

Statistics for Results Facility Catalytic Fund

User Satisfaction Survey on the Quality and Use of Official Statistics for Informed Policy- and Decision-Making

Guidelines

Introduction

The framework of the Statistics for Results Facility (SRF) foresees that for the monitoring and evaluation of the impact and use of the Statistics for Results Catalytic Fund (SRFCF) user satisfaction surveys will be conducted by countries which receive funding under the SRF program. The main objective of the SRFCF is to increase the capacity to formulate policies and make informed decisions for development by increased use of better statistics. To be able to assess progress in this respect, the monitoring and evaluation framework of the SRFCF focuses on the extent to which statistical outputs meet priority needs and the extent to which official statistics are used in the information processes and policy- and decision-making at the various levels of society -- government, the private sector, education sector, media and civil society.

These guidelines have been prepared with the aim of assisting the SRF project teams in conducting user surveys and of facilitating comparability across countries and over time. The guidelines discuss the purpose of user satisfaction surveys in general, the objectives of this particular survey, how it might be conducted, including notes on the selection of the sample and the management of the survey. A checklist on the user survey is found at the end of the guidelines, as a quick reference on the key steps required to design, conduct, and analyze survey results, including sample drafts letters, announcing the survey and distributing the survey questionnaire, respectively. Finally, a model survey questionnaire is included. It should be highlighted that countries can adapt the questionnaire to their individual needs and circumstances, and can thus add/subtract or modify questions or use a sub-set of the proposed questions. Countries could also adapt the questionnaire for different type of users.

Purpose of the survey

In the field of official statistics, user satisfaction surveys are conducted in order to gauge to what extent the supply and quality of official statistics satisfy the needs of users. Hence, these surveys are used as tools for examining strengths and weaknesses of official statistics and identifying the areas which are most in need of development and improvement.

But the purpose of these surveys goes beyond this objective as they may also be used to examine the extent to which statistics are being used for informed decision making in government and business, for research and education, and for informed discussion and debate in the media. Results of such analysis can then be used by the statistical authorities of a country for formulation of actions which might be undertaken in order to increase the awareness of statistics, explain their potential and enhance their use.

Statistical authorities in a given country generally have a good overview of the collection of data, generation of statistics and their dissemination to the various users. However, they are unlikely to have a complete picture of the actual use of statistics nor the perception of users of statistics on the supply and quality of statistics. Hence, the user satisfaction surveys are not only useful for monitoring the use of statistics but also for examining the perceptions of statistical users. The ensuing findings may be invaluable for identifying misconceptions and helping to determine the corrective actions that need to be taken.

In many countries, surveys among users of official statistics are repeated at certain intervals in order to monitor changes over time and examine whether the dissemination of official statistics is keeping up with the developing needs of users.

As mentioned above, the SRF framework foresees that user satisfaction surveys are conducted as part of the monitoring of the outcomes and the impact of the statistical projects funded by the SRF Catalytic Fund. This entails that user satisfaction survey will be relied upon to monitor changes over the time span of the SRF projects. It is specifically recommended that country-specific user surveys are conducted both at the beginning and at the end of the implementation of each SRF project. In this connection it should be borne in mind that not only may it be useful to repeat the survey but also to let the survey or surveys following the initial one focus on changes. This can be done by including a module where specific questions are asked about the changes over the lifetime of the project; changes in the supply and quality of statistics, their metadata, ease of access and utilization.

Objectives of the SRF user survey

When a user satisfaction survey is being planned it is necessary to have a clear view of its objectives. Within the SRF framework it is recommended that the planning of the survey is done with a view to allow the following objectives to be satisfied:

- to assess the extent to which official statistics are being used for informed policy and decision making and informed discussion and debate.
- to gauge to what extent official statistics satisfy the most urgent needs of the users at the time of the survey.
- to determine how easy or difficult it is to access official statistics and their metadata.
- to monitor changes in supply, quality, use and perceptions of official statistics over the life span of the project.

Managing the user survey

Following the definition of the objectives and the target variable, the execution of the user survey involves the following steps:

- The design of the survey and preparation of the questionnaire.
- The identification of the user groups and selection of the sample.
- The actual surveying involving the announcement of the survey, the sending out of the questionnaire, and the collection of the responses including follow-up of late responses.
- The analysis of the responses
- The reporting of the results.

These Guidelines and the model questionnaire contribute to the first step of the management process. However, countries need to check the design and the proposed questionnaire with a view to their circumstances and realities and undertake such adaptations which are deemed to be necessary.

It is recommended that the survey be prepared and conducted by the national statistical office (NSO) of the country in question. The NSO is likely to be the most competent institution to conduct such a survey, i.e. to have the necessary expertise as well as the experience of conducting statistical surveys including analysis and reporting. It may also be a good step to undertake the SRF user survey as it may generate interest for making user surveys a part of the regular operations of the NSO.

The NSO is likely to have the best overview of the activities of the official statistical system, the collection of data and the production and dissemination of statistics. Furthermore, the NSO, as the official agency concerned solely with statistics, is likely to have the largest network of contacts with both users and other producers of statistics. Hence, it will be best placed to identify the main user groups, the main institutions to be requested to participate and the persons within these institutions which should be approached in this respect.

In most countries the NSOs have a specific unit or division which is specialized in surveys. It is natural that the task of carrying out the SRF user survey is given to such a unit. However, as is the case with all statistical surveys, it is necessary that subject matter specialists be included in the preparation and implementation of the survey. Hence, the user survey needs to be planned, managed and carried out in such a way that the objectives, the results sought after, and the linkages with the SRF project are all respected. To this end, it is recommended that the NSO or the statistical authority in question establishes a special Project Team which will be responsible for planning, managing and supervising the conduct of the survey.

Design of the survey and the data collection method

User satisfaction surveys have been conducted in many countries and are being conducted at regular or irregular intervals. Hence, there is considerable experience

on which the planning, design and the conduct of the surveys can be based. The Guidelines and the questionnaire proposed here are based on such experience. It is suggested that the countries largely follow the main points of the Guidelines and the questionnaire, though adapting these to their own circumstances and realities if these are felt to warrant that.

In this connection it should be pointed out how important it is to follow accepted and well-proven practices in establishing the questionnaire, translating it and not least testing it thoroughly before it is applied.

In countries where infrastructure for the internet is sufficiently developed to allow unhindered internet communication at relatively high speed and the use of the internet is widespread, modern user satisfaction surveys tend to be internet based. In other circumstances, where the band-width is limited, communication slow and prone to interruptions or the use of the internet is still in the early stages of development, the surveys rely on paper questionnaires. Whichever of method is used is not the main issue; what is important is that the planning and the conduct of the surveys follows best practices and is in line with the realities in the country in question.

Selecting the sample and classifying users

It is recommended that the user satisfaction survey conducted within the framework of the SRF is based on a carefully selected sample of users. The SRF user survey focuses on specific uses of official statistics by specific user groups. Hence, the sampling should be discretionary and selective. The selection includes the following steps:

1. Identifying the main user groups.
2. Identifying the main institutions, agencies, associations, companies and other agents within which the use of official statistics is likely to be of importance or has the potential of being important for carrying out their tasks.
3. Identifying the representatives of each of the selected agencies who seem likely to be able to contribute thoughtfully to the survey and give meaningful answers to the questions asked.

Identifying the main users groups

Identifying the main user groups is not only necessary for guiding the selection of the sample but also for the subsequent generation of results and analysis of the survey. The main user groups can broadly be listed as follows:

- Government – public sector
- Private sector – companies, financial institutions
- Education sector
- Media
- International agencies
- Civil society groups

Within each of these groups there are several types of institutions, agencies or activities which need to be included in the survey. The main ones include:

- **Government:** includes government ministries; the legislative assembly of the country; and associated entities, such as political parties, politicians, and public agencies; the central bank and other financial authorities; federal agencies in countries with a federal structure; and local government. This group may be broken down into government, parliament and political activities, central bank and other financial authorities.
- **Private sector:** includes organizations within the private sector such as chambers of commerce, federations of employers and agencies of particular industries, federations of labour and the largest labour unions, as well as some of the largest companies in the country, including banks and other financial corporations.
- **Education sector:** includes universities and research institutions, particularly in economic, social, environmental and related fields, as well as educational institutions at the intermediate levels, not least teachers training colleges and the like.
- **Media** includes the main news agencies in the country, main newspapers, radio and television stations and journals writing on economic, societal and political affairs.
- **International agencies** include the main international agencies operating within a country dealing with economic and social development, rendering technical assistance, and donating or administering funds for development.
- **Civil society:** includes key non-governmental organizations, professional associations .

The definition of the different user groups may differ from country to country depending on the size of the economy and the population, the size and importance of different sectors and their contribution to the economy and to economic and social debate in the country. Hence, the countries embarking upon user satisfaction surveys need to define their user groups with the aim that survey results will render useful information on the state of affairs for each of the main users in the countries. Some examples to demonstrate this are:

In countries with important financial sectors it may be useful and relevant to treat the private financial sector separately as one whole. This should include banks, financial intermediaries and insurance companies. However, care should be taken to include the central bank and related financial authorities with government rather than the financial sector. In fact, the economic policy units, forecasting units and the like of the central bank are important users and respondents;

In the private sector, it may make sense to treat the largest firms and interest organizations of the sector separately, at least identifying them in such a way that such a demarcation can be made if the participation warrants it. Similarly, it is recommended that chambers of commerce, and federations, associations and unions within the private sector are grouped together;

In a survey of limited size it is not clear whether NGOs should be categorized separately. In some countries it would make sense to group domestic NGOs together with private industry organizations;

In the education sector, care should be taken not to focus only higher research and teaching institutions but also at colleges and schools at the intermediate level. Here, it is of genuine interest to examine if or to what extent official statistics lend themselves to be used in the curriculum and the teaching at these institutions.

One user group which has not been mentioned is the general public. The reason is that it is not recommended that the survey be extended to such a wide field. The main aim of the survey, it should be borne in mind, is to monitor the use of official statistics for informed decision making, for research and education and informed discussion and debate. Surveying the selected user groups discussed above serve this purpose fully.

Identifying the participating institutions within the user groups

This step of the sample selection involves identifying the institutions, agencies, organizations or firms, here all termed institutions, within each of the user groups which should be approached for participating in the survey. Though this selection must be based on local knowledge, some main guidelines include:

- identify and select institutions which are known to be heavy or regular users of official statistics;
- select institutions which are likely to be in need of official statistics (economic, social and environmental) for their main tasks, even though they have not yet appeared as large users.
- select institutions which have been critical of the supply and quality of statistics. It is important to request their participation, otherwise there is a danger of causing offence and jeopardizing their cooperation. Another important consideration is to examine if the attitude of the most critical institutions changes over time and as the project develops.

Identifying individual respondents or representatives of the institutions selected and approaching the institutions

It is very important in user satisfaction surveys that requests for participation are not only addressed to institutions as such or impersonally to heads of agencies but to selected staff members and agency heads.

The national statistical office (NSO) of a country and other main producers of official statistics will have substantial contacts between themselves, with users in and outside of government and with collaborating institutions, data providers and others. All efforts should be made to utilize such a network of contacts, irrespective of whether the contacts are regarded as “friendly” or “critical”. These persons should be listed either as potential respondents or as sources for obtaining

information on possible contacts within the selected institutions that could be considered for participating in the survey.

Establishing advance contact with the institutions selected and with the individual respondents selected may lead to a higher response rate and in higher quality of responses. This may be thought to be time-consuming but will be found to be very productive. The aim is to solicit support and an agreement/promise to participate in the survey, preferably from the individual respondents or from managers who are of sufficient standing within the institution to be able to commit his institution and his colleagues to participate in the survey.

But what kind of persons should be approached for participation? The main criteria in this selection are the following:

- the person is already a user of statistics for analysis, policy making, informed decision making, research or debate.
- the person is a potential user of statistics for the above mentioned purposes.
- the person works in a decision making, managerial or expert capacity within his/her institution and that he is likely to be a good representative of his institution or his particular field of work.

The size of the sample

The sample in a user satisfaction survey need not be very large. What is important is that all the main user groups are included, that the main or key institutions, agencies, organizations, firms etc. are included, and that these are represented by persons who are likely to be able to contribute to the survey in a meaningful way. For the largest institutions and those which are thought to be among the major users of statistics, care should be taken that respondents are selected from the main departments of the institutions. The number of respondents in the different institutions, agencies and firms is bound to differ considerably, from a single respondent in the smallest agencies to several respondents in the largest ones. In general, identifying respondents with quality for rendering meaningful information and opinions is more important than the number of respondents.

The actual surveying – collecting the data

In addition to deciding on the method for data collection (internet or paper based, postal surveys or personal interviewing) there is a need to decide in advance on several issues like the launching and timing of the survey, the time given for rendering the responses, and the timing of and the methods used for reminders.

Two methods are recommended for launching the survey:

- Launch publicly or officially through some specific event or in association with a specific project. This could greatly enhance the standing of the survey. . In the case of the SRF user survey, it should be introduced within

the national statistical system as a part of the SRF project which is being undertaken, possibly at the project launching workshop.

- Introducing the questionnaire by an introductory letter sent in advance of the questionnaire, explaining the purpose of and the reasons for undertaking the survey and soliciting support through participation.

The timing of the survey is to some extent given as the SRF recommends that user surveys be conducted at the beginning and at the end of the project. Similarly, if the survey is announced at the project launching workshop the timing is also given to a certain extent. However, as with all surveys, care must be taken that the survey period is one which is relatively uninterrupted by holidays, by major events, by major political preparatory work (such as the main stages of the central government budget).

The survey period should be rather short but not unrealistically so; perhaps in the interval of 6-8 weeks depending on the survey method.

As emphasized above, it is very important that the survey sample be carefully selected. Furthermore, these guidelines recommend that the respondents or their managers are contacted in advance soliciting their support. In order to enhance the response rate it is also recommended that a specific path for the survey be determined in advance, specifying the content and timing of each step of the fieldwork. For postal and web-based surveys it has been shown that response rates can be increased substantially through the so-called *tailored design method* (cf. Dillman 2007). This involves that the communication with the respondents follow a predetermined step-wise process of letters and reminders as follows:

1. a pre-notice introducing the survey and informing the respondent that he will shortly be approached for participation. This may be sent out 3-5 days before the sending out of the questionnaire.
2. sending the questionnaire to the respondent (or a user name and password in the case of a web-based survey) together with an introductory letter.
3. sending a communication about 2 weeks after the sending of the questionnaire in the form of a thank-you card which is sent to all respondents irrespective of whether they have submitted their responses or not.
4. re-sending the introductory letter and questionnaire to those who still have not responded, preferably about 2 weeks after the sending of the thank-you note.
5. a telephone call from an interviewer to non-respondents, about 2 weeks after step 3, to convince them to fill out and submit the questionnaire or to collect the answers over the phone.

Analysis of the survey results

The completed questionnaires should be checked in the usual manner and controlled for unclear answers and for blank responses. As the sample will not be large and if the respondent has submitted his/her name and co-ordinates with the

questionnaire (optional) it may be possible to obtain clarification through phone calls to the respondents.

The analysis of the survey is basically easy as it mainly involves simple counts and tabulations. However, decisions on break-downs and generation of results by user groups have to be considered carefully, making sure that the break-downs and groupings contain sufficient number of responses to be meaningful. It is always a good rule to publish the number of respondents responding to each of the question; this is particularly important when the results are given in the form of percentages.

For a user survey of this kind, it is often unrealistic to promise complete anonymity. Nevertheless, the principle of confidentiality should be fully observed and proclaimed; this entails, for instance, that staff members of the NSO be reminded to observe confidentiality in the usual statistical sense and treat the responses with the care and respect which governs all statistical surveying.

Reporting and dissemination

Survey results should be presented as follows:

1. In the form of tables which lend themselves to comparison over time and are mainly for internal use by the NSO, the SRF project group and the SRFCF.
2. In a report which is written as soon as possible after the analysis has been concluded. The report should be short and concise, contain details of the survey (including methodology, respondents, constraints encountered), present the analysis and the main findings. Care should be taken that the results are presented in a balanced manner.
3. The report should be sent to all the respondents with a thank-you note from the organizers. It should also be disseminated prominently on the website of the NSO and the SRF project group.

Checklist for the user survey

The following checklist summarizes the key steps of the user satisfaction survey:

1. Country (NSO) receives basic questionnaire and Guidelines from the World Bank Data Development Group
2. Country appoints a Project Team for planning and organizing the survey
3. Guidelines and basic questionnaire are translated into the language of the country
4. Questionnaire is adapted to the specific needs and realities of the country
5. Decision on the modalities of the survey
 - a. Paper based with direct interviewing
 - b. Paper based postal survey
 - c. Web-based survey
 - d. Combination of paper- and web-based surveying
6. Decision on the timing and the duration of the survey

7. Decision on the step-wise process of the surveying, including the timing and duration of each step
8. Preparing communications with respondents:
 - a. Pre-notice (see Attachment 1)
 - b. Introductory letter (see Attachment 2)
 - c. Intermediate thank-you note
 - d. Final thank-you note to accompany the report distributed to the respondents
9. Selection of the sample:
 - a. Identification of user groups
 - b. Identification of institutions, agencies, firms, organizations etc.
 - c. Identification/selection of contacts/respondents
10. Establishment of individual contacts with institutions and respondents
11. Testing of the questionnaire
12. Adaptation/editing of the questionnaire in light of the testing
13. Formal launching of the survey, if a suitable event exists, such as project launch workshop
14. Sending out the pre-notice
15. If direct interviewing, start interviews
16. If paper surveying, send the introductory letter and questionnaire;
17. If web-based: send introductory letter and questionnaire, providing user name and password
18. Sending out the intermediate thank-you/reminder note
19. Checking and editing the responses/filled questionnaire
20. Counting, tabulating and analyzing the results
21. Preparing a short report of the survey for dissemination to the respondents and the public
22. Writing a press release introducing the survey report
23. Sending out the survey report to the respondents, publishing the press release on the NSO website, posting the survey report on the NSO website

SRF User Satisfaction Survey

Draft pre-notice

NSO letterhead

Date

Subject: Survey among users of official statistics

Dear Mr/Ms/Dr

The National Statistical Office (here: formal name) is undertaking a user satisfaction survey among users or potential users of official statistics in (name of country). The survey is an important element in the preparation for (or “monitoring of the impact of the ongoing” as relevant at the time of surveying) the Government development program for the national statistical system. The program is implemented with technical and financial assistance from a number of development partners within the framework of the Statistics for Results Facility (SRF) of the World Bank.

The participants in the survey have been selected with a view to their importance as users or potential users of official statistics in their work and that of their institutions.

You have (Your institution, agency, firm has) been selected to participate in the survey. In the next few days you will receive the survey questionnaire and a letter requesting your cooperation. We do hope that you will acknowledge the importance of the survey and contribute to it by participating in it.

Yours sincerely

President/Director-General of NSO

Draft Introductory letter

NSO letterhead

Date

Subject: Survey among users of official statistics

Dear Mr/Ms/Dr

Referring to our communication (letter) of (date) we are hereby sending you the questionnaire for the user satisfaction survey. The survey is conducted in order to gather information to help prepare the program for developing and improving the supply and quality of official statistics which the Government is undertaking with technical and financial assistance from the World Bank and a number of development agencies.

The survey is planned by the NSO on the basis of a harmonized model questionnaire from the World Bank for use in several countries which are undertaking similar statistical development programs. The survey is carried out by NSO staff who are bound by rules of confidentiality. Individual answers will only be handled by designated NSO staff, the answers remain strictly confidential, and the results of the survey will only be used in an aggregated form.

As an important user or potential user of statistics your participation in the survey would be greatly appreciated. Your replies to the questions will help to identify and analyse the main user needs for the official statistics and their most acute short-comings at present, and thus to underpin decisions on priorities of the development program.

We would be very grateful if you could assist us in this important survey by answering the survey questions and sending the questionnaire back to us no later than

If you require any clarification please do not hesitate to contact (name of staff member or unit) at the NSO (telephone number, e-mail address).

Yours sincerely

Name of either president/Director-General
or the officer responsible for the survey

Statistics Results Facility Catalytic Fund

Statistics for Results Facility

User Survey Questionnaire

Please indicate what type of user you are or from which organisation/institution you come from?

- | | |
|--|--------------------------|
| Government ministry / agency | <input type="checkbox"/> |
| Parliament / Political organisation | <input type="checkbox"/> |
| Central Bank, other financial authority | <input type="checkbox"/> |
| Private bank, private financial institution, insurance company | <input type="checkbox"/> |
| Other commercial company / enterprise | <input type="checkbox"/> |
| Chamber of commerce, trade association, employers' or labour union | <input type="checkbox"/> |
| Press and other media | <input type="checkbox"/> |
| Civil society (NGO, private individual) | <input type="checkbox"/> |
| Research institution | <input type="checkbox"/> |
| University, college | <input type="checkbox"/> |
| International organisation | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

If you are from the public sector, please select the category that best describes your position?

- | | |
|--|--------------------------|
| Minister | <input type="checkbox"/> |
| Advisor | <input type="checkbox"/> |
| Agency head | <input type="checkbox"/> |
| Head of Department/Division | <input type="checkbox"/> |
| Expert in a ministry or public institution | <input type="checkbox"/> |
| Researcher /teacher | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

Other background information about the respondent

X1. Are you female () or male ()?

X2. When were you born, year ()?

X3. What is your highest level of educational attainment?

Lower secondary level ()

Upper secondary level ()

Undergraduate studies at university ()

Postgraduate degree at university – Masters degree ()

Ph. D. or equivalent

Note

The questions about type of user and the background information should probably be bundled together in one section of the questionnaire, either at the beginning or the end of the questionnaire (there is a certain preference for having it at the end).

Section A: General Information about Relevance and Use of Official Statistics of *(Insert name of country)*

1. Which official statistics do you use regularly?

(Please check off all relevant datasets)

- | | | |
|------|--|--------------------------|
| 1.1 | National accounts (GDP) | <input type="checkbox"/> |
| 1.2 | Price statistics | <input type="checkbox"/> |
| 1.3 | Public finance statistics | <input type="checkbox"/> |
| 1.4 | Monetary and financial statistics | <input type="checkbox"/> |
| 1.5 | Balance of payments | <input type="checkbox"/> |
| 1.6 | Business statistics (industry, trade, services, transport, energy) | <input type="checkbox"/> |
| 1.7 | Employment statistics | <input type="checkbox"/> |
| 1.8 | External trade statistics | <input type="checkbox"/> |
| 1.9 | Income and poverty statistics | <input type="checkbox"/> |
| 1.10 | Demographic statistics | <input type="checkbox"/> |
| 1.11 | Social sectors (health, education) | <input type="checkbox"/> |
| 1.12 | Environment statistics | <input type="checkbox"/> |
| 1.13 | Agriculture and fishery statistics | <input type="checkbox"/> |
| 1.14 | Regional statistics | <input type="checkbox"/> |
| 1.15 | Other <i>(Please specify)</i> | <input type="checkbox"/> |

2. Where do you obtain national official statistics?

(Please check off all relevant sources)

- | | | |
|-----|---|-------------------------------------|
| 2.1 | Official press releases/ website of the National Statistical Office
Publications of the NSO | <input checked="" type="checkbox"/> |
| 2.2 | Official press releases/website of Central Bank

Publications of the Central Bank
Official press releases/website of other public agency (specify institution) | <input checked="" type="checkbox"/> |
| 2.3 | On request from the <i>(Specify institution)</i> | <input checked="" type="checkbox"/> |
| 2.4 | Private sector summaries and analyses | <input checked="" type="checkbox"/> |
| 2.5 | | <input checked="" type="checkbox"/> |
| 2.6 | Publications/websites of international organizations (e.g. IMF, UN, World Bank) | <input checked="" type="checkbox"/> |
| 2.7 | Other sources <i>(Please specify)</i> | <input checked="" type="checkbox"/> |

3. Do you refer to/make use of the official descriptions of the sources and methods to compile official statistics?

Yes

No

(Please comment) _____

4.1 For what purposes do you use official statistics?

(Please check off all relevant uses)

- | | | |
|-------|---|--------------------------|
| 4.1.1 | Analysis of current developments for short-term decision making | <input type="checkbox"/> |
| 4.1.2 | Analysis of trends for longer-term policy formulation | <input type="checkbox"/> |
| 4.1.3 | Econometric model building and forecasting | <input type="checkbox"/> |
| 4.1.4 | Research purposes | <input type="checkbox"/> |
| 4.1.5 | General economic information | <input type="checkbox"/> |
| 4.1.6 | Other <i>(Please specify)</i> | <input type="checkbox"/> |

4.2 Do the available official statistics meet your priority data needs? (1 = Not at all; 5 = Very well)

1 2 3 4 5 6 no
opinion

4.2.2 If not, please indicate what data is not available to meet your priority needs.

.....

4.3 To what extent do official statistics allow you to carry out the purpose mentioned under 4.1?

(1 = Not at all; 5 = Very well)

1 2 3 4 5 6 no
opinion

Section B: Information concerning Quality Aspects of Official Statistics

5. Data accuracy

5.1 In your opinion, how sound and appropriate is the underlying methodology of official statistics (1=neither sound and appropriate; 5= highly sound and appropriate)?

Comment: The choices are perhaps too many – i.e. one should consider reducing the scale from 1-5 to 1-3 – it will make the question easier to answer

	1	2	3	4	5	No opinion
5.1.1						
5.1.2						
5.1.3						
5.1.4						
5.1.5						
5.1.6						
5.1.7						
5.1.8						
5.1.9						
5.1.10						
5.1.11						
5.1.12						
5.1.13						
5.1.14						
5.1.15						

5.2 In general, how unbiased and accurate do you consider official statistics to be for your purposes (1=not sufficient; 5= highly sufficient)?

Same suggestion as in 5.1

	1	2	3	4	5	No opinion
5.2.1 National accounts (GDP)						
5.2.2 Prices						
5.2.3 Public finance statistics						
5.2.4 Monetary and financial statistics						
5.2.5 Balance of payments						
5.2.6 Business statistics						
5.2.7 Employment statistics						
5.2.8 External trade statistics						
5.2.9 Income/poverty statistics						
5.2.10 Demographic statistics						
5.2.11 Social sectors (health, educ.)						
5.2.12 Environment statistics						
5.2.13 Agriculture/fishery stats						
5.2.14 Regional statistics						
5.2.15 Other (<i>Please specify</i>)						

6. Timeliness

Same suggestion as in 5.1

6.1 In general, how satisfied are you with the frequency of the publication of official statistics for your purposes (1= not satisfied; 5= highly satisfied)?

	1	2	3	4	5	No opinion
6.1.1 National accounts (GDP)						
6.1.2 Prices						
6.1.3 Public finance statistics						
6.1.4 Monetary and financial statistics						
6.1.5 Balance of payments						
6.1.6 Business statistics						
6.1.7 Employment statistics						
6.1.8 External trade statistics						
6.1.9 Income/poverty statistics						
6.1.10 Demographic statistics						
6.1.11 Social sectors (health, educ.)						
6.1.12 Environment statistics						
6.1.13 Agriculture/fishery stats						
6.1.14 Regional statistics						
6.1.15 Other (<i>Please specify</i>)						

7. Dissemination practices

7.1 Do you know that there is a publicly disseminated calendar that announces in advance the dates on which many of the various official statistics will be disseminated?

	Yes	No	Do not know	Not applicable
7.1.1 National accounts (GDP)				
7.1.2 Prices				
7.1.3 Public finance statistics				
7.1.4 Monetary and financial statistics				
7.1.5 Balance of payments				
7.1.6 Business statistics				
7.1.7 Employment statistics				
7.1.8 External trade statistics				
7.1.9 Income/poverty statistics				
7.1.10 Demographic statistics				
7.1.11 Social sectors (health, educ.)				
7.1.12 Environment statistics				
7.1.13 Agriculture/fishery stats				
7.1.14 Regional statistics				
7.1.15 Other (<i>Please specify</i>)				

7.2 In your experience, are official statistics released on the dates announced?

	Yes	No	Do not know	Not applicable
7.2.1 National accounts (GDP)				
7.2.2 Prices				
7.2.3 Public finance statistics				
7.2.4 Monetary and financial statistics				
7.2.5 Balance of payments				
7.2.6 Business statistics				
7.2.7 Employment statistics				
7.2.8 External trade statistics				
7.2.9 Income/poverty statistics				
7.2.10 Demographic statistics				
7.2.11 Social sectors (health, educ.)				
7.2.12 Environment statistics				
7.2.13 Agriculture/fishery stats				
7.2.14 Regional statistics				
7.2.15 Other (<i>Please specify</i>)				

7.3 Is there enough information about revisions to official statistics to satisfy your needs?

	Yes	No	No opinion
7.3.1 National accounts (GDP)			
7.3.2 Prices			
7.3.3 Public finance statistics			
7.3.4 Monetary and financial statistics			
7.3.5 Balance of payments			
7.3.6 Business statistics			
7.3.7 Employment statistics			
7.3.8 External trade statistics			
7.3.9 Income/poverty statistics			
7.3.10 Demographic statistics			
7.3.11 Social sectors (health, educ.)			

- 7.3.12 Environment statistics
- 7.3.13 Agriculture/fishery stats
- 7.3.14 Regional statistics
- 7.3.15 Other (*Please specify*)

7.4 How easy is it for you to access official statistics?

(1= very difficult; 2= somewhat difficult; 3= somewhat easy; 4= very easy)

	1	2	3	4	No opinion
7.4.1 National accounts (GDP)					
7.4.2 Prices					
7.4.3 Public finance statistics					
7.4.4 Monetary and financial statistics					
7.4.5 Balance of payments					
7.4.6 Business statistics					
7.4.7 Employment statistics					
7.4.8 External trade statistics					
7.4.9 Income/poverty statistics					
7.4.10 Demographic statistics					
7.4.11 Social sectors (health, educ.)					
7.4.12 Environment statistics					
7.4.13 Agriculture/fishery stats					
7.4.14 Regional statistics					
7.4.15 Other (<i>Please specify</i>)					

7.5.1 How easy is it for you to access information about official statistics that you use (explanatory notes, methodological descriptions, references concerning concepts, classifications, statistical practice)?

(1= very difficult; 2= somewhat difficult; 3= somewhat easy; 4= very easy)

	1	2	3	4	No opinion
7.5.1 National accounts (GDP)					
7.5.2 Prices					
7.5.3 Public finance statistics					
7.5.4 Monetary and financial statistics					
7.5.5 Balance of payments					
7.5.6 Business statistics					
7.5.7 Employment statistics					
7.5.8 External trade statistics					
7.5.9 Income/poverty statistics					
7.5.10 Demographic statistics					
7.5.11 Social sectors (health, educ.)					
7.5.12 Environment statistics					
7.5.13 Agriculture/fishery stats					
7.5.14 Regional statistics					
7.5.15 Other (<i>Please specify</i>)					

7.5.2 Is the above information on methodology sufficiently clear and at an adequate level of detail to be useful to you (1=not all; 5= very)?

1 2 3 4 5 No opinion

Comment: As question 7.5.1 is a multiple choice one, question 7.5.2 should preferably also have the same multiple choices (alternatives 7.5.1-7.5.15); it is also suggested to reduce the scale from 1-5 to 1-3 as above

7.6 When consulting the website of *(Insert name of NS)* do you find it easy to access statistical data (1=not at all; 5= very easy)?

1 2 3 4 5 No opinion Not applicable

Consider reducing the scale as above

7.7 Are official statistics presented in an easy-to-understand way (1= not at all; 5= very easy)?

1 2 3 4 5 No opinion

Consider reducing the scale as above

8. Overall assessment

8.1 How do you assess the overall quality of official statistics in *(please insert country name)* (1= very low; 5= very high)

	1	2	3	4	5	No opinion
8.1.1						
8.1.2						
8.1.3						
8.1.4						
8.1.5						
8.1.6						
8.1.7						
8.1.8						
8.1.9						
8.1.10						
8.1.11						
8.1.12						
8.1.13						
8.1.14						
8.1.15						

8.3. Additional comments, including on areas where you see room for improvement
(Please specify the dataset(s) to which your comments refer)

Please give the name of your institution
(voluntary): _____

Thank you for your assistance in completing this questionnaire.