The Consumer Markets Scoreboard monitors since 2008 how markets are performing from the perspective of consumers.

The most recent data gathered by the Commission (40 markets surveyed) shows that consumers’ assessment of markets in 2017 continues the positive trend since 2010, sustaining the significant improvement observed in 2015.

Market Performance Indicator, 2010-2017

Consumers assess markets positively when they trust providers to respect their rights, suffer little detriment from problems encountered, find offers on the market easy to compare, are happy with the choice available and generally consider their expectations met.

Markets improve most in eastern Europe

Since 2015, on average the biggest improvements in performance have been reported in eastern Europe, in line with the strong increases observed in previous scoreboard editions. This suggests that the east-west gap in how markets work for consumers may be subsiding. Markets in western Europe systematically perform better for consumers, while the south lags behind, particularly for telecoms, utilities and banking services.

Nonetheless, compared to 2010, for most markets the performance across countries is not converging, in particular for electronic products, postal services and internet services.
Fewer consumers switch provider in most of the services markets surveyed

Consumers struggling to make ends meet are more negative in their judgment of markets than other consumer groups. They also find it more difficult to switch provider. This is consistent with the findings in the previous scoreboard edition.

The findings of the 2018 Consumer Markets Scoreboard are based on the sixth wave (2017) of the Market Monitoring Survey, a large-scale survey on consumers’ experiences and perceptions regarding the functioning of key goods and services markets in the 28 EU Member States, Iceland and Norway. The 2018 Scoreboard screened 40 markets (25 for services and 15 for goods), accounting for 43% of consumer expenditure.

Market Performance is measured by the Market Performance Indicator (MPI), a composite index made of 5 components: comparability of offers, trust in businesses to respect consumer protection rules, the extent to which markets live up to what consumers expect, choice of retailers/suppliers and the degree to which problems experienced in the market cause detriment.