# USER SATISFACTION SURVEY RESULTS, 2017

The Web-based user satisfaction survey of the National Statistical Institute (NSI) has been held since 2013 and replaced the traditional survey conducted for the first time in 2009. The Internet as an important communication media is a source of valuable information, which allows evaluating the ways of disseminating statistical data.

Statistical information products and services are designed to meet the needs of various user groups. The feedback questionnaire provides information on the evaluation of the survey participants using the provided by the NSI services as well as what else they would like to receive as information or assistance in using it.

In 2017, 267 questionnaires were filled out, with participants again determining themselves to which user group they belong - the public sector, the private sector, scientific and educational institutions, the media, others. The tendency of the previous year was reserved with the largest share of private sector users (58.1%), followed by the public sector (14.2%), the scientific and educational institutions (6.0%) and the media (3.0%) (Figure 1).
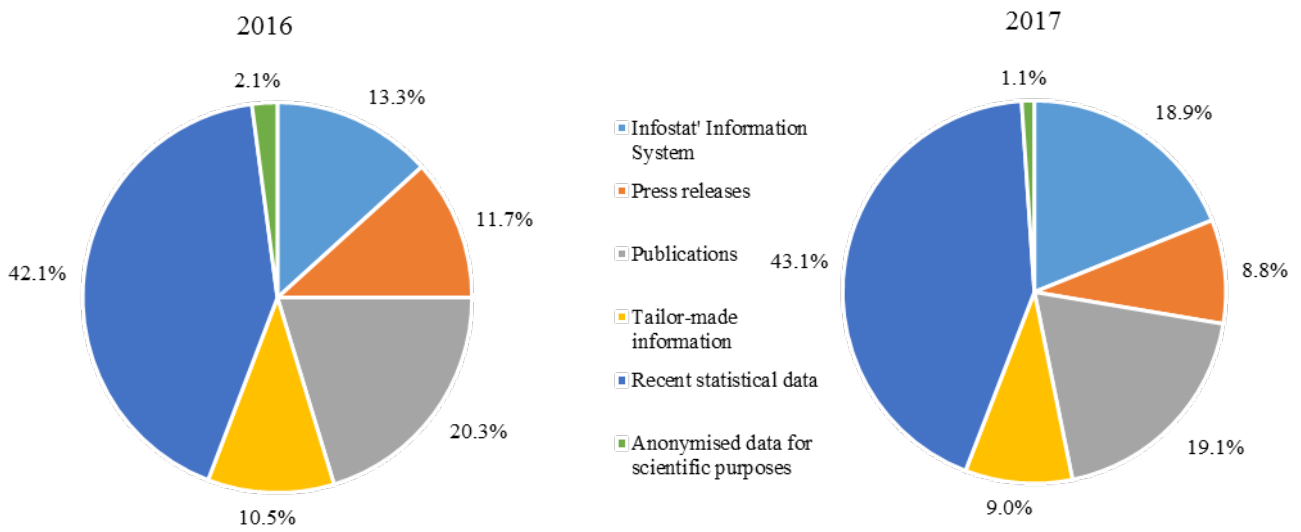
Figure 1. User groups in 2017
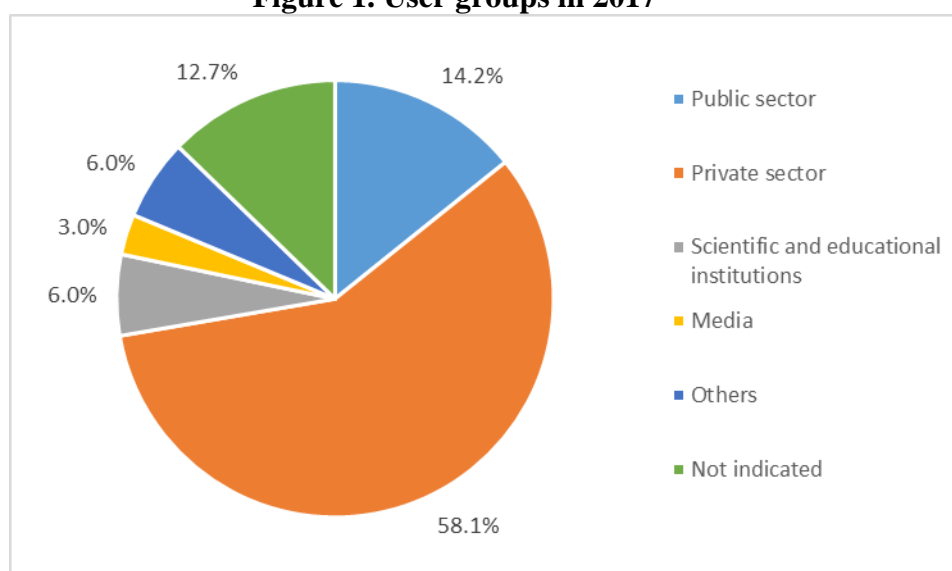
In 2017, as in 2016, business statistics survey data are the most frequently sought-after - 44.4%. Data from demographic and social statistics (18.2%), regional statistics and monitoring indicators (12.8%), macroeconomic statistics (10.0%), agriculture and forestry (8.5%), environment and energy (6.1%) are following.

Of the respondents surveyed in 2017, the largest share (42.5%) use the statistical information as a background, followed by those who use it for: market analysis and taking business decisions (19.2%), applying for projects and programs (18.1%) building of econometric models and forecasts (7.9%), monitoring and policy making (7.6%), re-distribution (3.4%).

In 2017, the share of survey respondents (48.7%) who use NSI's data 'if necessary' is approximately equal to the share of users using statistics 'regularly' (49.4%).

NSI's most frequently used by users informational products and services in 2017 are the current statistics (43.1%), followed by publications (19.1%), data available through infotainment information system (18.9%), press releases (8.8%), tailor-made data (9.0%). At least used (1.1%) are anonymised data for scientific purposes (Figure 2).

Figure 2. The most commonly used products and services by users

2016

2.1% 13.3%
11.7%
42.1%
20.3%
10.5%

2017

1.1% 18.9%
8.8%
43.1%
19.1%
9.0%

- Infostat' Information System
- Press releases
- Publications
- Tailor-made information
- Recent statistical data
- Anonymised data for scientific purposes

The tendency of the previous years the NSI information to satisfy user's needs fully or partially is preserved - 77.5% and 15.4%, respectively. The information does not meet the needs of 2.2% of respondents (Figure 3).

Figure 3. Satisfaction with the statistical information provided in 2017

2.2% 4.9%
15.4%
77.5%

- Yes, completely
- Partially
- No
- No option
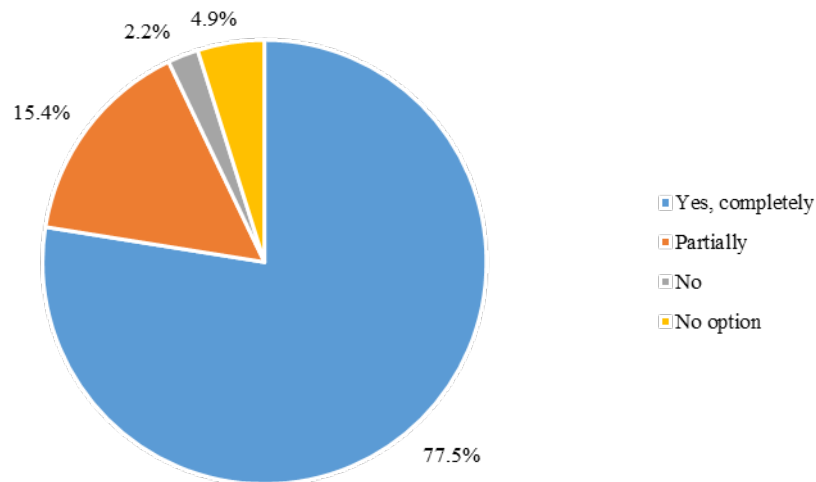
In terms of user confidence in the NSI's statistical products and services in 2017 the share of those who trust or rather trust is still high, respectively 44.2% and 37.0%. The share of users who rather do not trust is 6.0%, and those who have no opinion are 4.9% of all respondents.

The questionnaire makes it possible to determine the most preferred way of notifying dates for publishing results of statistical surveys (Table 1).

1. Preferred ways of preliminary notification of dates for publishing statistical survey results

(Per cent)

Ways of notification	Percentage wishing to be notified in this way
Press release calendar	23.8
E-mail notification	57.4
Facebook profile of the NSI	12.9
Monthly subscription	5.9

Of those surveyed in 2017, 41.2% would like to be informed in advance about the publication dates of the statistical survey results, while 53.6% do not want to receive such information, and 5.2% do not respond to this question.

The quality of statistical products and services provided by the NSI is estimated to be good by 45.7%, as very good - 38.9%, unsatisfactory or badly determined by 4.1% and 3.0% respectively, 4.9% of the respondents are without opinion.

Through the questionnaire, the NSI seeks information from the users about the way they accept the different ways of submitting statistical information. IS 'Infostat', ESMS metadata format, interactive maps and regional press releases are well appreciated by users (Table 2).

2. Evaluation of the users of the different ways of submitting statistical information in 2017

(Per cent)

Products	Very good	Good	Satisfactory	Unsatisfactory	Bad
'Infostat' Information System	36.4	46.5	13.6	3.5	0.0
Metadata in ESMS format	21.6	55.0	19.1	3.7	0.6
Interactive maps	24.7	51.2	21.2	2.4	0.5
Regional press releases	33.0	44.5	17.0	5.0	0.5

In 2017, 'Infostat' Information System was established as a convenient way to use statistical information with its user-friendly interface and the opportunity for users to create online tables of different metrics and visualise them graphically.

In 2017, compared to the previous year, the number of users using the 'Infostat' Information System increases - 42.3% in 2017 compared to 36.0% in 2016 (Figure 4).

Figure 4. Use of Information System 'Infostat'
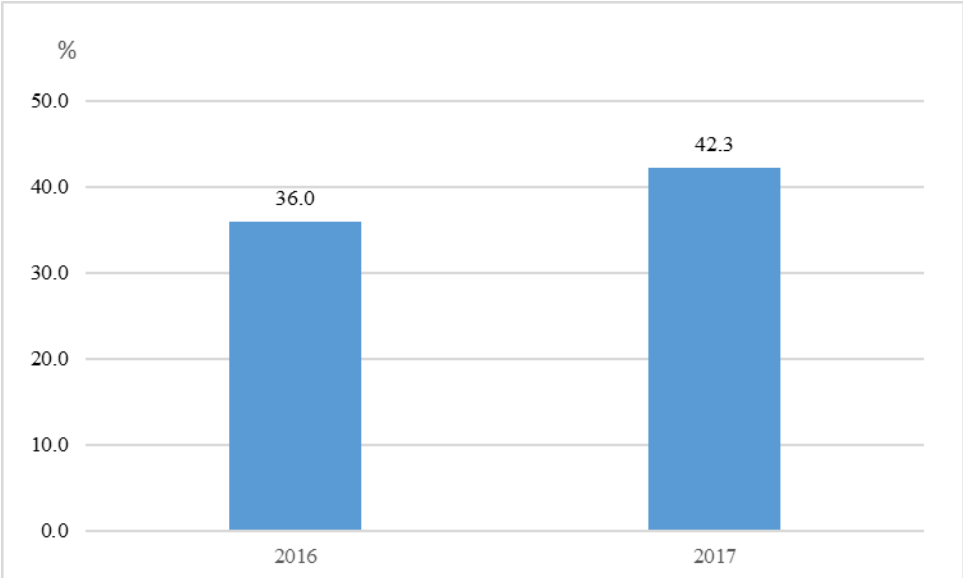
Again, most users use the free access statistical module - 90.3%, followed by the specific request module - 8.0%, and paid access - 2.7% (Figure 5).

Figure 5. Use of 'Infostat' Information System Modules
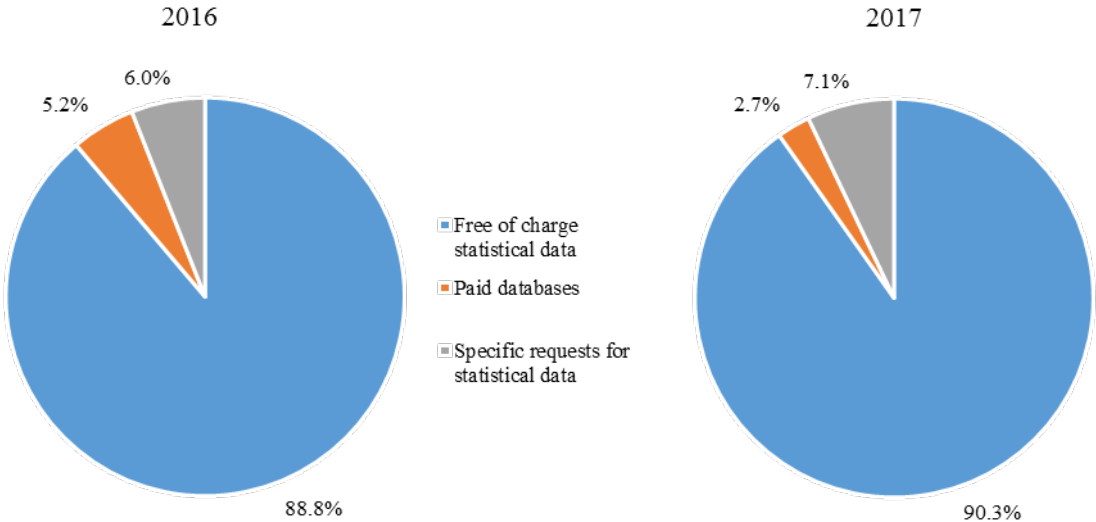
The information provided by the 'Infostat' Information System for querying, retrieving and visualising statistical data was rated as very good or good by 79.8% of respondents, satisfactory by 15.6% and 4.6% were not satisfied with how to implement query and provide statistics from the Information System.

Difficulties with use of the system had 4.5% of the respondents and 95.5% had to deal with finding the necessary information as expected. At the same time, its performance is defined as very good or good by 76.0% of respondents. Additional help with the use of the system is not needed by 74.1% of the respondents, 17.9% need technical assistance, 8.0% need training courses.

Overall, 39.6% of respondents are satisfied with the IS 'Infostat', 45.0% are rather satisfied, followed by neither satisfied/nor dissatisfied - 9.0%, rather dissatisfied with 6.3%.

The servicing of the NSI's users is carried out at the Reception desk, the Library, at the regional structures of the NSI (RSOs, CSI) and through the ESDS Help Desk.

The survey's results show more than half of the users are satisfied. They chose to answer 'totally or partially satisfied', while 5.4% of respondents are dissatisfied.

The recommendations received by the respondents are aimed at expanding the information products and services offered by the NSI. Most often, they are in the following directions:

• Access to all survey data and levels of aggregation of information through 'Infostat' Information System;

• Access to a wider range of information at district, municipality and city level;

• Publishing analyses.

Some users are grateful to the NSI's staff for professional and correct service.