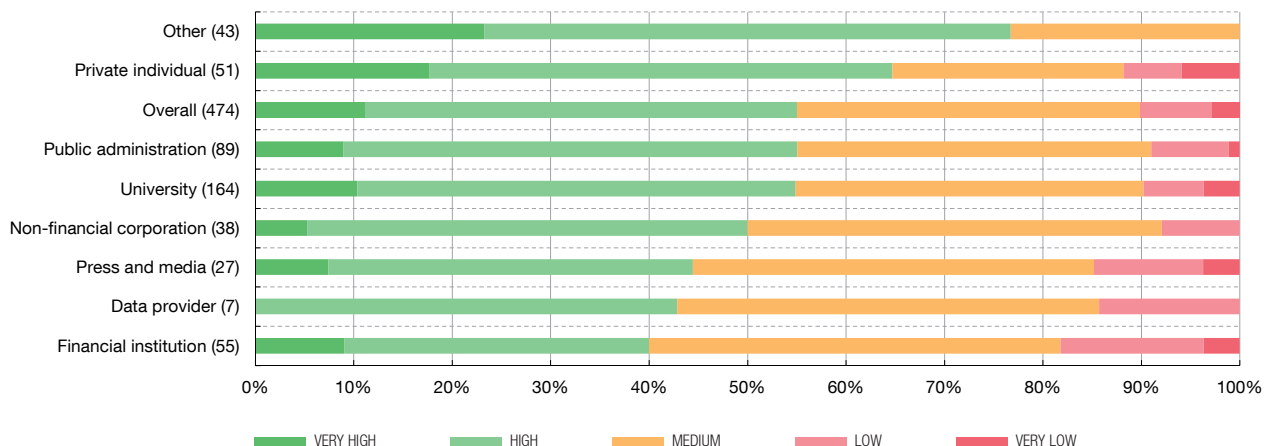
CHART 3.11



SOURCE: Banco de España.
NOTE: Number of responses in each category is in brackets.

LEVEL OF SATISFACTION WITH THE USE OF NEW TECHNOLOGIES FOR ACCESS TO STATISTICS BY USER GROUP

CHART 3.12



SOURCE: Banco de España.
NOTE: Number of responses in each category is in brackets.

Also, in contrast with the question on overall satisfaction, website assessments are very uneven among the different user groups. Thus, topping the list, 84% of “Other” group users gave high or very high assessments, while only 50% of those in the press and media group did.

As for the negative assessments, data providers accounted for 25% of low or very low assessments, although the number of respondents is very low (only 2 users); the press and media group accounted for 13% and individuals 9%.

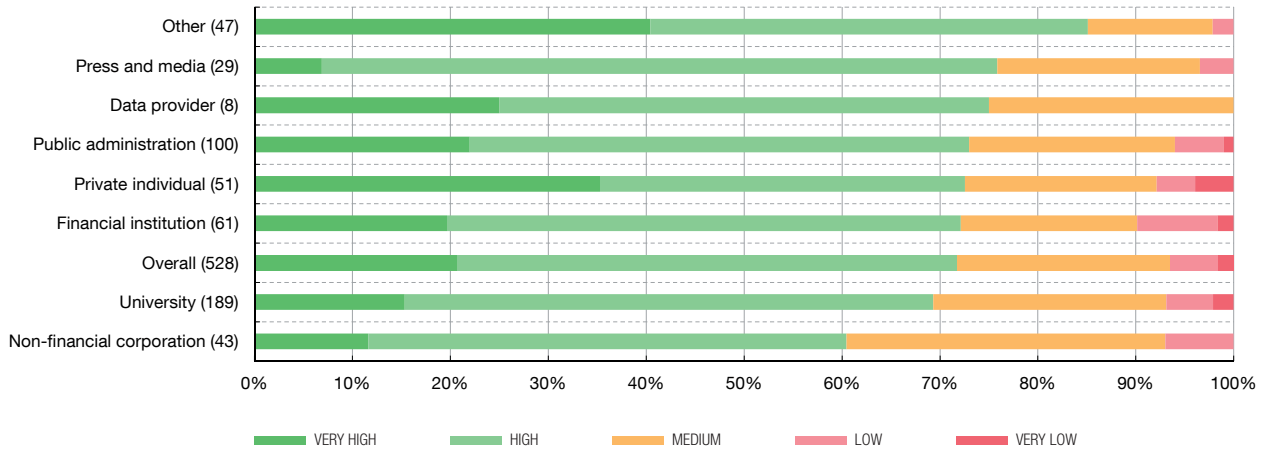
3.2.3.3 Assessment of use of new technologies to access the Banco de España statistics

The aim of this question was to learn how users assessed the Banco de España’s use of new technologies in providing statistical information.

The result was one of the lowest in the survey, since only 55% of the total participants reported a high or very high level of satisfaction (see Chart 3.12). Also, three user groups (press and media, data providers and financial institutions) gave results below 50%. Moreover, this is the question with the greatest proportion of negative assessments, which in five of the eight user groups exceeded 10% of responses.

LEVEL OF SATISFACTION WITH THE STATISTICS INFORMATION SERVICE BY USER GROUP

CHART 3.13

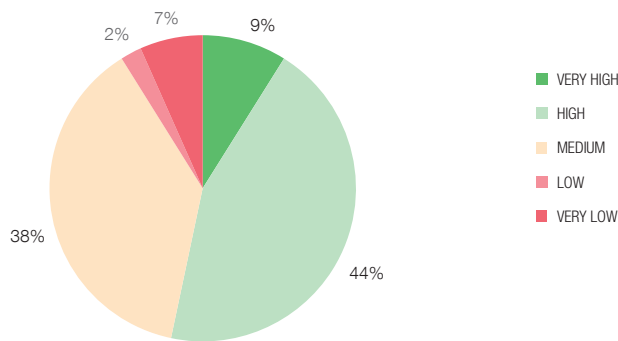


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets.

LEVEL OF SATISFACTION WITH BIEST (%)

CHART 3.14



SOURCE: Banco de España.

3.2.3.4 Assessment of statistical information service

The assessment of the statistical information service is among the items most highly valued by users (72%, see Chart 3.13), after production and overall satisfaction.

As with the foregoing general matters, the “other” group provided the highest assessment (85%), whereas non-financial corporations are on the opposite side as the group with the lowest assessment (60%). Financial institutions are the group showing greatest dissatisfaction, with 10% of low or very low assessments.

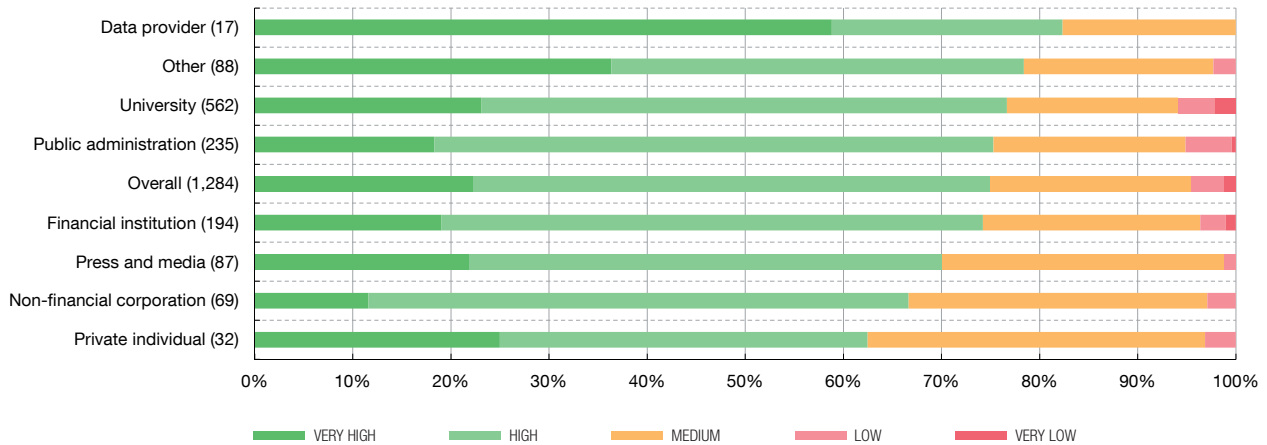
3.2.3.5 Assessment of BIEST tool

The last general type of question related to assessment of the BIEST tool. The question was only posed to users who had reported that they used this tool as a means to access data. The result is that there is only a total of 49 users, which suggests it is not advisable to correlate this question with user characteristics.

The overall results (see Chart 3.14) show that 53% have a high or very high level of satisfaction, while 9% report that it is low or very low.

3.2.4 Results of the assessment of statistical production

The quality of statistical production is a multidimensional matter which includes features such as coverage of information needs, confidence in statistics, reliability of data as initially



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

published, proximity between date of publication of a statistic and its reference period and consistency with other statistics. These features are covered by the principles of the “Public Commitment on European Statistics by the European System of Central Banks (ESCB)”.

In contrast to general matters and to those relating to user characteristics, the questions on statistical production, like those relating to dissemination, are asked for each group of statistics previously selected by survey participants. These questions on production were only directed at guest users.

3.2.4.1 Coverage of information needs

One of the main aspects of quality is that users’ needs are covered. The question is worded to reflect this.

The level of satisfaction regarding the coverage of users’ needs is high overall, with 77% of responses giving a high or very high assessment (see Chart 3.15). By user group, data providers are the most satisfied (82%), while non-financial corporations and individuals are the least (67% and 63%, respectively).

In terms of groups of statistics, in every case there is more than 60% of high or very high assessments (see Chart 3.16). Notably, statistics relating to EDP debt, interest rates and exchange rates, and general economic statistics and indicators exceed 80% of positive assessments. In contrast, statistics on financial institutions receive the lowest positive assessment (63%) and the most negative assessments (11% of low and very low assessments).

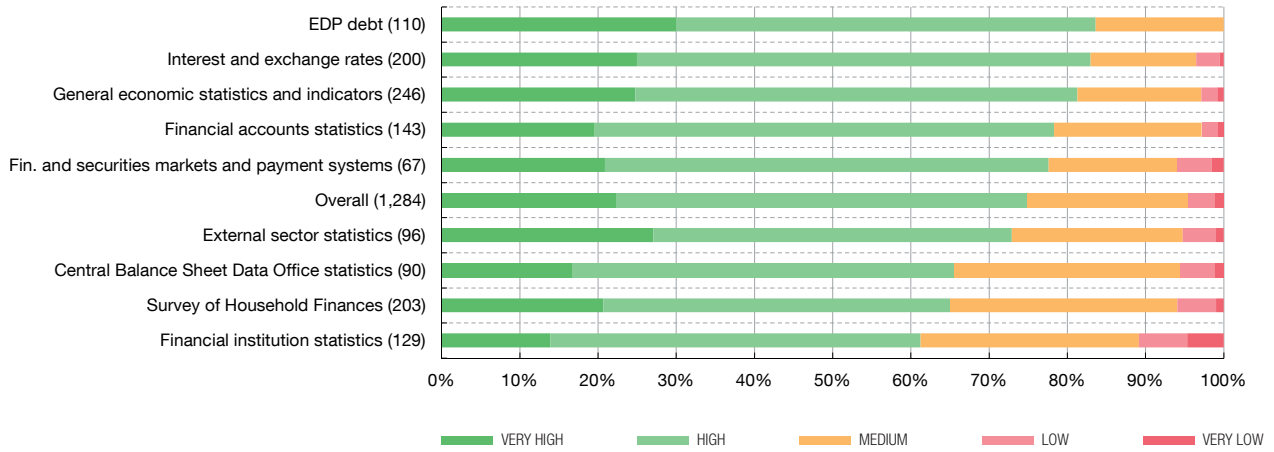
3.2.4.2 Confidence in statistics

All the aspects considered in this survey are important to be able to assess the quality perceived by the users of Banco de España statistics. However, the overall level of satisfaction and confidence in statistics are matters which appear to define the institution’s reputation. As discussed previously, the overall level of satisfaction was high (78%). This result is reinforced by that obtained for confidence in statistics, with 85% of responses indicating a high or very high level of satisfaction (see Chart 3.17), the best valued question in all the survey.

By user group the results show, at their extremes, a pattern similar to that of the previous question on user needs: while data providers are the most satisfied users, non-financial corporations and individuals are the least satisfied (although with a value of 75%).

LEVEL OF SATISFACTION WITH COVERAGE OF NEEDS BY GROUP OF STATISTICS

CHART 3.16

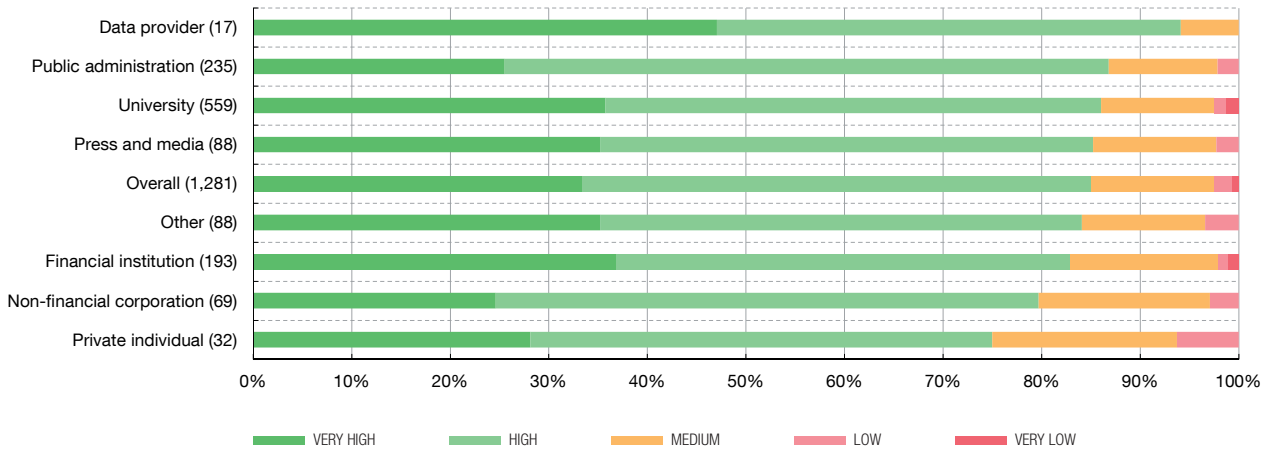


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

CONFIDENCE IN STATISTICS BY USER GROUP

CHART 3.17



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

In terms of groups of statistics, practically all have more than 85% of high or very high assessments (see Chart 3.18). Exceptions relate to the Survey of Household Finances and to Central Balance Sheet Data Office statistics, although there is always over 76% of positive assessments. This result coincides with the fact that the construction of these two statistics is different in nature from that of the rest, as they are based on surveys that are not obligatory.

3.2.4.3 Reliability of data as initially published

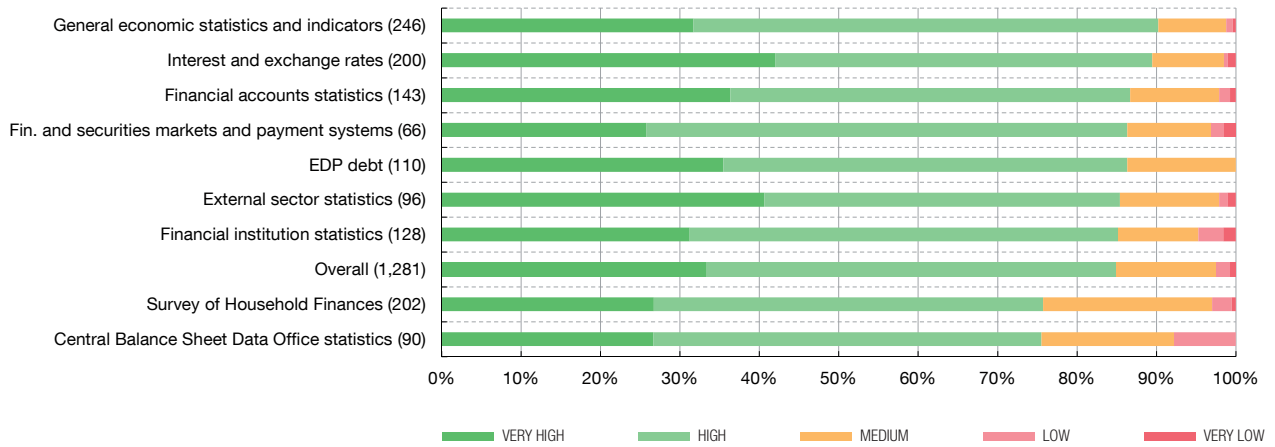
Reliability refers to when the revised value of a specific statistic matches the initial value published. This question, like the others relating to production, received a high positive assessment (79%) (see Chart 3.19).

By user group, financial institutions give a higher assessment (83%) while individuals and non-financial corporations once again give the lowest (74% and 69%, respectively).

The group of statistics of EDP debt (84%) and of interest rates and exchange rates (82%) are the ones meriting the highest positive assessment in this question (see Chart 3. 20),

CONFIDENCE IN STATISTICS BY GROUP OF STATISTICS

CHART 3.18

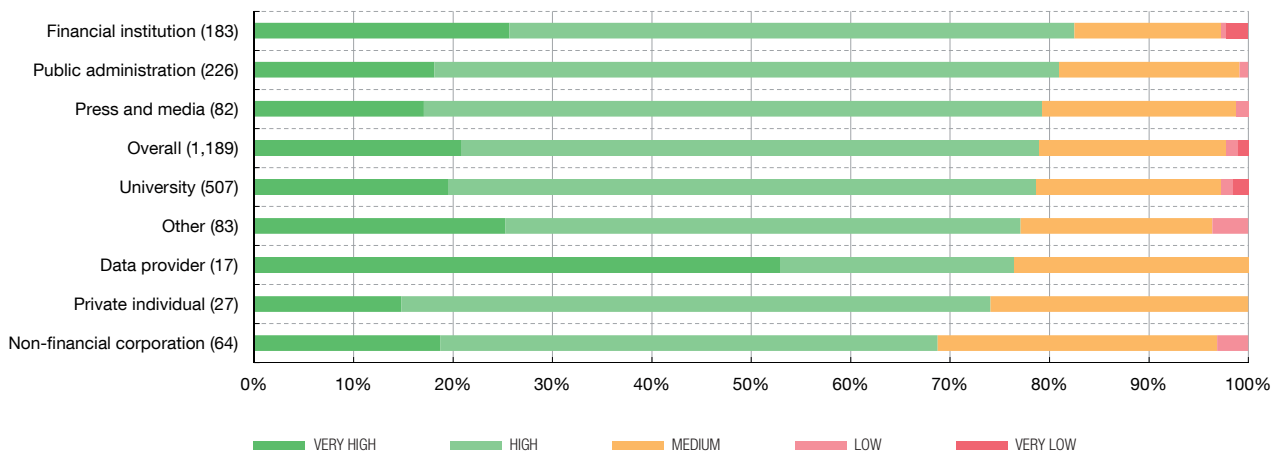


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

RELIABILITY OF FIRST ESTIMATE BY USER GROUP

CHART 3.19

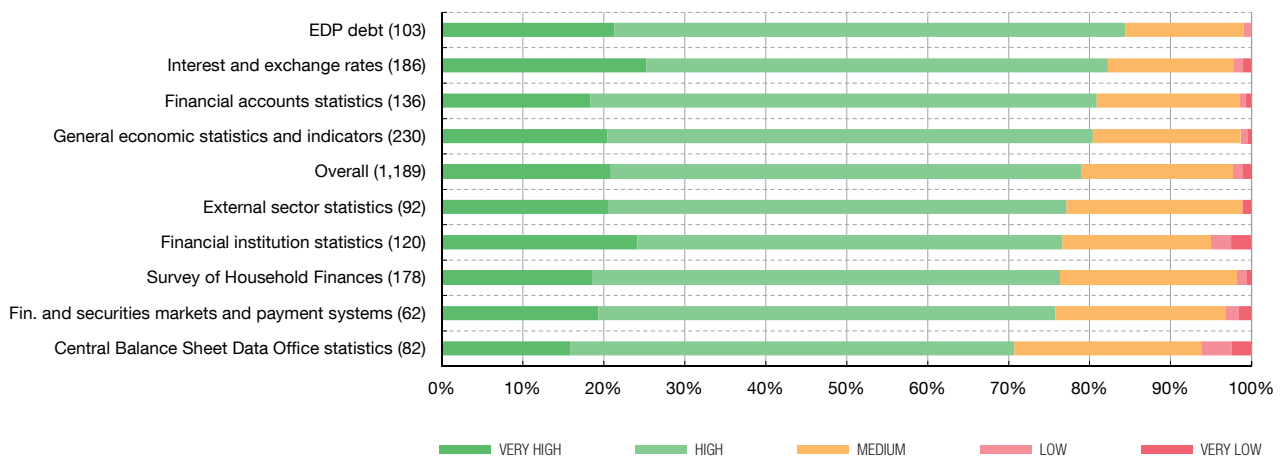


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

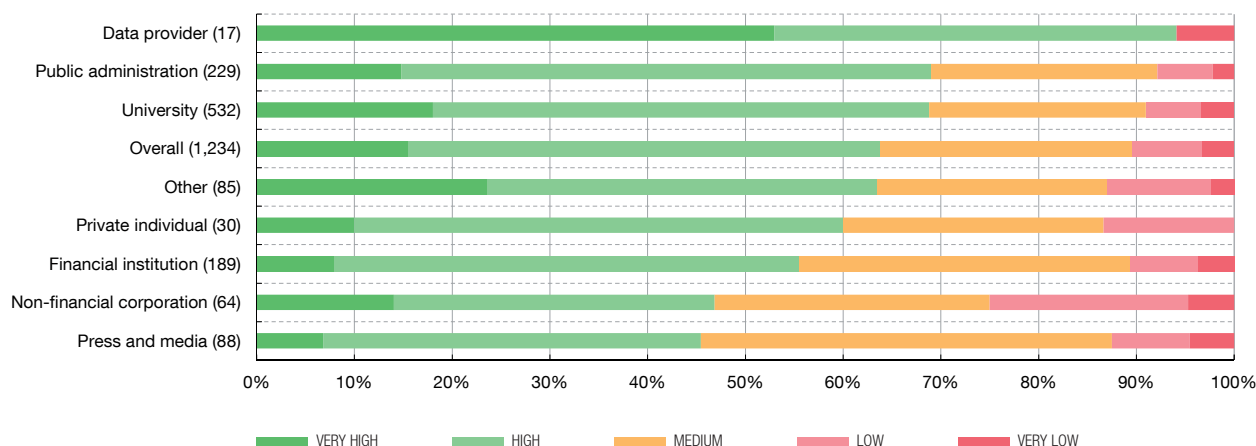
RELIABILITY OF FIRST ESTIMATE BY GROUP OF STATISTICS

CHART 3.20



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

assisted in the latter case by the fact that exchange rates are not periodically revised. Conversely, the Central Balance Sheet Data Office group of statistics has the lowest proportion of positive assessments (71%). This may derive from the fact that the first data published by this statistic are quarterly data based on a sample of firms including only the larger ones, which are subsequently corrected in the annual estimates by including small and medium-sized enterprises in the sample.

3.2.4.4 Proximity between date of publication and reference period

The lag between the reference date and the time of publication of data is another feature which defines the quality of statistical production, in line with the principle of “timeliness” included in the public commitment by the ESCB.

As discussed earlier, this is the question which has had the lowest positive assessment in statistical production (64%, see Chart 3.21), a difference of more than 10 percentage points relative to the rest.

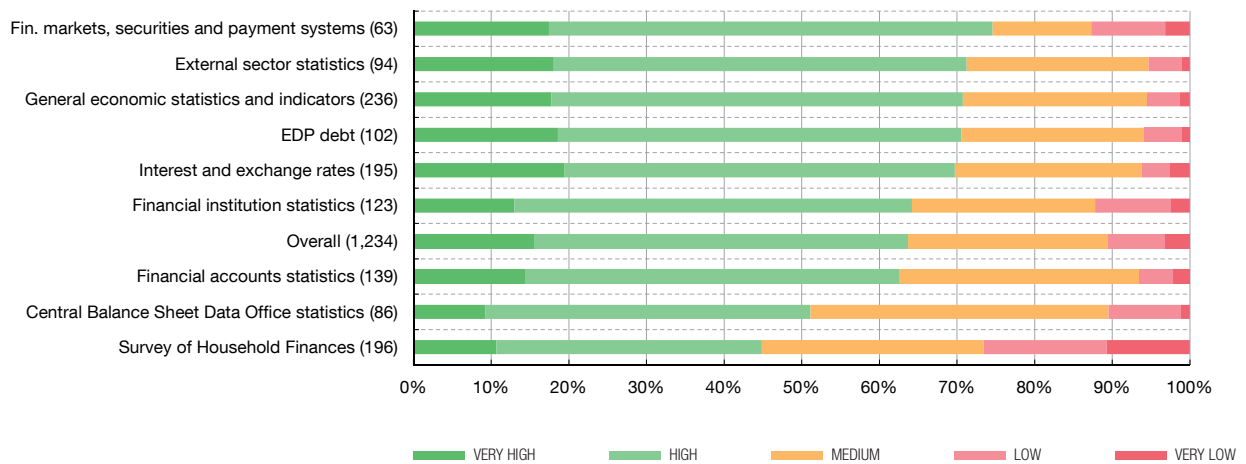
In this case, the level of satisfaction shown by data providers is notable (94% of positive assessments), much higher than the rest. By contrast, the users that are most demanding in this respect are non-financial corporations (47%) which, additionally, are those with the highest percentage of negative assessments (25%), and press and media (45%).

By group of statistics, most exceed 60% of positive assessments (see Chart 3.22), with the exception of Central Balance Sheet Data Office statistics (51%) and the Survey of Household Finances (45%). This is because more time is necessary than in the rest to gather the data required to prepare these statistics.⁹ If these two groups of statistics were excluded from the total calculation, this question would obtain 69% of positive assessments, thus bettering the assessments of dissemination, as do the other questions on production.

⁹ Specifically, the Survey of Household Finances is a survey that is conducted every three years and which requires highly complex field work and subsequent edition and preparation of results, which necessarily delays publication. The Central Balance Sheet Data Office compiles the information furnished by large firms to the Banco de España and that deposited by firms (small and large) in the Companies' Registry; such deposit is carried out more than six months after the reference period.

PROXIMITY BETWEEN PUBLICATION DATE AND REFERENCE PERIOD BY GROUP OF STATISTICS

CHART 3.22

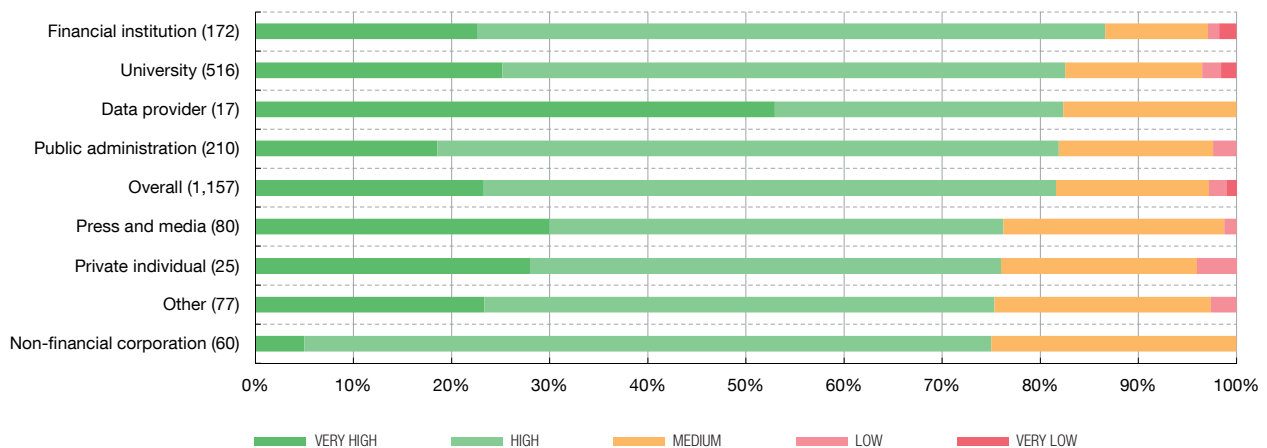


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

COSISTENCY WITH OTHER NATIONAL AND INTERNATIONAL STATISTICS BY USER GROUP

CHART 3.23



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

3.2.4.5 Consistency with other domestic and international statistics

This question aimed to explore to what extent users consider that Banco de España statistics are consistent with those prepared by other institutions on the same or a similar economic phenomenon. The result is the second highest of all the survey, with 82% of positive assessments (see Chart 3.23). This is the question receiving most “don’t know / no answer” responses.

The groups which are, a priori, those most knowledgeable about statistical information (financial institutions, university, data providers and public administration) give higher positive assessments (over 80%). The groups which give a lower proportion of responses with a high or very high assessment are, as in previous questions, individuals and non-financial corporations.

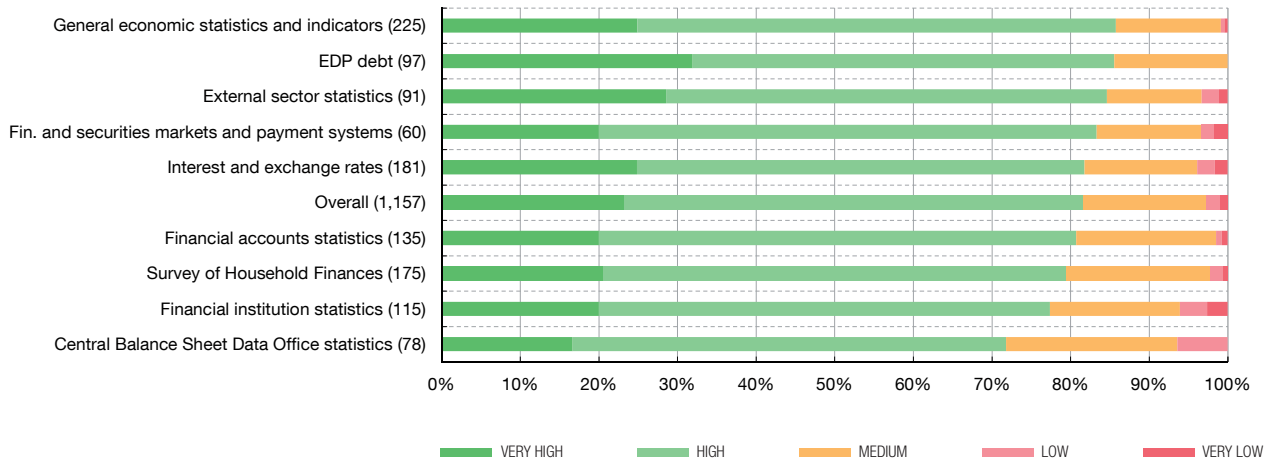
In terms of groups of statistics, the results are favourable, with five of the groups having more than 80% of positive assessments and none having less than 70%.

3.2.5 Results of the assessment of statistical dissemination

Data dissemination is a key element of statistical quality. Indeed, data presentation and accessibility, and the availability of the information that must accompany the data are essential to provide quality statistics.

CONSISTENCY WITH OTHER NATIONAL AND INTERNATIONAL STATISTICS BY GROUP OF STATISTICS

CHART 3.24

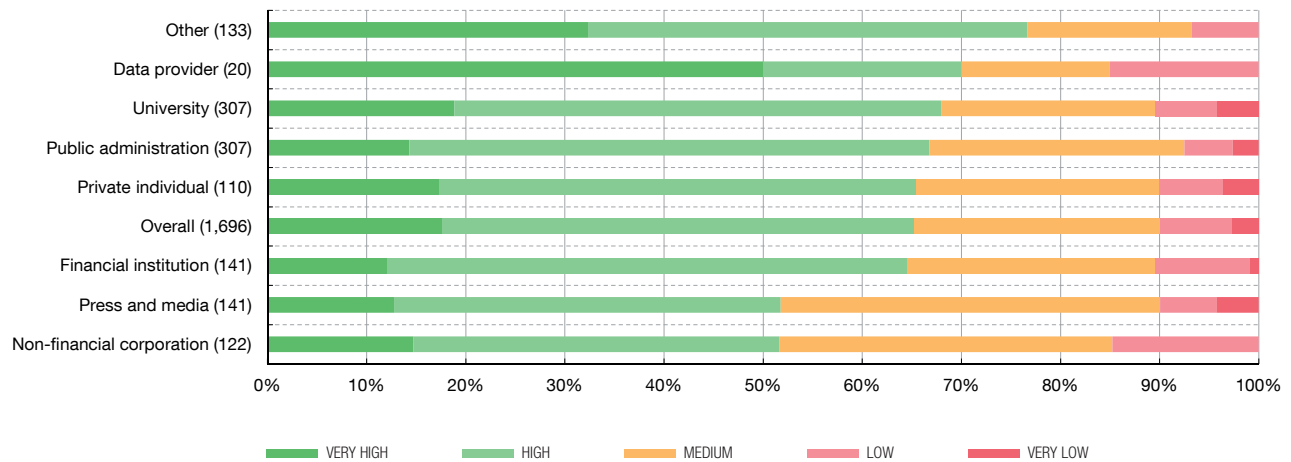


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

LOCATION OF AND ACCESS TO INFORMATION BY USER GROUP

CHART 3.25



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

This section contains the overall results obtained for questions covering the aforementioned aspects. These questions, like those relating to production, were posed for each group of statistics which the survey participants had selected previously. However, unlike the questions on production, these were addressed to all users (guest and via-website users).

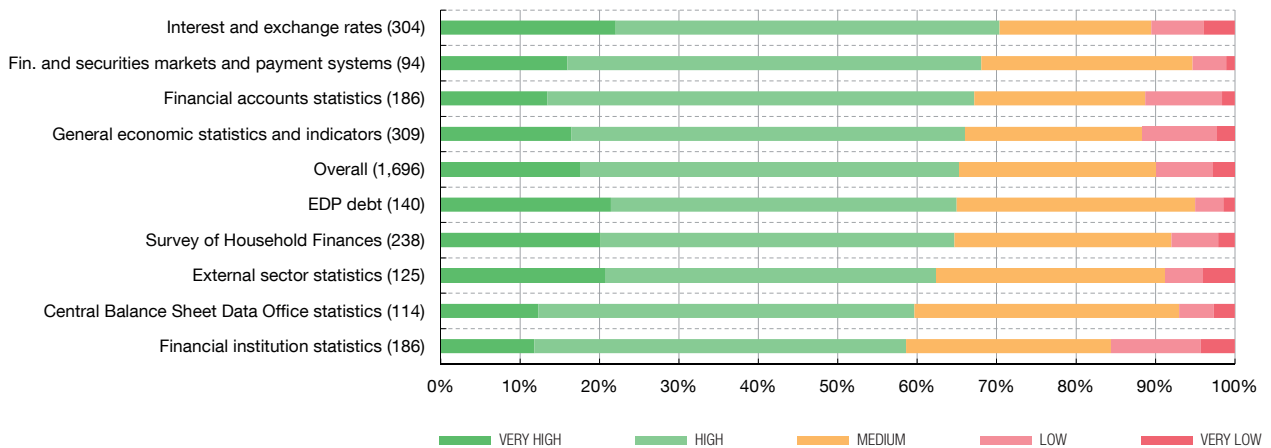
As noted when discussing overall results, dissemination questions received a lower positive assessment than those on production, indicating a major area in which the Banco de España's statistics can be improved.

3.2.5.1 Location and access to information sought

Assessment of the ease of finding and accessing statistical information was positive for almost two-thirds of responses (65%, see Chart 3.25). The groups for which this aspect was less satisfactory are press and media, and non-financial corporations, both with 52% of positive assessments. In this case, the fact that the individuals group (65%) shows a much more positive assessment than non-financial corporations stands out, since the two groups in conjunction are usually the ones posting the lowest positive assessments.

LOCATION OF AND ACCESS TO INFORMATION BY GROUP OF STATISTICS

CHART 3.26



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

PRESENTATION AND CLARITY BY USER GROUP

CHART 3.27



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

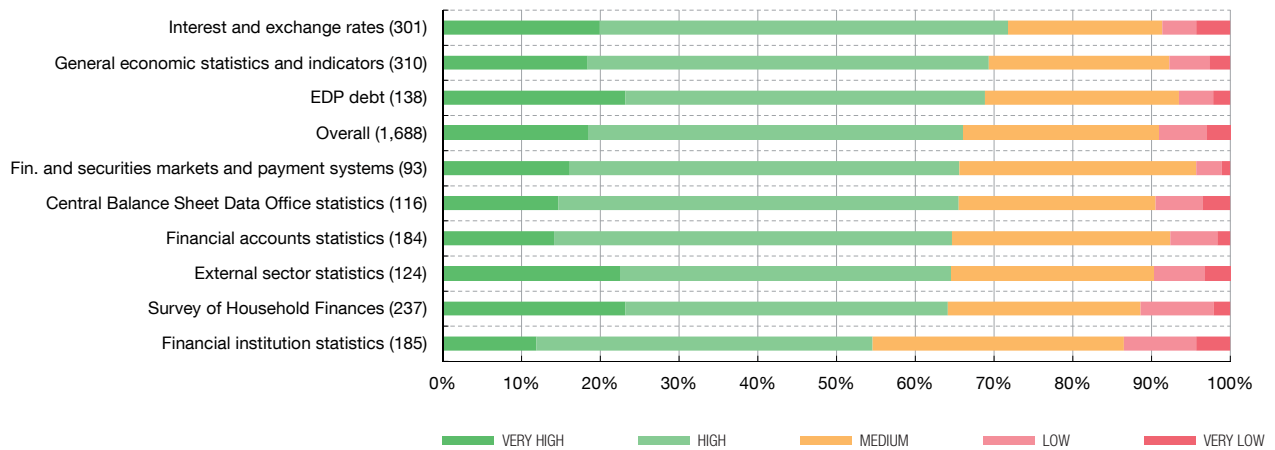
From the viewpoint of groups of statistics, the results are relatively homogeneous for positive assessments, spanning a range of 10 percentage points, between 59% for financial institution statistics and 70% for interest rate and exchange rate statistics (see Chart 3.26). As for negative assessments, the highest weight was recorded for financial institution statistics, with 16% of responses being low or very low assessments.

3.2.5.2 Presentation and clarity of information

The manner in which statistics are presented received 66% of positive assessments (see Chart 3.27), in line with the previous question on ease of access to data. However, despite the similarity of the overall result for the two questions, analysis by user group offers a different scenario. While in terms of location and access to information the press and media and non-financial corporations groups gave the lowest positive assessments, in this question on presentation and clarity the non-financial corporations group was joined by the financial institutions group. Also, while the university group gave the third-best assessment in location, here it gives the third-worst assessment.

PRESENTATION AND CLARITY BY GROUP OF STATISTICS

CHART 3.28

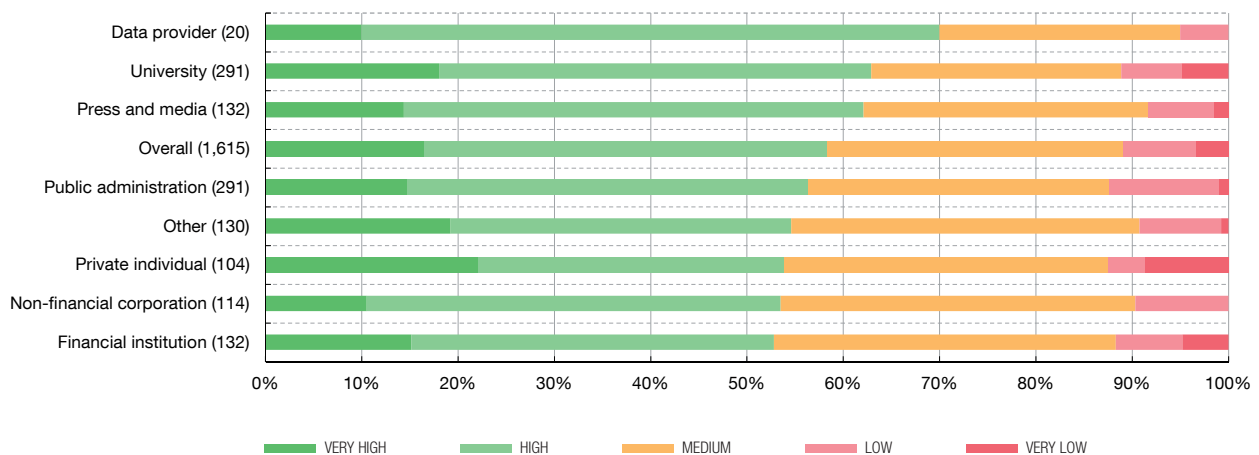


SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

ACCESS TO AND USEFULNESS OF METADATA BY USER GROUP

CHART 3.29



SOURCE: Banco de España.

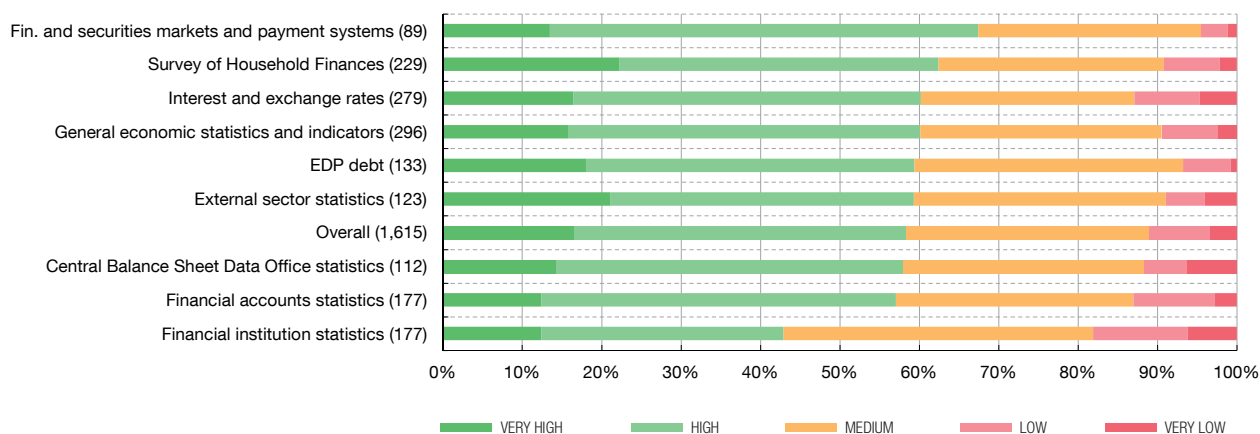
NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

All the groups of statistics lie within a range from 72% (interest rates and exchange rates) to 64% (Survey of Household Finances), except for financial institutions statistics, whose positive assessments stand at 55% (see Chart 3.28).

3.2.5.3 Access to and usefulness of metadata

Metadata comprise information associated with data which enables such data to be understood and interpreted. They include things such as definitions, classifications or methodological notes. The assessment of user access to metadata and their usefulness is one of the lowest in the survey, with 58% of positive assessments. Also, negative assessments exceed ten percentage points (see Chart 3.29).

Among the different user groups, only data providers have a percentage of positive responses of 70% or more, while the university and press and media groups exceed 60%. The other groups have relatively homogeneous results (between 53% and 56%).



SOURCE: Banco de España.

NOTE: Number of responses in each category is in brackets. A user may respond several times depending on the number of groups of statistics selected.

The profile of results by group of statistics is also relatively homogeneous. Thus, except for financial and securities markets and payment systems statistics, which is the group with the highest score (with 67% of positive assessments) (see Chart 3.30), and for financial institutions statistics, which is the group with the lowest positive assessment (with 43%), the other groups range between 57% and 62%. In the case of financial institutions statistics, the weight of negative assessments (18%) is also noteworthy.

3.2.6 Analysis of open responses

One of the criteria used to design the survey was to give users the opportunity of expressing their comments and suggestions, so as to obtain more precise indications of points to improve in the production and dissemination of Banco de España statistics.

This section analyses the comments and suggestions received in the survey, both at general level (the final part of the questionnaire gives users the opportunity to include any comment they wish) and at a more specific level (for each question relating to dissemination and production, open response tables were included for each group of statistics for users to include comments linked to the question and the group of statistics).

3.2.6.1 General comments

The issues addressed in the users' comments related primarily to access to information on the website and its design, followed by the format used to download data and metadata. The accompanying table details the matters into which the comments have been grouped and the related number of comments.

The most frequent comments by subject are summarised below. Annex 7 includes the comments by group of statistics.

Access to information/website design/BIEST

As mentioned above, this matter received the most comments and suggestions. In general terms, users state that the website design is outdated. They consider it is not easy to find information and that a powerful search tool is lacking. The organisation of statistical information in terms of publications rather than by subject is a negative factor for most users, since it makes it difficult to locate the information.

Users would like the information to be structured more intuitively, with a good system of menus and/or interactive trees through which to navigate to find information.

<i>Data downloading format/encoding</i>	The comments received suggest, in general, that the use of CSV format files is not very friendly and that other formats, such as Excel, are preferred. The advisability of facilitating automatic (or automatable) downloads is also pointed out.
<i>Improvement of metadata/notification of changes</i>	Users comment on the need to have more documentation on published data, their definition and methodological or presentation changes. They also ask for such documentation to be more didactic and to enable rapid consultations to be made (without it being necessary to read long documents to learn about a concept).
<i>Geographical disaggregation</i>	Geographical disaggregation (at least at regional government level) is requested by some users.
<i>Statistical information service</i>	Comments are very mixed. Thus, positive comments where users express their satisfaction with the service provided are mixed with negative comments requesting an improvement in the quality of replies.

4 Conclusions

Thanks to the collaboration of users, this first edition of the Banco de España statistics user survey has been clearly successful in the sense that it has enabled strengths and, more importantly, weaknesses susceptible to improvement, to be detected in Banco de España statistics.

Although one of the basic criteria for designing the survey was that it should not take long to complete, the number of questions included was sufficient to obtain very rich results. Also, the possibility offered to users of providing comments and suggestions throughout the survey, another basic criteria considered in the survey's design, made it possible to better ascertain the reasons lying behind the level of satisfaction of users and even to receive suggestions by users to improve the statistics.

Overall, the results of the survey were positive. The users of Banco de España statistics have a high overall level of satisfaction. This is perceived in the confidence they have in the statistics and is extensive to different aspects of statistical production. The assessment of aspects relating to dissemination of information is also mainly positive, although less so than production. This is, therefore, an area where improvement efforts can be made in the short term, without detriment to possible measures to increase perceived quality in production aspects.

Restructuring the Banco de España's statistics website, presenting metadata in a more accessible and clearer manner, providing for easier data downloading and boosting visual data presentation are the lines of improvement currently being considered to make the consultation of Banco de España statistics a more rewarding experience for users.

It should also be noted that there are aspects which, although requested by users in the survey, cannot be satisfied. One of them is to have geographically disaggregated statistics at a lower than national level. The sources available to prepare Banco de España statistics do not generally provide this breakdown, so it is not possible to reach this level for publication purposes. Another aspect is the availability of long time series. In this case, changes in statistical sources or in methodology prevent earlier data from being obtained for certain statistics. Finally, there is also a degree of dissatisfaction with the release lag for some statistics, such as the Survey of Household Finances and the Central Balance Sheet Data Office, but this lag is difficult to reduce given the distinctive nature of these statistics.

Official statistics face the problem of satisfying two types of very distinct demands. On one hand, that of a specialised public which works with data on a customary basis and, on the other, that of a more general public which requires clear and readily available data at specific points in time. Servicing both kinds of public is difficult and efforts have to be made to ensure that the information provided sufficiently covers the needs of these two types of users. In this connection, the survey indicates that non-financial corporations and individuals, as a generally unspecialised public, and financial institutions and press and media, as specialised users, are the groups with a lower level of satisfaction on average, considering all the questions in the survey.

As the interview is conducted individually for each group of statistics in production and dissemination issues, it is much easier to detect factors susceptible to improvement and identify future actions to be taken by the area responsible for such statistics.

The Statistics Department of the Banco de España wishes to remain in contact with its users in order to receive their comments and suggestions with a view to improving the quality of its statistics. For this purpose, institutions and users that so wish can use the following [contact form](#) to send us their proposals.

Finally, we wish to thank the users who have participated in this first edition of the survey.

ANNEXES

ANNEX 1 QUESTIONNAIRE OF THE SURVEY

Page 1 of the survey sent by invitation.

BANCODE ESPAÑA
Eurosistema

Banco de España statistics user satisfaction survey

0% 100%

English ▾

We include below a series of questions to measure your level of satisfaction with the production and dissemination of statistics by the Banco de España.

The questionnaire is divided into four blocks: general matters, satisfaction with statistical production, satisfaction with statistical dissemination and overall satisfaction. It will take around five minutes to complete.

Questions with an asterisk are compulsory.

Do not forget to press the Send button when you have finished the survey.

Thank you in advance for your cooperation.

[Exit and clear survey](#) [Next >](#)

Page 1 of the survey launched at Banco de España website.

BANCODE ESPAÑA
Eurosistema

Banco de España statistics user satisfaction survey

0% 100%

English ▾

The Banco de España has implemented a user survey to ascertain their level of satisfaction with the statistics it publishes.

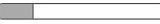
We include below a series of questions to measure your opinion. It will take around five minutes to complete.

Do not forget to press the Send button when you have finished the survey.

Thank you in advance for your cooperation.

[Exit and clear survey](#) [Next >](#)

Banco de España statistics user satisfaction survey

0%  100%

English 

General matters

* Please indicate the user group that best describes you:

- University
- Financial institution
- Public administration
- Press and media
- Non-financial corporation
- Private individual
- Data provider
- Other:

* Please indicate the purpose of your consultations (you may choose more than one answer):

- Research
- General information
- Economic analysis
- Statistical re-dissemination
- Decision-making in a business environment
- Use in the media
- Other:

* How often do you consult the Banco de España's statistics?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Sporadically

* Which channel(s) do you use to know when our statistics are published? (You may choose more than one answer):

- Dissemination schedules
- The bde.es website
- The media
- RSS feed integrated in BIEST (statistical data search engine)
- BIEST publication flows
- Other:

* Which means do you use to access the statistics? (You may choose more than one answer):

- Press releases
- Tables in PDF format
- Full publications in PDF format (e.g. the Statistical Bulletin)
- Files in CSV format
- Files in Stata format
- BIEST
- Statistical data service of the Banco de España
- Other:

* Which group(s) of statistics do you use regularly? (You may choose more than one answer):


- Interest rates and exchange rates
- Financial accounts statistics
- Financial institutions statistics
- EDP debt (including other general government statistics)
- Central Balance Sheet Data Office statistics
- External statistics: Balance of Payments, IIP and other
- Financial and securities markets and payment systems
- Survey of household finances
- General economic statistics and indicators

[Exit and clear survey](#)

[← Previous](#)

[Next →](#)

Banco de España statistics user satisfaction survey

0%  100%

English 

Satisfaction with statistical production

Please rate the following items to assess your level of satisfaction with different aspects of statistical production, based on your previous choice.

Interest rates and exchange rates

	Very high	High	Medium	Low	Very low	Don't know/No answer
Coverage of information needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence that statistics adequately reflect reality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of data as initially published (when revisions are customary)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proximity between date of publication and reference period	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency with other domestic and international statistics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Use this space to add any information you may consider necessary

Financial accounts statistics

	Very high	High	Medium	Low	Very low	Don't know/No answer
Coverage of information needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence that statistics adequately reflect reality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of data as initially published (when revisions are customary)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Proximity between date of publication and reference period	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency with other domestic and international statistics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Use this space to add any information you may consider necessary

[Exit and clear survey](#)

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Banco de España statistics user satisfaction survey

0%  100%

English 

Satisfaction with statistical dissemination

Please rate the following items to assess your level of satisfaction with different aspects of statistical dissemination, based on your first choice.

Interest rates and exchange rates

	Very high	High	Medium	Low	Very low	Don't know/No answer
Location of and access to information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation and clarity of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to and use of metadata (methodological notes, descriptions, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Use this space to add any information you may consider necessary

Financial accounts statistics

	Very high	High	Medium	Low	Very low	Don't know/No answer
Location of and access to information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation and clarity of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to and use of metadata (methodological notes, descriptions, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Use this space to add any information you may consider necessary

[Exit and clear survey](#)

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Banco de España statistics user satisfaction survey

0%  100%

English ▼

Overall satisfaction

The following items aim to assess your overall satisfaction with Banco de España's statistics.

* Please rate your overall level of satisfaction with the Banco de España's statistics as a whole:

- Very high
- High
- Medium
- Low
- Very low
- Don't know/No answer

* Please rate your overall level of satisfaction with the Banco de España's website:

- Very high
- High
- Medium
- Low
- Very low
- Don't know/No answer

* Please rate your level of satisfaction with the statistics information service of the Banco de España:

- Very high
- High
- Medium
- Low
- Very low
- Don't know/No answer

* Please rate the degree of adaptation to new technologies in accessing the Banco de España's statistics:

- Very high
- High
- Medium
- Low
- Very low
- Don't know/No answer

* Please rate your overall level of satisfaction with the Banco de España's time series search engine (BIEST).

- Very high
- High
- Medium
- Low
- Very low
- Don't know/No answer

Should you consider it necessary, please use this space to explain your replies, including issues where there is room for improvement, new ideas or any other information you wish to share with us:

Lastly, please indicate your postal code (write 00000 if you live outside Spain)

Only numbers may be entered in this field.

[Exit and clear survey](#)

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[Submit](#)

ANNEX 2 LAUNCH OF AND PARTICIPATION IN THE SURVEY

The survey was launched on 18 January 2018 and the response cut-off date was 1 March for guest users and 19 April for users via website. The total responses received from the former numbered 428 (a response rate of 18%) and those from the latter numbered 168, making a total of 596.

The different response cut-off dates were set in view of the differing response patterns over time. Chart A.2.1, which plots the time variation of the number of new responses for both parts of the survey, shows that the responses from guest users were concentrated in the days following the launch of the survey and in those following the reminder that they were invited to participate in it. In other weeks the participation was very low. Given this behaviour, it was not necessary to prolong the survey period. Sending a second reminder was considered. According to international evidence, a second reminder would have triggered a rise in the number of new responses, albeit to a much lower extent than the first one. Therefore, so as not to bother users, we decided not to send that second reminder and to deem the survey to be closed.

In the case of users via website, the time pattern was relatively stable, with around ten new responses per week. In view of this time profile, we decided to prolong this leg of the survey by one month more than that targeted at guest users, in order to increase the number of responses.

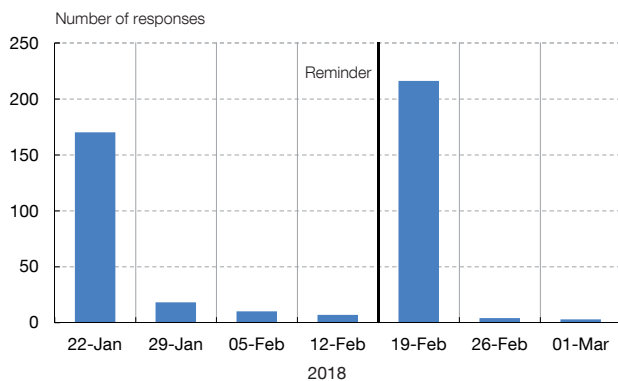
The participation in the survey was generally satisfactory for both guest and other users. Thus, although the response rate of guest users (18%) was appreciably lower than in the equivalent survey of the Spanish National Statistics Institute (INE by its Spanish acronym) (62.5%),¹ it is much higher than that obtained by other statistics institutions such as Eurostat (3%).² In any event, the volume of responses from guest users (428) is very near to that of the INE survey (453).

- 1 INE (2017): "Encuesta de satisfacción de los usuarios de estadísticas del INE Año 2016". Quality Unit. March. In Spanish at <http://www.ine.es/ine/codigobp/InformeEncuesta2016.pdf>
- 2 Eurostat: "Report on the Eurostat 2017 user satisfaction survey". At <http://ec.europa.eu/eurostat/documents/64157/4375449/USS2017+Report/e6f2ad0d-ee22-4213-911c-22e8b1481296>

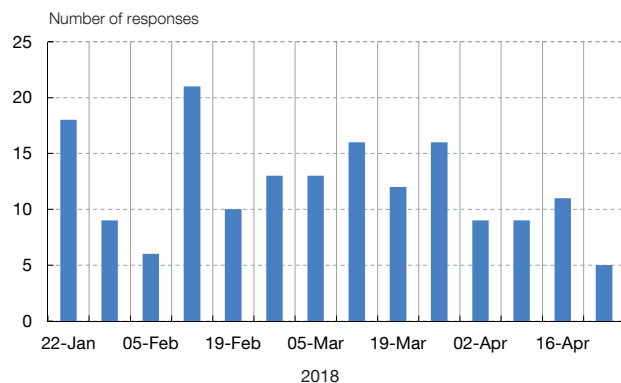
TIME VARIATION OF NUMBER OF NEW RESPONSES

CHART A2.1

1 GUEST USERS



2 USERS VIA WEBSITE



SOURCE: Banco de España.

ANNEX 3 STRIPPING OUT RESPONSES

Stripping out guest users

ACQUIESCENCE BIAS

The selection of a significant portion of guest users from among professionals that have, or have had, direct relationships with the Banco de España may give rise to what is known in the opinion survey literature as “acquiescence bias”. This bias occurs when some respondents systematically tend to give a positive assessment so as to please, or not displease, the interviewer. This survey does not employ interviewers, but users’ responses may be influenced by their more or less close relationship between the respondent and the institution, making the respondent excessively accommodating in his opinions.

These considerations led us to rule out those users that always gave the maximum score in their responses.

CONSISTENCY OF USERS’ RESPONSES

As noted above, the survey included specific questions for the various groups of statistics on their production and dissemination, in addition to a question asking for an overall assessment.

To determine whether the responses of each user are consistent among themselves, we compared the average of each user’s responses to the specific questions on production and dissemination for the various groups of statistics with the overall satisfaction level. The criterion used for this type of stripping-out is that when a user has a certain overall satisfaction level, his average level of satisfaction in questions and statistics should be similar. These two levels of satisfaction need not be equal. When deciding on his overall satisfaction, a user may give more weight to some matters than to others and to some statistics more than to others, and may even consider factors not raised in the individual questions.

To make this analysis, the response to the question on overall satisfaction was treated as a control and it was determined whether that response was consistent with the individual responses on production and dissemination of the statistics selected by the respondent. To do this, the possible responses were converted to a numerical scale (Very low = 1, Low = 2, Medium = 3, High=4 and Very high = 5), and the average of each user’s specific responses for the statistics in question was calculated. The surveyed users are separated according to the assessment they gave when asked about their overall satisfaction. Thus the first group, denoted “level 1”, consists of the users whose answer to the overall satisfaction question was “Very low”, while the “level 5” group comprises those who answered “Very high”. For each group a box plot was prepared.¹ The result for guest users is shown in Chart A3.1.

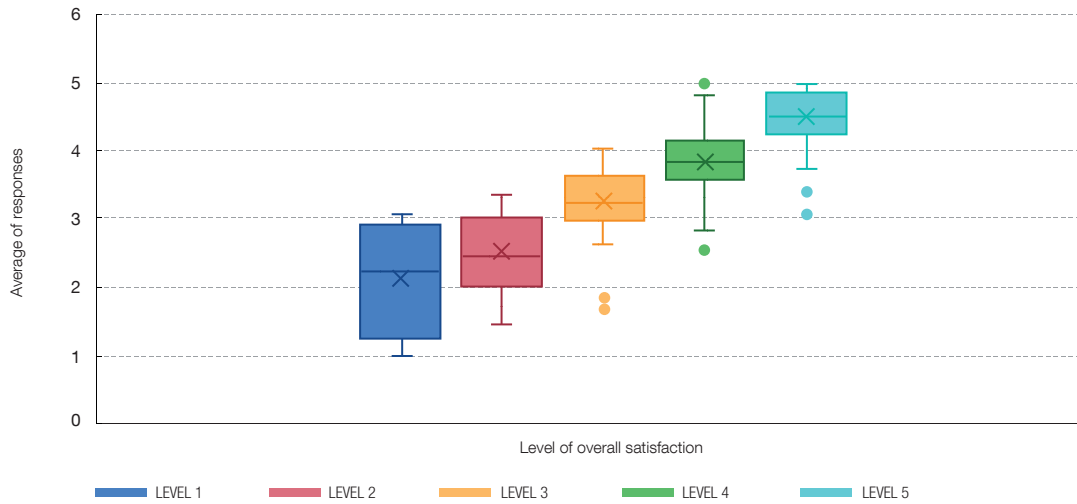
First, it can be seen that the responses are generally consistent. The boxes for each level of overall satisfaction do not overlap and the median increases with level of overall satisfaction. The exception is the group whose level of overall satisfaction is “Very low” (level 1), which overlaps with the “Low” satisfaction group. This is due to the small number of observations and the high variability in the “Very low” satisfaction group.

As regards the inconsistency within each surveyed user, there are six users that lie outside the whiskers (two at level 3, i.e. “Medium”; two at level 4, i.e. “High”; and two at level 5, i.e. “Very high”).

¹ Charts of this type are interpreted as follows. The box shows the range between the first and third quartile of the averages. The bar inside the box shows the median (second quartile). The “whiskers” or lines extending away from the boxes represent the range delimited by 1.5 times the interquartile range (difference between the third and first quartile) starting from the median. The points beyond the whiskers represent possible anomalous values.

CONSISTENCY OF GUEST USERS' RESPONSES WITH OVERALL SATISFACTION

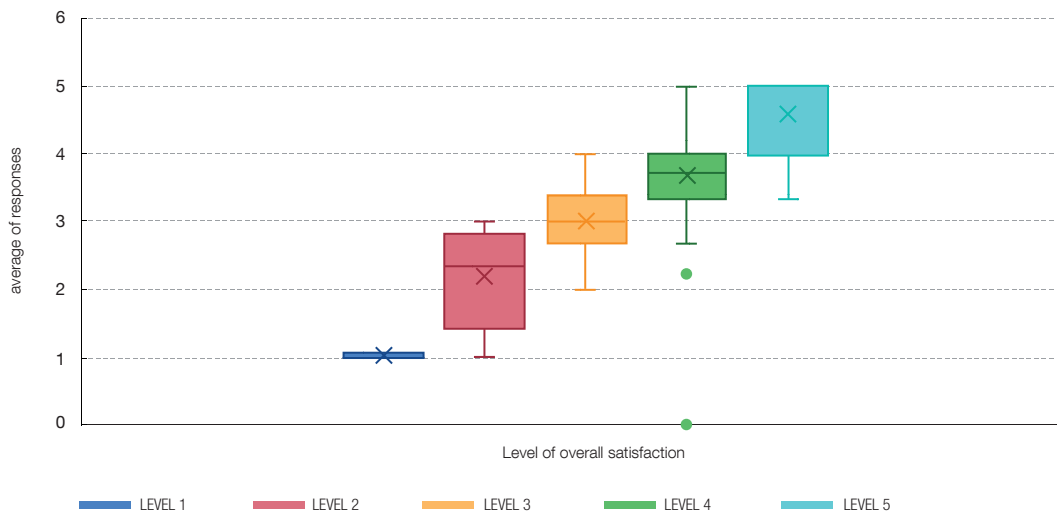
CHART A3.1



SOURCE: Banco de España.

CONSISTENCY OF WEBSITE USERS' RESPONSES WITH OVERALL SATISFACTION

CHART A3.2



SOURCE: Banco de España.

Stripping out users via website

In the case of users via website, we only applied the response consistency criterion, in a similar manner to the procedure employed with guest users (see results in Chart A3.2). In this case it is seen that acquiescence bias is not applicable to this user group as there is no previous direct relationship between the users and the Banco de España and thus no reason for this bias to exist.

As in the case of guest users, there is a general consistency in responses. The average of the responses increases with the level of overall satisfaction and the boxes barely overlap. Regarding individual cases, there are two users outside the whiskers, specifically in the case of satisfaction level 4 ("High").

ANNEX 4 RESPONSE FATIGUE

The survey was designed so as not to be burdensome for participants, i.e. they could complete it in a short time, with a view to increasing the response rate. It was also wished to avoid so-called “fatigue bias”, which is described in the survey literature and for which some solutions have been proposed.¹ The nature of this bias is that, as the respondent gets towards the end of the survey questions, his interest progressively wanes and his assessments in the final stretch of the survey may be affected (usually in a negative manner) by that lesser interest or fatigue.

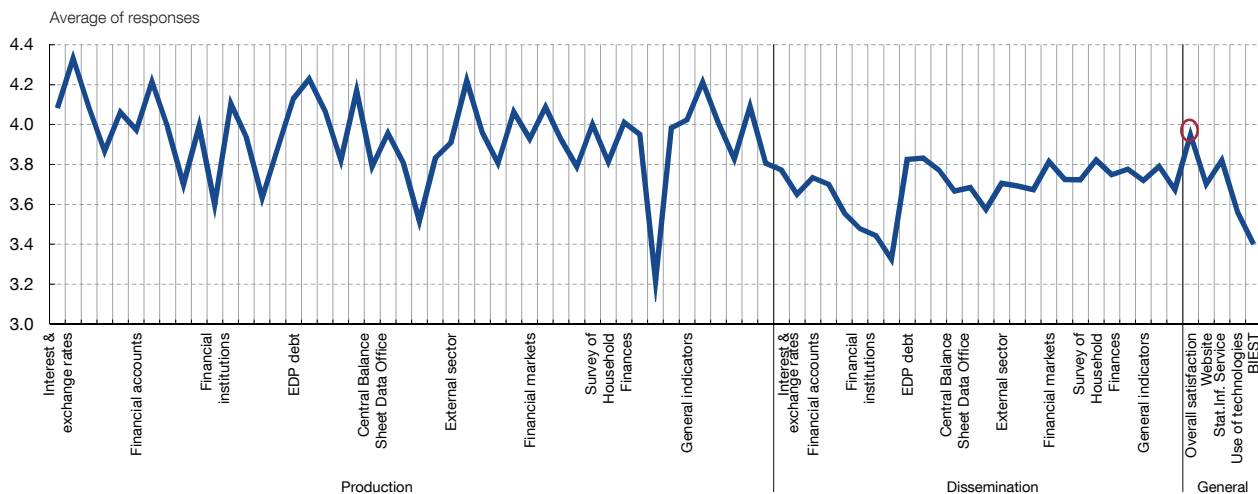
To analyse the possible existence of this effect on responses, we obtained an average of guest users’ assessments (numbers were assigned to the various satisfaction levels, such that “Very low” is equal to 1 and “Very high” is equal to 5) for each question, and we plotted the course of this average as the questions were progressively asked in the survey. This exercise enables us to represent the responses of an average user who answered all the questions of the survey.

Chart A4.1 shows the results. In the chart, the vertical lines separate the three groups of the survey: questions on production, questions on dissemination and general questions. As can be seen, within each group of questions, no clear trend (negative or positive) is detected. The third group (general questions) is influenced by the fact that the last question asks for an assessment of BIEST. Also apparent is that the average assessment in the second group of questions is lower than that in the first group, which could be attributed to the fatigue effect. However, this does not seem to be the case, and the assessments of dissemination are genuine, representing a worse opinion of dissemination than of statistical production. Supporting this is the question on overall satisfaction (red circle), which shows a rebound, outside the average of the group of questions on dissemination. In conclusion, we do not find any fatigue effect.

¹ These include making the order of questions random.

AVERAGE OF INDIVIDUAL RESPONSES ACCORDING TO THE ORDER OF THE QUESTIONS IN THE SURVEY

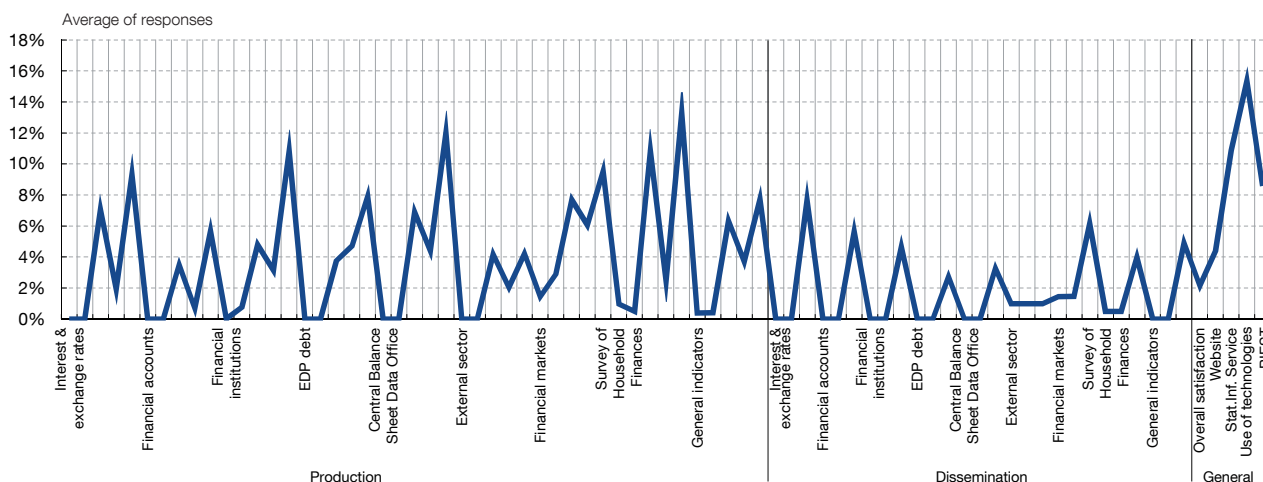
CHART A4.1



SOURCE: Banco de España.

"DON'T KNOW/NO ANSWER" RESPONSES AS A PERCENTAGE OF TOTAL RESPONSES ACCORDING TO THE ORDER OF THE QUESTIONS IN THE SURVEY

CHART A4.2



SOURCE: Banco de España.

To complete the aforementioned analysis, we considered the percentage of “DN/NA” responses in the total responses for each question. If the respondent showed fatigue, this percentage would increase as the survey progressed. Chart A4.2 shows that this is not so. However, what is found is that the weight of this type of response is higher in the questions on production that in those on dissemination, possibly due to the greater difficulty in interpreting the questions. The greater weight of “DN/NA” responses in general questions seems to reflect the very nature of the questions, the user not having a clear opinion.

ANNEX 5 MEAN AND VARIANCE EQUALITY TESTS ON THE RESPONSES OF GUEST USERS AND USERS VIA WEBSITE

As noted in Section 3.2 “Survey results”, the results reported there are those of all users, i.e. both guest users and users via website. This form of presenting the results involves joining together two populations which may have differing natures, in which case aggregating them could distort the results. Therefore, before aggregating them, we carried out statistical tests to check that there were no significant differences between the distributions of the responses of the two user groups.

A first step before carrying out the tests is to express in numerical form the various degrees of satisfaction reported, using a scale from 1 to 5: a value of 1 for the level of satisfaction “Very low” and 5 for “Very high”. Next we calculated the mean and the variance for each user group and for each question common to both of them (it should be kept in mind that users via website were not asked about statistical production). Finally, we carried out the test under the null hypothesis that the means are equal (the results of shown in column 2 of Table A5.1), under the null hypothesis that the variance of the guest users’ responses does not exceed that of the users via website (column 3 of Table A5.1) and under the hypothesis that the variance of the website users’ responses does not exceed that of the guest users (column 4 of Table A5.1).

Table A5.1 signals with an “*” the cases in which the aforementioned null hypotheses are rejected at the 0.05 level of significance and with “**” those in which they are rejected at the 0.01 level of significance. As can be seen, in the vast majority of cases the null hypotheses are verified and only in six cases is there a significant difference between means or between variances. Therefore, in general terms, aggregating the results of the two samples does not alter the conclusions.

TESTS OF EQUALITY OF AVERAGE AND VARIANCE OF THE RESPONSES OF GUEST USERS AND USERS VIA THE WEBSITE

TABLE A5.1

	Test of equality of averages	Test of equality of variances	
		Alternative hypothesis: variance of guest users exceeds that of users via the website	Alternative hypothesis: variance of users via the website exceeds that of guest users
1 General matters			
Overall satisfaction	1.60	0.80	1.25*
Website	-0.06	0.82	1.22
Statistical information service	-0.54	0.77	1.30*
BIEST	-1.64	0.75	1.33*
2 Dissemination-related matters			
2.1 Location and access			
Interest and exchange rates	0.10	0.82	1.22
General economic statistics and indicators	1.74	0.85	1.18
Financial institution statistics	-0.30	1.60*	0.62
External sector statistics	1.16	0.73	1.37
Financial accounts statistics	1.46	0.81	1.23
EDP debt	1.76	1.14	0.88
Central Balance Sheet Data Office statistics	0.34	1.37	0.73
Fin. and securities markets and payment systems	0.62	0.90	1.11
Survey of Household Finances	2.68**	0.79	1.27
2.2 Presentation and clarity			
Interest and exchange rates	-1.02	1.09	0.92
General economic statistics and indicators	1.11	0.87	1.15
Financial institution statistics	-0.84	1.34	0.75
External sector statistics	-0.05	1.18	0.85
Financial accounts statistics	0.05	1.23	0.81
EDP debt	0.76	1.44	0.69
Central Balance Sheet Data Office statistics	-0.40	1.32	0.76
Fin. and securities markets and payment systems	-0.95	1.13	0.89
Survey of Household Finances	0.17	1.16	0.86
2.3 Metadata			
Interest and exchange rates	0.42	1.04	0.97
General economic statistics and indicators	1.48	0.91	1.10
Financial institution statistics	0.13	1.17	0.85
External sector statistics	1.12	0.87	1.15
Financial accounts statistics	0.20	1.01	0.99
EDP debt	3.06**	1.09	0.92
Central Balance Sheet Data Office statistics	-0.09	1.15	0.87
Fin. and securities markets and payment systems	-0.74	0.97	1.04
Survey of Household Finances	1.61	1.36	0.73

SOURCE: Banco de España.

NOTE: * The null hypothesis is rejected at the 0.05 level of significance; ** The null hypothesis is rejected at the 0.01 level of significance.

ANNEX 6 STATISTICAL ANNEX. GUEST USERS

This annex contains detailed tables of the results for guest users, including DK/NA responses.

GUEST USERS. CHARACTERISATION OF USERS

TABLE A6.1

	Distribution (%) of responses by level of satisfaction								
	Total	University	Financial institution	Public administration	Press and media	Non-financial corporation	Private individual	Data provider	Other
Purpose of consultation									
<i>Number of responses</i>	639	269	80	136	32	46	18	15	43
Research	33	55	20	13	6	15	17	33	21
General information	17	13	14	21	28	17	33	20	16
Economic analysis	32	25	45	39	31	37	22	20	30
Statistical re-dissemination	6	1	8	17	0	7	0	7	9
Decision-making in business	6	0	14	5	0	20	17	13	12
Use in the media	3	1	0	2	34	2	6	7	5
Other	3	4	0	2	0	2	6	0	7
Total	100	100	100	100	100	100	100	100	100
Frequency of consultation									
<i>Number of responses</i>	372	159	49	81	18	24	14	6	21
Daily	6	0	12	5	28	13	7	0	10
Weekly	16	12	20	15	56	13	0	17	29
Monthly	31	30	43	40	11	25	21	17	24
Quarterly	21	25	12	22	0	21	14	17	24
Annually	7	8	2	7	0	4	21	33	5
Sporadically	19	26	10	11	6	25	36	17	10
Total	100	100	100	100	100	100	100	100	100
Channel used to obtain knowledge of publication of new data									
<i>Number of responses</i>	486	159	49	81	18	24	14	6	21
Dissemination schedules	17	7	24	27	30	10	12	20	24
The bde.es website	70	81	63	62	48	72	76	60	64
The media	7	10	6	3	3	14	6	10	12
RSS	2	0	2	3	6	0	6	10	0
BIEST publication flows	1	0	3	3	3	0	0	0	0
Other	2	2	2	4	9	3	0	0	0
Total	100	100	100	100	100	100	100	100	100
Means used to access the statistics									
<i>Number of responses</i>	872	384	112	182	49	54	26	13	52
Press releases	9	8	8	7	29	7	8	8	17
Tables in PDF format	20	16	23	18	22	26	35	23	27
Statistical Bulletin	21	21	21	23	27	19	12	23	21
CSV	28	29	32	28	10	24	31	31	27
Stata	7	14	2	2	0	4	4	8	2
BIEST	4	4	4	7	2	4	4	0	0
Statistical data service	10	8	9	14	10	15	8	8	6
Other	1	1	1	1	0	2	0	0	0
Total	100	100	100	100	100	100	100	100	100

SOURCE: Banco de España.

	Distribution (%) of responses by level of satisfaction								
	Total	University	Financial institution	Public administration	Press and media	Non-financial corporation	Private individual	Data provider	Other
Consulted statistics									
<i>Number of answers</i>	1,323	574	196	254	90	69	33	18	89
Interest rates and exchange rates	15	12	18	19	10	26	24	6	19
Financial accounts statistics	11	11	13	10	11	7	9	11	13
Financial institution statistics	10	9	18	9	10	9	3	11	6
EDP debt	9	6	7	16	14	4	0	6	7
Central Balance Sheet Data Office statistics	7	7	7	4	8	10	3	6	11
External statistics	8	9	5	7	10	3	9	11	7
Financial and securities markets and payments systems	5	5	6	6	7	4	3	11	4
Survey of Household Finances	16	21	11	9	12	14	18	22	16
General economic statistics and indicators	19	20	15	20	18	22	30	17	17
Total	100	100	100	100	100	100	100	100	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Overall satisfaction								
Total	372	19	60	16	3	1	2	100
University	159	18	59	16	4	2	1	100
Financial institution	49	20	59	12	4	2	2	100
Public administration	81	19	68	10	4	0	0	100
Press and media	18	17	56	22	0	0	6	100
Non-financial corporation	24	8	54	33	0	0	4	100
Private individual	14	29	36	29	0	0	7	100
Data provider	6	17	67	17	0	0	0	100
Other	21	29	62	10	0	0	0	100
Satisfaction with the Banco de España's website								
Total	372	11	51	30	4	1	3	100
University	159	10	53	28	4	1	4	100
Financial institution	49	14	39	37	2	4	4	100
Public administration	81	12	59	21	4	2	1	100
Press and media	18	6	33	50	11	0	0	100
Non-financial corporation	24	4	33	50	8	0	4	100
Private individual	14	7	43	43	0	0	7	100
Data provider	6	17	50	17	17	0	0	100
Other	21	14	67	14	0	0	5	100
Satisfaction with the degree of adaptation to new technologies in accessing the Banco de España's statistics								
Total	372	9	39	32	7	2	12	100
University	159	9	43	31	6	2	9	100
Financial institution	49	10	20	31	16	4	18	100
Public administration	81	9	42	28	6	1	14	100
Press and media	18	6	22	50	11	0	11	100
Non-financial corporation	24	4	33	42	8	0	13	100
Private individual	14	14	50	21	7	0	7	100
Data provider	6	0	33	50	0	0	17	100
Other	21	10	52	29	0	0	10	100
Satisfaction with the statistics information service								
Total	418	15	48	21	4	1	10	100
University	189	12	50	21	4	2	11	100
Financial institution	50	18	46	16	6	2	12	100
Public administration	87	20	48	20	2	1	9	100
Press and media	18	6	72	17	6	0	0	100
Non-financial corporation	29	10	31	45	3	0	10	100
Private individual	16	13	31	25	13	0	19	100
Data provider	6	33	50	17	0	0	0	100
Other	23	30	52	17	0	0	0	100

SOURCE: Banco de España.

GUEST USERS. GENERAL MATTERS (cont'd)

TABLE A6.2

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Satisfaction with BIEST								
Total	38	3	45	37	3	5	8	100
University	17	6	65	24	0	6	0	100
Financial institution	5	0	20	80	0	0	0	100
Public administration	12	0	17	50	0	8	25	100
Press and media	1	0	100	0	0	0	0	100
Non-financial corporation	2	0	50	0	50	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	0	—	—	—	—	—	—	0

SOURCE: Banco de España.

GUEST USERS. INTEREST AND EXCHANGE RATES

TABLE A6.3

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	198	23	52	13	2	2	9	100
University	64	30	53	11	0	3	3	100
Financial institution	35	17	57	6	6	3	11	100
Public administration	47	15	53	19	2	0	11	100
Press and media	8	38	50	13	0	0	0	100
Non-financial corporation	18	11	61	11	0	0	17	100
Private individual	8	50	0	38	0	0	13	100
Data provider	1	0	100	0	0	0	0	100
Other	17	24	47	12	6	0	12	100
Dissemination. Location and access								
Total	199	21	49	20	7	3	0	100
University	65	22	54	12	8	5	0	100
Financial institution	35	20	46	26	9	0	0	100
Public administration	46	17	50	26	2	4	0	100
Press and media	9	22	44	11	11	11	0	100
Non-financial corporation	18	17	50	17	17	0	0	100
Private individual	8	13	38	50	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	17	35	47	12	6	0	0	100
Dissemination. Presentation and clarity								
Total	198	18	53	19	6	5	0	100
University	65	18	54	15	6	6	0	100
Financial institution	35	20	40	29	9	3	0	100
Public administration	45	16	62	13	4	4	0	100
Press and media	9	11	67	0	0	22	0	100
Non-financial corporation	18	11	61	28	0	0	0	100
Private individual	8	13	13	63	13	0	0	100
Data provider	1	0	100	0	0	0	0	100
Other	17	35	53	6	6	0	0	100
Dissemination. Access to and usefulness of metadata								
Total	194	15	44	21	9	4	6	100
University	64	14	56	9	9	8	3	100
Financial institution	35	14	34	29	11	3	9	100
Public administration	43	14	40	26	12	2	7	100
Press and media	9	11	56	22	0	11	0	100
Non-financial corporation	18	6	44	28	6	0	17	100
Private individual	8	25	0	50	13	0	13	100
Data provider	1	0	100	0	0	0	0	100
Other	16	38	38	19	6	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	198	23	52	13	2	2	9	100
University	64	30	53	11	0	3	3	100
Financial institution	35	17	57	6	6	3	11	100
Public administration	47	15	53	19	2	0	11	100
Press and media	8	38	50	13	0	0	0	100
Non-financial corporation	18	11	61	11	0	0	17	100
Private individual	8	50	0	38	0	0	13	100
Data provider	1	0	100	0	0	0	0	100
Other	17	24	47	12	6	0	12	100
Dissemination. Location and access								
Total	199	21	49	20	7	3	0	100
University	65	22	54	12	8	5	0	100
Financial institution	35	20	46	26	9	0	0	100
Public administration	46	17	50	26	2	4	0	100
Press and media	9	22	44	11	11	11	0	100
Non-financial corporation	18	17	50	17	17	0	0	100
Private individual	8	13	38	50	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	17	35	47	12	6	0	0	100
Dissemination. Presentation and clarity								
Total	198	18	53	19	6	5	0	100
University	65	18	54	15	6	6	0	100
Financial institution	35	20	40	29	9	3	0	100
Public administration	45	16	62	13	4	4	0	100
Press and media	9	11	67	0	0	22	0	100
Non-financial corporation	18	11	61	28	0	0	0	100
Private individual	8	13	13	63	13	0	0	100
Data provider	1	0	100	0	0	0	0	100
Other	17	35	53	6	6	0	0	100
Dissemination. Access to and usefulness of metadata								
Total	194	15	44	21	9	4	6	100
University	64	14	56	9	9	8	3	100
Financial institution	35	14	34	29	11	3	9	100
Public administration	43	14	40	26	12	2	7	100
Press and media	9	11	56	22	0	11	0	100
Non-financial corporation	18	6	44	28	6	0	17	100
Private individual	8	25	0	50	13	0	13	100
Data provider	1	0	100	0	0	0	0	100
Other	16	38	38	19	6	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	143	20	59	19	2	1	0	100
University	62	23	60	13	3	2	0	100
Financial institution	26	15	69	15	0	0	0	100
Public administration	23	9	78	13	0	0	0	100
Press and media	10	40	30	30	0	0	0	100
Non-financial corporation	5	0	60	40	0	0	0	100
Private individual	3	33	0	67	0	0	0	100
Data provider	2	50	0	50	0	0	0	100
Other	12	17	42	33	8	0	0	100
Production. Confidence in statistics								
Total	143	36	50	11	1	1	0	100
University	62	35	48	13	2	2	0	100
Financial institution	26	35	46	19	0	0	0	100
Public administration	23	30	70	0	0	0	0	100
Press and media	10	70	20	10	0	0	0	100
Non-financial corporation	5	20	80	0	0	0	0	100
Private individual	3	33	67	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	12	33	42	17	8	0	0	100
Production. Reliability of data as initially published								
Total	141	18	60	17	1	1	4	100
University	61	20	54	18	0	2	7	100
Financial institution	25	16	72	12	0	0	0	100
Public administration	23	13	70	17	0	0	0	100
Press and media	10	20	80	0	0	0	0	100
Non-financial corporation	5	20	40	40	0	0	0	100
Private individual	3	0	67	33	0	0	0	100
Data provider	2	50	0	50	0	0	0	100
Other	12	17	50	17	8	0	8	100
Production. Publication lag								
Total	140	14	48	31	4	2	1	100
University	60	18	52	23	2	3	2	100
Financial institution	26	4	35	54	8	0	0	100
Public administration	23	13	65	22	0	0	0	100
Press and media	10	10	40	50	0	0	0	100
Non-financial corporation	4	25	50	25	0	0	0	100
Private individual	3	0	100	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	12	17	17	33	25	8	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	142	19	58	17	1	1	5	100
University	61	26	49	16	2	2	5	100
Financial institution	26	12	73	12	0	0	4	100
Public administration	23	9	74	13	0	0	4	100
Press and media	10	30	60	10	0	0	0	100
Non-financial corporation	5	0	80	20	0	0	0	100
Private individual	3	33	33	0	0	0	33	100
Data provider	2	50	0	50	0	0	0	100
Other	12	8	42	42	0	0	8	100
Dissemination. Location and access								
Total	142	14	56	20	8	1	0	100
University	61	13	61	16	7	3	0	100
Financial institution	26	8	62	23	8	0	0	100
Public administration	24	21	54	25	0	0	0	100
Press and media	10	0	60	20	20	0	0	100
Non-financial corporation	5	20	40	20	20	0	0	100
Private individual	3	0	33	33	33	0	0	100
Data provider	2	50	0	0	50	0	0	100
Other	11	27	45	18	9	0	0	100
Dissemination. Presentation and clarity								
Total	142	15	50	27	6	2	0	100
University	61	11	52	28	5	3	0	100
Financial institution	26	15	42	35	4	4	0	100
Public administration	24	17	50	29	4	0	0	100
Press and media	10	10	70	10	10	0	0	100
Non-financial corporation	5	20	40	40	0	0	0	100
Private individual	3	0	33	33	33	0	0	100
Data provider	2	50	0	50	0	0	0	100
Other	11	27	55	9	9	0	0	100
Dissemination. Access to and use of metadata								
Total	142	11	44	28	8	4	6	100
University	61	5	56	23	7	5	5	100
Financial institution	26	12	38	27	4	8	12	100
Public administration	24	21	29	33	17	0	0	100
Press and media	10	10	50	30	10	0	0	100
Non-financial corporation	5	20	40	40	0	0	0	100
Private individual	3	33	0	33	0	0	33	100
Data provider	2	0	50	50	0	0	0	100
Other	11	18	27	36	9	0	9	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	129	14	47	28	6	5	0	100
University	51	8	53	27	6	6	0	100
Financial institution	36	14	44	25	11	6	0	100
Public administration	20	20	60	10	5	5	0	100
Press and media	8	0	50	50	0	0	0	100
Non-financial corporation	6	0	17	83	0	0	0	100
Private individual	1	100	0	0	0	0	0	100
Data provider	2	100	0	0	0	0	0	100
Other	5	40	20	40	0	0	0	100
Production. Confidence in statistics								
Total	129	31	53	10	3	2	1	100
University	51	25	59	12	2	2	0	100
Financial institution	36	39	44	8	3	3	3	100
Public administration	20	25	60	10	5	0	0	100
Press and media	8	38	50	13	0	0	0	100
Non-financial corporation	6	33	50	17	0	0	0	100
Private individual	1	100	0	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	5	20	60	0	20	0	0	100
Production. Reliability of data as initially published								
Total	126	23	50	17	2	2	5	100
University	50	10	60	18	4	2	6	100
Financial institution	35	31	40	17	0	6	6	100
Public administration	20	25	65	10	0	0	0	100
Press and media	7	29	43	14	0	0	14	100
Non-financial corporation	6	33	17	50	0	0	0	100
Private individual	1	100	0	0	0	0	0	100
Data provider	2	50	0	50	0	0	0	100
Other	5	40	40	0	20	0	0	100
Production. Publication lag								
Total	127	13	50	23	9	2	3	100
University	50	12	56	16	8	4	4	100
Financial institution	36	8	39	33	14	3	3	100
Public administration	19	11	79	0	11	0	0	100
Press and media	8	13	25	50	13	0	0	100
Non-financial corporation	6	17	33	50	0	0	0	100
Private individual	1	0	0	100	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	5	40	20	20	0	0	20	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	128	18	52	15	3	2	10	100
University	50	14	54	18	6	2	6	100
Financial institution	36	17	56	8	0	6	14	100
Public administration	20	25	50	5	5	0	15	100
Press and media	8	25	38	38	0	0	0	100
Non-financial corporation	6	0	67	33	0	0	0	100
Private individual	1	100	0	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	5	20	20	20	0	0	40	100
Dissemination. Location and access								
Total	130	12	48	22	12	6	0	100
University	49	4	49	24	12	10	0	100
Financial institution	36	11	64	14	8	3	0	100
Public administration	22	18	45	23	5	9	0	100
Press and media	9	11	33	44	11	0	0	100
Non-financial corporation	6	17	17	17	50	0	0	100
Private individual	1	100	0	0	0	0	0	100
Data provider	2	50	0	50	0	0	0	100
Other	5	40	40	0	20	0	0	100
Dissemination. Presentation and clarity								
Total	129	12	42	33	8	6	0	100
University	49	4	47	27	12	10	0	100
Financial institution	36	14	36	42	6	3	0	100
Public administration	21	19	38	29	5	10	0	100
Press and media	9	11	44	44	0	0	0	100
Non-financial corporation	6	0	50	50	0	0	0	100
Private individual	1	100	0	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	5	20	40	20	20	0	0	100
Dissemination. Access to and use of metadata								
Total	129	12	32	34	11	7	5	100
University	49	6	35	39	6	10	4	100
Financial institution	36	11	28	33	11	6	11	100
Public administration	21	19	29	33	14	5	0	100
Press and media	9	11	33	33	22	0	0	100
Non-financial corporation	6	0	50	33	17	0	0	100
Private individual	1	100	0	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	5	20	20	20	20	20	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	110	30	54	16	0	0	0	100
University	35	29	63	9	0	0	0	100
Financial institution	13	31	54	15	0	0	0	100
Public administration	39	28	46	26	0	0	0	100
Press and media	13	31	46	23	0	0	0	100
Non-financial corporation	3	0	100	0	0	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	100	0	0	0	0	0	100
Other	6	50	50	0	0	0	0	100
Production. Confidence in statistics								
Total	110	35	51	14	0	0	0	100
University	35	31	60	9	0	0	0	100
Financial institution	13	46	31	23	0	0	0	100
Public administration	39	31	51	18	0	0	0	100
Press and media	13	38	62	0	0	0	0	100
Non-financial corporation	3	67	0	33	0	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	100	0	0	0	0	0	100
Other	6	33	50	17	0	0	0	100
Production. Reliability of data as initially published								
Total	107	21	61	14	1	0	4	100
University	32	13	59	16	0	0	13	100
Financial institution	13	38	38	23	0	0	0	100
Public administration	39	21	67	13	0	0	0	100
Press and media	13	15	77	8	0	0	0	100
Non-financial corporation	3	33	33	0	33	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	100	0	0	0	0	0	100
Other	6	17	67	17	0	0	0	100
Production. Publication lag								
Total	107	18	50	22	5	1	5	100
University	32	13	53	25	0	0	9	100
Financial institution	13	15	62	15	0	0	8	100
Public administration	39	23	46	15	10	3	3	100
Press and media	13	8	46	46	0	0	0	100
Non-financial corporation	3	33	0	33	33	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	100	0	0	0	0	0	100
Other	6	17	67	17	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	105	30	50	13	0	0	8	100
University	31	29	52	16	0	0	3	100
Financial institution	13	46	38	8	0	0	8	100
Public administration	39	26	46	15	0	0	13	100
Press and media	12	33	50	8	0	0	8	100
Non-financial corporation	3	0	67	33	0	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	100	0	0	0	0	0	100
Other	6	17	83	0	0	0	0	100
Dissemination. Location and access								
Total	110	25	44	26	5	1	0	100
University	35	23	51	23	3	0	0	100
Financial institution	13	31	23	38	8	0	0	100
Public administration	39	21	49	26	3	3	0	100
Press and media	13	23	31	38	8	0	0	100
Non-financial corporation	3	33	0	33	33	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	100	0	0	0	0	0	100
Other	6	33	67	0	0	0	0	100
Dissemination. Presentation and clarity								
Total	108	26	44	24	4	3	0	100
University	35	26	37	31	6	0	0	100
Financial institution	12	33	33	25	0	8	0	100
Public administration	38	24	45	21	5	5	0	100
Press and media	13	23	62	15	0	0	0	100
Non-financial corporation	3	0	33	67	0	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	100	0	0	0	0	0	100
Other	6	33	67	0	0	0	0	100
Dissemination. Access to and use of metadata								
Total	108	20	44	29	4	1	3	100
University	35	23	43	29	3	0	3	100
Financial institution	13	31	38	15	0	8	8	100
Public administration	37	16	43	32	5	0	3	100
Press and media	13	23	46	31	0	0	0	100
Non-financial corporation	3	0	33	33	33	0	0	100
Private individual	0	—	—	—	—	—	—	0
Data provider	1	0	100	0	0	0	0	100
Other	6	17	50	33	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	90	17	49	29	4	1	0	100
University	40	15	60	18	5	3	0	100
Financial institution	13	8	54	38	0	0	0	100
Public administration	11	18	36	45	0	0	0	100
Press and media	7	14	57	29	0	0	0	100
Non-financial corporation	7	0	29	57	14	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	10	40	20	30	10	0	0	100
Production. Confidence in statistics								
Total	90	27	49	17	8	0	0	100
University	40	33	43	20	5	0	0	100
Financial institution	13	31	38	23	8	0	0	100
Public administration	11	18	64	18	0	0	0	100
Press and media	7	14	71	0	14	0	0	100
Non-financial corporation	7	14	43	14	29	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	10	20	60	10	10	0	0	100
Production. Reliability of data as initially published								
Total	88	15	51	22	3	2	7	100
University	40	15	55	20	3	3	5	100
Financial institution	13	8	54	23	0	8	8	100
Public administration	10	20	50	20	0	0	10	100
Press and media	6	17	33	17	17	0	17	100
Non-financial corporation	7	0	57	14	14	0	14	100
Private individual	1	0	100	0	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	10	20	40	40	0	0	0	100
Production. Publication lag								
Total	90	9	40	37	9	1	4	100
University	40	5	63	25	5	0	3	100
Financial institution	13	0	38	54	0	0	8	100
Public administration	11	18	18	55	9	0	0	100
Press and media	7	0	29	57	14	0	0	100
Non-financial corporation	7	0	14	29	29	14	14	100
Private individual	1	100	0	0	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	10	20	10	40	20	0	10	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	88	15	49	19	6	0	11	100
University	40	13	63	15	8	0	3	100
Financial institution	12	17	50	17	0	0	17	100
Public administration	11	18	27	27	0	0	27	100
Press and media	6	33	33	0	17	0	17	100
Non-financial corporation	7	0	57	14	0	0	29	100
Private individual	1	0	100	0	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	10	10	20	50	10	0	10	100
Dissemination. Location and access								
Total	88	14	47	33	3	3	0	100
University	40	15	55	20	3	8	0	100
Financial institution	13	15	15	69	0	0	0	100
Public administration	10	10	60	30	0	0	0	100
Press and media	7	0	71	29	0	0	0	100
Non-financial corporation	6	0	17	67	17	0	0	100
Private individual	1	0	0	100	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	10	20	50	20	10	0	0	100
Dissemination. Presentation and clarity								
Total	90	14	51	24	6	4	0	100
University	40	13	63	15	3	8	0	100
Financial institution	13	23	15	46	8	8	0	100
Public administration	11	27	55	9	9	0	0	100
Press and media	7	0	71	29	0	0	0	100
Non-financial corporation	7	0	43	43	14	0	0	100
Private individual	1	0	0	100	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	10	10	50	30	10	0	0	100
Dissemination. Access to and use of metadata								
Total	90	13	44	27	6	7	3	100
University	40	20	48	20	0	10	3	100
Financial institution	13	8	38	23	8	15	8	100
Public administration	11	27	36	27	9	0	0	100
Press and media	7	0	71	29	0	0	0	100
Non-financial corporation	7	0	29	57	14	0	0	100
Private individual	1	0	0	100	0	0	0	100
Data provider	1	0	100	0	0	0	0	100
Other	10	0	40	30	20	0	10	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	96	27	46	22	4	1	0	100
University	47	34	43	19	2	2	0	100
Financial institution	10	10	60	30	0	0	0	100
Public administration	17	12	59	12	18	0	0	100
Press and media	9	22	33	44	0	0	0	100
Non-financial corporation	2	0	100	0	0	0	0	100
Private individual	3	33	0	67	0	0	0	100
Data provider	2	100	0	0	0	0	0	100
Other	6	33	50	17	0	0	0	100
Production. Confidence in statistics								
Total	96	41	45	13	1	1	0	100
University	47	47	38	13	0	2	0	100
Financial institution	10	40	50	10	0	0	0	100
Public administration	17	29	47	18	6	0	0	100
Press and media	9	33	67	0	0	0	0	100
Non-financial corporation	2	0	100	0	0	0	0	100
Private individual	3	67	0	33	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	6	33	50	17	0	0	0	100
Production. Reliability of data as initially published								
Total	96	20	54	21	0	1	4	100
University	47	21	51	19	0	2	6	100
Financial institution	10	20	70	10	0	0	0	100
Public administration	17	18	59	24	0	0	0	100
Press and media	9	11	67	22	0	0	0	100
Non-financial corporation	2	0	100	0	0	0	0	100
Private individual	3	33	33	0	0	0	33	100
Data provider	2	50	0	50	0	0	0	100
Other	6	17	33	50	0	0	0	100
Production. Publication lag								
Total	96	18	52	23	4	1	2	100
University	47	23	51	17	2	2	4	100
Financial institution	10	10	60	30	0	0	0	100
Public administration	17	12	59	24	6	0	0	100
Press and media	9	0	56	44	0	0	0	100
Non-financial corporation	2	0	50	50	0	0	0	100
Private individual	3	33	33	33	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	6	17	33	17	33	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	95	27	54	12	2	1	4	100
University	47	34	45	15	0	2	4	100
Financial institution	10	30	60	10	0	0	0	100
Public administration	17	6	71	12	6	0	6	100
Press and media	8	25	50	13	0	0	13	100
Non-financial corporation	2	0	100	0	0	0	0	100
Private individual	3	33	33	0	33	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	6	33	67	0	0	0	0	100
Dissemination. Location and access								
Total	98	20	46	24	5	3	1	100
University	49	18	51	22	4	4	0	100
Financial institution	10	10	30	50	10	0	0	100
Public administration	17	24	53	18	0	6	0	100
Press and media	9	22	44	33	0	0	0	100
Non-financial corporation	2	0	50	0	50	0	0	100
Private individual	3	0	0	67	33	0	0	100
Data provider	2	50	0	0	0	0	50	100
Other	6	50	50	0	0	0	0	100
Dissemination. Presentation and clarity								
Total	97	23	42	23	8	3	1	100
University	49	20	47	22	6	4	0	100
Financial institution	10	10	30	50	10	0	0	100
Public administration	17	29	41	18	6	6	0	100
Press and media	9	22	44	22	11	0	0	100
Non-financial corporation	1	0	0	0	100	0	0	100
Private individual	3	0	33	33	33	0	0	100
Data provider	2	50	0	0	0	0	50	100
Other	6	50	50	0	0	0	0	100
Dissemination. Access to and use of metadata								
Total	97	22	41	27	6	3	1	100
University	49	20	47	24	2	6	0	100
Financial institution	10	10	60	30	0	0	0	100
Public administration	17	29	35	18	18	0	0	100
Press and media	9	22	33	33	11	0	0	100
Non-financial corporation	1	0	0	0	100	0	0	100
Private individual	3	33	0	67	0	0	0	100
Data provider	2	0	50	0	0	0	50	100
Other	6	33	17	50	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	68	21	56	16	4	1	1	100
University	28	29	46	11	11	4	0	100
Financial institution	11	18	45	36	0	0	0	100
Public administration	13	8	69	15	0	0	8	100
Press and media	6	0	83	17	0	0	0	100
Non-financial corporation	3	33	67	0	0	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	4	25	50	25	0	0	0	100
Production. Confidence in statistics								
Total	68	25	59	10	1	1	3	100
University	28	32	50	11	4	4	0	100
Financial institution	11	27	55	9	0	0	9	100
Public administration	13	8	77	8	0	0	8	100
Press and media	6	17	83	0	0	0	0	100
Non-financial corporation	3	33	33	33	0	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	4	25	50	25	0	0	0	100
Production. Reliability of data as initially published								
Total	67	18	52	19	1	1	7	100
University	28	21	43	25	4	4	4	100
Financial institution	11	18	45	18	0	0	18	100
Public administration	13	8	69	8	0	0	15	100
Press and media	5	0	80	20	0	0	0	100
Non-financial corporation	3	33	33	33	0	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	4	25	50	25	0	0	0	100
Production. Publication lag								
Total	67	16	54	12	9	3	6	100
University	27	26	52	7	11	4	0	100
Financial institution	11	0	55	18	9	0	18	100
Public administration	13	8	69	8	0	0	15	100
Press and media	6	0	33	33	17	17	0	100
Non-financial corporation	3	33	33	0	33	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	4	25	50	25	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	66	18	58	12	2	2	9	100
University	26	19	65	4	4	4	4	100
Financial institution	11	18	45	18	0	0	18	100
Public administration	13	8	69	8	0	0	15	100
Press and media	6	17	50	33	0	0	0	100
Non-financial corporation	3	0	67	33	0	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	2	100	0	0	0	0	0	100
Other	4	25	25	25	0	0	25	100
Dissemination. Location and access								
Total	69	16	54	25	3	1	1	100
University	27	11	63	19	4	4	0	100
Financial institution	12	8	67	17	8	0	0	100
Public administration	14	14	50	29	0	0	7	100
Press and media	6	0	17	83	0	0	0	100
Non-financial corporation	3	67	0	33	0	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	4	50	50	0	0	0	0	100
Dissemination. Presentation and clarity								
Total	68	15	47	32	3	1	1	100
University	27	11	48	33	4	4	0	100
Financial institution	12	17	33	50	0	0	0	100
Public administration	13	15	54	23	0	0	8	100
Press and media	6	0	33	50	17	0	0	100
Non-financial corporation	3	33	33	33	0	0	0	100
Private individual	1	0	100	0	0	0	0	100
Data provider	2	50	50	0	0	0	0	100
Other	4	25	75	0	0	0	0	100
Dissemination. Access to and use of metadata								
Total	67	10	52	27	3	1	6	100
University	27	11	52	26	4	4	4	100
Financial institution	12	8	33	50	0	0	8	100
Public administration	13	8	69	15	0	0	8	100
Press and media	5	0	60	40	0	0	0	100
Non-financial corporation	3	33	33	33	0	0	0	100
Private individual	1	0	0	0	0	0	100	100
Data provider	2	0	100	0	0	0	0	100
Other	4	25	50	0	25	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	205	20	44	29	5	1	1	100
University	120	19	45	28	4	2	2	100
Financial institution	21	19	48	33	0	0	0	100
Public administration	21	19	43	19	19	0	0	100
Press and media	11	18	36	36	9	0	0	100
Non-financial corporation	10	10	50	40	0	0	0	100
Private individual	6	17	33	50	0	0	0	100
Data provider	3	33	33	33	0	0	0	100
Other	13	46	38	15	0	0	0	100
Production. Confidence in statistics								
Total	203	27	49	21	2	0	0	100
University	117	28	51	17	2	1	1	100
Financial institution	22	23	36	41	0	0	0	100
Public administration	21	24	52	14	10	0	0	100
Press and media	11	18	36	45	0	0	0	100
Non-financial corporation	10	10	60	30	0	0	0	100
Private individual	6	33	33	17	17	0	0	100
Data provider	3	33	33	33	0	0	0	100
Other	13	38	54	8	0	0	0	100
Production. Reliability of data as initially published								
Total	198	17	52	20	1	1	10	100
University	114	17	52	19	2	1	10	100
Financial institution	22	14	55	18	0	0	14	100
Public administration	19	16	53	26	0	0	5	100
Press and media	11	18	45	36	0	0	0	100
Non-financial corporation	10	10	50	30	0	0	10	100
Private individual	6	0	67	0	0	0	33	100
Data provider	3	33	67	0	0	0	0	100
Other	13	31	46	8	0	0	15	100
Production. Publication lag								
Total	201	10	33	28	15	10	2	100
University	116	11	34	33	12	8	2	100
Financial institution	22	5	41	14	9	27	5	100
Public administration	20	5	30	40	10	15	0	100
Press and media	11	9	27	27	27	9	0	100
Non-financial corporation	10	10	20	10	60	0	0	100
Private individual	6	0	33	17	33	0	17	100
Data provider	3	33	33	0	0	33	0	100
Other	13	23	31	15	15	8	8	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	199	18	52	16	2	1	12	100
University	115	20	55	12	2	1	10	100
Financial institution	21	10	62	19	0	0	10	100
Public administration	20	20	50	20	5	0	5	100
Press and media	11	27	27	36	0	0	9	100
Non-financial corporation	10	0	50	30	0	0	20	100
Private individual	6	0	50	0	0	0	50	100
Data provider	3	33	33	33	0	0	0	100
Other	13	23	38	15	0	0	23	100
Dissemination. Location and access								
Total	204	22	45	26	5	1	0	100
University	117	26	44	22	5	2	1	100
Financial institution	22	5	59	32	0	5	0	100
Public administration	21	14	52	29	5	0	0	100
Press and media	11	18	27	55	0	0	0	100
Non-financial corporation	10	20	30	50	0	0	0	100
Private individual	6	17	50	17	17	0	0	100
Data provider	4	25	50	0	25	0	0	100
Other	13	31	46	15	8	0	0	100
Dissemination. Presentation and clarity								
Total	203	24	39	24	10	2	0	100
University	116	28	38	21	10	3	1	100
Financial institution	22	14	36	36	9	5	0	100
Public administration	21	19	52	19	10	0	0	100
Press and media	11	18	45	18	18	0	0	100
Non-financial corporation	10	30	30	40	0	0	0	100
Private individual	6	17	33	33	17	0	0	100
Data provider	4	25	25	50	0	0	0	100
Other	13	23	46	23	8	0	0	100
Dissemination. Access to and use of metadata								
Total	204	23	39	25	6	2	4	100
University	117	26	41	21	6	3	3	100
Financial institution	22	9	36	27	9	5	14	100
Public administration	21	19	48	24	10	0	0	100
Press and media	11	18	36	36	9	0	0	100
Non-financial corporation	10	40	20	30	0	0	10	100
Private individual	6	33	17	33	0	0	17	100
Data provider	4	25	50	25	0	0	0	100
Other	13	15	38	38	8	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. Coverage of information needs								
Total	247	25	56	16	2	1	0	100
University	115	26	57	14	2	2	0	100
Financial institution	29	34	55	10	0	0	0	100
Public administration	45	13	64	18	4	0	0	100
Press and media	15	27	53	20	0	0	0	100
Non-financial corporation	15	13	53	33	0	0	0	100
Private individual	10	20	50	10	10	0	10	100
Data provider	3	33	33	33	0	0	0	100
Other	15	40	47	13	0	0	0	100
Production. Confidence in statistics								
Total	247	32	58	9	1	0	0	100
University	114	35	57	7	0	1	0	100
Financial institution	29	34	66	0	0	0	0	100
Public administration	45	22	67	9	2	0	0	100
Press and media	16	31	44	25	0	0	0	100
Non-financial corporation	15	33	47	20	0	0	0	100
Private individual	10	10	60	10	10	0	10	100
Data provider	3	33	67	0	0	0	0	100
Other	15	40	53	7	0	0	0	100
Production. Reliability of data as initially published								
Total	244	19	57	17	1	0	6	100
University	113	19	59	12	0	1	8	100
Financial institution	28	25	68	4	0	0	4	100
Public administration	45	16	60	20	4	0	0	100
Press and media	15	13	47	40	0	0	0	100
Non-financial corporation	15	20	40	33	0	0	7	100
Private individual	10	10	40	30	0	0	20	100
Data provider	3	33	33	33	0	0	0	100
Other	15	27	47	20	0	0	7	100
Production. Publication lag								
Total	245	17	51	23	4	1	4	100
University	112	23	51	18	3	2	4	100
Financial institution	29	10	66	24	0	0	0	100
Public administration	45	13	53	27	4	0	2	100
Press and media	16	6	44	38	6	6	0	100
Non-financial corporation	15	7	27	33	20	0	13	100
Private individual	10	0	50	20	10	0	20	100
Data provider	3	33	67	0	0	0	0	100
Other	15	27	47	27	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Production. External consistency								
Total	243	23	56	12	0	0	7	100
University	112	27	56	12	0	1	4	100
Financial institution	28	32	57	0	0	0	11	100
Public administration	45	16	64	9	2	0	9	100
Press and media	15	27	40	33	0	0	0	100
Non-financial corporation	15	7	53	27	0	0	13	100
Private individual	10	0	50	20	0	0	30	100
Data provider	3	33	33	33	0	0	0	100
Other	15	27	60	7	0	0	7	100
Dissemination. Location and access								
Total	248	17	52	20	9	2	0	100
University	115	16	55	19	8	3	0	100
Financial institution	29	21	59	14	7	0	0	100
Public administration	46	11	61	20	4	4	0	100
Press and media	15	20	40	33	7	0	0	100
Non-financial corporation	15	20	27	33	20	0	0	100
Private individual	10	10	40	20	30	0	0	100
Data provider	3	33	33	0	33	0	0	100
Other	15	33	47	13	7	0	0	100
Dissemination. Presentation and clarity								
Total	249	19	52	22	5	2	0	100
University	115	19	52	21	6	2	0	100
Financial institution	29	24	45	24	3	3	0	100
Public administration	46	15	57	22	2	4	0	100
Press and media	16	25	56	19	0	0	0	100
Non-financial corporation	15	7	53	33	7	0	0	100
Private individual	10	20	30	30	10	10	0	100
Data provider	3	33	33	33	0	0	0	100
Other	15	20	67	7	7	0	0	100
Dissemination. Access to and use of metadata								
Total	248	16	44	27	6	2	5	100
University	115	16	46	24	6	3	5	100
Financial institution	29	21	41	24	7	3	3	100
Public administration	45	13	49	22	9	2	4	100
Press and media	16	19	38	44	0	0	0	100
Non-financial corporation	15	13	33	33	7	0	13	100
Private individual	10	10	40	30	10	0	10	100
Data provider	3	0	67	33	0	0	0	100
Other	15	20	33	40	7	0	0	100

SOURCE: Banco de España.

ANNEX 7 STATISTICAL ANNEX. USERS VIA WEBSITE

This annex contains detailed tables of the results for users via website, including DK/NA responses.

USERS VIA WEBSITE. CHARACTERISATION OF USERS

TABLE A7.1

	Distribution (%) of answers by level of satisfaction								
	Total	University	Financial institution	Public administration	Press and media	Non-financial corporation	Private individual	Data provider	Other
Purpose of the consultation									
<i>Number of answers</i>	230	33	32	33	22	28	50	2	30
Research	22	55	22	18	0	18	16	50	17
General information	23	18	9	21	9	29	50	50	7
Economis analysis	25	18	41	39	18	32	16	0	17
Statistical re-dissemination	5	0	6	6	18	4	4	0	0
Decision-making in business	9	0	22	3	0	14	4	0	23
Use in the media	6	3	0	3	50	0	0	0	0
Other	10	6	0	9	5	4	10	0	37
Total	100	100	100	100	100	100	100	100	100
Frequency of the consultation									
<i>Number of answers</i>	166	26	19	23	12	18	41	2	25
Daily	11	12	5	17	42	17	5	0	0
Weekly	23	19	21	26	42	28	22	0	20
Monthly	18	19	47	22	0	17	12	0	12
Quarterly	10	4	16	13	0	17	5	0	16
Annually	4	4	0	13	0	0	2	0	4
Sporadically	34	42	11	9	17	22	54	100	48
Total	100	100	100	100	100	100	100	100	100
Channel used to knowledge of publication of new data									
<i>Number of answers</i>	207	26	19	23	12	18	41	2	25
Dissemination schedules	19	15	32	24	41	10	7	0	14
The bde.es website	66	69	46	64	41	81	74	100	76
The media	9	12	18	9	9	5	7	0	7
RSS	2	0	4	0	9	0	4	0	0
BIEST publication flows	1	0	0	0	0	0	4	0	0
Other	3	4	0	3	0	5	4	0	3
Total	100	100	100	100	100	100	100	100	100
Means used to access the statistics									
<i>Number of answers</i>	337	44	45	48	38	39	69	4	50
Press releases	12	9	9	10	26	13	12	25	10
Tables in PDF format	27	27	18	33	24	31	29	25	26
<i>Statistical Bulletin</i>	16	11	29	8	18	21	12	0	18
CSV	20	25	24	27	16	21	12	25	18
Stata	1	5	2	2	0	0	0	0	0
BIEST	3	2	2	4	0	5	6	0	2
Statistical data service	19	18	16	13	16	10	30	25	22
Other	1	2	0	2	0	0	0	0	4
Total	100	100	100	100	100	100	100	100	100

SOURCE: Banco de España.

	Distribution (%) of answers by level of satisfaction								
	Total	University	Financial institution	Public administration	Press and media	Non-financial corporation	Private individual	Data provider	Other
Consulted statistics									
<i>Number of answers</i>	418	60	52	69	52	54	80	3	48
Interest rates and exchange rates	25	23	15	19	10	28	39	0	42
Financial accounts statistics	11	15	13	14	13	7	5	0	6
Financial institutions statistics	13	10	29	13	13	11	10	33	8
EDP debt	7	3	4	12	12	7	8	33	4
Central Balance Sheet Data Office statistics	6	2	6	7	8	11	6	0	4
External statistics	7	12	4	12	8	4	3	33	4
Financial and securities markets and payments systems	7	5	8	7	6	9	6	0	6
Survey of household finances	9	7	10	4	17	11	6	0	8
General economic statistics and indicators	15	23	12	12	13	11	18	0	17
Total	100	100	100	100	100	100	100	100	100

SOURCE: Banco de España.

User group	No. of answers	Distribution (%) of answers by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Overall satisfaction								
Total	166	15	54	17	5	2	7	100
University	26	15	35	15	12	4	19	100
Financial institution	19	0	68	16	11	0	5	100
Public administration	23	17	52	26	4	0	0	100
Press and media	12	8	67	25	0	0	0	100
Non-financial corporation	18	11	61	17	6	0	6	100
Private individual	41	15	59	12	5	5	5	100
Data provider	2	0	50	50	0	0	0	100
Other	25	32	48	12	0	0	8	100
Satisfaction with the Banco de España's website								
Total	166	12	50	22	7	2	7	100
University	26	12	23	27	12	4	23	100
Financial institution	19	0	58	26	0	0	16	100
Public administration	23	13	43	43	0	0	0	100
Press and media	12	8	58	17	17	0	0	100
Non-financial corporation	18	11	61	17	6	0	6	100
Private individual	41	12	54	20	7	5	2	100
Data provider	2	0	50	0	50	0	0	100
Other	25	24	60	8	8	0	0	100
Satisfaction with the degree of adaptation to new technologies in accessing the Banco de España's statistics								
Total	166	13	38	28	5	4	12	100
University	26	12	15	35	4	12	23	100
Financial institution	19	0	37	42	0	0	21	100
Public administration	23	4	30	39	9	0	17	100
Press and media	12	8	50	17	8	8	8	100
Non-financial corporation	18	6	50	33	6	0	6	100
Private individual	41	17	41	22	5	7	7	100
Data provider	2	0	50	0	50	0	0	100
Other	25	32	48	16	0	0	4	100
Satisfaction with the statistics information service								
Total	166	27	41	16	5	2	9	100
University	26	23	27	23	4	4	19	100
Financial institution	19	16	47	16	11	0	11	100
Public administration	23	22	39	17	13	0	9	100
Press and media	12	8	58	25	0	0	8	100
Non-financial corporation	18	11	67	6	11	0	6	100
Private individual	41	39	34	15	0	5	7	100
Data provider	2	0	50	50	0	0	0	100
Other	25	48	36	8	4	0	4	100

SOURCE: Banco de España.

User group	No. of answers	Distribution (%) of answers by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Satisfaction with BIEST								
Total	11	27	27	27	0	9	9	100
University	1	100	0	0	0	0	0	100
Financial institution	1	0	0	100	0	0	0	100
Public administration	2	0	0	100	0	0	0	100
Press and media	0	—	—	—	—	—	—	0
Non-financial corporation	2	0	0	0	0	50	50	100
Private individual	4	50	50	0	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	1	0	100	0	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	105	24	47	18	6	6	0	100
University	14	36	14	36	0	14	0	100
Financial institution	8	0	88	0	13	0	0	100
Public administration	13	15	62	15	8	0	0	100
Press and media	5	20	40	40	0	0	0	100
Non-financial corporation	15	33	47	7	13	0	0	100
Private individual	31	13	55	19	0	13	0	100
Data provider	0	—	—	—	—	—	—	0
Other	19	42	32	16	11	0	0	100
Dissemination. Presentation and clarity								
Total	103	23	50	21	2	4	0	100
University	13	38	23	31	0	8	0	100
Financial institution	8	0	75	25	0	0	0	100
Public administration	13	15	69	15	0	0	0	100
Press and media	5	20	60	20	0	0	0	100
Non-financial corporation	15	27	53	20	0	0	0	100
Private individual	30	23	47	20	0	10	0	100
Data provider	0	—	—	—	—	—	—	0
Other	19	26	42	21	11	0	0	100
Dissemination. Access to and use of metadata								
Total	100	16	37	34	5	5	3	100
University	13	31	15	46	0	0	8	100
Financial institution	8	0	50	50	0	0	0	100
Public administration	10	10	40	40	10	0	0	100
Press and media	5	0	80	0	0	0	20	100
Non-financial corporation	15	20	40	20	13	0	7	100
Private individual	30	10	40	33	0	17	0	100
Data provider	0	—	—	—	—	—	—	0
Other	19	26	26	37	11	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	44	11	45	27	14	2	0	100
University	9	22	22	33	22	0	0	100
Financial institution	7	14	43	14	29	0	0	100
Public administration	10	0	50	30	20	0	0	100
Press and media	7	0	43	43	0	14	0	100
Non-financial corporation	4	0	75	25	0	0	0	100
Private individual	4	50	50	0	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	3	0	67	33	0	0	0	100
Dissemination. Presentation and clarity								
Total	42	12	52	29	7	0	0	100
University	7	14	29	43	14	0	0	100
Financial institution	7	14	57	29	0	0	0	100
Public administration	10	10	40	30	20	0	0	100
Press and media	7	14	71	14	0	0	0	100
Non-financial corporation	4	0	75	25	0	0	0	100
Private individual	4	25	75	0	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	3	0	33	67	0	0	0	100
Dissemination. Access to and use of metadata								
Total	43	14	40	30	16	0	0	100
University	8	25	13	25	38	0	0	100
Financial institution	7	29	29	43	0	0	0	100
Public administration	10	0	40	30	30	0	0	100
Press and media	7	14	71	14	0	0	0	100
Non-financial corporation	4	0	75	25	0	0	0	100
Private individual	4	25	25	25	25	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	3	0	33	67	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	56	11	43	36	11	0	0	100
University	6	33	17	33	17	0	0	100
Financial institution	15	7	53	27	13	0	0	100
Public administration	9	0	44	44	11	0	0	100
Press and media	7	14	29	43	14	0	0	100
Non-financial corporation	6	0	17	67	17	0	0	100
Private individual	8	13	63	25	0	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	4	0	75	25	0	0	0	100
Dissemination. Presentation and clarity								
Total	56	13	45	30	13	0	0	100
University	6	33	17	33	17	0	0	100
Financial institution	15	13	33	27	27	0	0	100
Public administration	9	0	44	44	11	0	0	100
Press and media	7	14	57	29	0	0	0	100
Non-financial corporation	6	0	50	50	0	0	0	100
Private individual	8	13	63	13	13	0	0	100
Data provider	1	100	0	0	0	0	0	100
Other	4	0	75	25	0	0	0	100
Dissemination. Access to and use of metadata								
Total	56	13	23	45	13	4	4	100
University	6	33	0	50	17	0	0	100
Financial institution	15	13	20	47	13	7	0	100
Public administration	9	0	22	56	22	0	0	100
Press and media	7	14	29	14	14	14	14	100
Non-financial corporation	6	0	33	50	0	0	17	100
Private individual	8	25	25	38	13	0	0	100
Data provider	1	0	0	100	0	0	0	100
Other	4	0	50	50	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	30	10	43	43	0	3	0	100
University	2	0	50	50	0	0	0	100
Financial institution	2	0	100	0	0	0	0	100
Public administration	8	0	50	50	0	0	0	100
Press and media	6	17	33	33	0	17	0	100
Non-financial corporation	4	0	25	75	0	0	0	100
Private individual	5	20	60	20	0	0	0	100
Data provider	1	0	0	100	0	0	0	100
Other	2	50	0	50	0	0	0	100
Dissemination. Presentation and clarity								
Total	30	13	53	27	7	0	0	100
University	2	0	0	100	0	0	0	100
Financial institution	2	0	0	50	50	0	0	100
Public administration	8	0	75	25	0	0	0	100
Press and media	6	33	50	17	0	0	0	100
Non-financial corporation	4	0	75	25	0	0	0	100
Private individual	5	40	60	0	0	0	0	100
Data provider	1	0	0	0	100	0	0	100
Other	2	0	50	50	0	0	0	100
Dissemination. Access to and use of metadata								
Total	30	7	27	47	13	0	7	100
University	2	0	0	50	50	0	0	100
Financial institution	2	0	0	100	0	0	0	100
Public administration	8	0	38	63	0	0	0	100
Press and media	6	0	33	17	17	0	33	100
Non-financial corporation	4	0	25	50	25	0	0	100
Private individual	5	40	40	20	0	0	0	100
Data provider	1	0	0	0	100	0	0	100
Other	2	0	0	100	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	26	8	50	35	8	0	0	100
University	1	0	0	100	0	0	0	100
Financial institution	3	0	67	0	33	0	0	100
Public administration	5	20	40	40	0	0	0	100
Press and media	4	0	50	50	0	0	0	100
Non-financial corporation	6	0	50	33	17	0	0	100
Private individual	5	20	60	20	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	2	0	50	50	0	0	0	100
Dissemination. Presentation and clarity								
Total	26	15	50	27	8	0	0	100
University	1	0	100	0	0	0	0	100
Financial institution	3	33	0	33	33	0	0	100
Public administration	5	20	60	20	0	0	0	100
Press and media	4	25	25	50	0	0	0	100
Non-financial corporation	6	0	67	17	17	0	0	100
Private individual	5	20	60	20	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	2	0	50	50	0	0	0	100
Dissemination. Access to and use of metadata								
Total	26	15	35	38	4	4	4	100
University	1	0	0	100	0	0	0	100
Financial institution	3	33	33	33	0	0	0	100
Public administration	5	20	40	40	0	0	0	100
Press and media	4	25	0	50	0	0	25	100
Non-financial corporation	6	0	50	33	17	0	0	100
Private individual	5	20	40	20	0	20	0	100
Data provider	0	—	—	—	—	—	—	0
Other	2	0	50	50	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	28	21	25	43	4	7	0	100
University	7	43	0	43	0	14	0	100
Financial institution	2	0	0	50	50	0	0	100
Public administration	8	13	50	38	0	0	0	100
Press and media	4	0	25	50	0	25	0	100
Non-financial corporation	2	0	50	50	0	0	0	100
Private individual	2	50	50	0	0	0	0	100
Data provider	1	0	0	100	0	0	0	100
Other	2	50	0	50	0	0	0	100
Dissemination. Presentation and clarity								
Total	28	21	39	36	0	4	0	100
University	7	43	14	29	0	14	0	100
Financial institution	2	0	100	0	0	0	0	100
Public administration	8	13	50	38	0	0	0	100
Press and media	4	25	25	50	0	0	0	100
Non-financial corporation	2	0	50	50	0	0	0	100
Private individual	2	50	50	0	0	0	0	100
Data provider	1	0	0	100	0	0	0	100
Other	2	0	50	50	0	0	0	100
Dissemination. Access to and use of metadata								
Total	28	18	25	46	0	7	4	100
University	7	43	0	43	0	14	0	100
Financial institution	2	0	50	50	0	0	0	100
Public administration	8	13	38	50	0	0	0	100
Press and media	4	0	50	25	0	0	25	100
Non-financial corporation	2	0	50	50	0	0	0	100
Private individual	2	50	0	0	0	50	0	100
Data provider	1	0	0	100	0	0	0	100
Other	2	0	0	100	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	26	15	46	31	8	0	0	100
University	2	0	0	100	0	0	0	100
Financial institution	4	0	50	25	25	0	0	100
Public administration	5	0	80	0	20	0	0	100
Press and media	3	33	33	33	0	0	0	100
Non-financial corporation	5	0	40	60	0	0	0	100
Private individual	4	25	50	25	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	3	67	33	0	0	0	0	100
Dissemination. Presentation and clarity								
Total	26	19	54	23	4	0	0	100
University	2	0	50	50	0	0	0	100
Financial institution	4	25	50	25	0	0	0	100
Public administration	5	20	40	20	20	0	0	100
Press and media	3	33	33	33	0	0	0	100
Non-financial corporation	5	0	60	40	0	0	0	100
Private individual	4	25	75	0	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	3	33	67	0	0	0	0	100
Dissemination. Access to and use of metadata								
Total	26	19	50	27	4	0	0	100
University	2	0	50	50	0	0	0	100
Financial institution	4	25	25	50	0	0	0	100
Public administration	5	0	60	20	20	0	0	100
Press and media	3	33	67	0	0	0	0	100
Non-financial corporation	5	0	60	40	0	0	0	100
Private individual	4	50	25	25	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	3	33	67	0	0	0	0	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	36	8	39	33	11	6	3	100
University	4	25	25	25	0	25	0	100
Financial institution	5	0	20	40	40	0	0	100
Public administration	3	0	33	33	33	0	0	100
Press and media	9	11	33	44	0	11	0	100
Non-financial corporation	6	0	33	50	17	0	0	100
Private individual	5	20	80	0	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	4	0	50	25	0	0	25	100
Dissemination. Presentation and clarity								
Total	36	17	47	25	6	3	3	100
University	4	25	50	0	0	25	0	100
Financial institution	5	20	20	40	20	0	0	100
Public administration	3	0	33	33	33	0	0	100
Press and media	9	22	67	11	0	0	0	100
Non-financial corporation	6	0	50	50	0	0	0	100
Private individual	5	20	80	0	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	4	25	0	50	0	0	25	100
Dissemination. Access to and use of metadata								
Total	36	11	33	39	8	0	8	100
University	4	25	0	25	50	0	0	100
Financial institution	5	20	0	80	0	0	0	100
Public administration	3	0	33	33	33	0	0	100
Press and media	9	11	44	22	0	0	22	100
Non-financial corporation	6	0	50	50	0	0	0	100
Private individual	5	20	60	20	0	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	4	0	25	50	0	0	25	100

SOURCE: Banco de España.

User group	No. of responses	Distribution (%) of responses by level of satisfaction						Total
		Very high	High	Medium	Low	Very low	Don't know / No answer	
Dissemination. Location and access								
Total	62	15	37	32	11	3	2	100
University	14	29	21	36	0	7	7	100
Financial institution	6	0	67	17	17	0	0	100
Public administration	8	0	38	25	38	0	0	100
Press and media	7	0	43	29	14	14	0	100
Non-financial corporation	6	0	67	33	0	0	0	100
Private individual	13	23	31	38	8	0	0	100
Data provider	0	—	—	—	—	—	—	0
Other	8	25	25	38	13	0	0	100
Dissemination. Presentation and clarity								
Total	62	16	45	27	6	3	2	100
University	14	21	36	21	7	7	7	100
Financial institution	6	17	67	17	0	0	0	100
Public administration	8	0	38	50	13	0	0	100
Press and media	7	14	57	14	14	0	0	100
Non-financial corporation	6	0	83	17	0	0	0	100
Private individual	13	23	38	31	0	8	0	100
Data provider	0	—	—	—	—	—	—	0
Other	8	25	25	38	13	0	0	100
Dissemination. Access to and use of metadata								
Total	62	13	35	37	8	3	3	100
University	14	21	21	50	0	0	7	100
Financial institution	6	17	50	33	0	0	0	100
Public administration	8	0	25	63	13	0	0	100
Press and media	7	14	29	14	29	0	14	100
Non-financial corporation	6	0	50	33	17	0	0	100
Private individual	13	15	38	31	0	15	0	100
Data provider	0	—	—	—	—	—	—	0
Other	8	13	50	25	13	0	0	100

SOURCE: Banco de España.

ANNEX 8 COMMENTS ARRANGED BY GROUP OF STATISTICS

USERS' COMMENTS BY GROUP OF STATISTICS

TABLE A8.1

Interest rates and exchange rates
Production
Time series
Dissemination
Improvement of metadata (concepts and methodology)
Publication at different frequencies
Improvement of information location and downloading
Publish data as levels as well as rates
Improvement of BIEST dissemination schedule
Provide data in "Open data" or JSON format
Need for a certification service
Interest rates
Production
Lack of consistency between the Banco de España's data and financial institutions' data
Publish loan interest rate data by firm size
Publish again mortgage foreclosure statistics
Publish swap transaction data in gross terms
Supplement Banco de España information with that from the financial institutes of regional governments and their audit watchdogs
Publish pre-2007 interest rates
Dissemination
Publish international comparisons
Exchange rates
Production
Excessive lag in publication of rates not published by the ECB
Increase the number of currencies
Time series
Dissemination
Improve metadata in terms of a better explanation of concepts
Financial accounts
Production
Long lag in publication
Lack of disaggregation of data; little granularity
Discrepancies with Eurostat
Disaggregation of monetary financial institutions
Geographical breakdown
Dissemination
Arrange information in tree form
Improve data download format
Information difficult to locate and extract
International comparison
Improve metadata
Explain differences in net borrowing/net lending in the financial and non-financial accounts

SOURCE: Banco de España.

NOTE: The most common comments are in bold.

Financial institutions
Production
Time series
Greater detail
Lack of key information such as off-balance-sheet business
Structure poorly adapted to FINREP
Include information from financial stability reports
Geographical breakdown
Breakdown of information by firm size
Hold meetings with analysts to ascertain their needs
Lack of consistency between Banco de España's data and financial institutions' data
Basence of micro data.Absence of financial inclusion reports and inter-bank comparisons
Access to data on bank supervision, bank loans (e.g. CCR)
Absence of automatic download of sectorisation file
Significant information has been suppressed, e.g. the statistical annex of the Banco de España's Banking Supervision Report
Dissemination
Advance notice of changes (net structure of information and new definitions)
Information difficult to locate and extract
Inform of reasons for removal of data
Improvement of metadata/unclear explanation of items
Improve communication of revisions
Problems caused by change in information structure, lack of detail regarding ratios
Use of unique codes for downloading time series
Inclusion/removal of headings which makes it more difficult to monitor them
The methodological notes of Chapter 4 have been under revision for six months
More efforts devoted to dissemination
Multiple unexplained errata in the past year
EDP Debt
Production
Time series
The Banco de España gives more credibility to data from banks than from general government
More detailed breakdown of consolidation of organisations
Reconsider financial debt insofar as imputations are concerned
It would be usefule to have more detailed breakdowns of statistics
Dissemination
Improve data download format
Information difficult to locate and extract
International comparison
Provide data in "Open data" or JSON format
Improvement of metada. Explanation of concepts, including basic ones such as EDP

SOURCE: Banco de España.

NOTE: The most common comments are in bold.

Central Balance Sheet Data Office
Production
Excessive publication lag
Geographical breakdown
Greater disaggregation
More frequent data
Access to microdata
Download of sectoral ratios of non-financial corporation (RSE database) by variable instead of by sector
Dissemination
Improvement of data download format
Information difficult to locate and extract
Notification of availability of new data
External statistics
Production
Time series beyond 2013
Links to BPM5
Geographical breakdown by autonomous region
Greater sectoral breakdown (services, with BPM5 there were more) and geographical breakdown (goods and services), even though the level of reliability is not so high. Greater detail in investment flows, such as DataInvest
Greater breakdown by product and country. Greater breakdown of IIP by country
International comparison
Include ICEX information on characteristics of export firms
Lack of information on external debt rescheduling
Dissemination
Improvement of data download format and structure
Information difficult to locate and extract
Problem in aggregating data due to lack of decimals
More explanatory press releases
Information expressed as annual averages and as percentage of GDP
Publish an annual summary table encompassing all the balance of payments (similar to that in the annual publication)
Frequent changes in codes and overly long codes
Improve metadata: explain concepts
Financial and securities markets and payment systems
Production
Provide statistics not offset
Link CNMV statistics using the same code
Dissemination
Explain how breakdowns are prepared
Metadata: improve explanation of methodology
Greater emphasis on outreach

SOURCE: Banco de España.

NOTE: The most common comments are in bold.

Survey of Household Finances
Production
Greater geographical breakdown
Absence of time series
Tool to carry out the same data matches that are published
Greater survey frequency
Long publication lag
Long lag in access to microdata
Improvement of instructions and field descriptions
Greater breakdown in certain financial instruments
Lack of consistency with the Tax Authorities
Dissemination
Metadata: improve the explanation of methodology, provide examples
Extend the definition of concepts to all those in the survey
Include interactive tools for selecting information
There is no "Open data" access; there is no JSON download
Greater emphasis on outreach
General economic statistics and indicators
Production
Provide information on the volume of marginal deposit and lending facilities
Extend time coverage
Greater geographical breakdown
Dissemination
Problems in locating and extracting data
Increase the statistics published
Provide data with different frequency
Provide at least three decimal places in downloads
Resume publication of international comparisons
Extend methodological notes

SOURCE: Banco de España.

NOTE: The most common comments are in bold.

ACRONYMS AND ABBREVIATIONS

ABS	Asset-backed securities	GDP	Gross domestic product
APP	Asset Purchase Programme	GFCF	Gross fixed capital formation
BCBS	Basel Committee on Banking Supervision	GNP	Gross national product
BE	Banco de España	GOP	Gross operating profit
BIS	Bank for International Settlements	GVA	Gross value added
BLS	Bank Lending Survey	HICP	Harmonised Index of Consumer Prices
BOE	Official State Gazette	IASB	International Accounting Standards Board
CBA	Central Balance Sheet Data Office Annual Survey	ICO	Official Credit Institute
CBQ	Central Balance Sheet Data Office Quarterly Survey	IFRSs	International Financial Reporting Standards
CBSO	Central Balance Sheet Data Office	IGAE	National Audit Office
CCR	Central Credit Register	IIP	International Investment Position
CDSs	Credit default swaps	IMF	International Monetary Fund
CESR	Committee of European Securities Regulators	INE	National Statistics Institute
CNE	Spanish National Accounts	LTROs	Longer-term refinancing operations
CNMV	National Securities Market Commission	MFI	Monetary financial institutions
CPI	Consumer Price Index	MROs	Main refinancing operations
CSPP	Corporate sector purchase programme	MTBDE	Banco de España quarterly macroeconomic model
DGF	Deposit Guarantee Fund	NAFTA	North American Free Trade Agreement
EBA	European Banking Authority	NAIRU	Non-accelerating-inflation rate of unemployment
ECB	European Central Bank	NCBs	National central banks
ECOFIN	Council of the European Communities (Economic and Financial Affairs)	NFCs	Non-financial corporations
EDP	Excessive Deficit Procedure	NIEM	National Institute Global Econometric Model
EFF	Spanish Survey of Household Finances	NPISHs	Non-profit institutions serving households
EFSF	European Financial Stability Facility	OECD	Organisation for Economic Co-operation and Development
EMU	Economic and Monetary Union	ONP	Ordinary net profit
EONIA	Euro overnight index average	OPEC	Organisation of Petroleum Exporting Countries
EPA	Official Spanish Labour Force Survey	PER	Price/earnings ratio
ESA 2010	European System of National and Regional Accounts	PMI	Purchasing Managers' Index
ESCB	European System of Central Banks	PPP	Purchasing power parity
ESFS	European System of Financial Supervisors	QNA	Quarterly National Accounts
ESM	European Stability Mechanism	SAFE	ECB Survey on the Access to Finance of Enterprises
ESRB	European Systemic Risk Board	SDRs	Special Drawing Rights
EU	European Union	SEPA	Single Euro Payments Area
EURIBOR	Euro interbank offered rate	SGP	Stability and Growth Pact
EUROSTAT	Statistical Office of the European Communities	SMEs	Small and medium-sized enterprises
FASE	Financial Accounts of the Spanish Economy	SRM	Single Resolution Mechanism
FDI	Foreign direct investment	SSM	Single Supervisory Mechanism
FRoB	Fund for the Orderly Restructuring of the Banking Sector	TFP	Total factor productivity
FSB	Financial Stability Board	TLTROs	Targeted longer-term refinancing operations
FSF	Financial Stability Forum	ULCs	Unit labour costs
GDI	Gross disposable income	VAT	Value Added Tax
		WTO	World Trade Organization

COUNTRIES AND CURRENCIES

In accordance with Community practice, the EU countries are listed using the alphabetical order of the country names in the national languages.

BE	Belgium	EUR (euro)
BG	Bulgaria	BGN (Bulgarian lev)
CZ	Czech Republic	CZK (Czech koruna)
DK	Denmark	DKK (Danish krone)
DE	Germany	EUR (euro)
EE	Estonia	EUR (euro)
IE	Ireland	EUR (euro)
GR	Greece	EUR (euro)
ES	Spain	EUR (euro)
FR	France	EUR (euro)
IT	Italy	EUR (euro)
HR	Croatia	HRK (Croatian kuna)
CY	Cyprus	EUR (euro)
LV	Latvia	EUR (euro)
LT	Lithuania	EUR (euro)
LU	Luxembourg	EUR (euro)
HU	Hungary	HUF (Hungarian forint)
MT	Malta	EUR (euro)
NL	Netherlands	EUR (euro)
AT	Austria	EUR (euro)
PL	Poland	PLN (Polish zloty)
PT	Portugal	EUR (euro)
RO	Romania	RON (New Romanian leu)
SI	Slovenia	EUR (euro)
SK	Slovakia	EUR (euro)
FI	Finland	EUR (euro)
SE	Sweden	SEK (Swedish krona)
UK	United Kingdom	GBP (Pound sterling)
JP	Japan	JPY (Japanese yen)
US	United States	USD (US dollar)

CONVENTIONS USED

M1	Notes and coins held by the public + sight deposits.
M2	M1 + deposits redeemable at notice of up to three months + deposits with an agreed maturity of up to two years.
M3	M2 + repos + shares in money market funds and money market instruments + debt securities issued with an agreed maturity of up to two years.
Q1, Q4	Calendar quarters.
H1, H2	Calendar half-years.
bn	Billions (10 ⁹).
m	Millions.
bp	Basis points.
pp	Percentage points.
...	Not available.
—	Nil, non-existence of the event considered or insignificance of changes when expressed as rates of growth.
0.0	Less than half the final digit shown in the series.

STATISTICAL NOTES PUBLISHED

- 1 STATISTICS AND CENTRAL BALANCE SHEET DEPARTMENT: Registering financial intermediation services on the national accounts as of 2005. (The Spanish original of this publication has the same number.)
- 2 STATISTICS AND CENTRAL BALANCE SHEET DEPARTMENT: Valuation of shares and other equity in the Financial Accounts of the Spanish Economy. (The Spanish original of this publication has the same number.)
- 3 STATISTICS AND CENTRAL BALANCE SHEET DEPARTMENT: Registering Financial Intermediation Services on the National Accounts as of 2005. Addendum. (The Spanish original of this publication has the same number.)
- 4 LUIS GORDO MORA AND JOÃO NOGUEIRA MARTINS: How reliable are the statistics for the Stability and Growth Pact?
- 5 STATISTICS DEPARTMENT: Methodological notes on the Financial Accounts of the Spanish Economy.
- 6 STATISTICS DEPARTMENT: Methodological notes on the Financial Accounts of the Spanish Economy. SEC-2010.
- 7 STATISTICS DEPARTMENT: Holding companies and Head offices within the framework of the SNA 2008 / ESA 2010.
- 8 STATISTICS DEPARTMENT: Presentation of the results of the Banco de España statistics user satisfaction survey.

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