

Data user satisfaction

Definition

Data user satisfaction is the extent to which [data users](#) expectations are met or exceeded by a product, service, or overall experience.

Notes

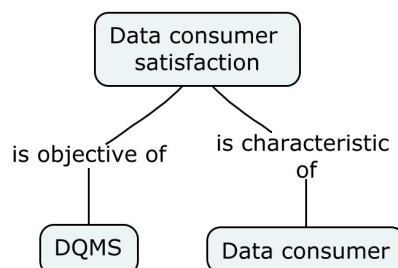
Data user satisfaction is the measure of how well a business or organization meets or exceeds the expectations of its [data users](#) in terms of [data quality](#), service, and value.

Life cycle

| Phase | Activity |
|-------|--|
| Plan | * Define method for measuring data user satisfaction. |
| Do | * Measure data user satisfaction * Analyse measurement results of data user satisfaction * Follow-up analysis of data user satisfaction * Plan and perform actions of improvement |
| Check | * Evaluate method for measuring data user satisfaction. |
| Act | * Improve method for measuring data user satisfaction |

Relations

- Data user satisfaction is one of the two [objectives](#) of a [data quality management system](#). Meeting the [data quality requirements](#) is the other [objective](#).
- Satisfaction is a [characteristic](#) of [data user](#).



Examples

- Example 1: Meet [data users](#) of a regular basis and ask for their experience with [data quality](#).
- Example 2: Conduct a survey among [data users](#).

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