



2018 Consumer Markets Scoreboard

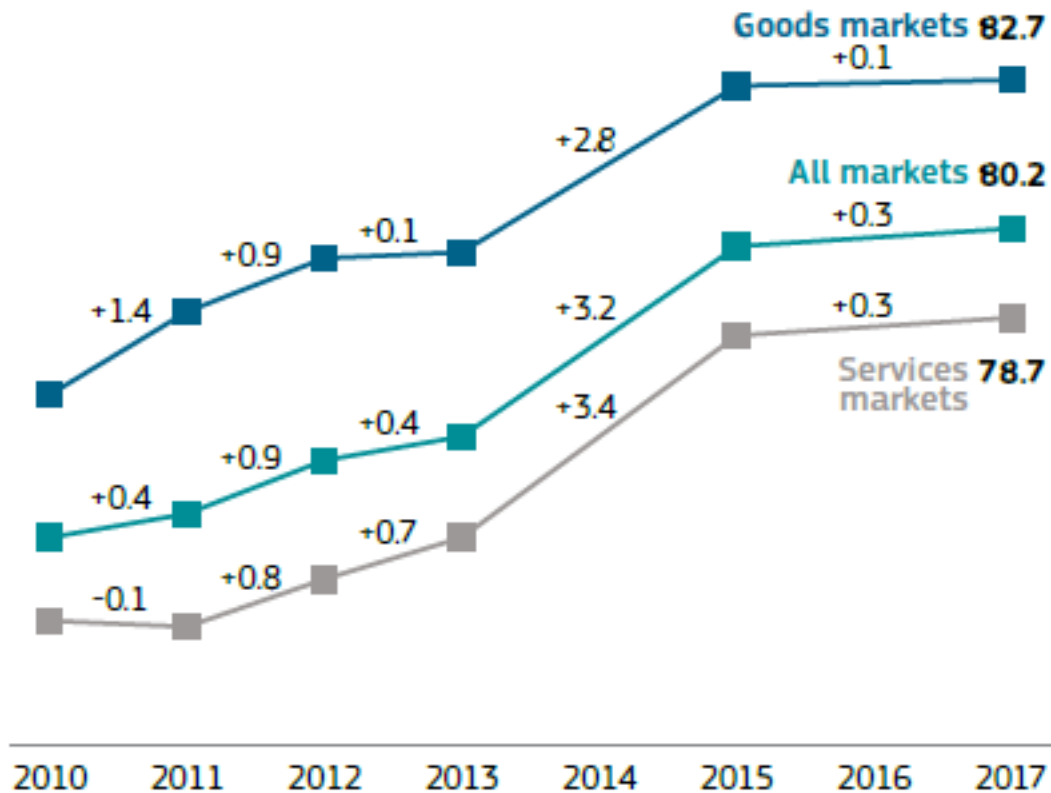
**ECCG meeting
23 - 24 October 2018
Dan Dionisie, HoU JUST.03**

What is the consumer markets scoreboard?

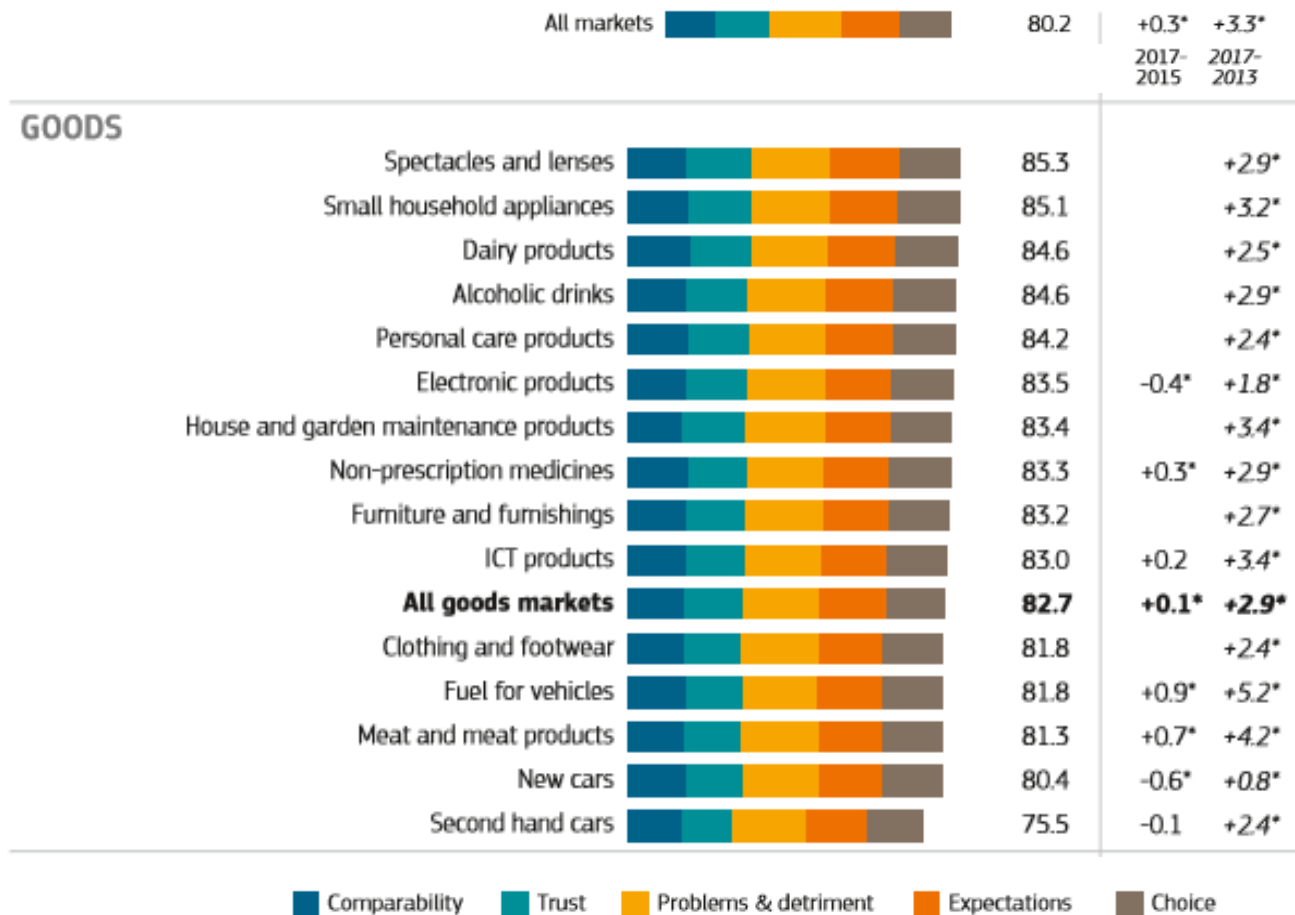
- *EU citizens' assessment of the performance of consumer goods and services markets;*
- **Market Performance Index (MPI):** *composite indicator based on five components;*
- *40 markets: 15 goods and 25 services markets in 2017 (some surveyed every 4 years)*

Positive trend since 2010

Market Performance Indicator, 2010-2017



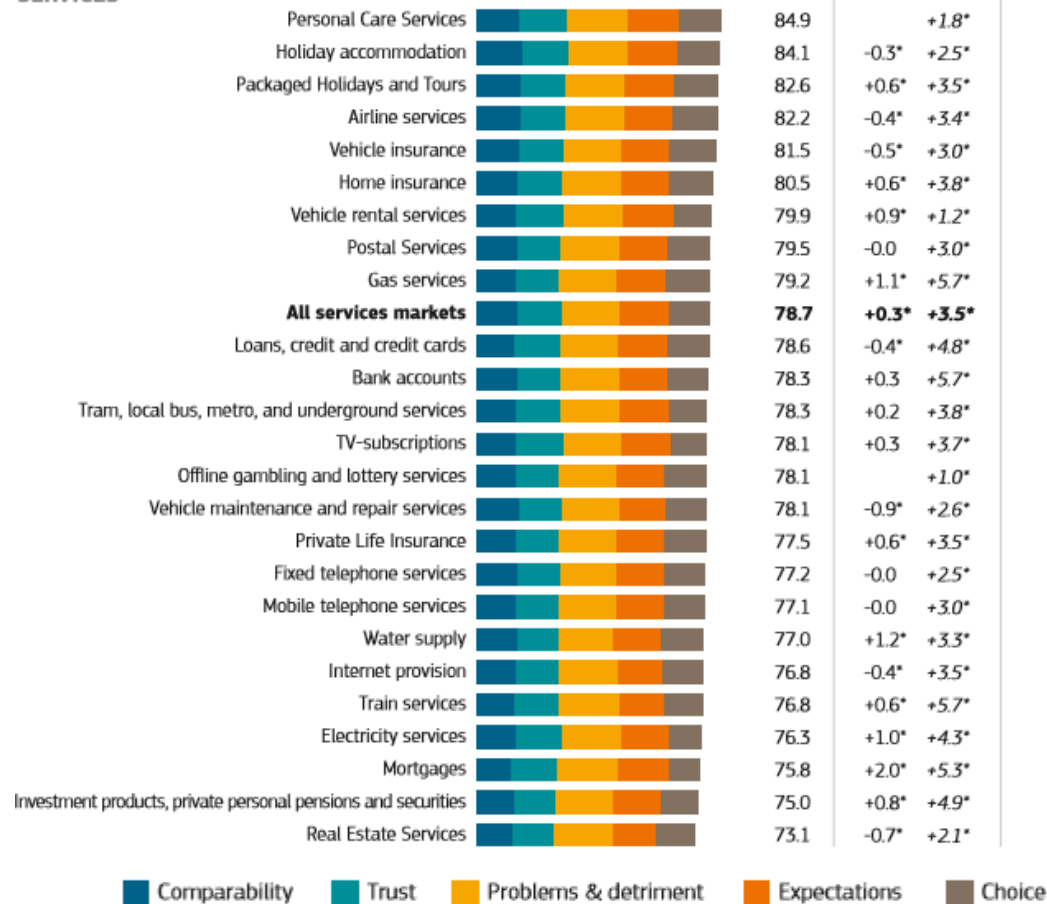
MPI – goods markets



MPI – services markets

All markets  80.2 | +0.3* +3.3*
2017-2015 2017-2013

SERVICES



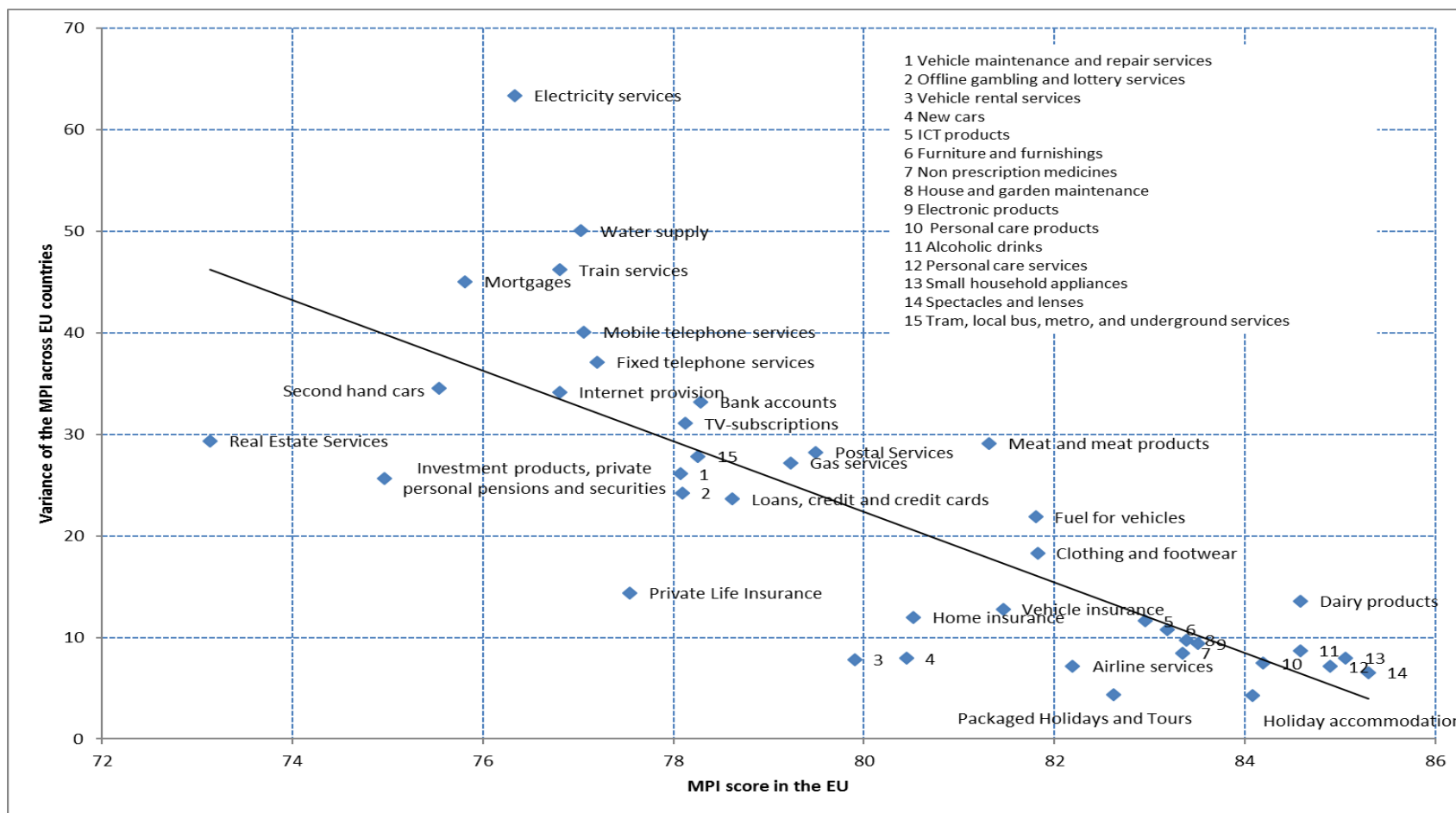
Relative importance of components

Component	Countries	Relative importance	Countries	Relative importance
Comparability	NL	18.2	DE FR LU AT	19.9
Trust	RO	19.9	SE	21.8
Pb & D	DE FR LU AT	20.0	DK	21.6
Expectations	DE AT FR LU HU	20.2	DK HR NL FI	21.4
Choice	FR LU	17.0	FR LU	19.9

Regional differences

MPI				
	2017	Difference 2017-2015	Difference 2017-2013	Difference 2015-2013
EU28	80,2	+0.3*	+3.3*	+3.2*
Region North	79,8 A	-0.2	+1.3*	+1.7*
Region East	79,7 A	+1.5*	+4.4*	+3.0*
Region South	76,2	-0.2	+1.5*	+2.0*
Region West	82,5	+0.0	+3.8*	+4.1*

Country differences in market assessment



MPI per market cluster

		MPI 2017	Diff 2017-2015	Diff 2017-2013	Diff 2015-2013	Diff 2013-2012	Diff 2012-2011	Diff 2011-2010
Goods	Fast moving retail	83,6		+3,0		-0,3	+0,7	+1,4
	(Semi-)durable goods	83,6		+2,8		-0,1	+1,1	+1,8
	Automotive goods	79,3	+0,1	+2,8	+2,8	+1,2	+0,6	+0,1
Services	Recreational services	81,6		+2,4		-0,7	+1,1	+0,9
	Insurance services	79,8	+0,2	+3,4	+3,2	+0,7	+0,4	-0,5
	Transport	79,1	+0,2	+4,3	+4,1	+0,7	+0,4	+0,1
	Utilities	78,0	+0,8	+4,1	+3,4	+0,9	+0,2	-0,8
	Telecoms	77,3	-0,1	+3,2	+3,0	+0,2	+2,2	+0,1
	Banking services	76,9	+0,7	+5,2	+4,4	+0,7	+0,8	+2,2

Socio-demographics

	MPI		Comparability		Trust		Problems		Detriment		Pb & D		Expectations		Choice		Complaints (*)		Switching provider		Ease of switching		
Gender																							
Man	79,3		7,4		7,1		9%		5,4		9,5		7,7		7,6		67%	A	10%		7,7	A	
Woman	81,1		7,6		7,4		8%		5,5		9,6		8,0		7,9		67%	A	9%		7,7	A	
Education																							
Low	81,1		7,7		7,4		8%		5,5	A	9,6	A	7,9		7,9		67%	AB	9%	A	7,8	A	
Medium	80,4		7,5		7,3		8%		5,4		9,6	A	7,8		7,8		66%	A	9%	A	7,8	A	
High	79,7		7,4		7,2		9%		5,5	A	9,5		7,8		7,7		69%	B	9%	A	7,5		
Mother tongue																							
Official national or official regional language	80,2		7,5		7,3	A	8%		5,5	A	9,5		7,9		7,8		67%		9%	A	7,7	A	
Other notable, other regional or other language	79,2		7,6		7,2	A	10%		5,5	A	9,4		7,7		7,6		64%		9%	A	7,6	A	
Financial conditions (difficulty to make ends meet)																							
Very difficult	76,3		7,2		6,7		12%		5,9		9,3		7,4		7,4		69%	A	11%	B	7,4	A	
Fairly difficult	79,2		7,4		7,1		9%		5,6		9,5		7,8		7,7		67%	A	10%	A	7,5	A	
Fairly easy	81,1		7,6	A	7,4	A	8%	A	5,3		9,6	A	8,0		7,8	A	68%	A	9%		7,8	B	
Very easy	81,0		7,6	A	7,4	A	8%	A	5,2		9,6	A	7,9		7,9	A	64%		10%	AB	7,9	B	

Where can I find the scoreboard?

https://ec.europa.eu/info/publications/consumer-markets-scoreboard_en

- *Consumer scoreboards – report (2018 edition)*
- *2 factsheets: one on key findings and one presenting results by country*

