



1.1 People satisfied with the healthcare system (% of respondents, Gallup World Poll) (S-29)

1.1.1 Documentation sheet

Description	Percentage of the population that is satisfied with the healthcare system
Calculation	Numerator: Number of individuals who are satisfied with the healthcare system Denominator: Number of individuals who responded to the survey
Rationale	Citizen satisfaction with the healthcare system can be used to measure the health system's responsiveness to population needs and accountability to the public who uses them. It also measures how well the healthcare system lives up to expectations and offers possibilities for the population, communities and civil society to influence health decision making processes. Indeed, social participation is a key function of health system governance. As citizens are stakeholders in healthcare systems, their opinions are important in shaping health policies and providing feedback for reforms or health programs. Citizen satisfaction has political and strategic value to health system decision makers, as it brings legitimacy to policies and the policy-making process. High citizen satisfaction with specific services such as health care is associated with higher trust in public institutions, which represents an important element for the effective functioning of democratic governments. ¹ Citizen satisfaction with the healthcare system was also found to be positively associated with perceived fairness and equity. ¹ It is important to note that citizen satisfaction is different from patient satisfaction, which is measured at the healthcare provider level.
Primary data source	Gallup World Poll via OECD Statistics
Technical definitions	The Gallup World Poll is based on a nationally representative sample of 1 000 citizens (aged 15 years and above) in Belgium. Data on the level of satisfaction with healthcare refer to the percentage of people who answered "satisfied" to the question: "In the city or area where you live, are you satisfied or dissatisfied with the availability of quality health care?". Citizen satisfaction includes users and non-users of the healthcare system, it incorporates not only experiences based on service provision but also wider factors, such as ideological beliefs, political views, cultures and media influences.
Limitations	Data on citizen satisfaction with the healthcare system are not available on an annual basis and disaggregated data by sex, age and region in Belgium were not available. Thus, citizen satisfaction with the healthcare system at the national level might not reflect satisfaction at the regional level. The answer options in the Gallup World Poll were limited to "satisfied" and "dissatisfied", preventing from measuring more granular levels of satisfaction.
International comparability	The Gallup World Poll measures citizen satisfaction with the healthcare system across the world. Although there are many contextual and cultural factors that can influence responses to opinion polls, the dataset allows citizens' perceptions to be compared over time and across multiple countries. Satisfaction can measure different things in each health system, as countries may have different expectations and perceptions may be influenced by factors such as national political debates, news media reporting and national cultures. ² Data across countries are presented for three different years: 2007, 2010, 2014, 2017 and 2022. However, data were not all collected in the same year. In Austria, Finland, Ireland, Portugal, Slovak Republic and Slovenia, data are for the year 2006 rather than 2007. In Luxembourg, data are for 2008 rather than 2007. Data for Estonia are for 2011 instead of 2010. In Hungary, data are for 2013 rather than 2014. Data for Luxembourg are for 2019 instead of 2021. Data for Austria, Denmark, France, Germany, Ireland, Italy, Latvia, Lithuania, Slovak Republic, and Spain are for 2021 instead of 2022.



Performance dimensions	Sustainability
Related indicators	
Reviewer	Kira Koch (WHO)

1.1.2 Results

Between 2007 and 2022, approximately 90% of Belgian population reported being satisfied with the healthcare system and the percentage remained

higher than the EU-14 and EU-27 averages over time (see Table 1 and Figure 1). In 2022, Belgium was the EU-27 country with the highest percentage (90%) of the population that is satisfied with the healthcare system, considerably higher than the EU-14 (73%) and EU-27 (68%) averages.

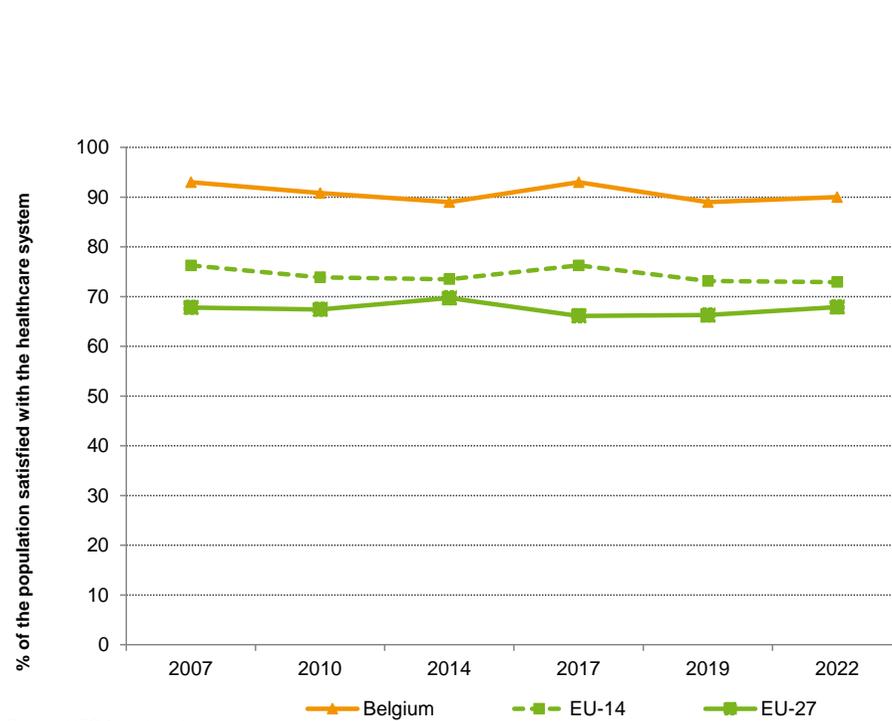
Table 1 – People satisfied with the healthcare system (% of respondents)

	2007	2010	2014	2017	2019	2022
Belgium	93	91	89	93	89	90
EU-14	76	74	74	76	73	73
EU-27	69	67	70	66	66	68

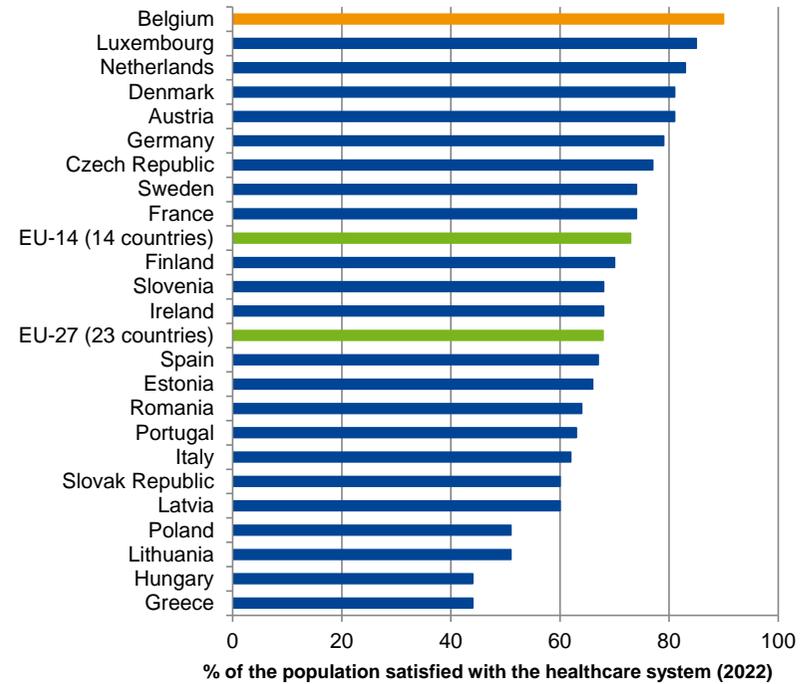
Note: The EU-27 average includes 21 countries in 2007, 22 countries in 2010, 21 countries in 2014, and 23 countries in 2017, 2019 and 2022.



Figure 1 — People satisfied with the healthcare system (% of respondents; 2007-2022): international comparison



Source: OECD health data



Source: OECD health data 2022

Note: The EU-27 average includes 21 countries in 2007, 22 countries in 2010, 21 countries in 2014, and 23 countries in 2017, 2019 and 2022.

Key points

- In 2022, 90% of the Belgian population was satisfied with the healthcare system, which was the highest level among EU-27 countries.

References

1. Blendon RJ, Benson J, Donelan K, Leitman R, Taylor H, Koeck C, et al. Who Has The Best Health Care System? A Second Look. Health Affairs. 1995;14(4):220-30.



2. Papanicolas I, Cylus J, Smith PC. An Analysis Of Survey Data From Eleven Countries Finds That 'Satisfaction' With Health System Performance Means Many Things. *Health Affairs*. 2013;32(4):734-42.