














2020 Market Monitoring Survey

The Consumer Market Monitoring Survey (MMS) assesses the performance of a range of product and service markets across the European Union, Iceland, Norway and the United Kingdom. It looks at consumers' experiences and perceptions of the markets using a standard set of indicators to allow consistent and comparable monitoring across markets, countries and survey waves. The indicators include both 'core' items, asked for all markets, as well as market-specific indicators that are asked for selected markets only (and in varying combinations). This factsheet covers the core indicators only.

MARKETS COVERED	
 New cars	 Clothing and footwear
 Bank accounts	 Insurance services
 Postal services	 TV subscriptions
 Mobile telephone services	 Internet provision
 Electricity services	 Gas services
 Recreational services	 Vehicle rental services
 Packaged holidays and tours	

TECHNICAL NOTE

The MMS is conducted using CATI (Computer Assisted Telephone Interviews) and the target population is the general public aged 18 and older. Around 50,000 people are interviewed each wave across the 30 countries in scope. The 2020 wave of the survey was conducted between 27 July 2020 and 26 October 2020.

FURTHER INFORMATION

Survey microsite:
<https://public.tableau.com/views/ConsumerMarketMonitoringSurvey/Start?showVizHome=no>

EC website:
https://ec.europa.eu/info/policies/consumers/consumerprotection/evidence-based-consumer-policy/marketmonitoring_en

Email: JUST-E3@ec.europa.eu



OVERVIEW OF FINDINGS

The MMS contains seven core indicators: trust in markets; ratings of purchasing experiences; ease of comparing products/services; experience of problems giving cause for complaint; experience of detriment; complaining; and satisfaction with complaint outcomes.

In Slovenia, levels of trust in the thirteen markets covered range from a high of 92% for the postal services market, to a low of 66% for the insurance services market.

Between 81% (TV subscriptions market) and 96% (postal services market and recreational services market) of consumers in Slovenia report positive experiences of purchasing goods or services in the thirteen markets. Between 37% (electricity services market) and 62% (vehicle rental services market) find it easy to compare the offers of different retailers/providers/operators.

Between 2% and 17% of consumers in Slovenia have experienced a problem in the thirteen markets that they feel gave cause for complaint – compared with 7%-14% across the EU27 as a whole. Of this group, between 10% and 62% have experienced financial loss as a result of the problem, while between 44% and 86% have experienced other, non-financial impacts, such as a loss of time, anger, frustration, stress or anxiety.

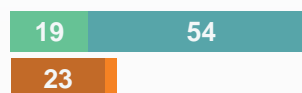
Of all those who have experienced problems in Slovenia, between 55% (recreational services market) and 82% (gas services market) went on to make a complaint.

How much do you trust the providers/retailers/operators overall?

Base: Adults (aged 18+); Data labels <5% not shown



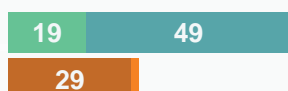
New cars



SI	EU27
73%	83%
25%	15%



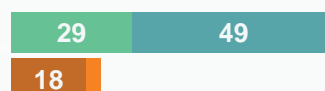
Clothing and footwear



SI	EU27
68%	84%
31%	15%



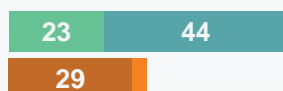
Bank accounts



SI	EU27
77%	78%
21%	22%



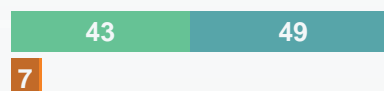
Insurance services



SI	EU27
66%	75%
33%	24%



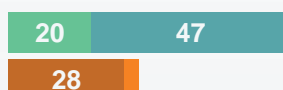
Postal services



SI	EU27
92%	85%
7%	14%



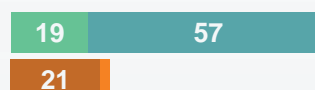
TV subscriptions



SI	EU27
67%	77%
31%	22%



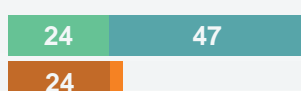
Mobile telephone services



SI	EU27
76%	77%
24%	23%



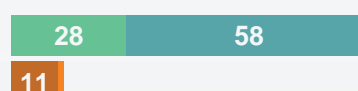
Internet provision



SI	EU27
71%	75%
27%	24%



Electricity services



SI	EU27
86%	77%
13%	21%



Gas services



SI	EU27
89%	82%
8%	17%



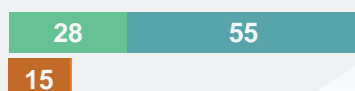
Recreational services



SI	EU27
85%	87%
14%	12%



Vehicle rental services



SI	EU27
84%	86%
15%	14%



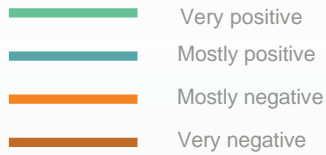
Packaged holidays and tours



SI	EU27
82%	81%
15%	16%

How would you rate your experiences of purchasing products/services in this market?

Base: Adults (aged 18+); Data labels <5% not shown



New cars



SI	EU27
91%	94%
8%	5%



Clothing and footwear



SI	EU27
95%	95%
5%	4%



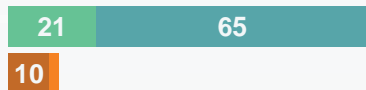
Bank accounts



SI	EU27
95%	89%
4%	9%



Insurance services



SI	EU27
86%	89%
12%	9%



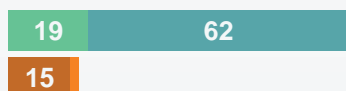
Postal services



SI	EU27
96%	91%
3%	7%



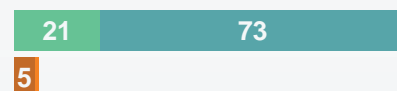
TV subscriptions



SI	EU27
81%	88%
17%	10%



Mobile telephone services



SI	EU27
93%	89%
6%	10%



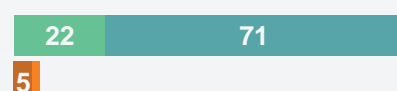
Internet provision



SI	EU27
88%	87%
9%	11%



Electricity services



SI	EU27
93%	86%
6%	10%



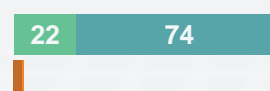
Gas services



SI	EU27
95%	89%
3%	9%



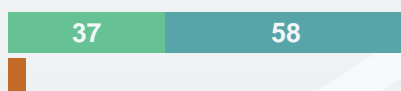
Recreational services



SI	EU27
96%	96%
3%	3%



Vehicle rental services



SI	EU27
95%	93%
4%	6%



Packaged holidays and tours



SI	EU27
94%	91%
4%	6%

How easy or difficult was it to compare the services or products of different providers/retailers/operators?

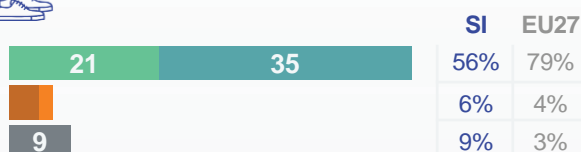
Base: Adults (aged 18+); Data labels <5% not shown



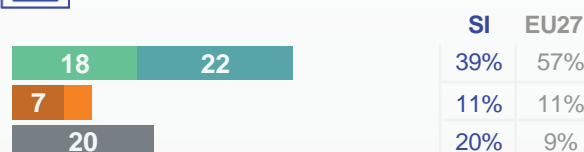
New cars



Clothing and footwear



Bank accounts



Insurance services



Postal services



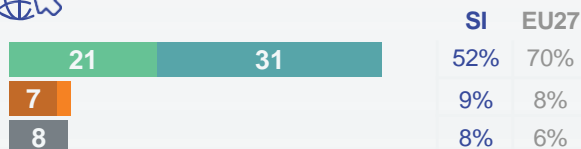
TV subscriptions



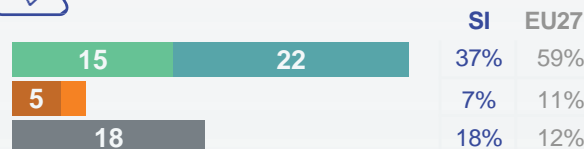
Mobile telephone services



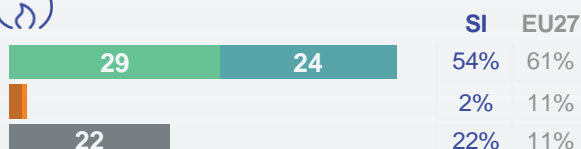
Internet provision



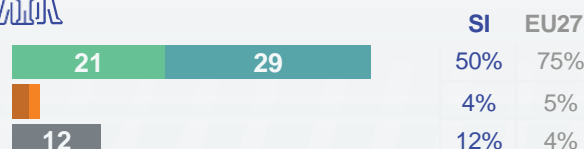
Electricity services



Gas services



Recreational services



Vehicle rental services

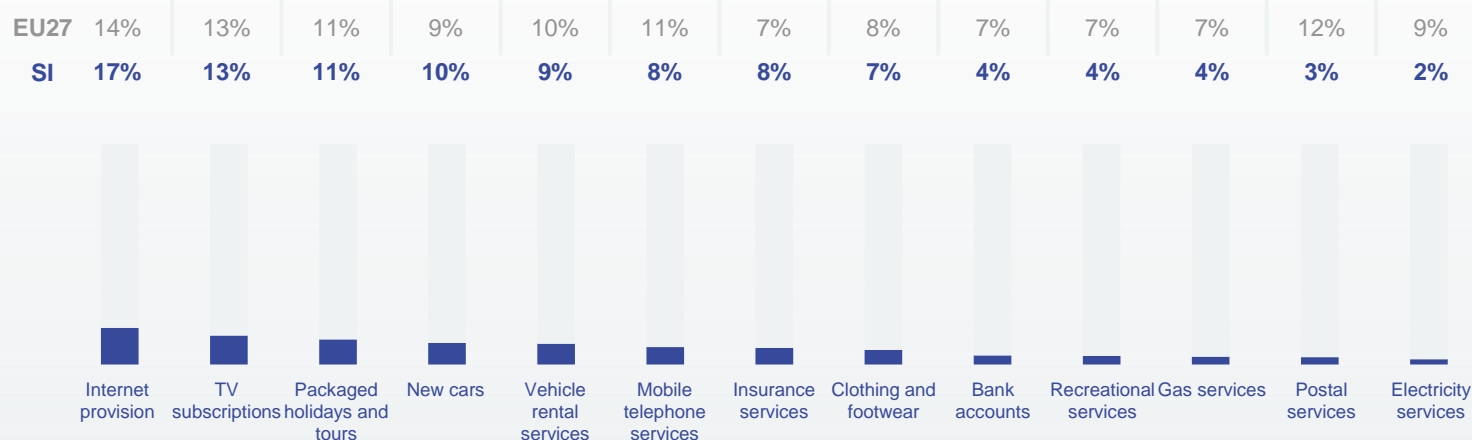


Packaged holidays and tours



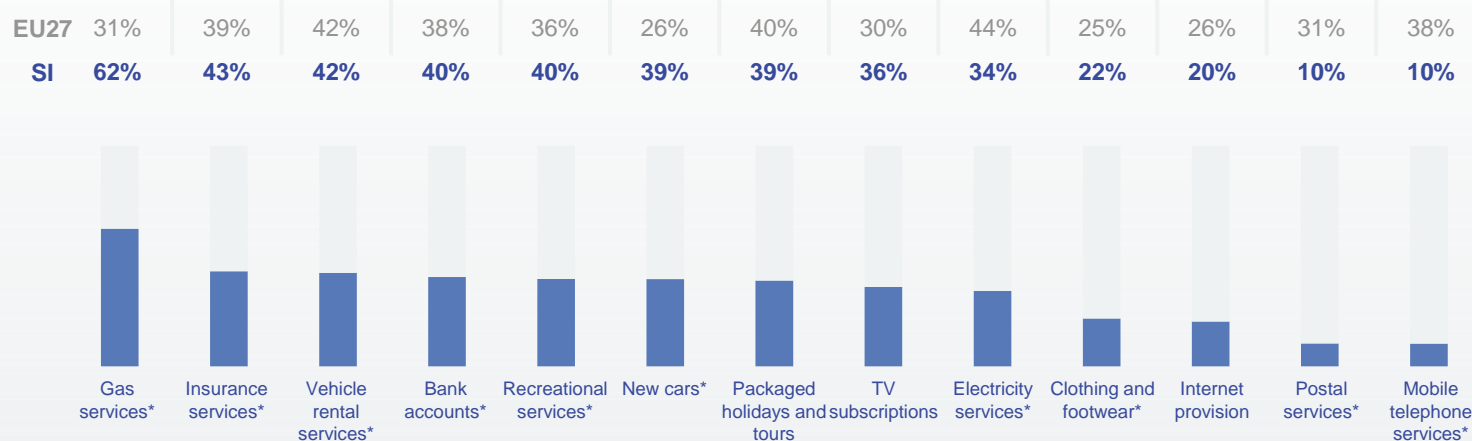
Have you experienced problems with the products or services you purchased? (% yes)

Base: Adults (aged 18+)



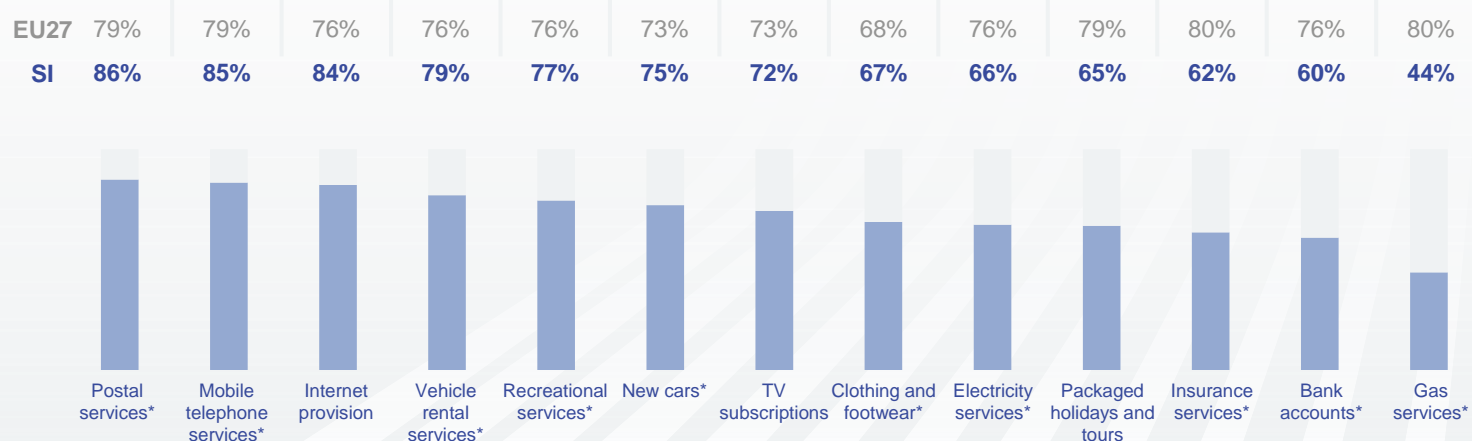
Did you personally experience financial loss? (% yes)

Base: Adults (aged 18+) who experienced a problem



Did you personally experience other non-financial impacts such as loss of time, anger, frustration, stress, anxiety? (% yes)

Base: Adults (aged 18+) who experienced a problem



Thinking about the most recent problem did you make a complaint? (% yes)

Base: Adults (aged 18+) who experienced a problem

How satisfied were you with the complaint outcome?

Base: Adults (aged 18+) who made a complaint; Data labels <5% not shown

