



REPUBLIC OF CYPRUS



STATISTICAL SERVICE

RESULTS OF THE USER SATISFACTION SURVEY 2016

MAY 2017

Results of the User Satisfaction Survey 2016

The aim of this report is to present the summary results of the user satisfaction survey 2016. The survey was conducted during the period October 2016 - January 2017 with the participation of 115 respondents. The data were collected by completing a questionnaire on the website of the Statistical Service (CYSTAT).

PARTICIPANTS CHARACTERISTICS

- ❖ The majority of the respondents were men with a percentage 52,2%, significantly lower compared to the 2015 survey (67,6%). Persons in the age group 30-39 years old had the highest participation rate with 30,4%, lower than in 2015 (38,0%). Significant increase was observed for the participants of the age group 20-29 years old, from 5,6% in 2015 to 17,4% in 2016.
- ❖ Registered users accounted for the 57,4% of the respondents, a percentage significantly lower compared to 79,6% in 2015. This decrease could be explained due to the fact that in the 2016 survey an invitation to participate was sent by email to a number of non registered users.
- ❖ 23,5% of the participants visit CYSTAT's website at least once a day, while 22,6% at least once a week. These rates are different compared to the survey of 2015, when 16,7% was visiting CYSTAT's website at least once a day and 31,5% at least once a week. Significant decrease was observed for the participants that visit CYSTAT's website at least once a month, from 25,9% in 2015 to 14,8% in 2016, while significant increase, from 25,9% to 39,1%, was observed for those visiting CYSTAT's website less than once a month.

USE OF OFFICIAL STATISTICS

- ❖ The most popular statistical subthemes are: Population (58,3%), Unemployment (54,8%) and Employment (53,9%). The least popular are: Innovation (26,1%), Environment and Crime (27,0%). In the 2015 survey, the most popular statistical subtheme was Main Economic Indicators with a percentage rate of 55,6%.
- ❖ The vast majority of the respondents uses the Statistical data tables (Key Figures, CYSTAT's website) with a percentage rate of 85,2%, higher compared to 78,7% in 2015. Publications and Announcements (CYSTAT's website) are used by 46,1% and 36,5% of the users respectively. In 2015 the corresponding percentages were 52,8% and 50,9%.
- ❖ The main purposes for which official statistics are used concern: Research (51,3%) and General information (47,8%). Compared to the 2015 survey, there is no change in Research purposes (51,9%), while General information increased from 41,7%. On the other hand a decrease is recorded, in Market Analysis, from 45,4% in 2015 to 36,5% in 2016 and in Policy Making and/ or Monitoring of Policy Implementation, from 27,8% to 19,1%.
- ❖ Significant increase is observed for the participants who answered that the official statistics are very important for them, from 68,5% in 2015 to 80,0% in 2016.

QUALITY

- ❖ No change is observed in the evaluation of the overall quality of official statistics. In 2016 83,5% of the users rated the overall quality either "Very good" or "Good" compared to 83,3% in 2015.
- ❖ Improvement is observed in the evaluation of timeliness, since the percentage of those who rated it as "Very good" or "Good" increased to 72,2% in 2016 from 64,8% in 2015.

- ❖ The completeness of official statistics remained at the same level. The percentage rate of the users who rated it either “Good” or “Very good” reached 76,5% compared to 75,0% in 2015.
- ❖ Improvement in the quality of the Methodological Information compared to the previous year was recognized by almost one in four participants (24,3%), while two in five (40,0%) responded that the information remained the same. One in three (34,8%) answered that they have no opinion. The respective rates for the 2015 survey were 25,0%, 51,9% and 22,2%.
- ❖ 26,1% of the users rated the annual Release Calendar of CYSTAT as “Very good” and 41,7% as “Good”.
- ❖ The most positive evaluation (“Good” and “Very good”) of the quality had the statistics of the subthemes: Consumer Price Index (47,0%), Population (45,2%) and Main Economic Indicators, Harmonized Index of Consumer Prices and Tourism (43,5%). The lowest rates were given to Crime (18,3%), Environment (20,0%) and Innovation and Energy (20,9%).
- ❖ One out of four users (26,1%) are very satisfied from the information and services provided by CYSTAT and nearly three out of five (58,3%) are satisfied. Not satisfied or not at all satisfied are only the 5,2% of the users.
- ❖ A decrease is recorded in the percentage of users who trust greatly the statistics produced by the Statistical Service, from 50,9% in 2015 to 47,8% in 2016. However, in total, the percentage rate of users that tend to trust or trust greatly the statistics increased from 94,4% to 96,5%.

USER SATISFACTION SURVEY 2016

Part A: User Profile

1. Age group:
 - ☐ Under 20
 - ☐ 20-29
 - ☐ 30-39
 - ☐ 40-49
 - ☐ 50-59
 - ☐ 60 and over
2. Sex:
 - ☐ Male
 - ☐ Female
3. Are you a registered user of CYSTAT's website?
 - ☐ Yes
 - ☐ No
4. User category:
 - ☐ Individual
 - ☐ Student/ Academic
 - ☐ Researcher/ Consultant
 - ☐ Commercial Company/ Enterprise
 - ☐ EU Institution/ Agency
 - ☐ Civil Service
 - ☐ Press and other Media
 - ☐ International Organisation
 - ☐ Political Party
 - ☐ Other
5. How often do you visit CYSTAT's website?
 - ☐ At least once a day
 - ☐ At least once a week
 - ☐ At least once a month
 - ☐ Less than once a month

Part B: Use of Official Statistics

6. What products do you usually use?
{Multiple Response}
 - ☐ Announcements (Media)
 - ☐ Announcements (CYSTAT's website)
 - ☐ Statistical data tables (Key Figures, CYSTAT's website)
 - ☐ Publications (CYSTAT's website)
 - ☐ Publications (Printed)
 - ☐ Tailor-made statistics
 - ☐ Methodological information
7. For what purposes do you use the official statistics?
{Multiple Response}
 - ☐ Policy making and/ or monitoring of policy implementation
 - ☐ Research
 - ☐ Market Analysis
 - ☐ Media Use
 - ☐ Re-dissemination of statistical data
 - ☐ For general information
 - ☐ Other

8. How important are the official statistics to you?

- ☐ Very important
- ☐ Important
- ☐ Not that important
- ☐ Not important

Part C: Quality

9. How do you rate the overall quality of official statistics?

- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Bad
- ☐ Very bad
- ☐ No opinion

10. How do you rate the timeliness of official statistics?

- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Bad
- ☐ Very bad
- ☐ No opinion

11. How do you rate the completeness of official statistics?

- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Bad
- ☐ Very bad
- ☐ No opinion

12. If you have selected "Bad" or "Very bad" in at least in one of the questions 9/10/11, please explain. *[Free text]*

13. How do you rate the quality of the Methodological Information compared to the previous year?

- ☐ Better
- ☐ Same
- ☐ Worse
- ☐ No opinion

14. How do you rate the annual Release Calendar of CYSTAT?

- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Bad
- ☐ Very bad
- ☐ No opinion

15. How do you rate the quality of the official statistics **you** usually use?

Statistical Theme / Subtheme	Very good	Good	Fair	Bad	Very bad	I don't use
National Accounts						
Public Finance						
Main Economic Indicators						
Consumer Price Index						
Harmonized Index of Consumer Prices						
Population						
Population Census						
Health						
Education						
Living Conditions and Social Protection						
Gender Statistics						
Crime						
Employment						
Unemployment						
Labour Cost and Earnings						
Business Register						
External Trade						
Agriculture						
Industry						
Construction						
Tourism						
Transport and Communications						
Wholesale and Retail Trade						
Other Services						
Energy						
Environment						
Research and Development						
Innovation						
Information Society						

16. If you have rated at least one of the items in Question 15 as “Bad” or “Very bad”, please explain. *[Free text]*

17. Overall how satisfied are you from the information and services provided by CYSTAT?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Not satisfied
- ☐ Not at all satisfied
- ☐ No opinion

18. How much do you trust the statistics produced by CYSTAT?

- ☐ Trust them greatly
- ☐ Tend to trust them
- ☐ Tend not to trust them
- ☐ Distrust them greatly
- ☐ No opinion

Part D: Comments and Suggestions

19. Please add any comments / suggestions. *[Free text]*

20. If you want to be contacted by CYSTAT to follow-up on your comments/suggestions, please provide your email address.. *[Free text]*