SDG Goal 16	Peace, justice and strong institutions
SDG Target 16.6	Develop effective, accountable and transparent institutions at all levels
SDG Indicator 16.6.2	Proportion of population satisfied with their last experience of public services
Time series	Population satisfied with their experience of government services during the previous two years

1. General information on the time series

- Date of national metadata: 01 September 2021

- National data: http://sdg-indikatoren.de/en/16-6-2/

- Definition: The time series measures the share of population who were satisfied with their experiences of government services during the previous two years.
It provides the share of respondents of the Life Situation Survey that responded to up to 16 questions regarding their interaction with a government agency during the last two years to be very satisfied and rather satisfied in average.
The given rating scale ranges from very satisfied, rather satisfied, partly satisfied, rather dissatisfied to very dissatisfied.
In 2017 it covers the following life situations from the birth of a child, patient decree, marriage/ same sex partnership, moving house, driving license/ vehicle registration, death of a family member/ close friend, buying a property, starting a second job, childcare, voluntary work for a club or society, retirement, tax declaration, long-term sickness, care dependency, higher education, divorce/ dissolution of same-sex partnership, disability, beginning of career, unemployment, vocational training, financial problems, poverty in old age.

- Disaggregation: Not available.

2. Comparison with global metadata

- Date of global metadata: April 2021

- Global metadata: https://unstats.un.org/sdgs/metadata/files/Metadata-16-06-02.pdf

- The time series is not compliant with the global metadata, but provides additional information.

3. Data description

- Data are derived from the Life Situation Survey which is commissioned by the Federal Government and carried out by the Federal Statistical Office. In 2017 around 6,000 citizens and more than 2,000 business were interviewed.
The 2017 survey includes data on more government agencies than the 2015 survey.

4. Accessibility of source data

- The time series is based on special evaluation of the Life Situation Survey. For part of the information please have a look at the Life Situation Survey (only available in German):
https://www.amtlich-einfach.de/DE/Ergebnisse/Buerger/Ergebnisse_node.html

5. Metadata on source data

- General information on the Life Situation Survey (only available in German):
https://www.amtlich-einfach.de/DE/Hintergrund/Zufriedenheitsbefragung/Zufriedenheitsbefragung_node.html.

6. Timeliness and frequency

- Timeliness: t + 1 year
- Frequency: Every 2 years

7. Calculation method

- Unit of measurement: %
- Calculation method:

$$\text{Satisfaction with government service} = \frac{\text{Respondents that fully agree, rather agree and partly agree to the statement [number]}}{\text{All respondents [number]}} \cdot 100\,[\%]$$