



RFC User Satisfaction Survey 2019 Summary of overall results

Serac RFC meeting, Brussels, 22nd October 2019



Co-financed by the European Union
Connecting Europe Facility

General information about the survey design

- » Coordinated and implemented by an **RFC project team**
- » Conducted by an independent **market research company**
- » **Computer Aided Web Interviews (CAWI)**
- » **Invitees** nominated by the RFCs based on pre-defined selection criteria
- » **Pre-announcement email** one week before field phase
- » **Customized invitations**
 - » Forwarding topics to relevant experts possible
 - » Questions according to type of target group
- » Involvement of RFCs and RAG spokespersons in the **reminder process**
- » **Field phase:** from 12th September till 11th October 2019

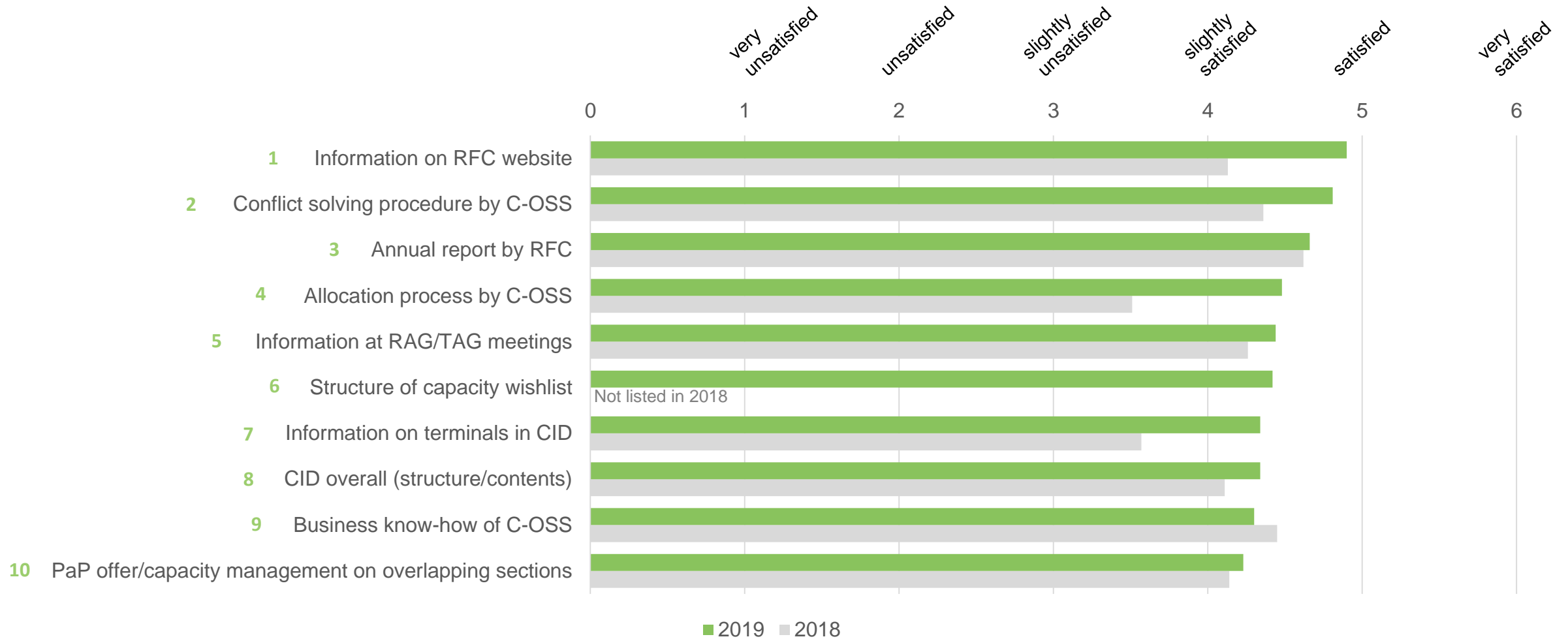


Facts and figures

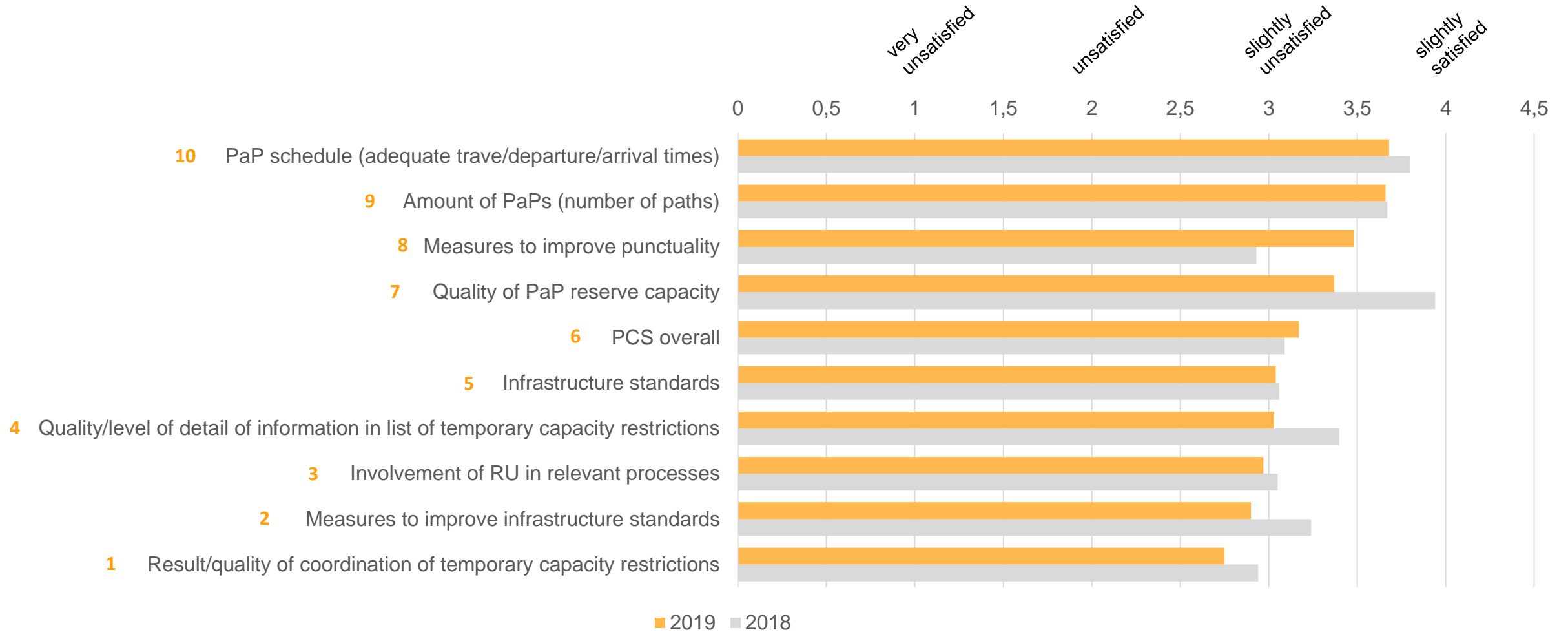
	Overall figures
Response rate	21%
Total number of interviews	64

- » 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 **after 30 November 2019**.
- » Survey follow-up: Action plans to be developed and shared at RAG/TAG meetings by the RFCs.

Summary of top 10 results



Summary of bottom 10 results



Summary of conclusions

