

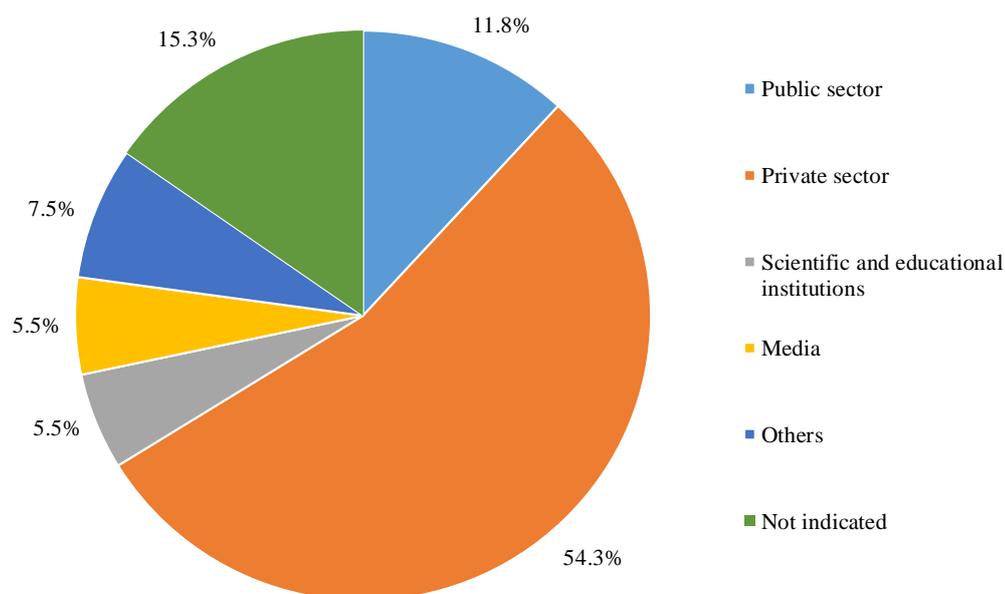
## USER SATISFACTION SURVEY'S RESULTS, 2016

The user satisfaction survey has been held annually since 2009 and provides an opportunity to identify what is the most important for users in respect to accessibility, reliability, timeliness and quality of used statistical information.

The survey was conducted online on the NSI's website by a questionnaire comprising 19 questions. The answers give opportunity to define different user groups of statistical information and what it is use for, if the dissemination channels are easy for use, and what else would users like to receive in terms of information or assistance in its use.

In 2016 a total of 346 questionnaires are completed and the participants themselves determine to which user group they belong - public sector, private sector, scientific and educational institutions, media, others. Largest is the share of the private sector (54.3%), followed by the public sector (11.8%), scientific and educational institutions (5.5%) and media (5.5%) (Figure 1).

**Figure 1. Belonging to a user group in 2016**

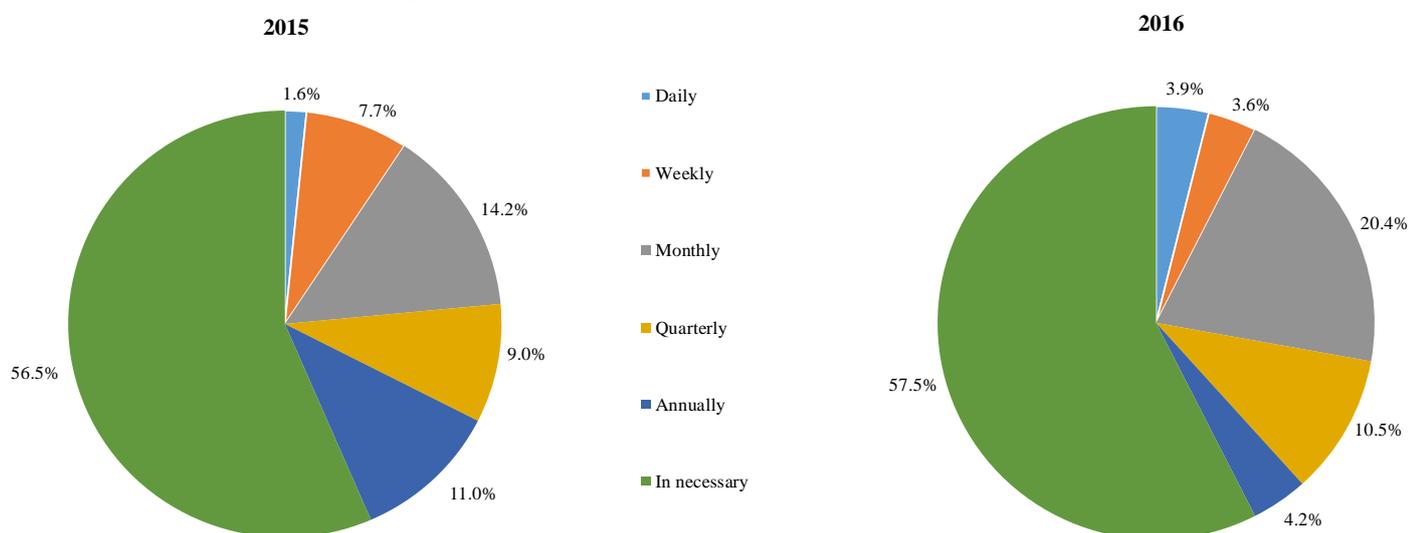


*Most often sought* in 2016 is the information from survey in the field of business statistics - 41.1%. Following are data from demographic and social statistics (21.2%), regional statistics and indicators for monitoring (12.8%), macroeconomic statistics (12.5%), agriculture and forestry (6.4%), environment and energy (6.0%).

Of all surveyed in 2016 the largest share (36.8%) use statistical data as a background, followed by those who use it for market analysis and taking business decisions (21.7%), applying for projects and programs (18.6%), building of econometric models and forecasts (6.2%), monitoring and policy making (6.2%), redistribution (6.0%), other purposes (4.6%).

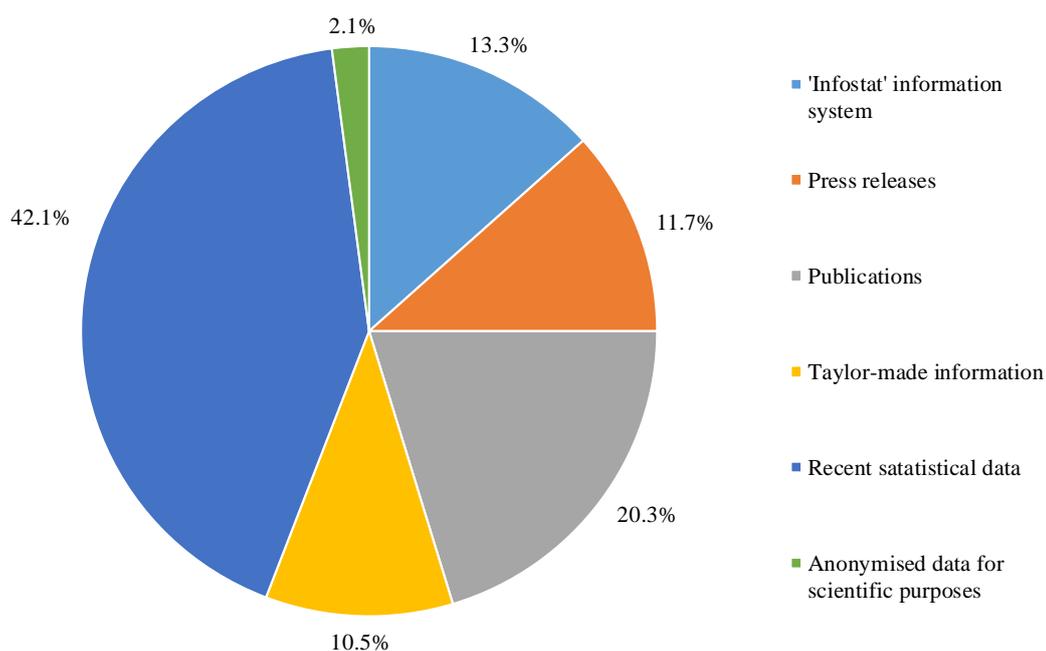
In 2016, as in previous year, the largest share of respondents (respectively 55.5% and 56.5%) *using the NSI's data, if necessary*. Approximately the same remains the share of users using statistics regularly. (Figure 2).

**Figure 2. How often statistical data are used**



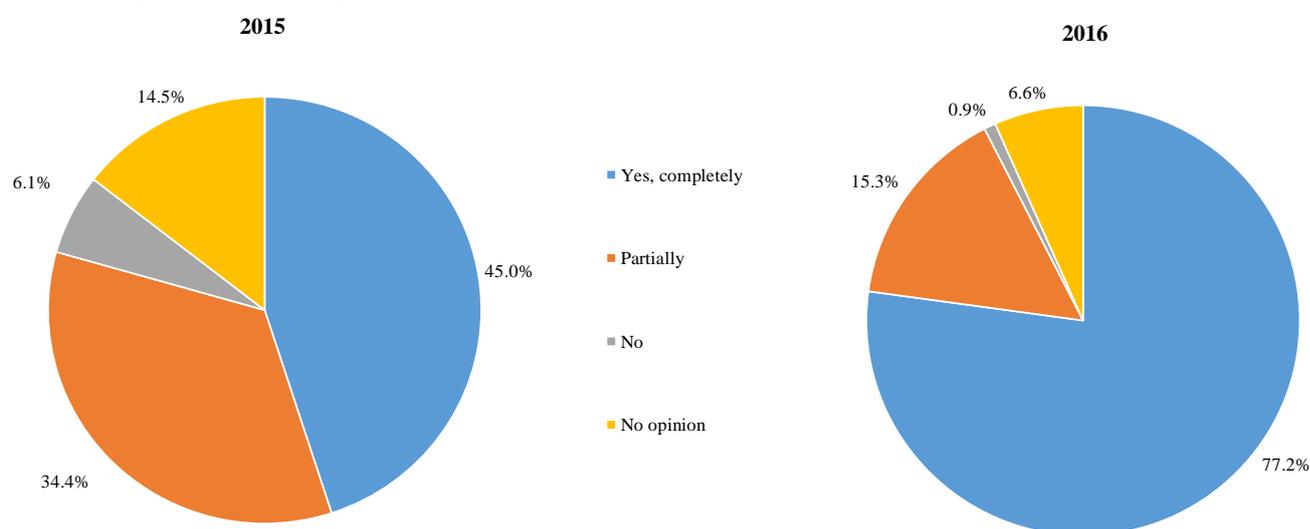
The current statistical data (42.1%) are *the most commonly used* products and services of the NSI in 2016. Following are publications (20.3%), data available through 'Infostat' information system (13.3%), press releases (11.7%), data prepared by user request (10.5%). The least used (2.1%) are the anonymised data for scientific purposes (Figure 3).

**Figure 3. The most commonly used products in 2016**



The trend from the previous years concerning the provided by the NSI information to satisfy fully or partially *needs of users* is preserved, respectively 77.2% and 15.3%. The information does not meet the needs of only 0.9% of users (Figure 4).

**Figure 4. Meeting the needs of users from the statistical information provided**



Regarding to *consumer confidence* in products and services offered by NSI, the share of those who trust or rather trust is respectively 53.5% and 35.0%. The share of respondents who rather do not trust is 1.7% and no opinion provided 9.8% of users.

The new questionnaire provides an opportunity to examine the need to introduce additional *forms of notification* of the dates of publishing the results of statistical surveys (Table 1).

**1. Preferred ways of respondents to be informed about the publication dates of the results of statistical surveys**

(Per cent)

Way of notification	Users who wish to be informed
Press release calendar	25.6
E-mail notification	49.4
Facebook profile of the NSI	12.2
Monthly subscription	10.9
Other formats	1.9

Of all survived in 2016, 40.9% would like to be informed in advance about dates of publishing the results of statistical surveys, while 59.1% do not wish to receive such information.

*The quality* of statistical products and services provided by NSI is assessed by 46.0% of users as good, as very good - by 41.6%, as unsatisfactory or poor respectively by 2.3% and 0.3%, as well as 9.8% of respondents have no opinion.

The new products used to represent statistical information are well received by the users (Table 2).

## 2. Users assessment of the new products in 2016

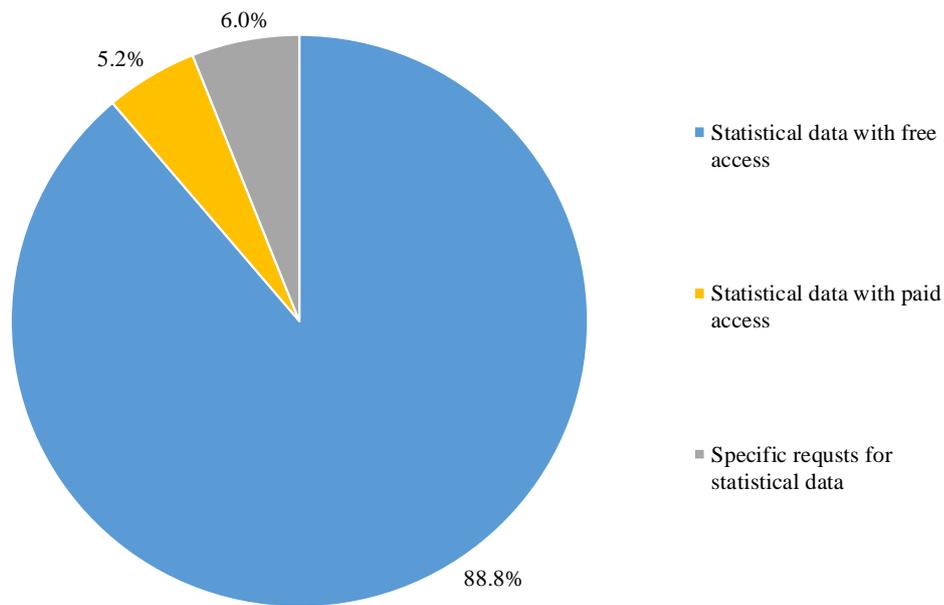
(Per cent)

New Products	Very good	Good	Satisfactorily	Unsatisfactorily	Bad
INFOSTAT Information System	35.4	46.6	17.0	0.9	0.0
Metadata in ESMS 2.0 format	29.4	48.5	19.1	3.1	0.0
Interactive maps	31.5	46.0	20.0	2.5	0.0
Regional press releases	42.5	37.5	17.9	1.3	0.8

At the end of 2015 the NSI introduced the new ‘Infostat’ information system - a unique product for our country, through which users of statistical information may themselves online create tables with data on various indicators and visualize them graphically. The system allows the results to be downloaded in xlsx, csv, pdf format, as well as methodologies and metadata - in pdf format.

In 2016, the ‘Infostat’ information system was used by 36% of respondents. Largest is the share of users who have used the module for free access to statistics - 88.8%, followed by module for specific requests - 6% and paid access - 5.2% (Figure 5).

**Figure 5. The most commonly used products by users**



Provided by the 'Infostat' information system *ability to access to information, retrieval and visualization* of statistical data is assessed as very good or good by 77.2% of respondents, as satisfactory – by 19%, and 3.8% of users are not satisfied.

Difficulty in working with the system had 2.5% of respondents; the remaining 97.5% easily found the necessary information. At the same time, performance meets the expectations of 98% of consumers. Additional support for using of the system is not necessary for 75.4% of the respondents, 13.2% require technical assistance, and 11.4% - of training.

Generally, *ssatisfied with the 'Infostat' information system* are 43.1% of respondents, rather satisfied - 44.0%, followed neither satisfied/nor dissatisfied - 7.8%, rather discontented are 5.2%.

*The user's service* of statistical products and services of the NSI is performed at the reception desk, the library, at the NSI regional structure (RSOs, CSI) through the European Statistical Data Support Centre (ESDS Help Desk).

The survey results show that fail to meet the expectations of more than half of consumers. They opted for the answer "fully or partially satisfied" with the service of the NSI and 2.1%. are unsatisfied.

The recommendations of the respondents are directed to expanding the products and services offered by the NSI. Most often, they are in the following areas:

- Developing and improving the 'Infostat' information system - online access to statistical data for longer time series and more detailed disaggregate levels;
- Publishing of a larger volume and more detailed information on the NSI's site;
- Providing regional and municipal administrations access to a wide range of information on district and municipality level;
- Publishing of analyses.

Some users express their gratitude to the staff of the NSI for the professional and correct service.