# USER SATISFACTION SURVEY RESULTS, 2018

The user satisfaction survey of statistical products and services has been conducted annually since 2009 and since 2013 has been conducted online. In 2018 the National Statistical Institute (NSI) proposed a new web based questionnaire focusing on the evaluation of dissemination channels of statistical information and the quality of service at the NSI's reception desks.

Statistical information products and services are designed to meet the needs of users of various groups. Feedback containing information on the evaluation of the services offered by the surveyed by the NSI participants is obtained through the questionnaire, as well as information about what else they would need to receive in terms of dissemination channels or assistance or help for the use of services.

211 questionnaires were filled in 2018. The user group to which respondents may state that they belong to is chosen between the public sector, the private sector, scientific and educational institutions, the media, etc. As in the previous year, the largest was the share of the 'Private sector' (55.9%), on the second place are 'Others' (13.3%), followed by the 'Public sector' (10.0%). The share of users in the category of 'Scientific and educational institutions' increased - from 6.0% to 7.1%, while in the 'Media' - there is no change - 3.3% (Figure 1).

Figure 1. User groups in 2018
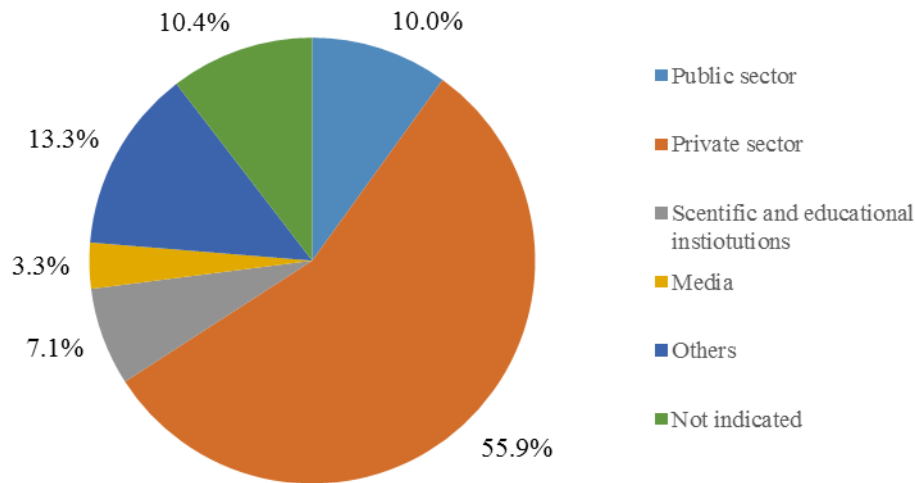
In 2018, the tendency of the previous two years - *the most frequently asked* statistical information was in the field of Business statistics - 41.8%, followed by data from Demographic and social statistics (21.2%), Macroeconomic statistics (13.9%), Regional statistics and monitoring indicators (12.8%), Environmental and energy statistics (6.0%) and Agricultural and forestry statistics (4.3%).

For the first time in 2018, users were asked about the most used and most preferred ways for dissemination of statistical information.

In **the most used ways,** the share of respondents downloading data, metadata and methodology (59.2%) was the largest, followed by users who downloaded predefined tables and graphs (58.3%). Publications were used by 38.9% of the respondents, infographics and visualisations - by 14.2%, the URL or screenshots - by 6.2% and the quality reports - by 5.7%.

Distribution of the most used and most preferred ways of statistical information dissemination is shown in Figure 3.

Figure 3. Relative share of statistical information dissemination, 2018 - %
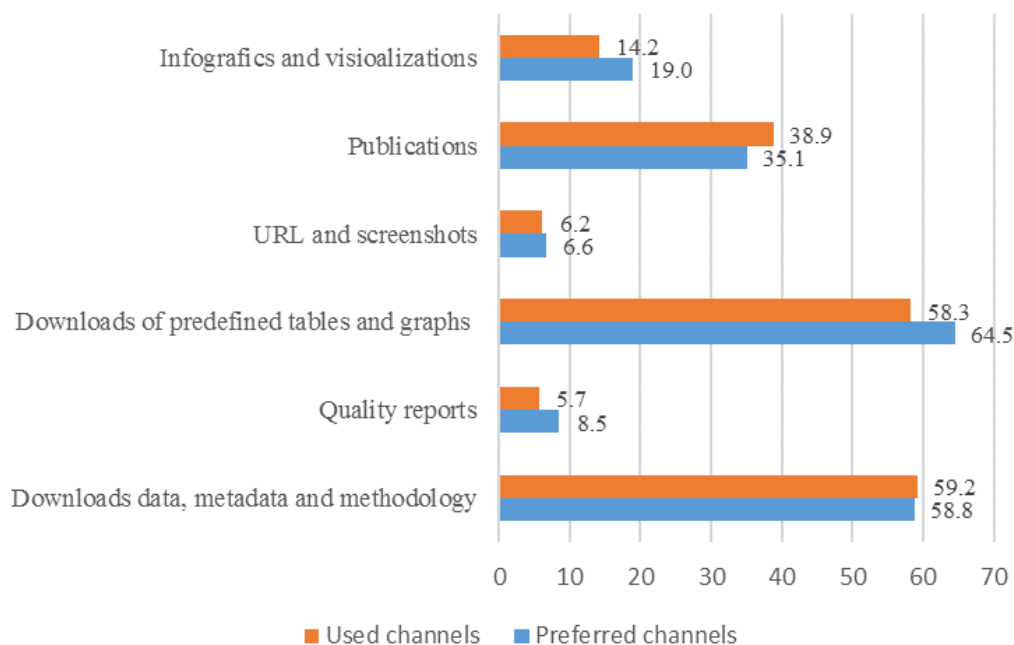
In 2018, the relative share of respondents using statistical data at least once a year (44.1%) was roughly equal to the share of users using NSI's data at least once a month (42.7%). Once a week, NSI's statistics used 8.5% of the respondents.

The new questionnaire enables users to find the most user-friendly ways to find the required information (Table 1).

1. Relative share of the most preferred ways of finding statistical data, 2018 - %

NSI information systems ('Infostat' IS, 'Foreign Trade', National Register of Populated Places, 'Statistical Classifications')	56.4
Data published on the NSI's website	54.0
Dedicated NSI webpages (Digital Library, Census 2011)	14.2
Request for statistical information	20.9
Phone inquiries	13.3

23.7% of the respondents requested assistance at the receptions desks (Table 2).

2. Users[1] who have requested assistance at reception desks, 2018 - number

Department 'Statistical Surveys - Blagoevgrad'	3
Department 'Statistical surveys - Varna'	2
Department 'Statistical Surveys - Gabrovo'	5
Department 'Statistical Surveys - Dobrich'	1
Department 'Statistical surveys - Kyustendil'	6
Department 'Statistical surveys - Lovech'	1
Department 'Statistical surveys - Plovdiv'	3
Department 'Statistical surveys - Smolyan'	2
Department 'Statistical surveys - Haskovo'	2
Department 'Statistical Surveys - Shumen'	3
Reception Desk - Central Office	22

All respondents stated that they had received the necessary information, as 67.4% received it immediately, 26.5% - within a week, and 6.1% - more than a week.

The ways to provide statistical information by popularity among respondents are presented in Table 3.

3. Relative share of ways to provide Statistical information, 2018 - %

Statistical data	68.7
'Infostat' IS	31.3
Publications	28.9
National Register of Populated Places	18.0
Census 2011	14.2
Press releases	13.3
'Statistical Classifications' IS	12.3
'Foreign Trade' IS	12.3
Metadata and methodology	9.0
Infographics	9.0
Digital library	5.2
Quality reports	3.8
Digital products	3.8
Statistics for Beginner	1.9

Each respondent assessed the methods used to provide statistics on four criteria - accessibility, timeliness, accuracy and clarity. Figure 4 illustrates the users' assessment of the five most popular ways.

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[1] Of respondents in 2018.

Figure 4. Consumer assessment of the most popular ways of providing information, 2018
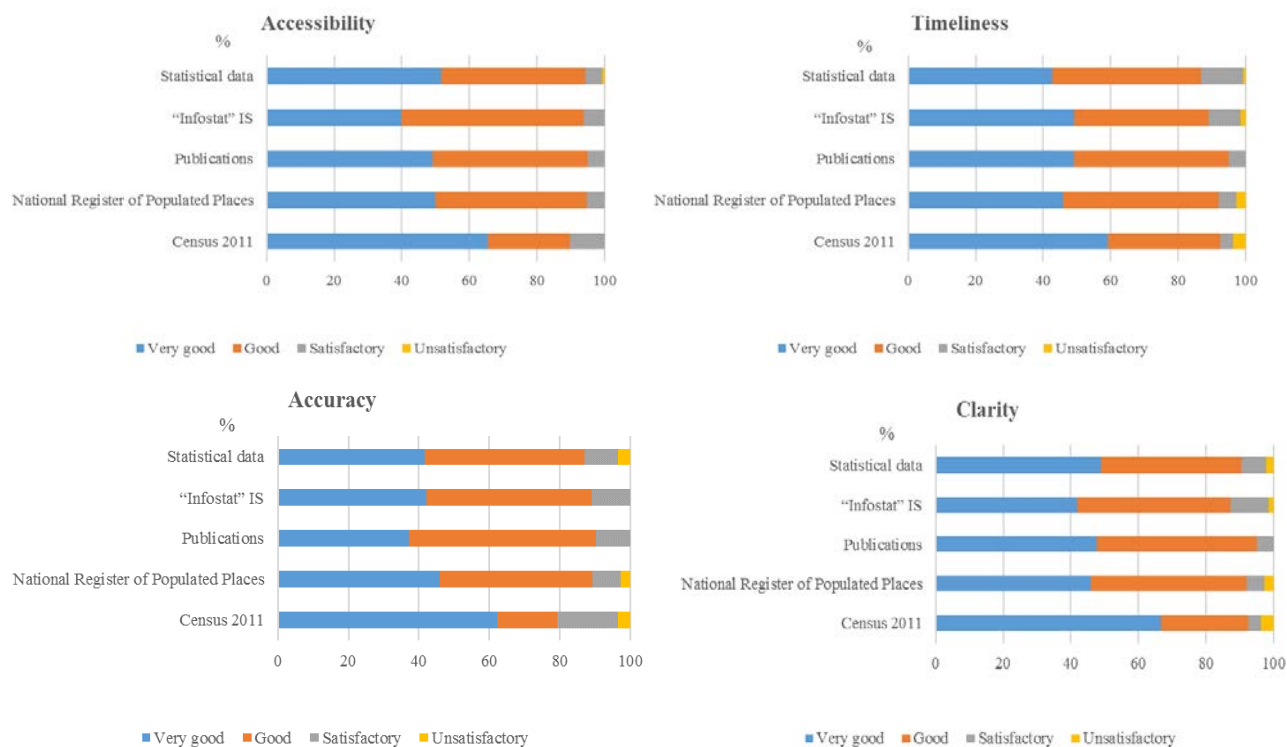
In terms of *user confidence* in the statistical products and services offered by NSI in 2018, the share of those who 'Trust' or 'Rather trust' is high - 53.6% and 36.9%. Answer 'Rather do not trust' was given by 7.6%, and 'No opinion' - by 1.9% of users.

The recommendations received from the respondents are most often aimed at expanding the information products and services offered by NSI, namely:

- Enrichment of the information provided in 'Infostat' IS.

- More statistical information in the field of agriculture.

- Free access to regional statistics at municipality level.

In some of the questionnaires, users are grateful to the NSI's staff for the professional and correct service.