



REPUBLIC OF CYPRUS



STATISTICAL SERVICE

RESULTS OF THE USER SATISFACTION SURVEY 2017

JUNE 2018

Results of the User Satisfaction Survey 2017

The aim of this report is to present the summary results of the user satisfaction survey 2017 and wherever possible to make comparison with the results of the previous year. The survey was conducted during the period October 2017 - January 2018 with the participation of 114 respondents. The data were collected by completing a questionnaire on the website of the Statistical Service (CYSTAT).

PARTICIPANTS AND USE OF OFFICIAL STATISTICS

- ❖ The majority of the respondents were men with a percentage of 56,1%, compared to 52,2% in 2016. Persons in the age group 30-39 years old had the highest participation rate with 35,1%, higher than in 2016 (30,4%). Significant decrease was observed for the participants of the age group 20-29 years old, from 17,4% in 2016 to 11,4% in 2017.
- ❖ Registered users accounted for the 55,3% of the respondents, a similar percentage with the 57,4% which was recorded in 2016. Taking into account the number of registered users and the size of the sample, it seems to have minor participation and coupled with the fact that registered users receive an invitation message to participate in the satisfaction survey (as does a smaller number of non-registered users), this indicates their little interest for the survey.
- ❖ The main categories of users who participated in the 2017 survey were: Individuals, Civil Service, Researchers/ Consultants, Commercial Companies/ Enterprises and Press and other Media (with a percentage 21,9%, 20,2%, 17,5% 12,3% and 10,5% respectively). In 2016, the main categories were: Civil Service, Individuals, Commercial Companies/ Enterprises, Researchers/ Consultants and Students/ Academics (28,7%, 17,4%, 16,5%, 15,7% and 12,2% respectively).
- ❖ A small decrease was recorded in the sample in the percentage of users visiting the site at least once a day, from 23,5% in 2016 to 21,1% in 2017, while a small increase was observed in the percentage of users who visit the site at least once a month, from 14,8% to 16,7%. Almost no significant change was observed in the percentage of users visiting the site at least once a week (22,8% in 2017 and 22,6% in 2016) and less than once a month (39,5% in 2017 and 39,1% in 2016).
- ❖ According to the survey, the most popular statistical subthemes are: Population (63,2%), Population Census (62,3%) and Employment (61,4%). The least popular are: Environment, Other Services, Crime and Agriculture (36,0%). It should be noted that in the survey of 2016 the most popular statistical subtheme was also Population with 58,3% and the least popular was Innovation with 26,1%.

QUALITY

- ❖ In the evaluation of the overall quality of official statistics there was a decrease in the percentage of users who rated it as "Good" (from 47,0% in 2016 to 38,6% in 2017), while there was an increase in the percentage of users who rated it as "Fair" (from 9,6% to 14,0%). The evaluation as "Very good" remained about the same (36,5% in 2016 and 37,7% in 2017), as well the evaluation as "Bad"/ "Very bad" (2,6% in 2016 and 4,4% in 2017).
- ❖ A decrease was observed in the positive evaluation of timeliness, since the percentage of those who rated it "Good" or "Very good" amount to 66,7% in 2017, from 72,1% that was in 2016.
- ❖ The evaluation of the completeness of official statistics showed a decrease in the percentage of users who rated it as "Good" (from 52,2% in 2016 to 45,6% in 2017) and an increase in the percentage of users who rated it as "Bad" or "Very bad" (from 3,5% to 8,8%). The evaluation as "Very Good" and "Fair" remained at the same level, around 25% and 16%, respectively.

- ❖ The most positive evaluation (selected “Good” or “Very good”) of the quality was recorded in the subthemes: Main Economic Indicators with 87,9%, National Accounts with 85,0% and Consumer Price Index with 82,6%. The highest negative rates (“Bad” or “Very bad”) were recorded in Innovation with 22,9%, in Business Register with 21,7% and in Information Society with 21,4%. Respectively, in 2016 survey, the highest positive evaluation was recorded in the Harmonized Index of Consumer Prices (92,6%) and Transport and Communications (92,1%), while the highest negative rate in the Innovation (10,0%).
- ❖ Users have a positive perspective for the press releases that began to be adopted by CYSTAT, since 22,8% rated them “Very Good” and 31,6% as “Good”.
- ❖ One out of four users (23,7%) are very satisfied from the information and services provided by CYSTAT, nearly the same as in the survey of 2016 (26,1%). Half of the users (50,0%) are satisfied, but fewer than in 2016 (58,3%). Not satisfied is 7,0% of users, a bigger percentage than last year’s which was 4,3%. A higher percentage, 7,0%, was recorded in the option “No opinion”, compared to 0,9% in 2016.
- ❖ The satisfaction of the users in relation to the frequency of visits to CYSTAT’s website shows that users with more frequent visits had higher percentage of satisfaction. The percentages of users who selected “Very satisfied” or “Satisfied” (in total), as to the frequency of visits were: “At least once a day” 91,7%, “At least once a week” 84,6%, “At least once a month” 78,9% and “Less than once a month” 55,6%. The same pattern was also observed in the survey of 2016, but the respective percentages were differentiated as follows: 88,9%, 88,5%, 82,4% and 80,0%.
- ❖ A decline was recorded in the percentage of users who tend to trust the statistics produced by CYSTAT, from 48,7% in 2016 to 42,1% in 2017. On the contrary, an increase was recorded in the percentage of users who tend not to trust them or distrust them greatly (in total), from 1,8% to 4,4%, as well in the option “No opinion” (from 1,7% to 6,1%). The percentage of the users who trust the statistics greatly remained at a high 47,4% (47,8% in 2016).

USER SATISFACTION SURVEY 2017

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: Quality

6. How do you rate the overall quality of official statistics?
 - ☐ Very good
 - ☐ Good
 - ☐ Fair
 - ☐ Bad
 - ☐ Very bad
 - ☐ No opinion
7. How do you rate the timeliness of official statistics?
 - ☐ Very good
 - ☐ Good
 - ☐ Fair
 - ☐ Bad
 - ☐ Very bad
 - ☐ No opinion

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

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

9. How do you rate the quality of the following statistical themes?

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						

10.If you have rated at least one of the items in Question 9 as “Bad” or “Very bad”, please explain. *[Free text]*

11.How do you rate the Press Releases of CYSTAT?

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

12.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

13.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 C: Comments and Suggestions

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

15.Which statistics would you like to be available from CYSTAT that now are not? *[Free text]*

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