

U N	Goal	16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
	Target	16.6 Develop effective, accountable and transparent institutions at all levels
	Indicator	16.6.2 Proportion of population satisfied with their last experience of public services

I. National indicator

<Type 3>

Indicator	Satisfaction with the use of public services
Definition	Satisfaction of people who have used public services in the past 12 months, measured in a five-point scale(1=Not satisfied at all, 2=Hardly satisfied, 3=Moderate, 4=Somewhat satisfied, 5=Very satisfied). (Service types : Internet services of civil petition, community service centers, health, tax, fire, education, license/permit, police, participatory budget, public hearings)
Calculation method	The proportion of respondents that answered '5=Very satisfied' or '4=Somewhat satisfied,' by service type.
Unit	Percent (%)

II. National indicator's source

Data sources	<ul style="list-style-type: none"> ■ Source: Social Integration Survey ■ Collection method: Interviews(accompanied by self-reported questionnaire)
Calendar	<ul style="list-style-type: none"> ■ Frequency: Annually(Survey done in 2019.8.12.- 9.30 based on 2017.8.12.) ■ Data release: End of January in the following year
Organizations	Center for Social Survey(Tel. 02-2007-0663), Korea Institute of Public Administration
Related International Agency	N/A

III. Comparison with UN SDG indicator

① Indicator		② Definition		③ Data value	
Same	Different	Same	Different	Same	Different
Note		<ul style="list-style-type: none"> ■ For the UN indicator, UNDP developed a questionnaire, which is to be applied to countries. Respondents are asked to reflect on their last experience with healthcare, education, and government services and provide a rating on five attributes(access, cost, quality of facilities, fairness, efficiency). It is recommended that survey results be disaggregated by sex, income, and place of residence (urban/rural, administrative region) at a minimum. ■ The national indicator measures overall satisfaction with each service, hence unable to measure per an attribution of the service. 			
Global indicator link		<ul style="list-style-type: none"> ■ Metadata: https://unstats.un.org/sdgs/metadata/files/Metadata-16-06-02.pdf ■ Data: https://unstats.un.org/sdgs/indicators/database/ 			