



**REPUBLIC OF CYPRUS**



**STATISTICAL SERVICE**

# **RESULTS OF THE USER SATISFACTION SURVEY 2018**

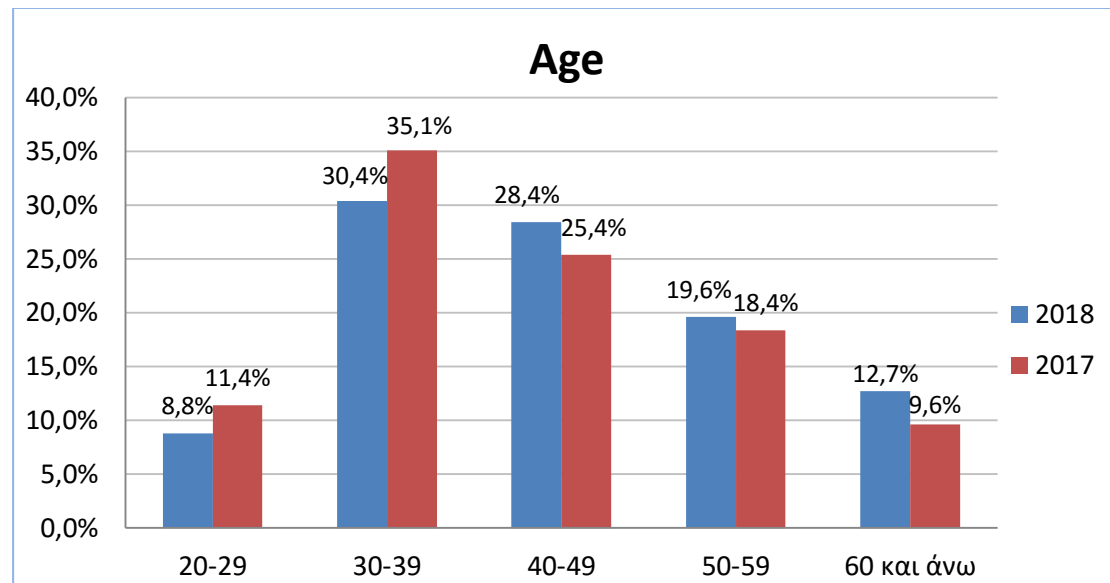
**JUNE 2019**

## **Results of the User Satisfaction Survey 2018**

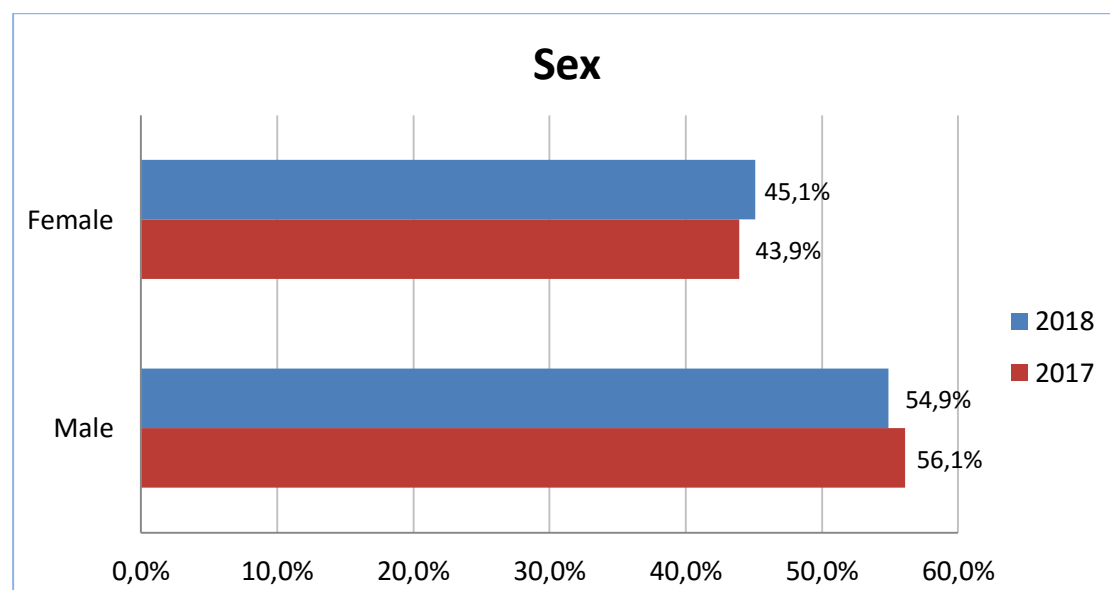
The aim of this report is to present the summary results of the user satisfaction survey 2018 and to make comparison with the results of the previous year. The survey was conducted during the period September 2018 - January 2019 with the participation of 102 respondents. The data were collected by completing a questionnaire on the website of the Statistical Service (CYSTAT). Registered users and subscribers of CYSTAT publications were notified for the survey via email. Users, who made request for data or other information through CYSTAT's central mailbox, the last two years, were also notified.

### **PARTICIPANTS AND USE OF OFFICIAL STATISTICS**

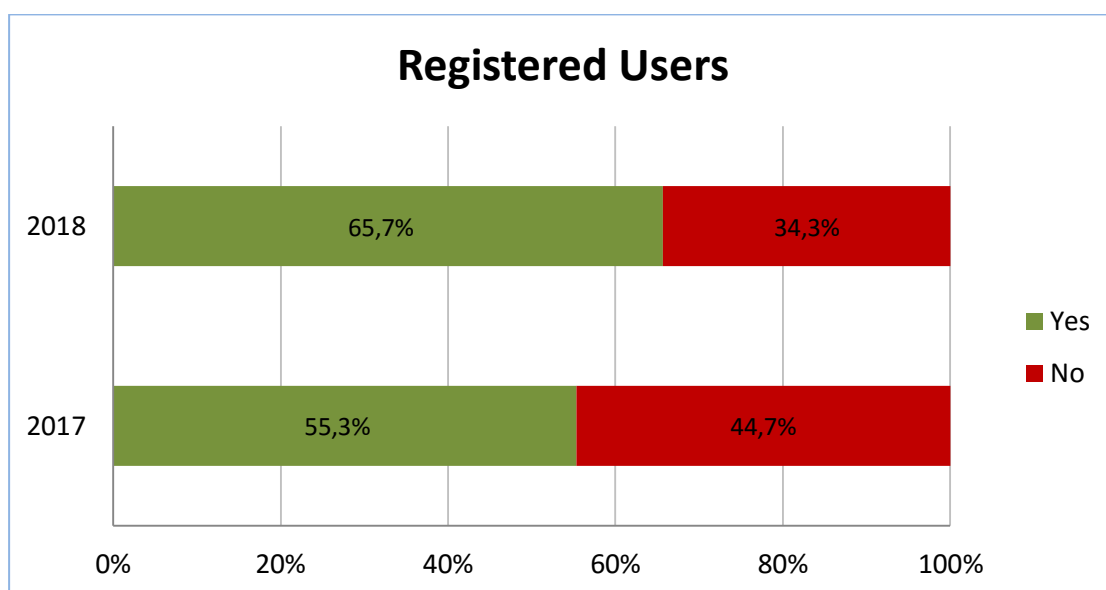
#### ❖ Participants Age



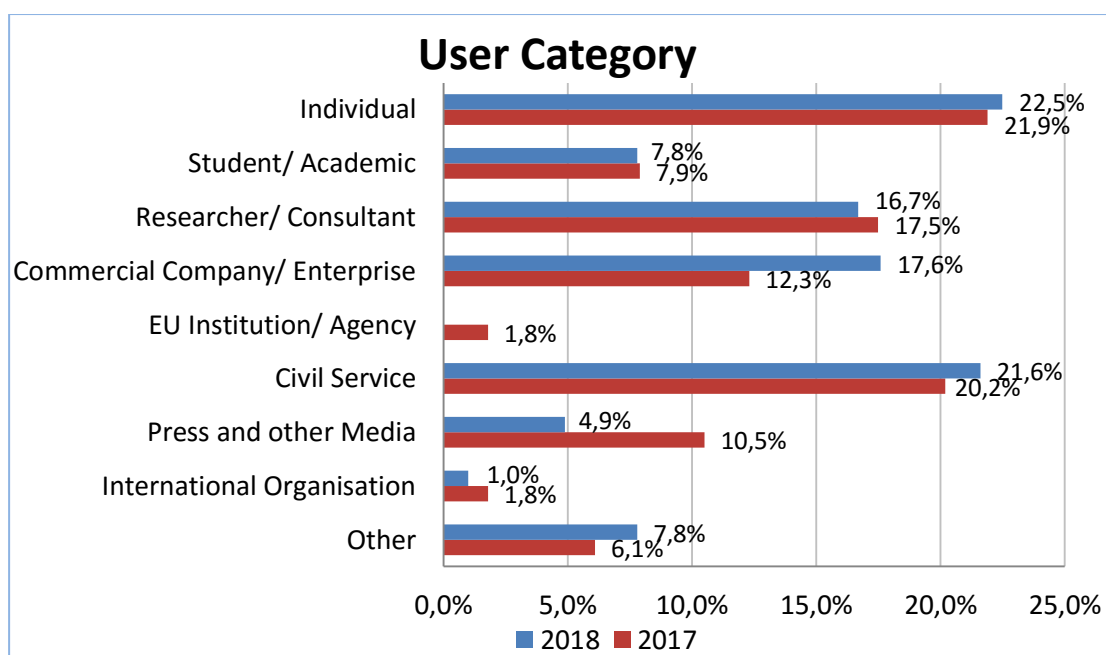
#### ❖ Participants Sex



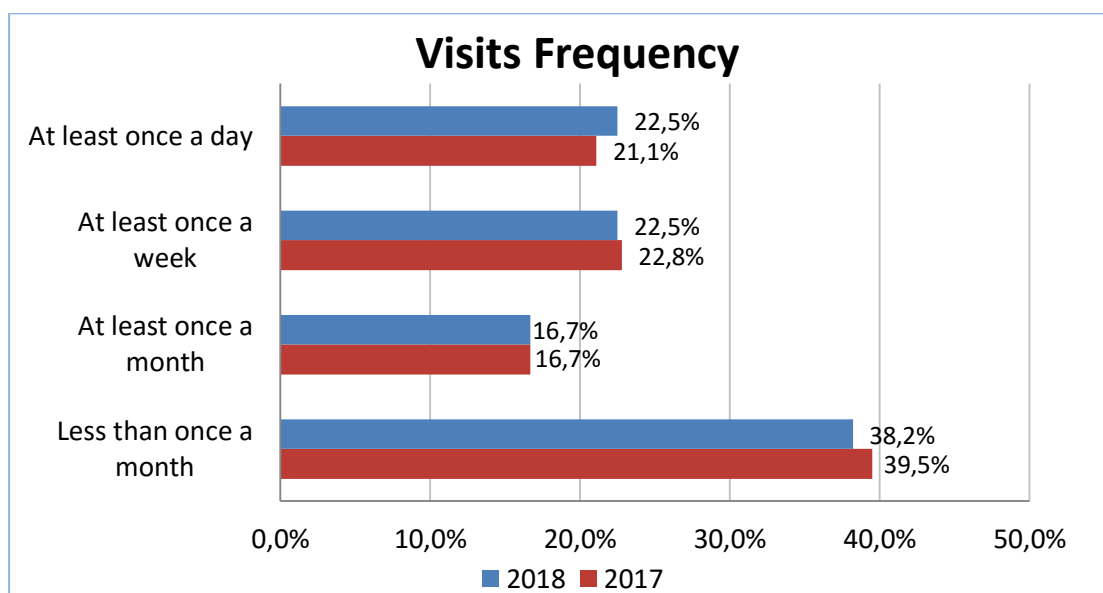
## ❖ Registered Users



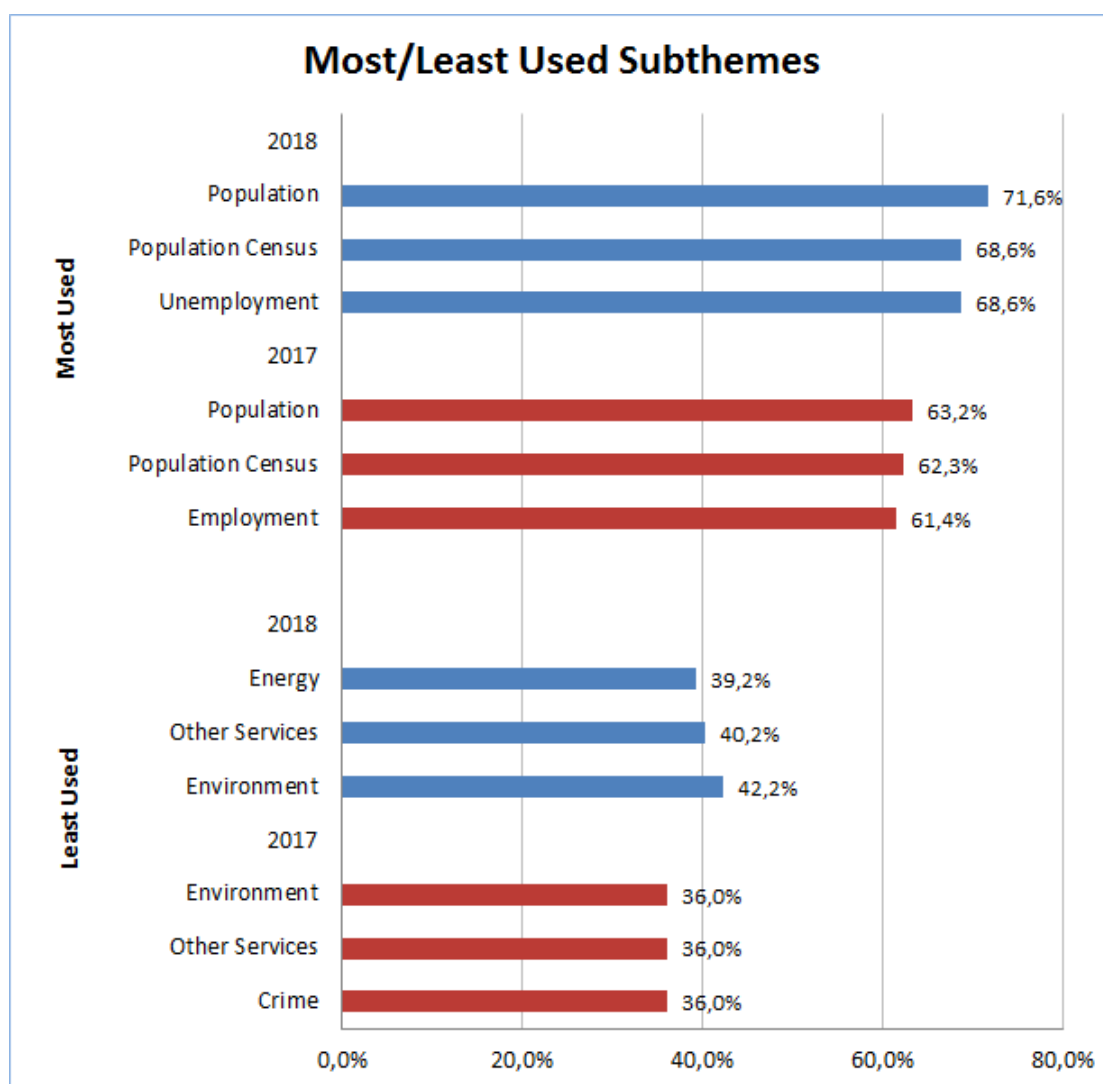
## ❖ User Category



### ❖ Participants Visit Frequency

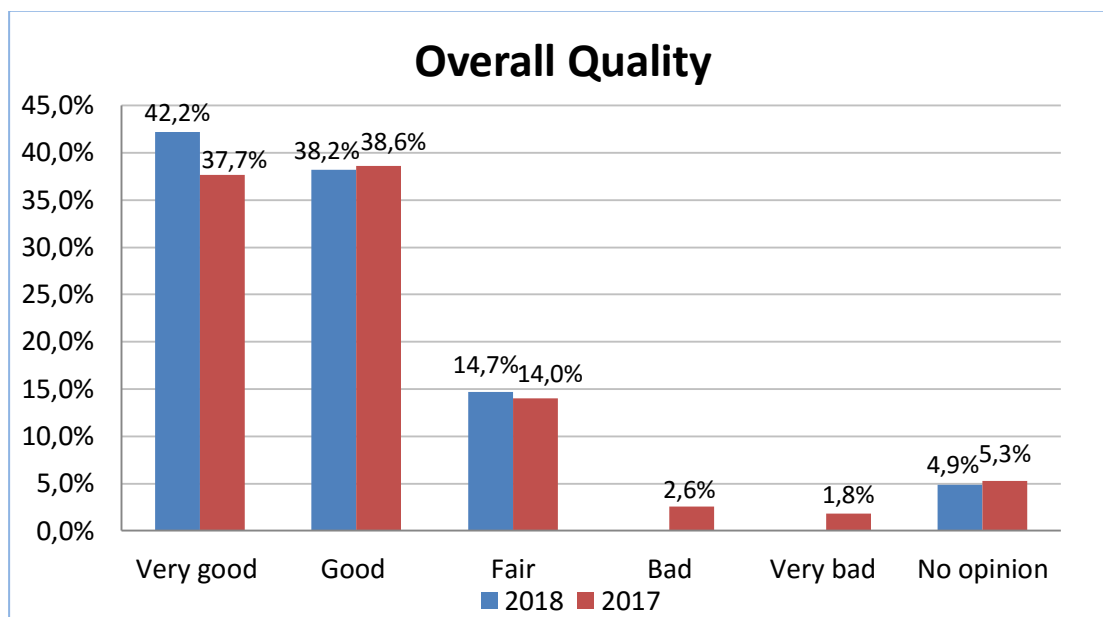


### ❖ Usage of the Statistical Subthemes by the Participants

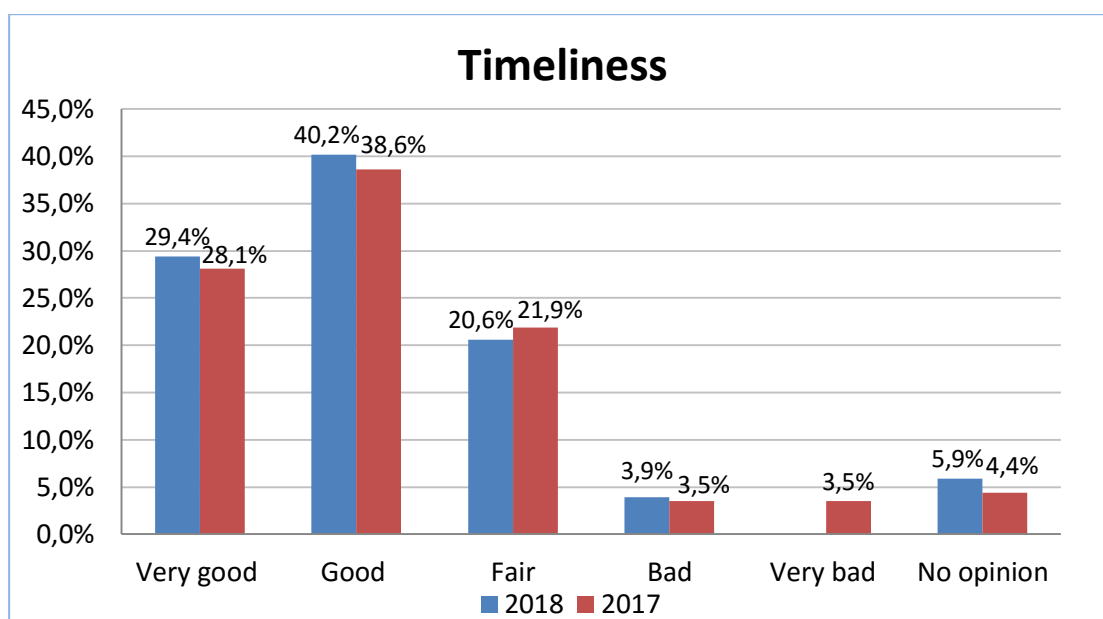


## QUALITY EVALUATION

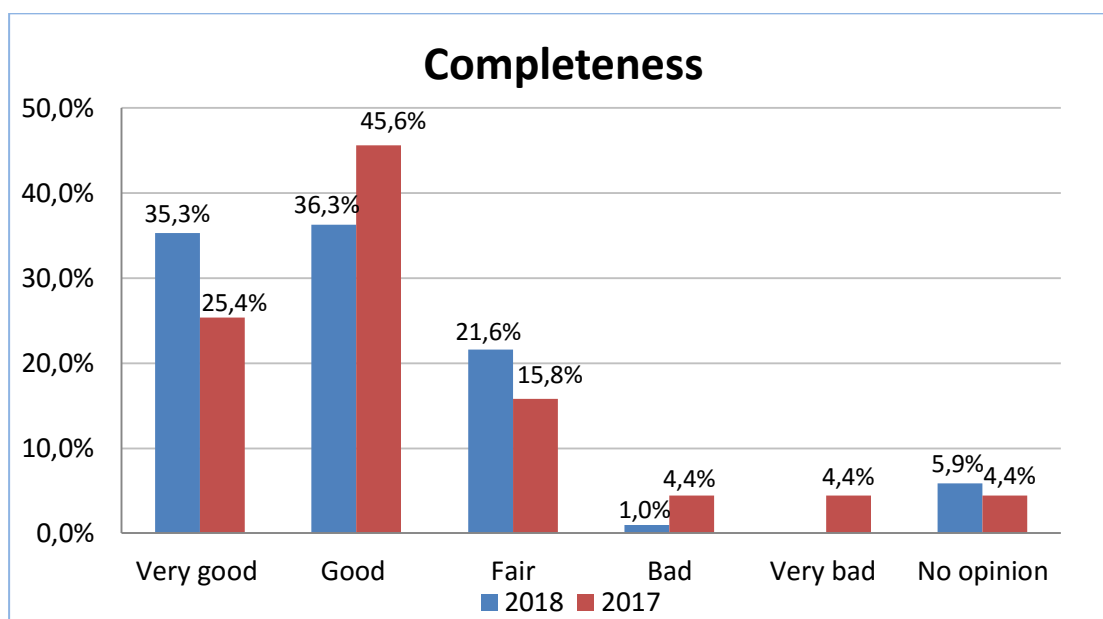
### ❖ Evaluation of the Overall Quality of the Statistics



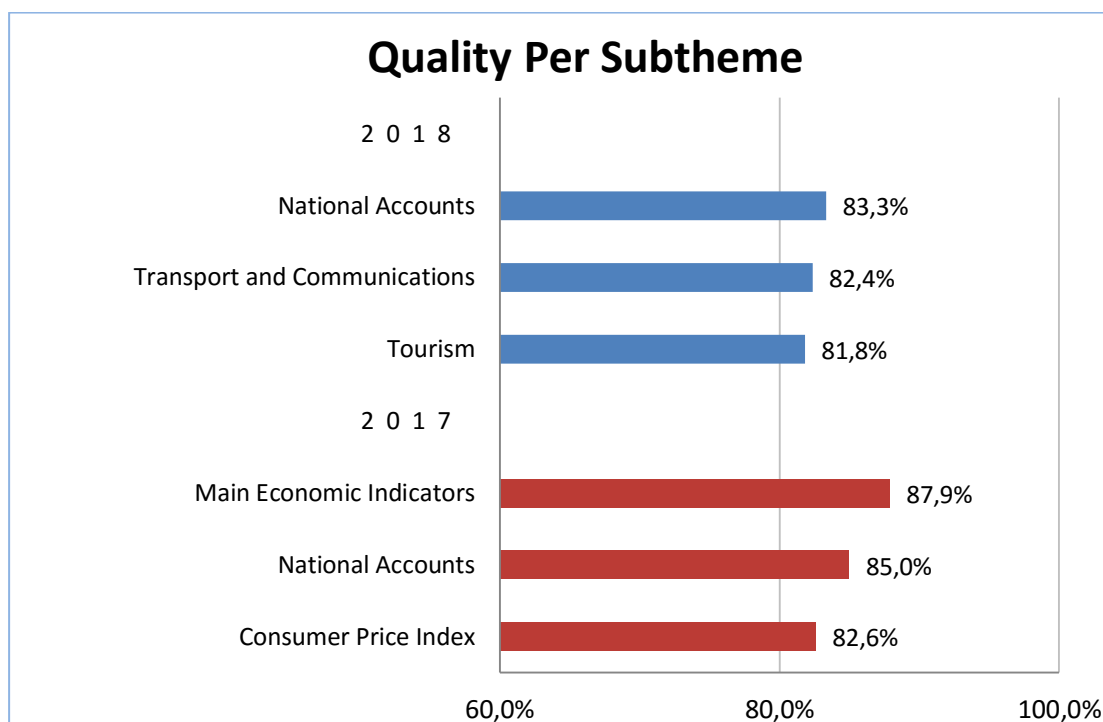
### ❖ Evaluation of the Timeliness of the Statistics



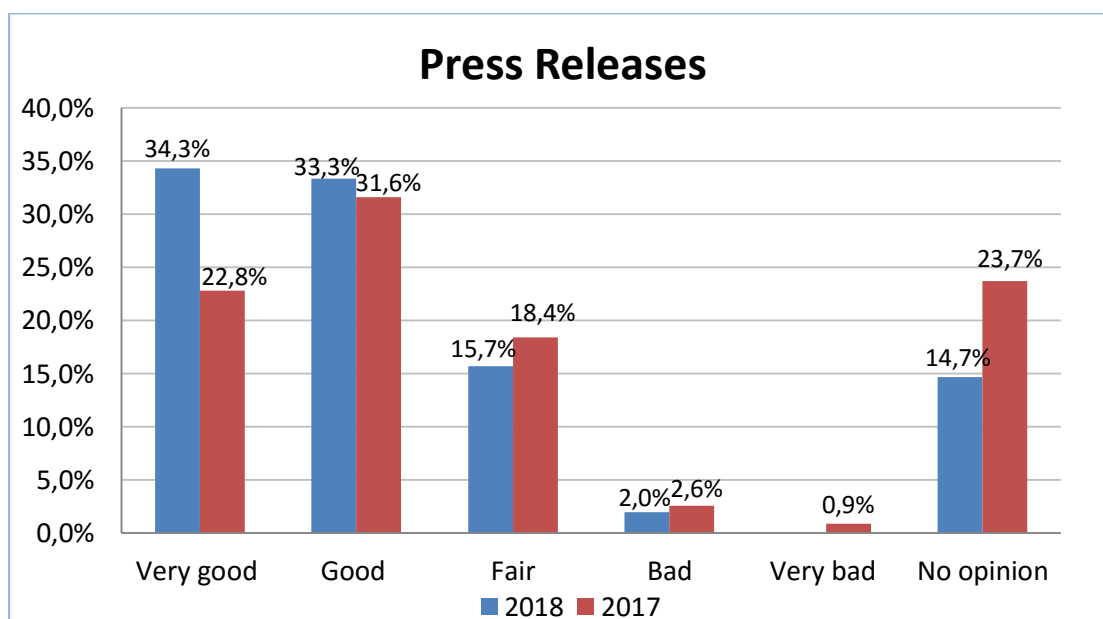
❖ Evaluation of the Completeness of the Statistics



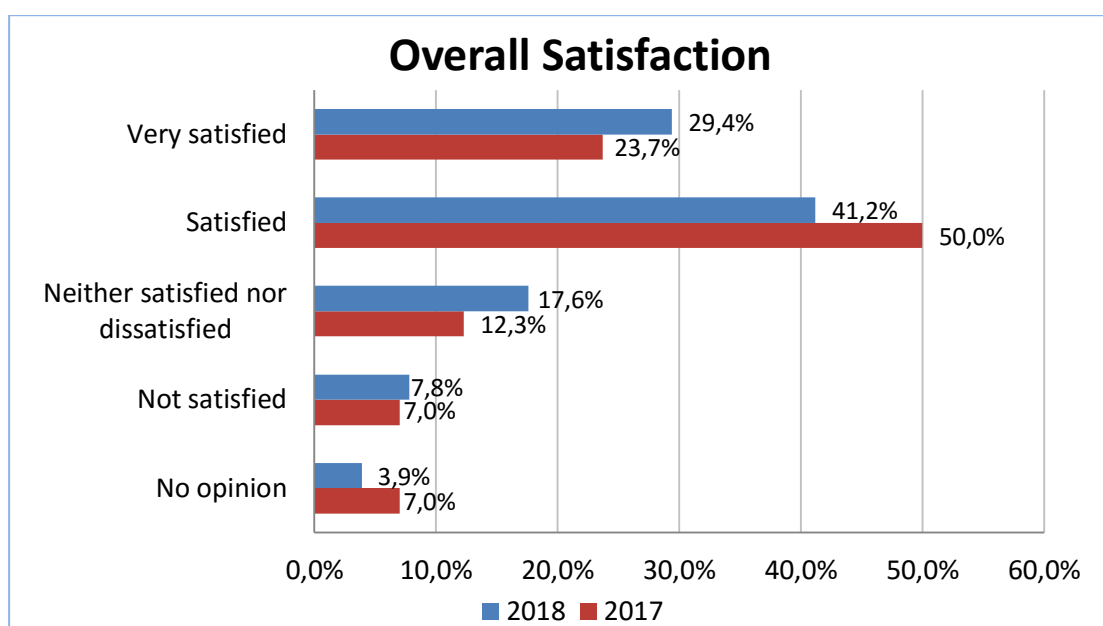
❖ Evaluation of the Quality of the Statistical Subthemes  
 “Quality” includes the Very good and the Good evaluation.



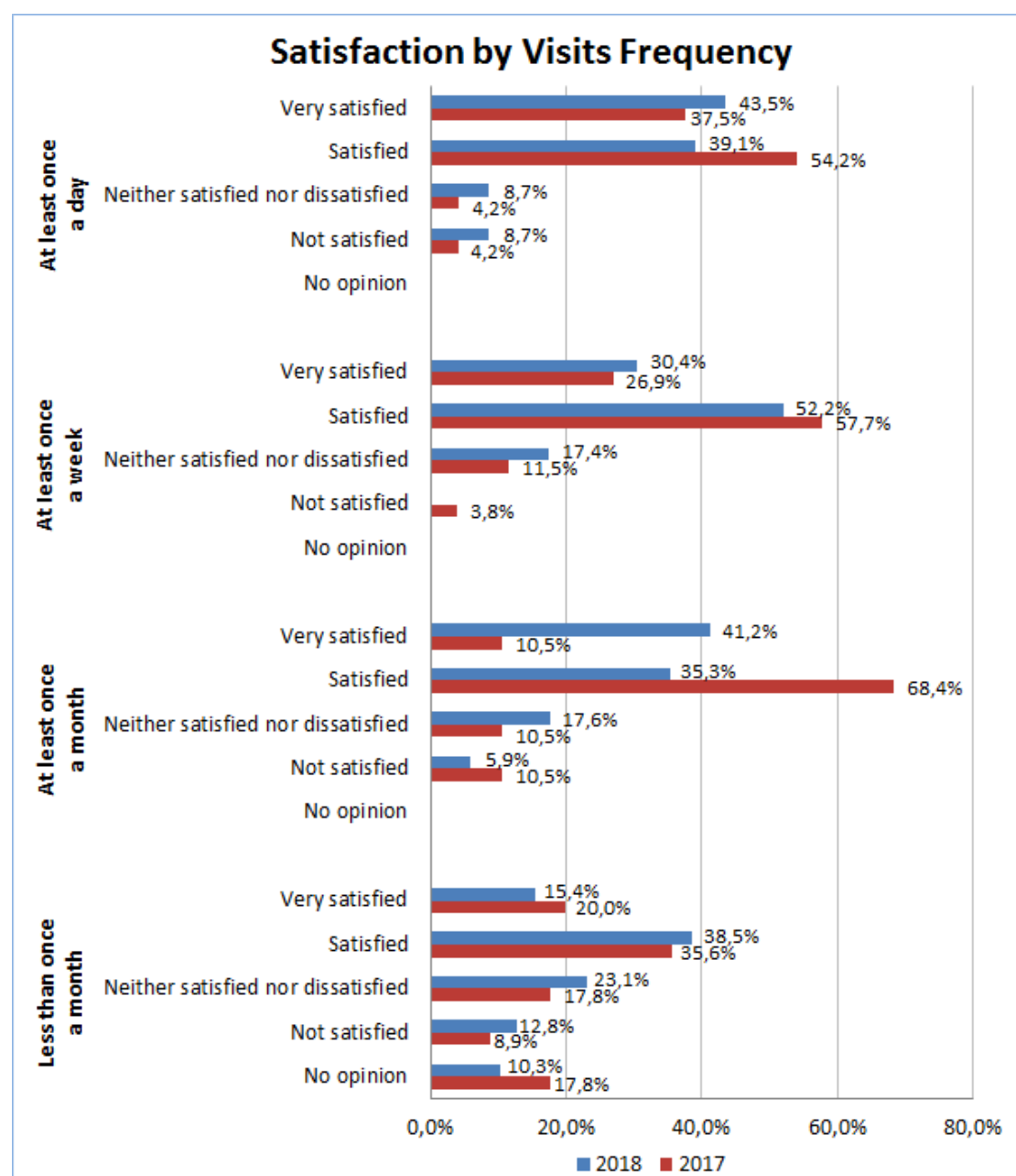
❖ Press Releases Evaluation



❖ Overall Satisfaction from Information and Services Provided

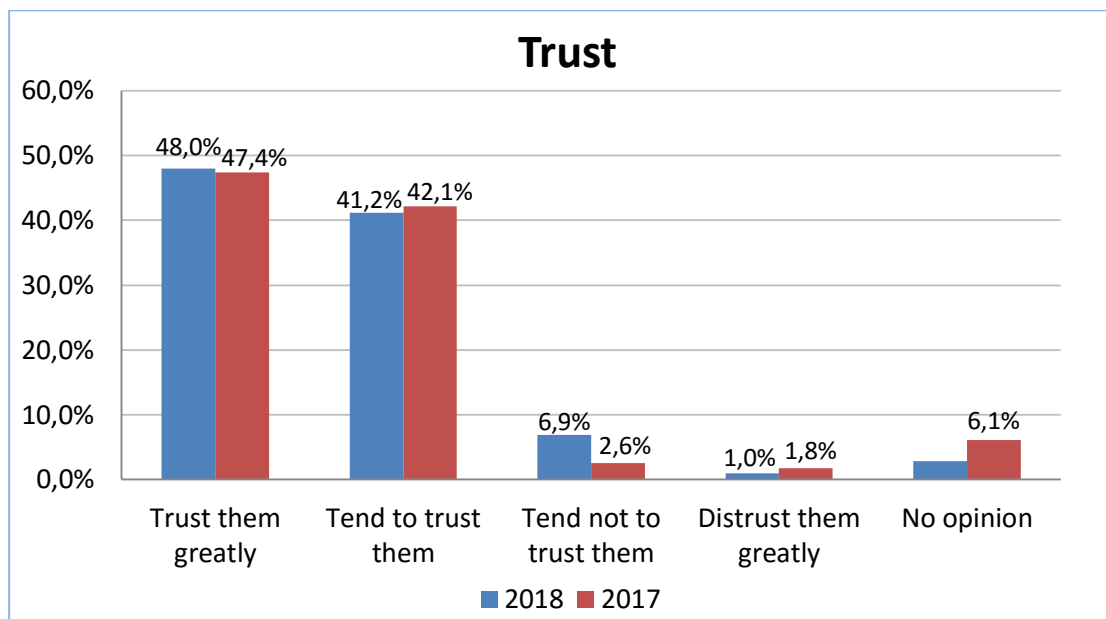


❖ Satisfaction by Frequency of Participants' Visits on the Website





❖ Level of Trust in the Statistics



## **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?

<b>Statistical Theme / Subtheme</b>	<b>Very good</b>	<b>Good</b>	<b>Fair</b>	<b>Bad</b>	<b>Very bad</b>	<b>I don't use</b>
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						
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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]*