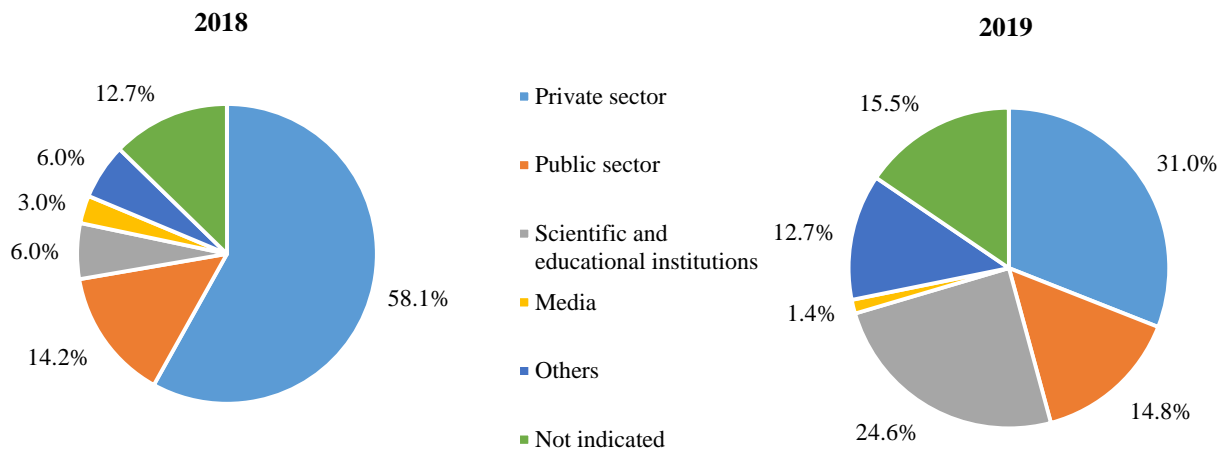


USER SATISFACTION SURVEY RESULTS, 2019

The 2019 Annual Survey of User Satisfaction of statistical products and services aims to outline the user groups that most often use statistical information, to explore how well the different ways of presenting and delivering the results of statistical surveys conducted by National Statistical Institute (NSI) are accepted, and to summarize user recommendations for improving service quality.

The results obtained were based on 142 completed questionnaires. According to the user group, the largest is the share of private sector users (31.0%). Second, with a significant increase compared to previous years, are representatives of scientific and educational institutions (24.6%), followed by the public sector (14.8%) and the media with the smallest share (1.4%).

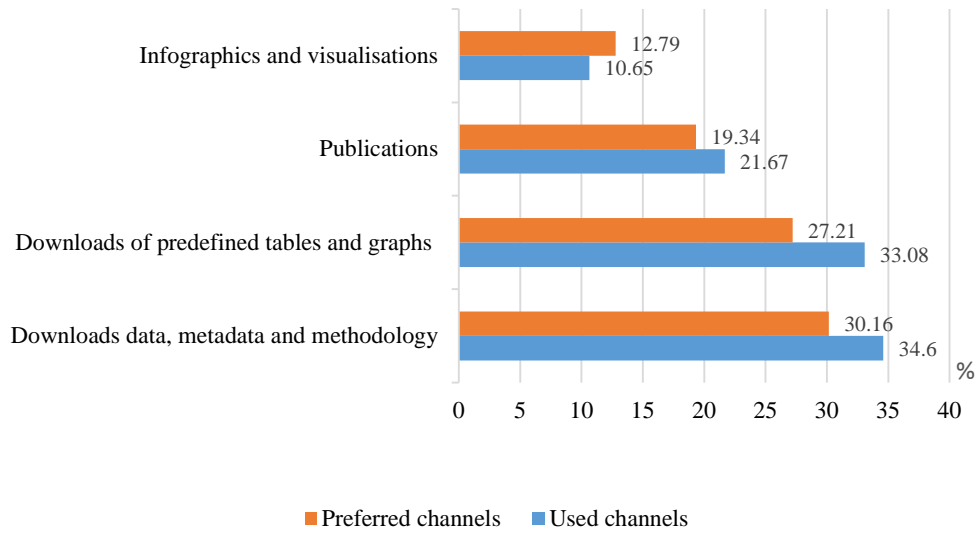
Figure 1. Belonging to a user group in 2018 and 2019



In 2019, the trend from the previous two years - the most frequently asked information from business statistics surveys - 30.6%, followed by demographic and social statistics (23.2%), macroeconomic statistics (15.8%), regional statistics and monitoring indicators (16.8%), environmental and energy statistics (6.7%) and agriculture and forestry statistics (6.7%) remains the same.

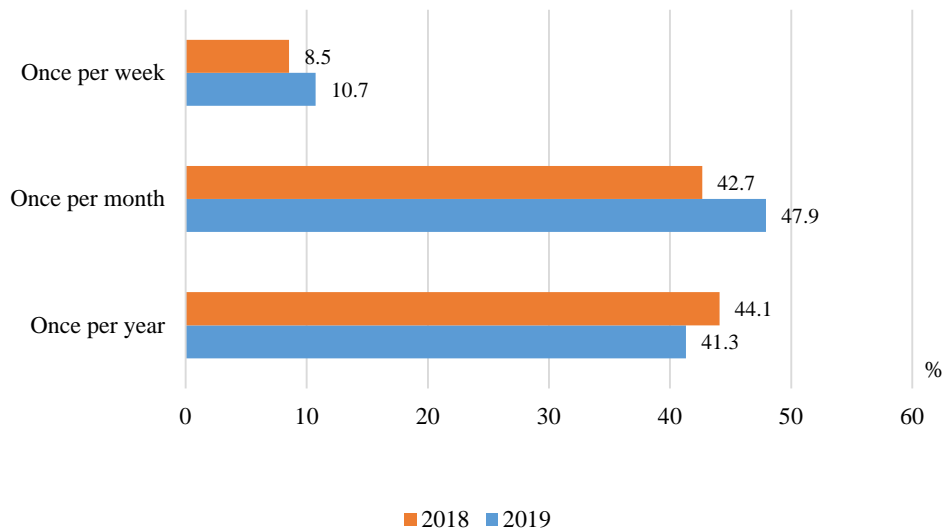
In 2019, there is no change in the most commonly used and most preferred by users channels of providing statistical information (Figure 2).

Figure 2. Share of used and preferred channels of providing statistical information in 2019 (%)



In 2019, the percentage of users who daily use statistical information is rather low, but the number of people, seeking at least weekly or monthly data produced by the NSI, is increasing.

Figure 3. Frequency of using statistical information in 2018 and 2019 (%)



In comparison with 2018, the share of users using the NSI's information systems and dedicated websites are increasing.

1. Ways to find statistical information by type in 2018 and 2019 (%)

	2018	2019
In the NSI's information systems	56.4	59.9
From data published on the NSI's website	54.0	51.4
Dedicated NSI's web pages	14.2	24.7
By requesting statistical information	20.9	26.1
Telephone consultation	13.3	10.6

Need for assistance had 27.3% of the respondents who requested assistance at the NSI's receptions desks, both at the Central Office and at the RSO of the NSI.

Almost all respondents (94.4%) received the requested information, 61.1% received it immediately, 22.2% - within three working days.

Still users use most often tables with statistical data published on the website of the NSI. The Infostat information system is gaining increasing popularity, and publications traditionally have their place. The proportion of users looking for metadata and methodology, infographics and beginner statistics is growing.

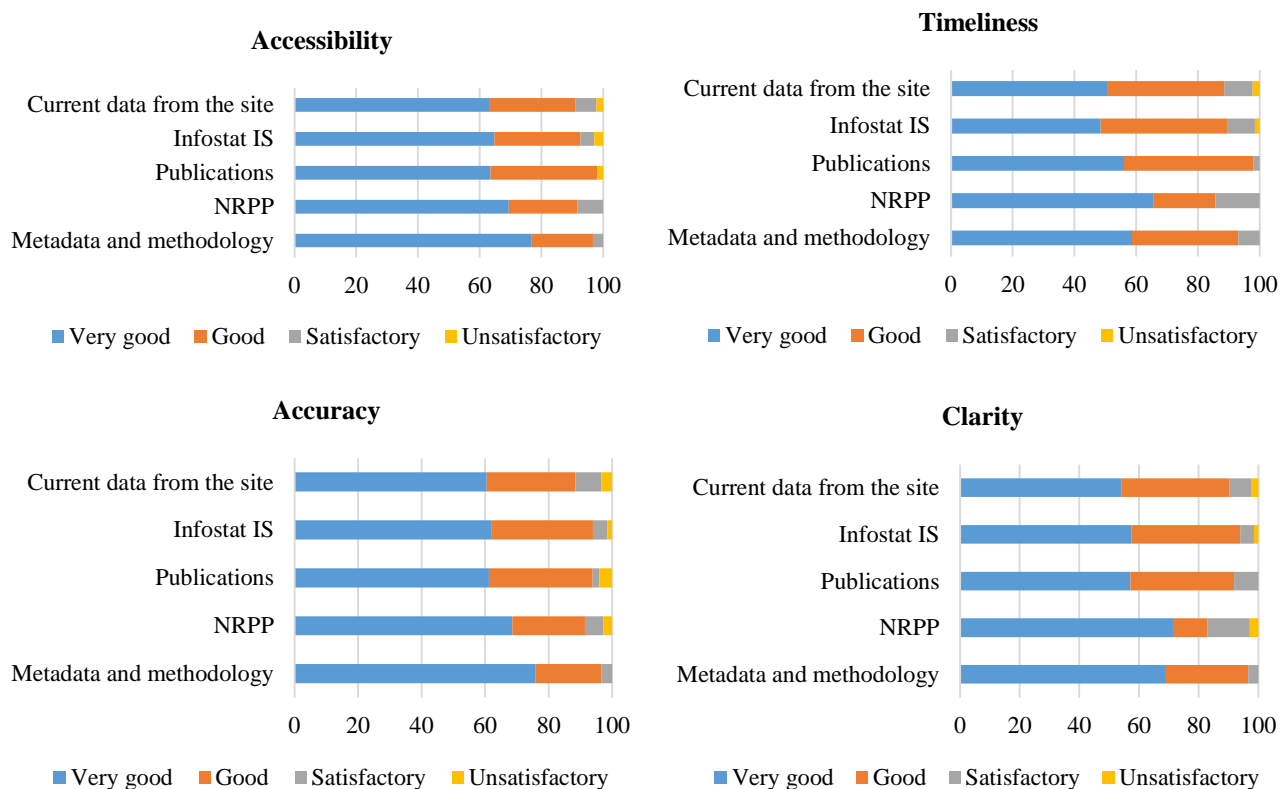
2. Statistical products and services provided by type in 2018 and 2019 (%)¹

	2018	2019
Current statistical data from the site	68.7	64.1
Infostat IS	31.3	47.9
Publications	28.9	38.0
NRPP ¹	18.0	26.8
Metadata and methodology	9.0	22.5
Infographic	9.0	19.7
Statistical Classifications IS	12.3	18.3
Census 2011	14.2	16.9
Statistics for beginners	1.9	14.1
Press releases	13.3	13.4
Foreign Trade IS	12.3	12.0
Digital Library	5.2	10.6
Quality reports	3.8	4.9

Each respondent rated the used by him/her products and services on four criteria - accessibility, relevance, accuracy and clarity (Figure 4).

1. Users have chosen more than one answer.
2. National Register of Population Places.

Figure 4. User rating of the five most popular statistical products and services in 2019 by criteria (%)



In regards *users' trust* in the statistical products and services offered by the NSI, in 2019 as in 2018, the confidence in the NSI remains high (89.5%).

Respondents made recommendations aimed at:

- More detailed statistical data on districts and municipalities
- Faster announcement of results
- Explanation of the methodology in a more understandable language.

In a number of questionnaires, users express their gratitude to the staff of the NSI for their professional and correct service.