

SDG Goal 16 Peace, justice and strong institutions

SDG Target 16.6 Ensure responsive, inclusive, participatory and representative decision-making at all levels

SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services

1. Name of data series	
Population satisfied with their experience of government services during the previous two years	
Compliant with SDG metadata: no, metadata not available	SDG Metadata
2. Definition of indicator	
<p>The time series measures the share of population who were satisfied with their experiences of government services during the previous two years.</p> <p>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.</p> <p>The given rating scale ranges from very satisfied, rather satisfied, partly satisfied, rather dissatisfied to very dissatisfied.</p> <p>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.</p>	
3. Comparison with SDG metadata (as of)	
No metadata available	
4. Data description	
<p>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.</p> <p>The 2017 survey includes data on more government agencies than the 2015 survey.</p>	
5. Calculation method	
$\text{Satisfaction with government service} = \frac{\text{Respondents that on average are very satisfied and rather satisfied [number]}}{\text{All respondents [number]}}$	
6. Unit of measure	%
7. Timeliness	8. Frequency
t + 1 year	Every two years
9. Last regular revision	10. Revised period
Not applicable	Not applicable

11. Accessibility of source data
<p>Special analysis based on the Life Situation Survey.</p> <p>Other results of the Life Situation Survey (only available in German): www.amtlich-einfach.de</p>
12. Metadata on source data
<p>General information on the Life Situation Survey (only available in German): www.amtlich-einfach.de</p>
13. Related SDG data series
<p>16.5.1 Population who had the impression that public officials are corruptible during their interactions with public agencies in the previous two years, by sex</p> <p>16.5.1 Private persons (donors) suspected in the context of corruption offences</p> <p>16.7.2 Population who considers their experiences with public agencies free of discrimination during the previous two years, by sex</p>

For more information please contact: <https://www.destatis.de/EN/Service/Contact/Contact.html>