



MODEL SURVEY QUESTIONNAIRE ON HOW TO MONITOR TRUST IN OFFICIAL STATISTICS

From the “Report to the OECD of the Electronic Working Group on Measuring Trust in Official Statistics”

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OECD

Annex 1: Proposed Questionnaire for the Measurement of Trust in Official Statistics

Module 1 – Awareness of <NSO>

Question 1: Awareness of specific organisations

Q1. I will give you the names of some organisations. Have you ever heard of them on radio, TV, newspapers, or somewhere else?

- <Central bank> (e.g. Bank of Canada)
- Name of well known national non-profit organisation (e.g. Canadian Institute for Health Information)
- Greenpeace
- IBM
- Name of major government department (e.g. Human Resources and Skills Development Canada)
- <NSO>

Question 2: Knowledge of <NSO>

Q2. <NSO> is the organisation that produces official statistics on the state of our economy, society, and our environment. To what extent did you know <NSO> before this survey?

- I knew it well
- I knew it somewhat
- I have only heard the name
- I had never heard of it
- Not sure or don't know

Question 3: Use of <NSO> data

Q3. Have you ever used or referred to statistics produced by <NSO> for any purpose, such as study, work, or personal interest?

- Yes, frequently [referred to as “frequent users” from here on]
- Yes, occasionally
- Yes, at least 5 years ago
- No

Question 4: Participation in <NSO> surveys

Q4. Have you participated in the Census, Labour Force Survey, <major social survey> or any other survey carried out by <NSO>? Note to the interviewer: Check all that apply.

- Census
- Labour Force Survey
- <Major social survey> (e.g. Canadian Community Health Survey)
- Other survey, please specify: _____
- No
- Not sure or don't know

Question 5: Confidentiality

Q5. To what extent do you agree or disagree with the following statement: "I believe that the personal information I provide to <NSO> will be kept confidential."

- Strongly agree
- Tend to agree
- Tend to disagree
- Strongly disagree
- Not sure or don't know

Question 6: Is the respondent a user?

Q6. For approximately how long have you been using statistics from <NSO>?

- Not a current user
- For less than 1 year
- For 2-5 years
- For 6-10 years
- For more than 10 years
- Not sure or don't know

Question 7: (Asked of "Frequent Users" only)

Q7. Approximately how often have you used or referred to statistics from <NSO> during the last year?

- Daily
- A few times a month
- A few times a year
- Never
- Not sure or don't know

Module 2 – Trust in National Organisations

Question 1: Trust in different organisations

Q1. I will name a list of institutions. For each, please indicate whether you tend to trust it or tend not to trust it.

	Trust it a great deal	Tend to trust it	Tend to distrust it	Distrust it greatly	Not sure or don't know
The media ; do you...					
(The federal) Parliament ; do you...					
(The federal) government ; do you...					
The public service ; do you...					
< NSO >; do you					
The justice / court system ; do you...					
The police; do you...					
The <central bank>; do you...					
Banks, financial institutions ; do you...					

Module 3 – Trust in Official Statistics

Question 1: Trust in official statistics

Q.1 Personally, how much trust do you have in statistics produced by <NSO>? For example, the statistics on unemployment, inflation, economic growth, or life expectancy?

- Trust them greatly
- Tend to trust them
- Tend not to trust them
- Distrust them greatly
- Not sure or don't know

Module 4 – Assessment of Statistical Agency

Question 1: Assessment of statistical agency

Q.1 To what extent do you agree or disagree with the following statements regarding statistics produced by <NSO>?

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Not sure or don't know
(1) Statistics produced by <NSO> on our economy or society are important to understand our country; do you...					
(2) The statistics provided by <NSO> are free from political interference; do you... <i>Note: if respondent is not clear about the meaning of "political interference", explain that it occurs when politicians successfully apply pressure on <NSO> to change statistics, their date of release, or their analysis.</i>					
(3) Overall, I have a generally positive opinion of <NSO>; do you...					

Module 5 – Trust in Selected Statistical Series

Question 1: Trust in selected statistical series

Q1. Next, I would like to ask you about some specific statistics published by <NSO>. Let us start with statistics on the Census:

a. Have you ever used or referred to the Census for any purpose, such as study, work, or personal interest?

- Yes, within the last 5 years
- Yes, but not in the last 5 years [Skip to Module 5, Q2]
- No [Skip to Module 5, Q2]

b. Which of the following statements express your views about the Census?					
	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Do not know
It gives me useful information; do you...					
It gets released quickly; do you...					
Changes over time in the statistics accurately reflect what is changing in <country>; do you...					
It is free from political interference; do you...					
<i>Note: if respondent is not clear about the meaning of "political interference", explain that it occurs when politicians successfully apply pressure on <NSO> to change statistics, their date of release, or their analysis.</i>					

Question 2: Specific statistics; CPI

Q2. Now I would like you to think about statistics on inflation, called the Consumer Price Index or CPI.					
a. Have you ever used or referred to it for any purpose, such as study, work, or personal interest?					
<input type="radio"/> Yes, within the last 5 years <input type="radio"/> Yes, but not in the last 5 years [Skip to Module 5, Q3] <input type="radio"/> No [Skip to Module 5, Q3]					
b. Which of the following statements express your views about the Consumer Price Index (CPI)?					
	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Do not know
It gives me the information I want; do you...					
It gets released quickly; do you...					
Changes over time in the statistics accurately reflect what is changing in <country>; do you...					
It is free from political interference; do you...					
<i>Note: if respondent is not clear about the meaning of "political interference", explain that it occurs when politicians successfully apply pressure on <NSO> to change statistics, their date of release, or their analysis.</i>					

Question 3: Specific statistics; Labour

Q3. Now I would like you to think about employment and unemployment statistics.					
a. Have you ever used or referred to them for any purpose, such as study, work, or personal interest?					
<input type="radio"/> Yes, within the last 5 years <input type="radio"/> Yes, but not in the last 5 years [Skip to Module 5, Q4] <input type="radio"/> No [Skip to Module 5, Q4]					
b. Which of the following statements express your views about the employment and unemployment statistics?					
	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Do not know
It gives me the information I want; do you...					
It gets released quickly; do you...					
Changes over time in the statistics accurately reflect what is changing in <country>; do you...					
It is free from political interference; do you...					
<i>Note: if respondent is not clear about the meaning of "political interference", explain that it occurs when politicians successfully apply pressure on <NSO> to change statistics, their date of release, or their analysis.</i>					

Question 4: Specific statistics; GDP

Q4. Now I would like you to think about the Gross Domestic Product or GDP.					
a. Have you ever used or referred to it for any purpose, such as study, work, or personal interest?					
<input type="radio"/> Yes, within the last 5 years <input type="radio"/> Yes, but not in the last 5 years [Skip to Module 5, Q5] <input type="radio"/> No [Skip to Module 5, Q5]					
b. Which of the following statements express your views about the Gross Domestic Product (GDP)?					
	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Do not know
It gives me the information I want; do you...					
It gets released quickly; do you...					
Changes over time in the statistics accurately reflect what is changing in <country>; do you...					
It is free from political interference; do you...					

<i>Note: if respondent is not clear about the meaning of “political interference”, explain that it occurs when politicians successfully apply pressure on <NSO> to change statistics, their date of release, or their analysis.</i>					
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Question 5: Specific statistics; Crime

Q5. Finally, I would like you to think about crime statistics.

a. Have you ever used or referred to it for any purpose, such as study, work, or personal interest?

- Yes, within the last 5 years
- Yes, but not in the last 5 years [Skip to Module 6]
- No [Skip to Module 6]

b. Which of the following statements express your views about crime statistics?

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Do not know
It gives me the information I want; do you...					
It gets released quickly; do you...					
Changes over time in the statistics accurately reflect what is changing in <country>; do you...					
It is free from political interference; do you...					
<i>Note: if respondent is not clear about the meaning of “political interference”, explain that it occurs when politicians successfully apply pressure on <NSO> to change statistics, their date of release, or their analysis.</i>					

Module 6 – Demographics

Question 1: Age

Q1. Which age group best describes you?

- 15-19 years
- 20-34 years
- 35-49 years
- 50-64 years
- 65 and over years

Question 2: Sex

Q2. Instruction to interviewer: please enter here the gender of the participant

- Female
- Male

Question 3: Education

Note: National differences in education systems should be reflected in the response categories

Q3. What is your highest level of completed education?

- Primary school
- Secondary school (including academic and vocational schools)
- Post-secondary non-university degree
- University diploma, bachelor or equivalent
- Post-graduate degree or diploma
- Other (please specify)

Question 4: Income

Note: National difference in income distribution should be reflected in the response categories.

Q4. Which of the following best describes your income before taxes?

- Less than \$14,999
- \$15,000 to \$29,999
- \$30,000 to \$49,999
- \$50,000 to \$74,999
- Over \$75,000
- Refused (**Note to interviewer: do not offer this option. Only record if participant refuses to answer**)

Question 5: Occupation**Q5. Which of the following terms best describe your situation?**

- Student or studying
- Looking for work
- Retired or pensioner
- Full-time homemaker
- Public sector worker
- Private sector, including self-employed
- Other (specify)

Question 6: Place of residence

Note: It is recognised that the response categories listed below have to be adapted. This classification is problematic and has to be adapted to the national geographic classification.

Q.6 What is the approximate population of the place where you live?

- City/town of more than < 1 million > people
- City/town between 500,000 and 1 million people
- City/town between 100,000 and 500,000 people
- City/town between 25,000 and 100,000 people
- City/town of less than < 25,000 > people
- Rural area