



























## User Satisfaction with the Central Online Collection System









### Results of the exit-survey carried out between May and November 2022

Respondents: 60157






#### 1. What's your nationality?

		<b>Answers</b>	<b>Ratio</b>
Austria		<b>1024</b>	<b>1.7%</b>
Belgium		<b>1743</b>	<b>2.9%</b>
Bulgaria		<b>1720</b>	<b>2.86%</b>
Croatia		<b>296</b>	<b>0.49%</b>
Cyprus		<b>18</b>	<b>0.03%</b>
Czechia		<b>1298</b>	<b>2.16%</b>
Denmark		<b>1130</b>	<b>1.88%</b>
Estonia		<b>129</b>	<b>0.21%</b>
Finland		<b>1007</b>	<b>1.67%</b>
France		<b>15822</b>	<b>26.3%</b>
Germany		<b>10272</b>	<b>17.08%</b>
Greece		<b>518</b>	<b>0.86%</b>
Hungary		<b>509</b>	<b>0.85%</b>
Ireland		<b>409</b>	<b>0.68%</b>
Italy		<b>9284</b>	<b>15.43%</b>
Latvia		<b>215</b>	<b>0.36%</b>
Lithuania		<b>192</b>	<b>0.32%</b>
Luxembourg		<b>56</b>	<b>0.09%</b>
Malta		<b>58</b>	<b>0.1%</b>
Netherlands		<b>1798</b>	<b>2.99%</b>
Poland		<b>938</b>	<b>1.56%</b>
Portugal		<b>1281</b>	<b>2.13%</b>
Romania		<b>4130</b>	<b>6.87%</b>
Slovakia		<b>1034</b>	<b>1.72%</b>
Slovenia		<b>151</b>	<b>0.25%</b>
Spain		<b>4536</b>	<b>7.54%</b>
Sweden		<b>589</b>	<b>0.98%</b>



## 2. How old are you?

		Answers	Ratio
16 – 18		1200	1.99%
19 – 24		5150	8.56%
25 – 34		11346	18.86%
35 – 44		10524	17.49%
45 – 54		11832	19.67%
55 – 64		12278	20.41%
65+		7350	12.22%
No Answer		477	0.79%




## 3. How easy was it for you to support the initiative using the central online collection system?

		Answers	Ratio
Very easy		38334	63.72%
Easy		17756	29.52%
Neutral		2983	4.96%
Difficult		888	1.48%
Very difficult		196	0.33%




## 4. How did you fill in the online form?




		Answers	Ratio
a. Manually filling in the required fields		54124	89.97%
b. Using my eID		6033	10.03%

### 4a. Were you reluctant to provide any of the personal data required?













		Answers	Ratio
i. Yes		16102	26.77%
ii. No		38022	63.2%
iii. No Answer		6033	10.03%

### 4.a.i. Which categories of data were you reluctant to provide?













		Answers	Ratio
Personal identification number		9870	16.41%
Address		7271	12.09%
Date of birth		3570	5.93%

First name		2038	3.39%
Family name		3242	5.39%
No Answer		44055	73.23%

**5. In your view, how clear was the information on how to sign an initiative using this system?**




		Answers	Ratio
0		276	0.46%
1		170	0.28%
2		379	0.63%
3		641	1.07%
4		764	1.27%
5		923	1.53%
6		1988	3.3%
7		5284	8.78%
8		9422	15.66%
9		8032	13.35%
10		26692	44.37%
No Answer		5586	9.29%

**6. The protection of your personal data is one of the European Commission's main priorities. How confident do you feel about the security of the data you provided via the system?**



		Answers	Ratio
0		980	1.63%
1		658	1.09%
2		1476	2.45%
3		2246	3.73%
4		2309	3.84%
5		2525	4.2%
6		4480	7.45%
7		7528	12.51%
8		8601	14.3%
9		4707	7.82%
10		12112	20.13%
No Answer		12535	20.84%

**7. When providing the personal data required, do you feel confident knowing that the European Commission (and not another organisation/company) is collecting and storing them?**

		Answers	Ratio
--	--	---------	-------

Yes		30571	50.82%
Neutral		23089	38.38%
No		6497	10.8%



**8. Have you checked the privacy policy before providing your personal data?**

		Answers	Ratio
Yes		30056	49.96%
No		30101	50.04%

**9. How do you rate your overall experience with signing an initiative on this site?**

		Answers	Ratio
0		181	0.3%
1		79	0.13%
2		230	0.38%
3		347	0.58%
4		552	0.92%
5		1309	2.18%
6		3083	5.12%
7		7354	12.22%
8		10727	17.83%
9		7713	12.82%
10		18940	31.48%
No Answer		9642	16.03%

**10. Accessibility to persons with disability is a key feature of the central online collection system. To make the system even more adapted to the needs of persons with a disability, please let us know: Do you have a disability?**

		Answers	Ratio
Yes		4544	7.55%
No		54622	90.8%
No Answer		991	1.65%