

RESULTS

FROM THE SATISFACTION SURVEY OF USER SATISFACTION IN 2022

In 2022 the National Statistical Institute (NSI) continued to improve its activities in the field of production and dissemination of unbiased, timely and accurate statistical information on the state and trends in the development of the economy, social sphere, demography and environment. In addition to the institutional users of statistical information - state, executive and judicial authorities, users of information services are commercial companies, non-governmental organizations, information media, representatives of the scientific community and individuals from the country and abroad.

As a source of information on the quality and timeliness of information products and services provided by the NSI, the user satisfaction survey has several important objectives:

- to establish the level of satisfaction of users in the country and of individual user groups;
- to compare the forms and means of access to the up-to-date statistical products and services provided by the NSI with actual user demand.

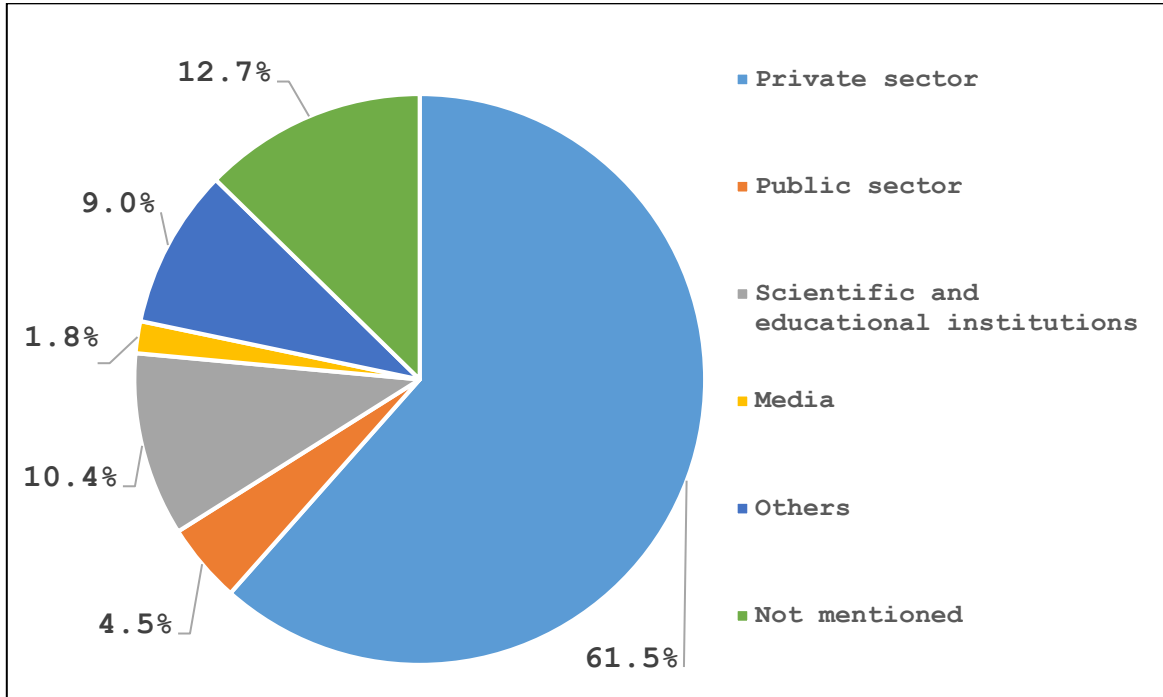
The survey was carried out through an online survey published on the NSI website, containing eleven questions related to users' assessment of the accessibility, reliability, timeliness and quality of statistical information.

The online user satisfaction survey helps to assess the quality of service provided to users both online and at NSI reception desks.

Users of statistical information from five main groups took part in the survey - private sector, public sector, scientific and educational institutions, media and others.

In 2022, 221 users of statistical products and services expressed their opinion. The largest group of users was again the private sector (61.5%), which increased by 2 percentage points compared to 2021 (59.5%). In 2022 is observed a significant reduction in requests from those working in the public sector (from 8.0 to 4.5%). The trend is reversed for representatives of scientific and educational institutions, where is monitored an increase of almost 7 percentage points compared to 2021 (10.4%); there is a slight decrease in their use of statistical information by the media - 1.8% in 2022 (Figure 1).

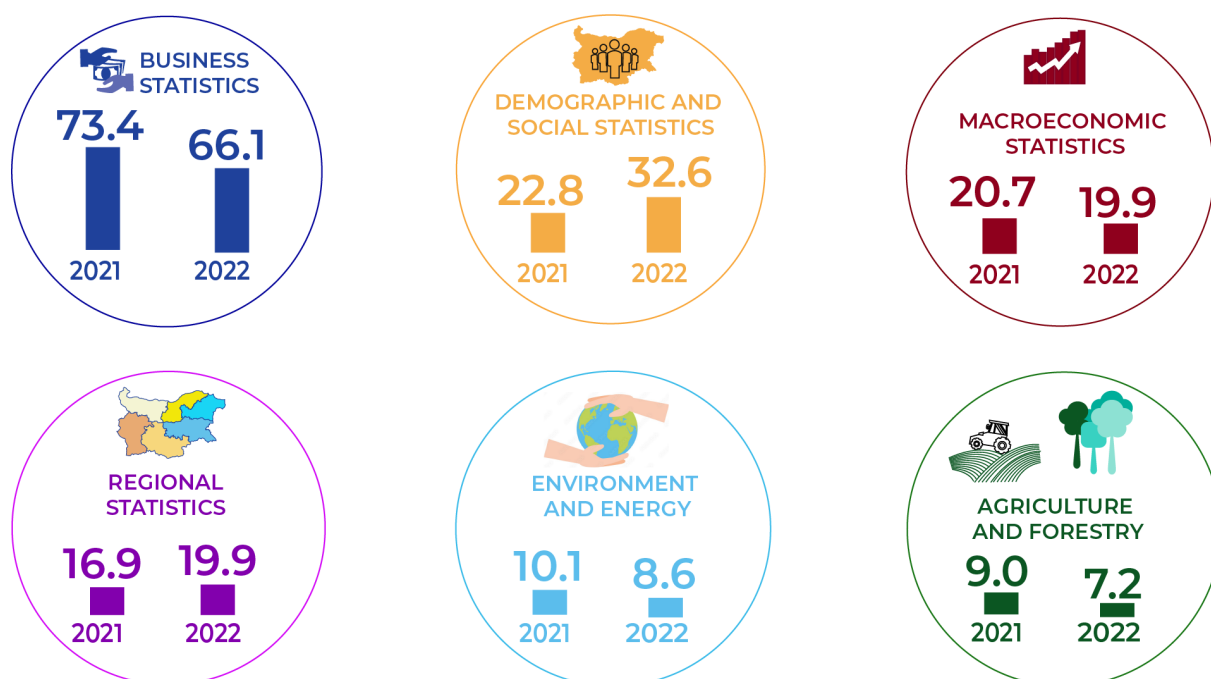
Figure 1. Distribution by user groups in 2022



When asked ‘Do you use social networks?’ - 59.3% of the respondents answered positively and 40.7% answered ‘NO’.

And in 2022, the trend of previous years is maintained that *the most frequently sought* information from the research in the field of business statistics. Quite expected was the interest in data from demographic and social statistics after the 18th consecutive Census of Population and Housing in the Republic of Bulgaria. The increase here is almost 10 percentage points compared to 2021. In third place are macroeconomic and regional statistics (Figure 2).

Figure 2. Distribution of the searched information by statistical domains in 2021 and 2022 (%)¹



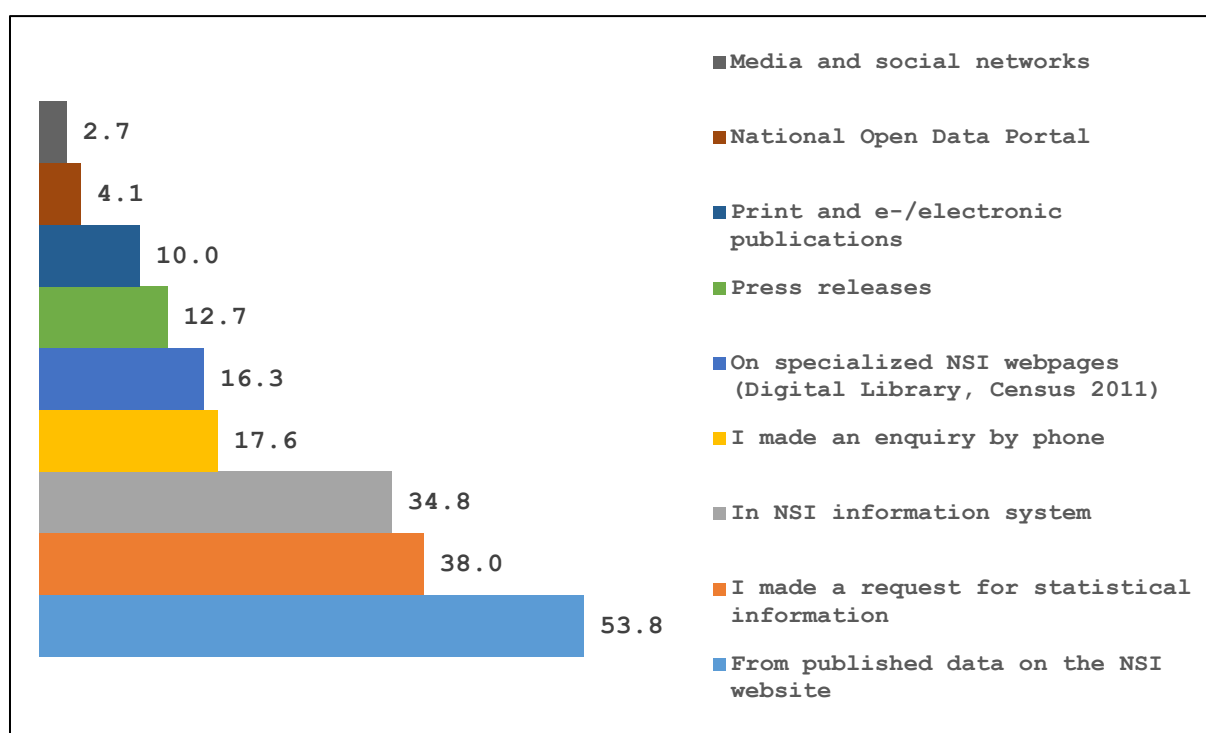
Again, the most used ways of presenting statistical information are ‘downloading data, metadata, methodology and quality reports’ - 47.5% of NSI users preferred it, followed by ‘downloading ready-made tables and graphs’ - 43.0%, ‘publications’ - 26.2%, and ‘infographics and visualizations’ - 14.5%.

Compared to the previous year, there has been an increase in the relative share of users who use statistics ‘daily’, with 5.7% of all respondents in 2022. The highest proportion of users indicated that they made use of the information produced by the NSI ‘at least once a year’ (56.7%), followed by those indicating ‘at least once a month’ (29.5%) and ‘at least once a week’ (8.1%).

In 2022, most users found the statistical information they needed ‘from the data published on the NSI website’ (53.8%) and ‘I made a request for statistical information’ (38.0%), while the lowest percentage of respondents obtained the data they needed from the media and social networks (2.7%) (Figure 3).

¹ Users have indicated more than one answer.

**Figure 3. Ways to find statistical information by type
in 2022 (%)¹**



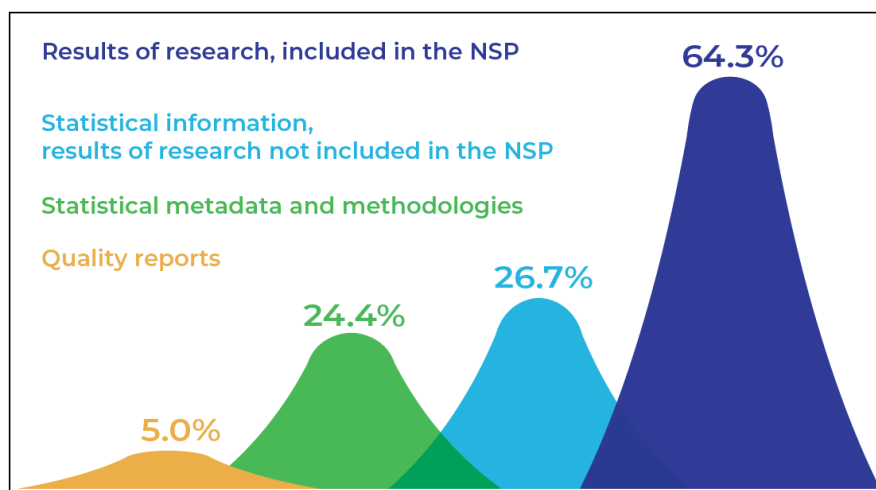
47.1% of the respondents who sought help at the NSI reception offices - both at the Head Office and at the Regional Statistical Offices (RSO)/ Department ‘Statistical Surveys’ (DSS) - had a need for assistance. As many as 19% of all users who completed the questionnaire stated that they had to further process the statistical data provided.

96% of all respondents answered that they had received the information they needed. There was an increase of 9.6% in ‘immediately’ completed requests (71.1%) compared to 2021. Only 2.1%, were requests fulfilled in ‘more than a week’.

From 2022, a much more detailed assessment of the statistical information products and services offered by the NSI can be provided in a questionnaire. From the analysis of the results visualized in Figure 4. it can be seen that the highest proportion of users who use ‘survey results included in the NSP’ - 64.3%.

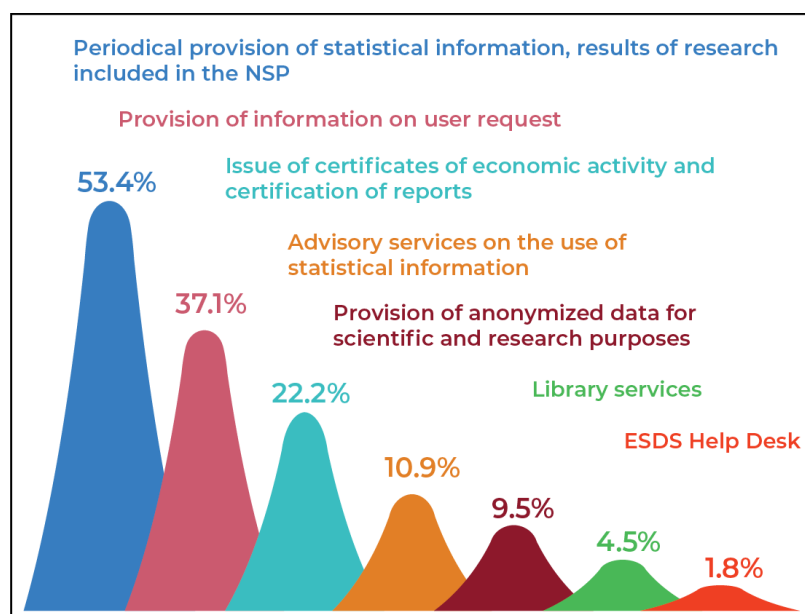
¹ Users have indicated more than one answer.

Figure 4. Distribution of used statistical information products by type in 2022¹



Analyzing the results for the used statistical services, it can be seen that 53.4% of the users prefer ‘periodical provision of statistical information, results of research included in the NSP’. The percentage of persons who indicated that they received the data they needed after a request to the NSI was also high - 37.1% (Figure 5).

Figure 5. Distribution of used statistical information services by type in 2022¹



For another year, user confidence in the statistical information products and services offered by NSI in 2022 remains high (87.3%).

¹ Users have indicated more than one answer.

Respondents made the following recommendations:

- Restore access to the IS Foreign Trade;
- More statistical pills and short videos to introduce the students with interesting statistics;
- Access to geospatial data (a grid with a spatial resolution of 1 sq. km) on population, information on housing and dwellings, housing conditions, households and families in the country;
- Provide broader access to anonymized individual-level data related to health, deaths, by cause, at each individual age;
- More detailed breakdowns by NACE.BG would be helpful;
- If possible, reduce synchronization time with the NRA website when transferring data for annual report submissions.

95% of the users who completed the survey expressed their satisfaction with the correct service at the NSI Head Office and RSO/DSS reception offices. They rate the quality of statistical products and services provided by NSI as accessible, up-to-date and accurate.