



Results of the satisfaction survey 2020 of the European Consumer Centre Luxembourg

Key findings

- **97,34% of the consumers were satisfied with the assistance of ECC Luxembourg (59,44% extremely satisfied, 30,96% very satisfied and 6,94% slightly satisfied).**
- **79,26% of the consumers considered the advice or assistance helpful to understand their rights or solve a dispute with a trader. 12,14% considered the advice or assistance did not help them.**
- **Most of the consumers (37,46%) who contacted the ECC Luxembourg are in the age group of 50 to 65 years old and are Male (49,42%).**

Introduction

In 2020, as in the years before, the European Consumer Centre Luxembourg has carried out a survey in order to evaluate the satisfaction of consumers with ECC Luxembourg.

The survey was realized in English, French and German through the EU Survey system. The survey was sent via email to consumers who contacted ECC Luxembourg.

The survey is composed of 5 questions. The first 2 questions concerned the gender and the age of the respondents. The third question should clarify how consumers learned about ECC Luxembourg. Question 4 is about the level of satisfaction with the services provided by the European Consumer Centre. In the last question, consumers were asked if the advice or assistance received help them to understand their rights or to solve a dispute with a trader.

A total of 1436 consumers, who had contacted the ECC, were asked by email to fill out the survey. 402 consumers (28%) participated in the survey. It can be noted that 372 surveys were filled in through the EU Survey system and 30 surveys were received through the former system used during the first weeks of 2020 (Survey Monkey).

In 2019, 875 surveys were sent where 323 respondents participated (36,91%).

Compared to the result of 2019 this represents a decrease in participation of approximately 9%.

Result of the survey

The questions and answers of the satisfaction survey 2020 are presented in the following.

1) What is your gender? (Optional)

| | Answers | Ratio |
|-----------|----------------|--------------|
| Male | 184 | 49,42% |
| Female | 179 | 47,56% |
| No answer | 9 | 3,02% |

As in 2019 the main group of respondents are male but the difference is very small.

2) What is your age? (Optional)

| | Answers | Ratio |
|-----------|----------------|--------------|
| Under 18 | 0 | 0% |
| 18-24 | 6 | 1,22% |
| 25-34 | 42 | 14,87% |
| 35-49 | 103 | 29,17% |
| 50-65 | 157 | 37,46% |
| 65+ | 59 | 14,98% |
| No answer | 5 | 2,30% |

As in 2019 the main group of respondents are between 50 and 65 years in 2020.

3) How did you find out about the European Consumer Centre?

| | Answers | Ratio |
|--|----------------|--------------|
| Directed by a national or local authority | 80 | 22,45% |
| Directed from a link or contact in a consumer association | 112 | 23,31% |

| | | |
|-------------------------------------|-----|--------|
| Internet search | 104 | 32,13% |
| Advertisement | 10 | 2,55% |
| Media | 13 | 5,59% |
| Recommendation from a previous user | 39 | 11,22% |
| Other | 38 | 10,27% |
| No answer | 0 | 0% |

In 2020 the respondents have mainly found out about the European Consumer Centre Luxembourg via an Internet search (32,13%).

4) Overall how satisfied are you with the services provided by the European Consumer Centre?

| | Answers | Ratio |
|----------------------|---------|--------|
| Extremely satisfied | 222 | 59,44% |
| Very satisfied | 120 | 30,96% |
| Slightly satisfied | 22 | 6,94% |
| Not at all satisfied | 9 | 2,73% |
| No Answer | 2 | 0,54% |

In 2020, the percentage of consumers who are extremely satisfied, very satisfied or slightly satisfied with ECC Luxembourg achieved an overall satisfaction level of 97,34% (59,44% extremely satisfied, 30,96% very satisfied and 6,94% slightly satisfied). Compared to 2019, this represents a slight increase of overall satisfaction of 2,61% (94,73% in 2019).

5) Did the advice or assistance you received help you to understand your rights in relation to the trader, or to solve your dispute with the trader?

| | Answers | Ratio |
|--------------------------|---------|--------|
| Yes | 298 | 79,26% |
| No | 43 | 12,14% |
| My case is still ongoing | 35 | 9,29% |
| No answer | 4 | 0,98% |

The advice or assistance provided by the ECC Luxembourg helped the respondents in a vast majority of cases (79,26%). Compared to 2019, it represents a slight increase of 0,31% (78,95% in 2019).

Luxembourg, the 31st December 2020

Jean-Loup Stradella

A handwritten signature in black ink, appearing to read 'Jean-Loup Stradella', with a long horizontal stroke extending to the right.

Annexes :

- 1 – Enquête de satisfaction auprès des consommateurs sur le CEC
- 2- ECC Luxembourg Consumer Satisfaction Survey
- 3 - ECC Luxembourg Verbraucherumfrage

Enquête de satisfaction auprès des consommateurs sur le CEC

1) Êtes-vous un homme ou une femme?

| | Answers | Ratio |
|-----------|----------------|--------------|
| Homme | 101 | 52,06% |
| Femme | 92 | 47,42% |
| No answer | 1 | 0,52% |

2) Quel est votre âge?

| | Answers | Ratio |
|--------------------|----------------|--------------|
| Moins de 18 ans | 0 | 0 % |
| entre 18 et 24 ans | 4 | 2.06 % |
| 25 à 34 ans | 17 | 8.76 % |
| entre 35 et 49 ans | 53 | 27.32 % |
| 50 à 65 ans | 92 | 47.42 % |
| plus de 65 ans | 27 | 13.92 % |
| No Answer | 1 | 0.52 % |

3) Comment avez-vous entendu parler du Centre Européen des Consommateurs Luxembourg?

| | Answers | Ratio |
|---|----------------|--------------|
| Par une autorité nationale ou locale | 19 | 9.79 % |
| Par une association de consommateurs | 88 | 45.36 % |
| Par une recherche sur l'internet | 54 | 27.84 % |
| Par une publicité | 5 | 2.58 % |
| Sur le conseil d'un précédent utilisateur | 14 | 7.22 % |
| Autre | 21 | 10.82 % |
| No Answer | 0 | 0 % |

4) Globalement êtes-vous satisfait des services du Centre Européen des Consommateurs Luxembourg?

| | Answers | Ratio |
|-----------------------|----------------|--------------|
| Extrêmement satisfait | 103 | 53.09 % |
| Très satisfait | 78 | 40.21 % |
| Peu satisfait | 11 | 5.67 % |
| Pas du tout satisfait | 4 | 2.06 % |
| No Answer | 0 | 0 % |

5) Vous aviez une question sur vos droits : Les conseils du Centre Européen des Consommateurs vous ont-ils aidé ? Ou vous aviez un litige avec un professionnel : l'assistance du Centre Européen des Consommateurs vous a-t-elle aidé ?

| | Answers | Ratio |
|------------------------------------|----------------|--------------|
| Oui | 174 | 89.69 % |
| Non | 12 | 6.19 % |
| Mon dossier est toujours en cours. | 12 | 6.19 % |
| No Answer | 1 | 0.52 % |

ECC Luxembourg Consumer Satisfaction Survey

1) What is your gender? (optional)

| | Answers | Ratio |
|-----------|----------------|--------------|
| Male | 28 | 51.85 % |
| Female | 24 | 44.44 % |
| No Answer | 2 | 3.7 % |

2) What is your age? (optional)

| | Answers | Ratio |
|-----------|----------------|--------------|
| Under 18 | 0 | 0 % |
| 18-24 | 0 | 0 % |
| 25-34 | 15 | 27.78 % |
| 35-49 | 19 | 35.19 % |
| 50-65 | 12 | 22.22 % |
| 65+ | 5 | 9.26 % |
| No Answer | 3 | 5.56 % |

3) How did you find out about the European Consumer Centre?

| | Answers | Ratio |
|--|----------------|--------------|
| Directed by a national or local authority | 8 | 14.81 % |
| Directed from a link or contact in a consumer association | 5 | 9.26 % |
| Internet search | 27 | 50 % |
| Advertisement | 1 | 1.85 % |
| Media | 6 | 11.11 % |
| Recommendation from a previous user | 6 | 11.11 % |

| | | |
|-----------|---|---------|
| Other | 6 | 11.11 % |
| No Answer | 0 | 0 % |

4) Overall how satisfied are you with the services provided by the European Consumer Centre?

| | Answers | Ratio |
|----------------------|----------------|--------------|
| Extremely satisfied | 28 | 51.85 % |
| Very satisfied | 18 | 33.33 % |
| Slightly satisfied | 6 | 11.11 % |
| Not at all satisfied | 2 | 3.7 % |
| No Answer | 0 | 0 % |

5) Did the advice or assistance you received help you to understand your rights in relation to the trader, or to solve your dispute with the trader?

| | Answers | Ratio |
|--------------------------|----------------|--------------|
| Yes | 46 | 85.19 % |
| No | 5 | 9.26 % |
| My case is still ongoing | 3 | 5.56 % |
| No Answer | 0 | 0 % |

ECC Luxembourg Verbraucherumfrage

- **Welches Geschlecht haben Sie? (optional)**

| | Answers | Ratio |
|-----------|----------------|--------------|
| Männlich | 55 | 44.35 % |
| Weiblich | 63 | 50.81 % |
| No Answer | 6 | 4.84 % |

- **Welcher Altersgruppe gehören Sie an? (optional)**

| | Answers | Ratio |
|-----------------|----------------|--------------|
| unter 18 Jahre | 0 | 0 % |
| 18 bis 24 Jahre | 2 | 1.61 % |
| 25 bis 34 Jahre | 10 | 8.06 % |
| 35 bis 49 Jahre | 31 | 25 % |
| 50 bis 65 Jahre | 53 | 42.74 % |
| über 65 Jahre | 27 | 21.77 % |
| No Answer | 1 | 0.81 % |

- **Wie sind Sie auf des Europäische Verbraucherzentrum Deutschland aufmerksam geworden?**

| | Answers | Ratio |
|---|----------------|--------------|
| Weiterleitung durch eine nationale oder regionale Behörde | 53 | 42.74 % |
| Weiterleitung über einen Link oder Kontaktweitergabe durch einen Verbraucherverband | 19 | 15.32 % |
| Internetsuche | 23 | 18.55 % |
| Werbung | 4 | 3.23 % |
| Soziale Medien | 7 | 5.65 % |

| | | |
|-------------------------------|----|---------|
| Empfehlung eines Verbrauchers | 19 | 15.32 % |
| Andere | 11 | 8.87 % |
| No Answer | 0 | 0 % |

- **Wie zufrieden sind Sie insgesamt mit den Leistungen des Europäischen Verbraucherzentrums Luxembourg ?**

| | Answers | Ratio |
|----------------------------------|---------|---------|
| Sehr zufrieden | 91 | 73.39 % |
| Zufrieden | 24 | 19.35 % |
| Weder zufrieden noch unzufrieden | 5 | 4.03 % |
| Unzufrieden | 3 | 2.42 % |
| No Answer | 2 | 1.61 % |

- **Hat der Rat oder die Hilfe, die Sie erhalten haben, dazu beigetragen Ihre Rechte gegenüber dem Händler geltend zu machen oder Ihren Streit mit dem Händler beizulegen?**

| | Answers | Ratio |
|--------------------------------|---------|---------|
| Ja | 78 | 62.9 % |
| Nein | 26 | 20.97 % |
| Mein Fall wird noch bearbeitet | 20 | 16.13 % |
| No Answer | 3 | 2.42 % |