



The RFC Network User Satisfaction Survey 2023 Overall Report



Funded by
the European Union

SURVEY DESIGN



- **115** evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 225 companies invited, 445 overall e-mail invitations sent
- **28** personal interviews
- Field Phase: **24th August** to **12th October 2023**

SATISFACTION & PARTICIPATION

115
evaluations

This is a decrease of 2% compared to the previous year (119 evaluations in 2022).

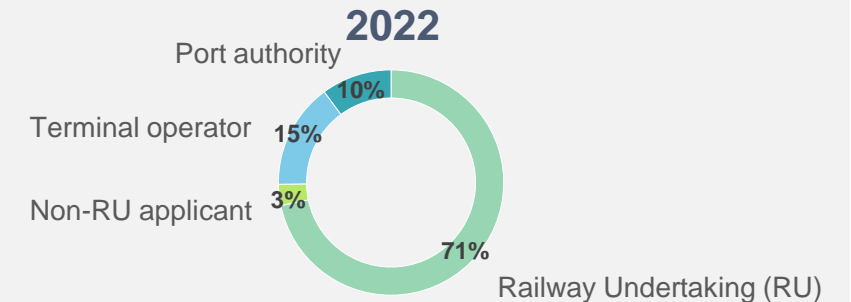
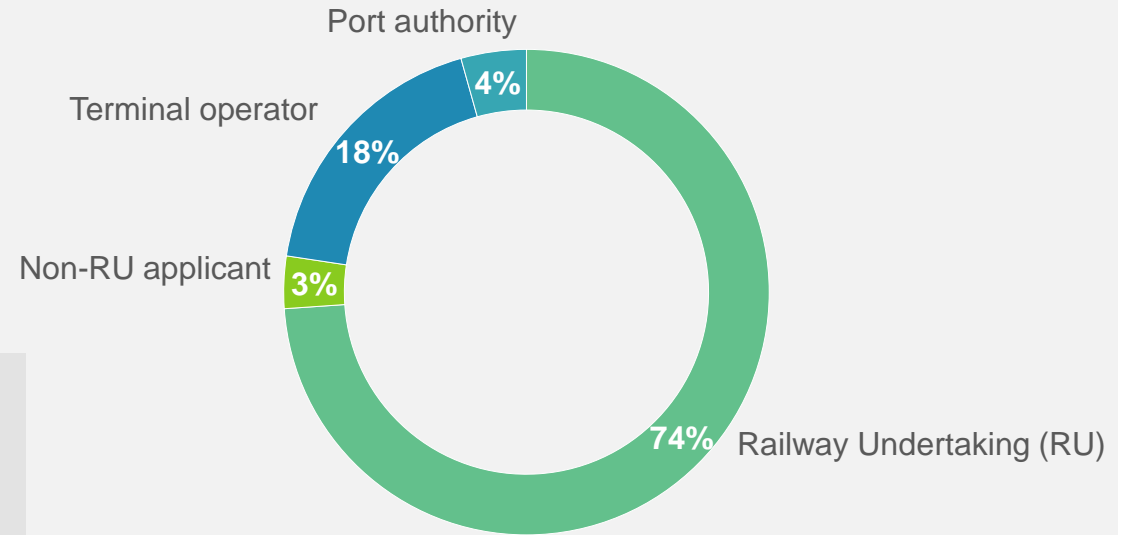
**Evaluations of uninvited participants included.
Percentages rounded without a comma.

Customer satisfaction



**Answers given were very satisfied, satisfied and slightly satisfied. See slide 5 for more details.*

Participant groups in % of 2023



FACTS & FIGURES

- To be taken into consideration when analyzing and comparing the results:
 - The results are still based on a **relatively small number of interviews**.
 - The **RFC-specific results** might significantly **differ from the average**.
- For the **RFC-specific reports**, please contact the RFCs directly or check them on their websites.
- Survey follow-up: Action plans to be developed and shared at RAG/TAG meetings by the RFCs.

26%

Response rate

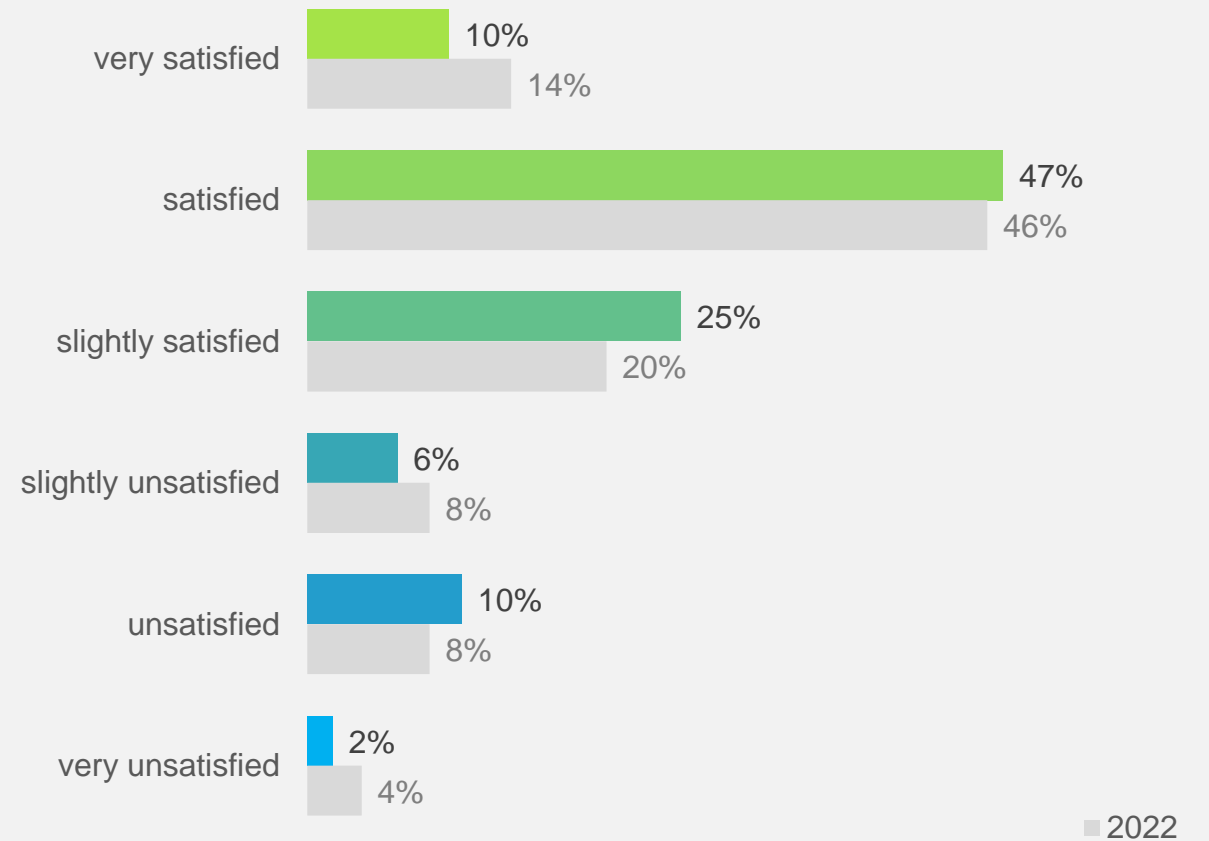
OVERALL SATISFACTION WITH RFC NETWORK

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 115

3%

**Increase of satisfaction
compared to 2022**

**Answers compared are very
satisfied and satisfied*



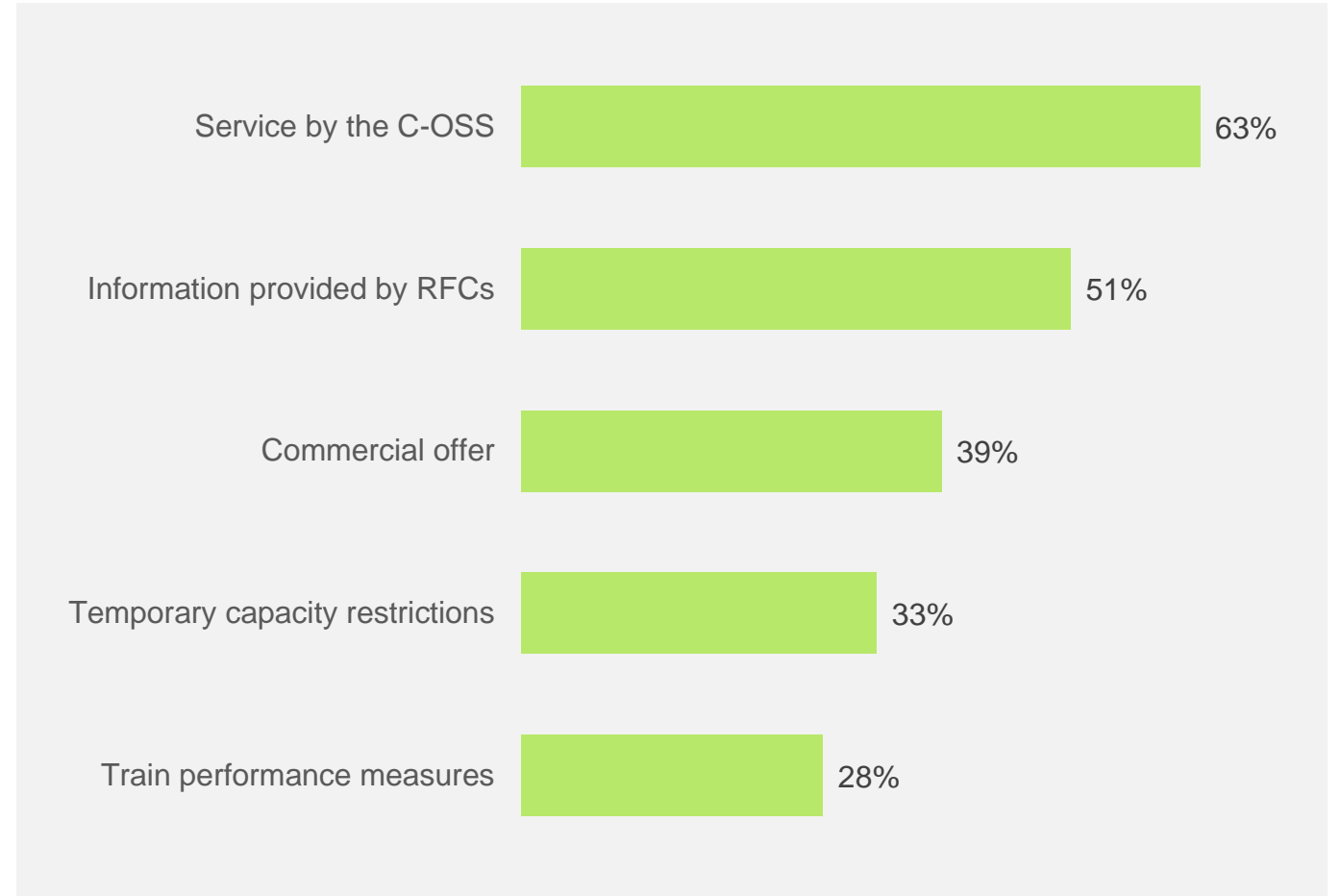
SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

Most satisfactory topic

Service by the C-OSS



SUMMARY – DISATISFACTION RATING

All respondents

- » Only fully dissatisfaction rates considered (not slightly unsatisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

Least satisfactory topic

Temporary capacity restrictions

