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**EUROPEAN COMMISSION
STATISTICAL OFFICE OF THE
EUROPEAN COMMUNITIES (EUROSTAT)**

**ORGANIZATION FOR ECONOMIC COOPERATION
AND DEVELOPMENT (OECD)
STATISTICS DIRECTORATE**

Joint UNECE/Eurostat/OECD Seminar on the Management of Statistical Information Systems
(MSIS)
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Topic (ii): Dissemination and client relations

MDSS (MICRODATA SERVICE SYSTEM)

Supporting Paper

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Summary

I. INTRODUCTION

1. According to the customer satisfaction surveys of 2003-2005, there are several customer complaints: (a) the procedures to obtain microdata are complex, (b) microdata are not provided to the customer in a timely manner, and (c) microdata are expensive.
2. The aim of MDSS is the following:
 - The MDSS is an innovative service system aimed at improving the complaints procedures in microdata services;
 - The MDSS has a user interface design in which data users can set individual preferences for election, extraction and payment of microdata, and then they can download the microdata immediately from the KNSO(Korea National Statistical Office) website.

II. EVALUATION UNDER NEW SYSTEM OF MDSS

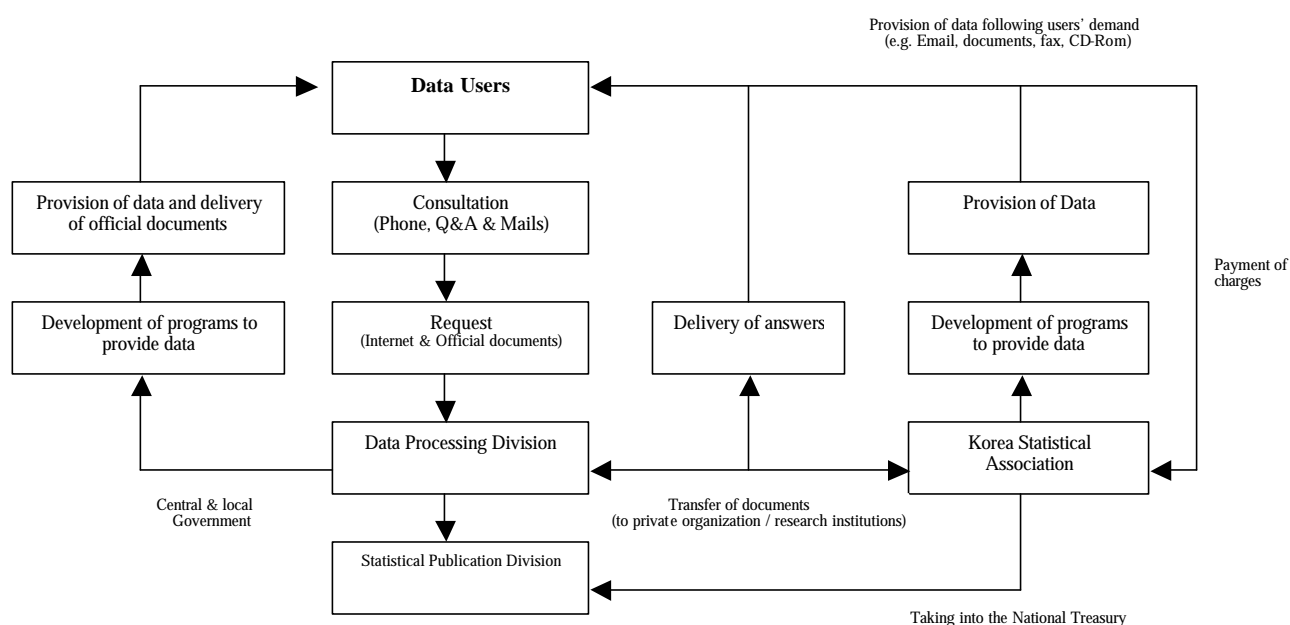
3. Under the MDSS, the customer satisfaction scores are dramatically increased as seen in the table below.

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	Customer Satisfaction Rates		
	2004	2005	2006 MDSS
Procedures to obtain Data	39.8%	64.4%	68.8%
Provide Data in a timely manner	39.8%	59.6%	75.0%
...	
Overall Satisfaction	47.6%	70.2%	-

III. OLD SYSTEM VS. NEW SYSTEM (MDSS)

4. Data users reported that the past procedures for using microdata were very complex and time-consuming.



5. The MDSS performs all the procedures in half a day and reduces the cost.

