USER SATISFACTION SURVEY RESULTS, 2020

The statistical information products and services of the National Statistical Institute (NSI) are developed in accordance with the needs of different user groups. The questionnaire provides feedback on how the different ways of presenting and providing the results of statistical surveys conducted by the NSI are accepted. The study helps to evaluate the quality of users' service both online and in the reception desks of the NSI.

Interviewees pointed to which major user groups they belong. For another year, the group of private sector users has the largest share (43.9%). Second are public sector employees (18.5%). With representatives of research and education institutions, there is a drop of 13 percentage points compared to 2019 (11.6%), while the lowest share have the media (1.7%).

In 2020, the trend from previous years the most frequently asked information from business statistics - 68.2%, followed by demographic and social statistics (46.8%), macroeconomic statistics (35.8%), regional statistics and the monitoring indicators (30.6%), the statistics of the environment and energy (17.9%) and the statistics of agriculture and forestry (13.9%) remains the same (Figure 1).

Figure 1. Distribution of the requested information by statistical themes in 2020 (%)[1]
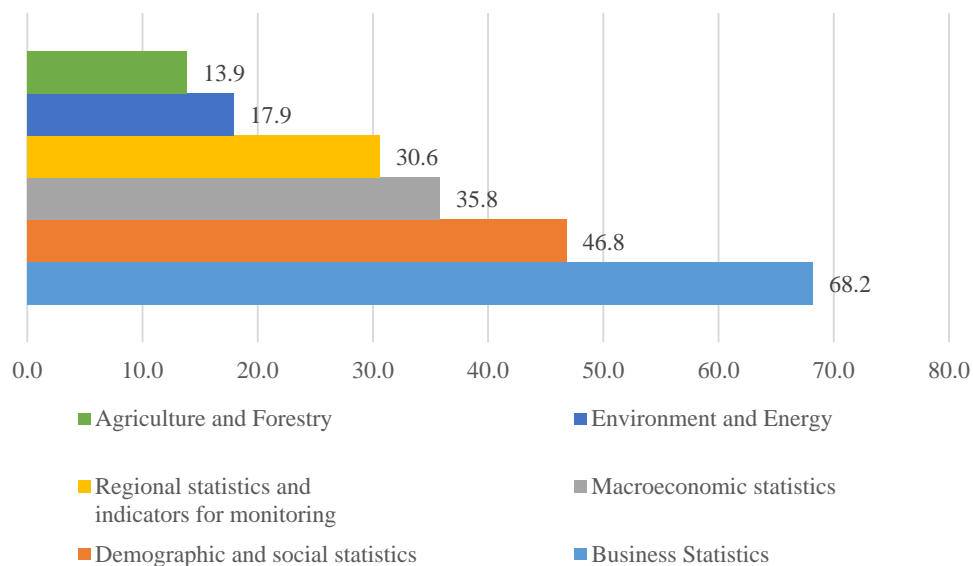
The analysis of the data from the survey conducted in 2020 shows that the most used and preferred ways of presenting statistical information are 'downloads data, metadata and methodology' and 'downloads predefined tables and graphs'. At the same time, users increasingly show a preference for 'infographics and visualizations' as a more accessible and understandable way of presenting statistical information (20.8%) (Figure 2).

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[1] Users have specified more than one answer.

Figure 2. Used and preferred channels of providing of statistical information in 2019 and 2020 (%) [1]
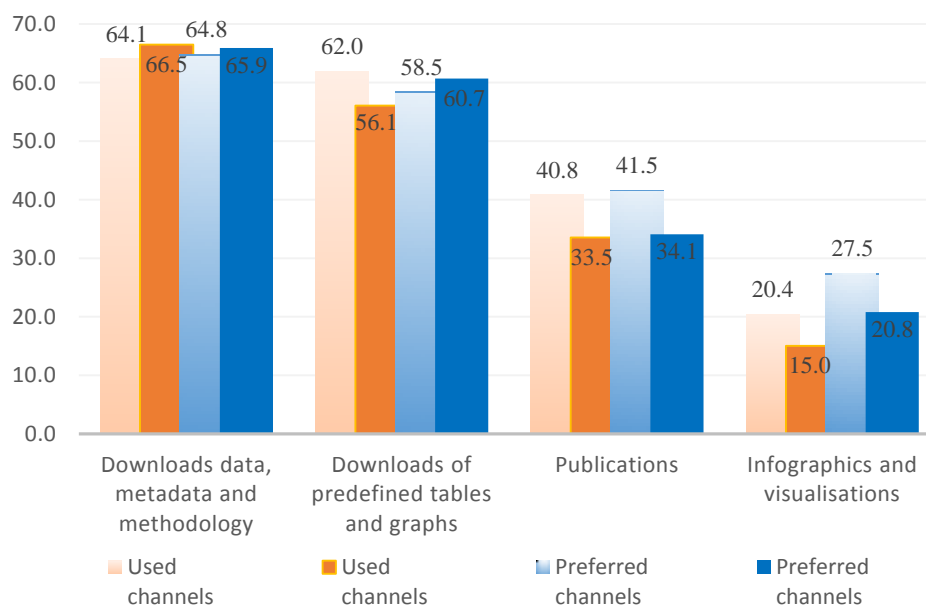
In 2020, only 3.7% are users who daily use statistical information and 10.4% - the number of people, seeking 'at least once a week'. The highest share of users is those who use at least once a month statistical information (43.9%) followed by those who use it at least once a year - 42.1%.Compared to 2019, the requests for statistical information have almost doubled (49.7%), and the search in the specialized websites of the NSI has decreased significantly (12.7%) (Figure 3).

Figure 3. Ways to find statistical information by type through 2019 and 2020 (%) [1]
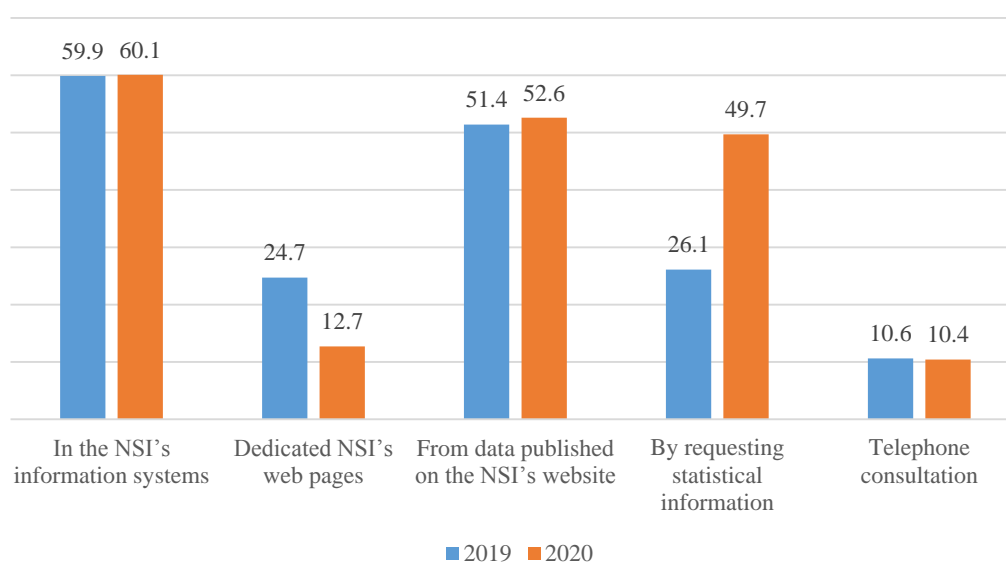
[1]Users have specified more than one answer.

Need for assistance had 37.7% of the respondents who requested help at the NSI's reception desks, both at the Central Office and the RSOs / SRD.

Almost all respondents (94.4%) have received the necessary information, 50.0% of the requests were fulfilled immediately, and 37.0% - within three working days.

The ways to provide statistical information in terms of popularity among the respondents are presented in Table 1. Compared to 2019, the share of users who use most often tables with statistical data published on the website of the NSI is increasing. The use of 'Foreign Trade' IS and quality reports are significantly increasing.
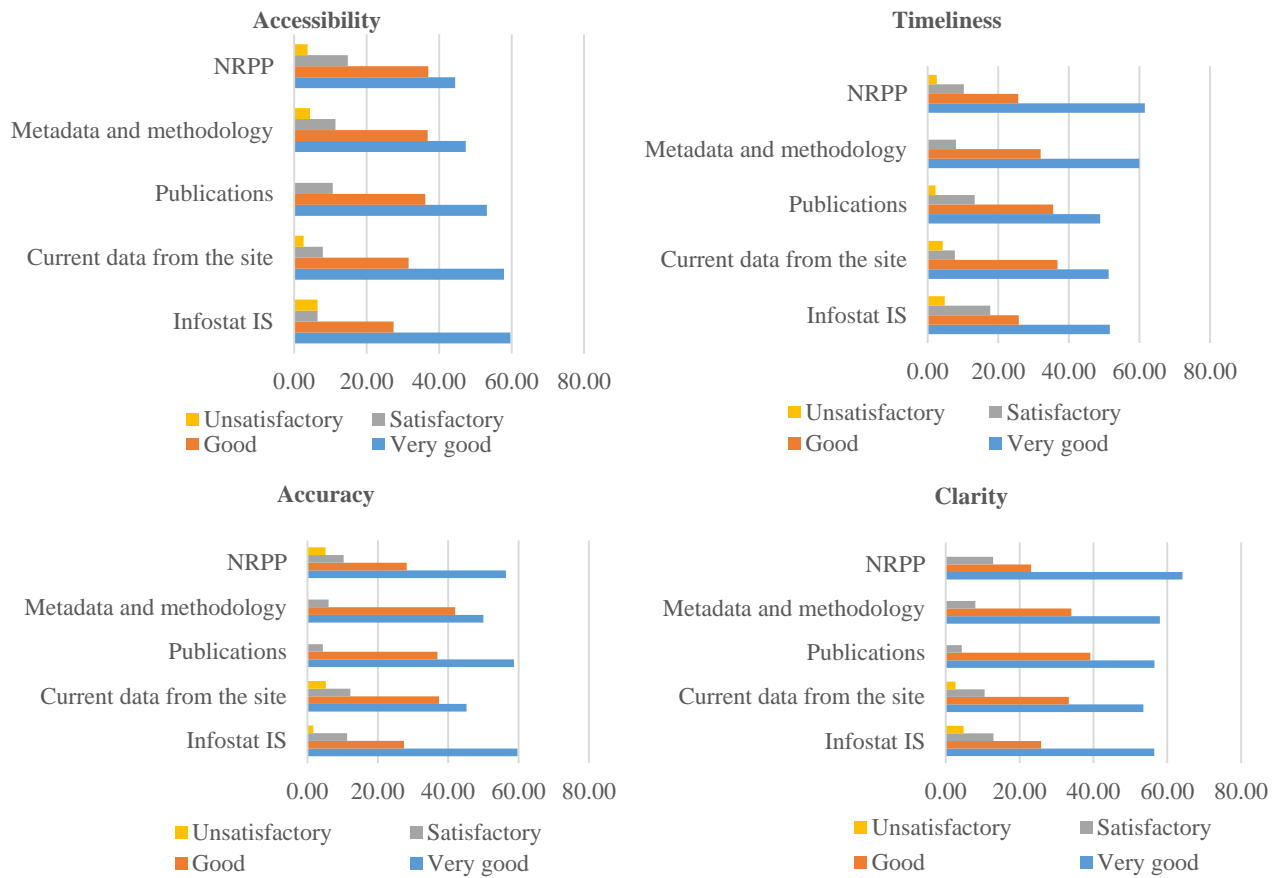
1. Provided statistical products and services by type in 2020 [1]

	(Per cent)
	2020
Current statistics from the site	71.68
'Infostat' IS	37.57
Metadata and methodology	31.21
Publications	28.90
NRIP[2]	24.28
'Foreign Trade' IS	20.81
'Statistical classifications' IS	17.92
Pressreleases	17.92
Census 2011	17.34
Quality reports	10.40
Infographics	9.83
Digital library	6.94
Digital products	5.78
Statistics for beginners	3.47

The survey shows how users perceive the different ways of presenting statistical information.
Figure 4 presents their rating of the five most popular statistical products and services on four criteria - accessibility, timeliness, accuracy and clarity.

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[1] Users have specified more than one answer.

Figure 4. User rating of the five most popular statistical products and services in 2020 by criteria (%)

Users' confidence in the statistical products and services offered by the NSI in 2020, as well as in 2019, remains high (95.2%).

Respondents made recommendations aimed at:

• Expanding the scope of the provided information by municipalities and settlements

• Development of an application (API) for automated data download

• Issuance of electronic invoices.

Many users express their gratitude to the staff of the NSI and RSO / SRD for their professional attitude and correct service.