



REPUBLIC OF CYPRUS



STATISTICAL SERVICE

RESULTS OF THE USER SATISFACTION SURVEY

2019

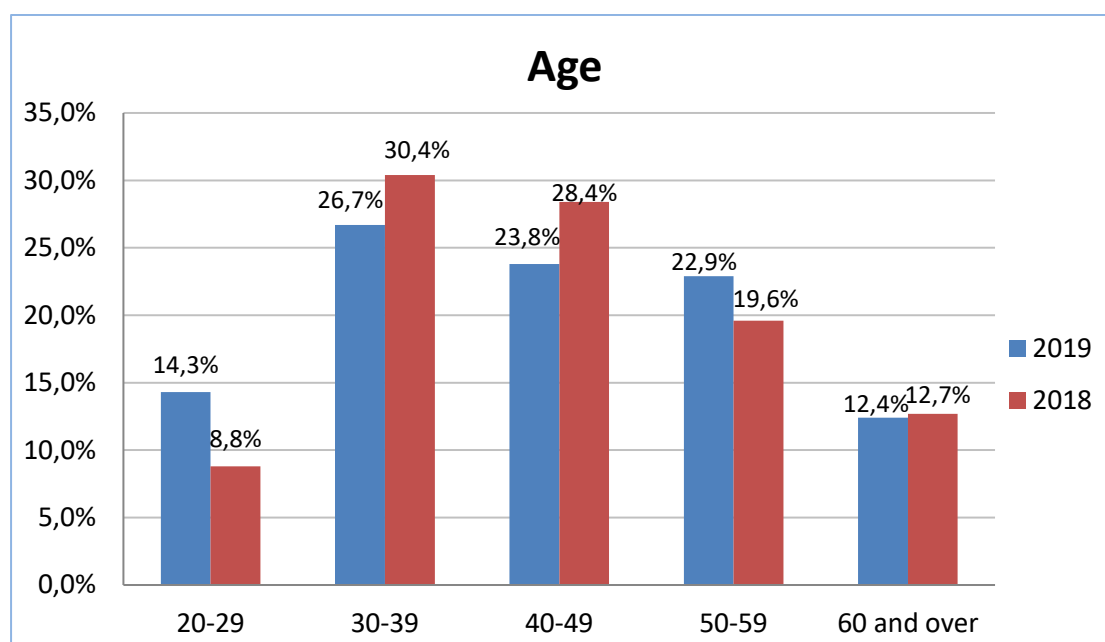
JULY 2020

Results of the User Satisfaction Survey 2019

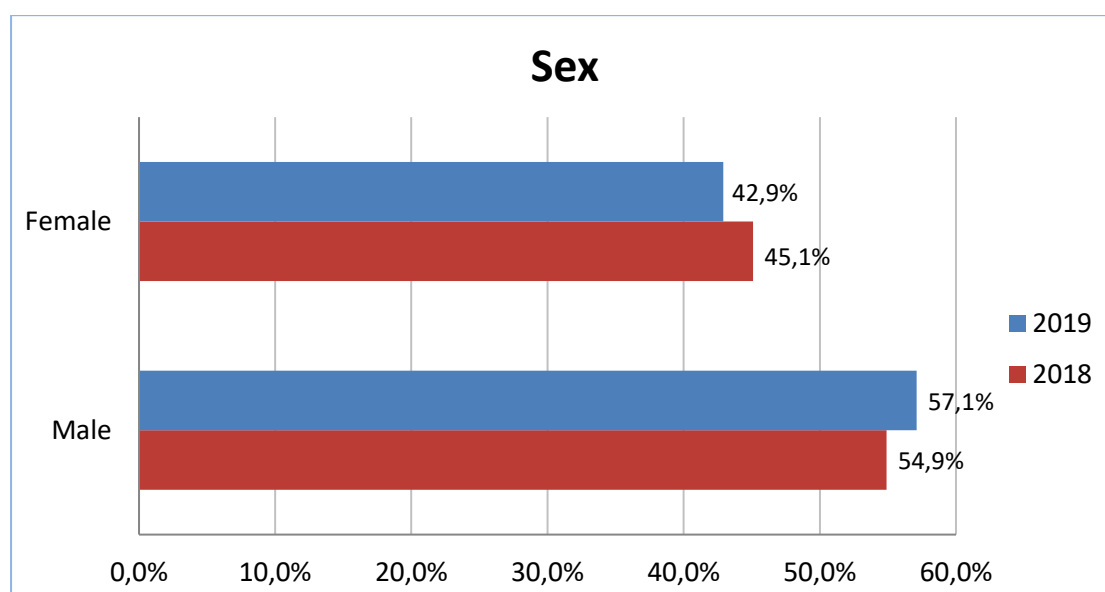
The aim of this report is to present the summary results of the user satisfaction survey 2019 and to make comparison with the results of the previous year, if applicable. The survey was conducted during the period December 2019 - February 2020 with the participation of 105 respondents. The data were 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

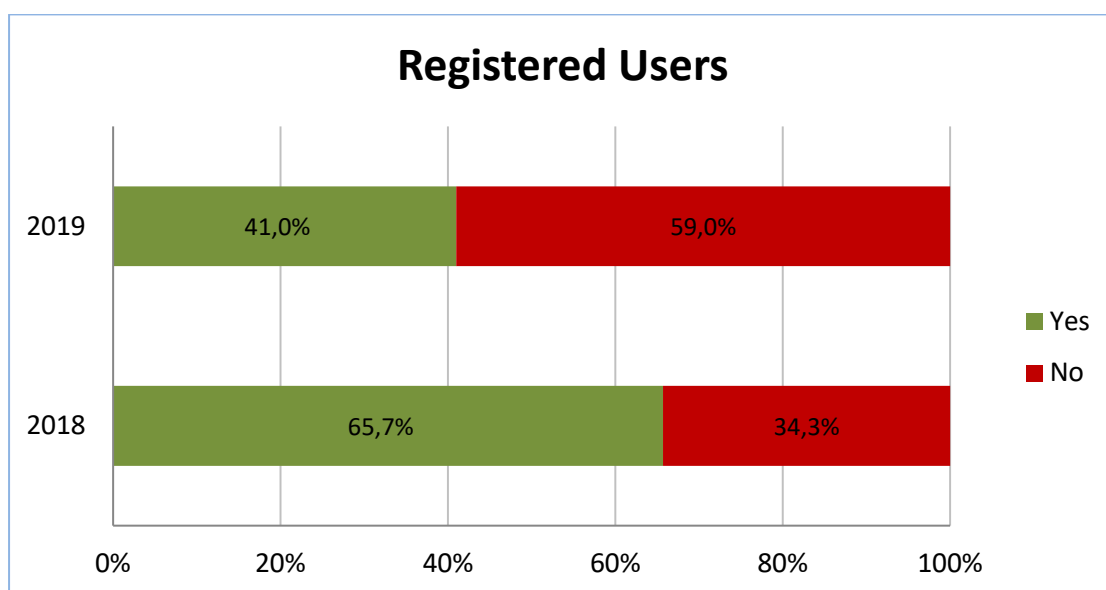
❖ Participants Age



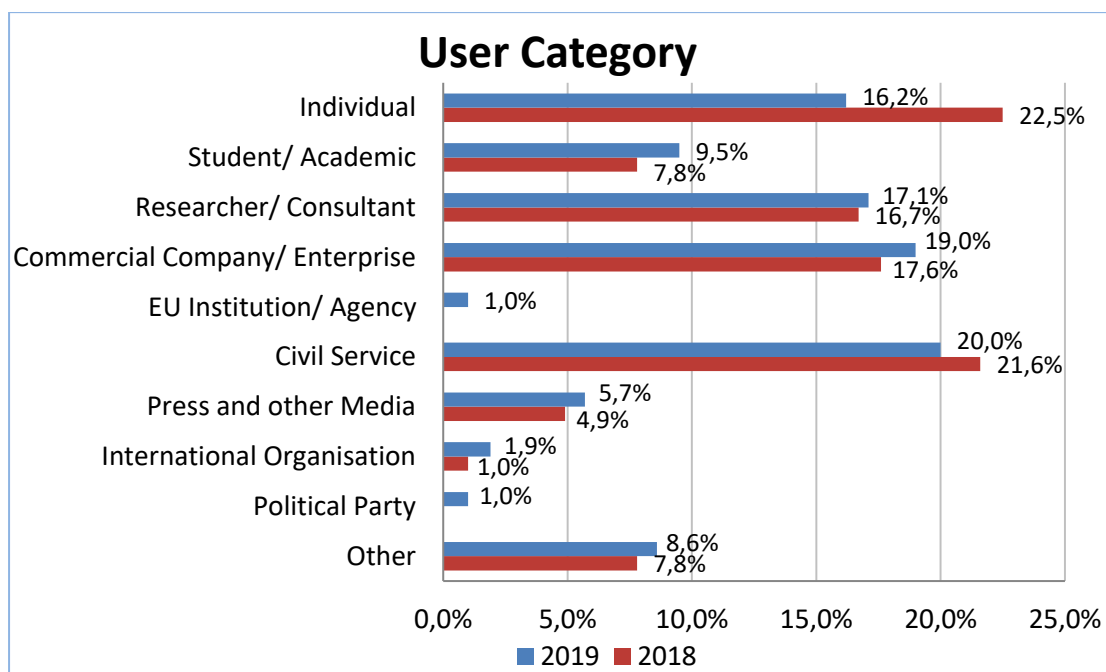
❖ Participants Sex



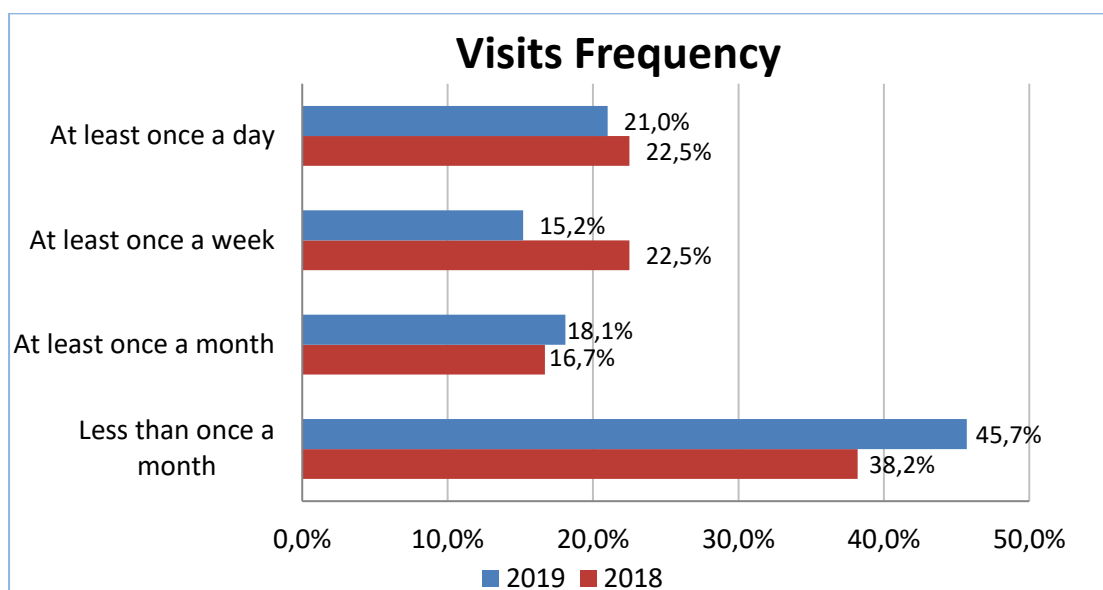
❖ Registered Users



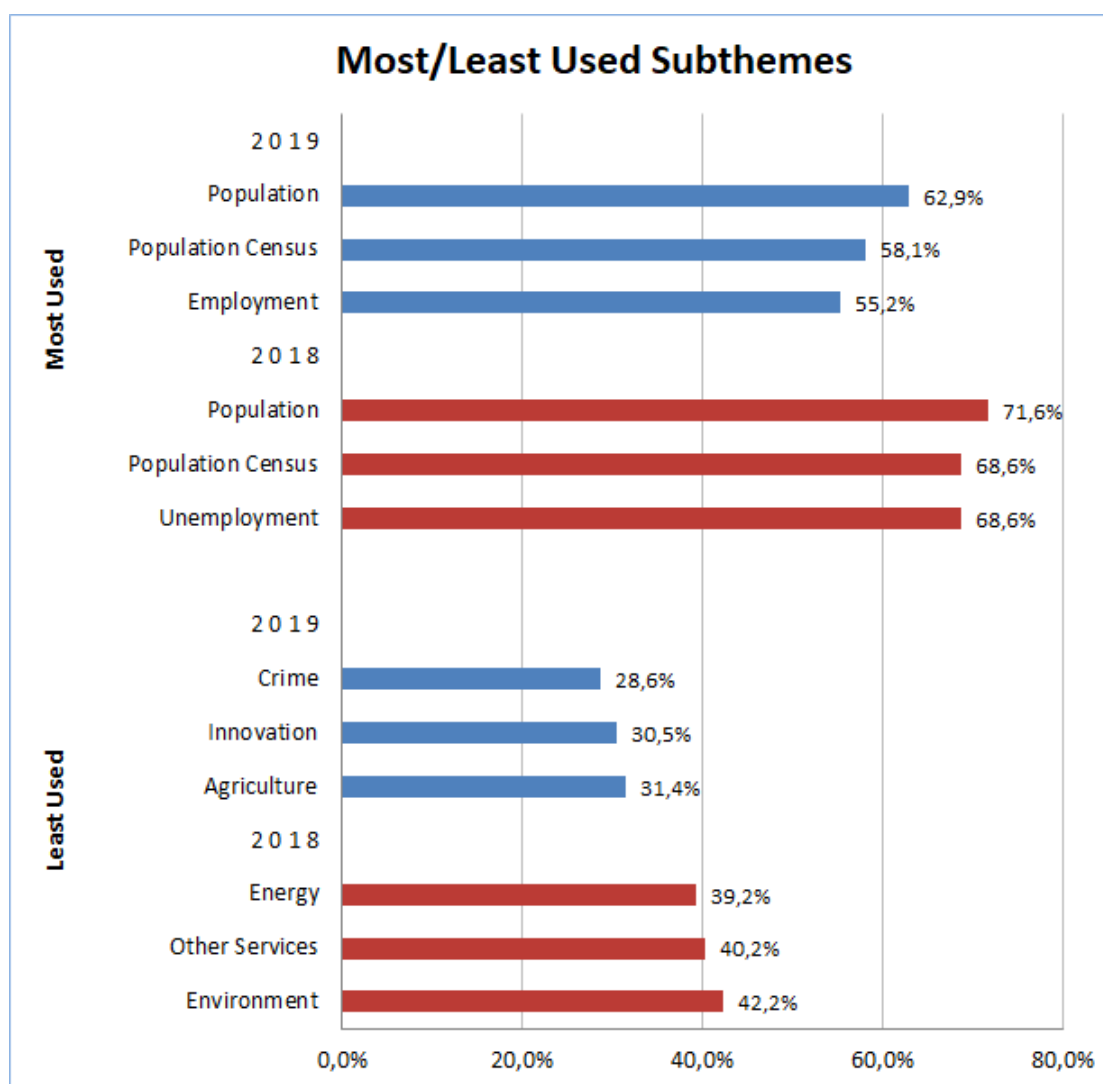
❖ User Category



❖ Participants Visits Frequency

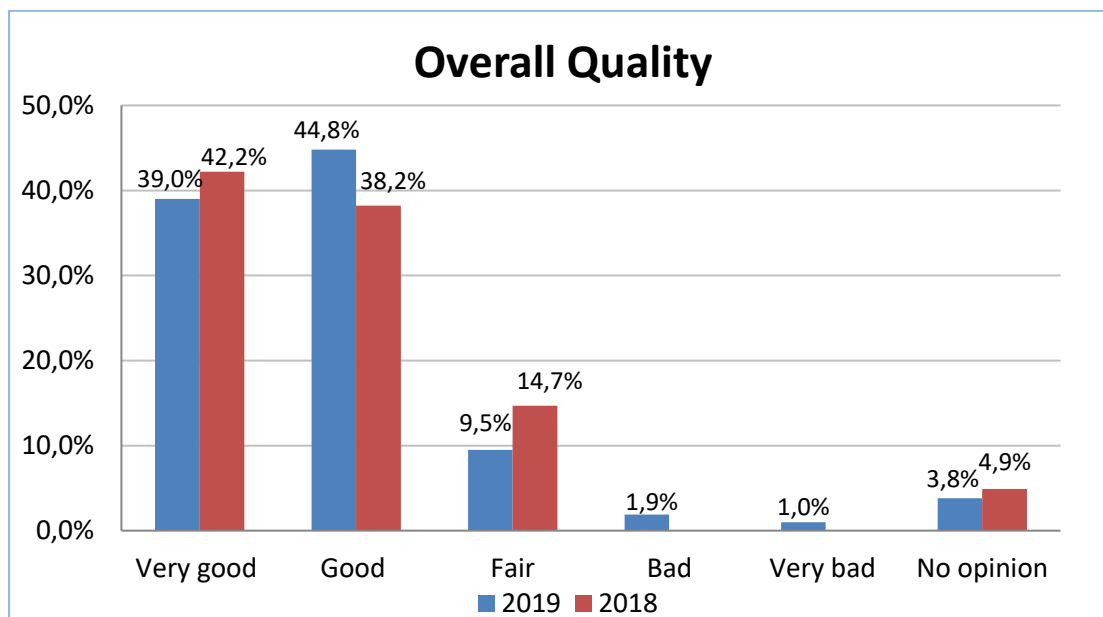


❖ Usage of the Statistical Subthemes by the Participants

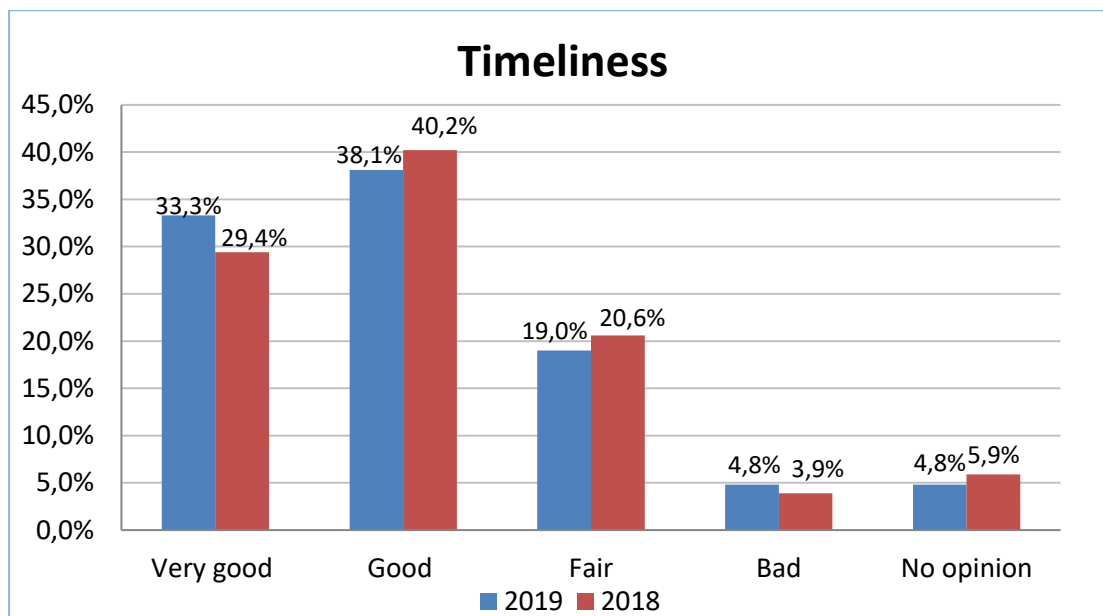


QUALITY EVALUATION

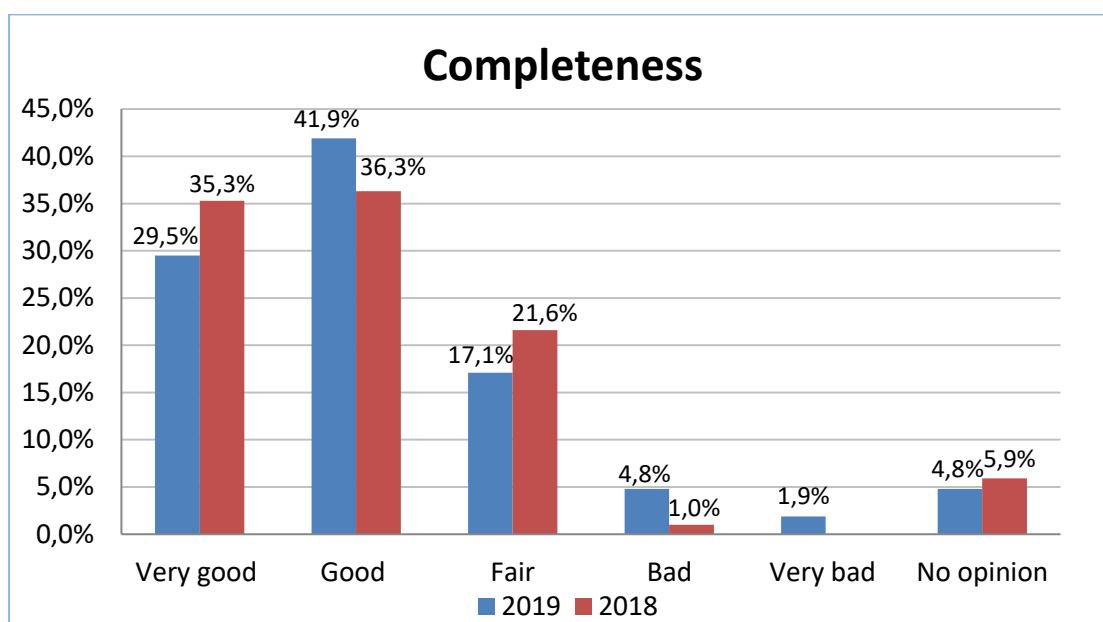
❖ Evaluation of the Overall Quality of the Statistics



❖ Evaluation of the Timeliness of the Statistics

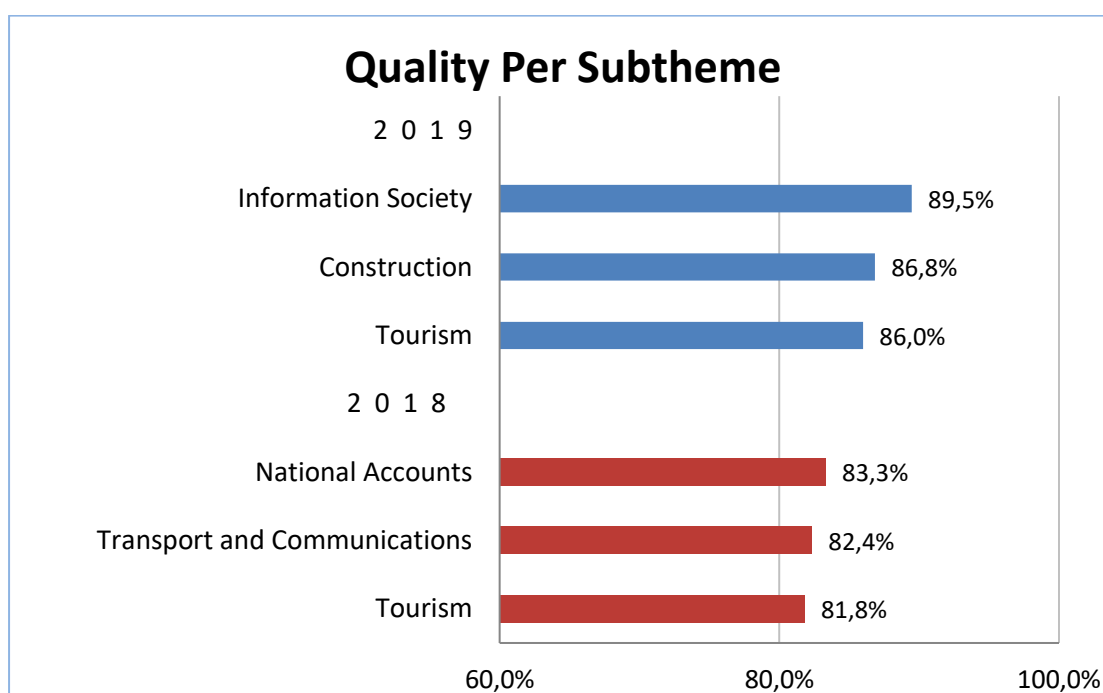


❖ Evaluation of the Completeness of the Statistics

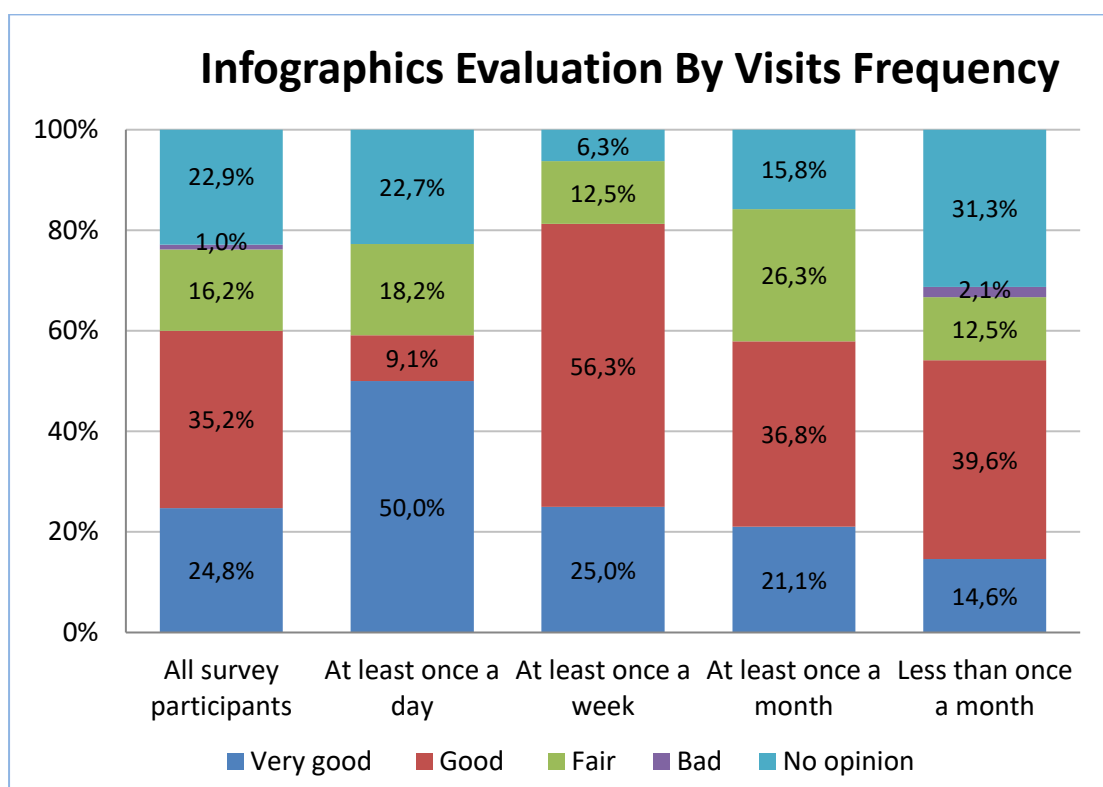


❖ Evaluation of the Quality of the Statistical Subthemes

“Quality” includes the Very good and the Good evaluation.



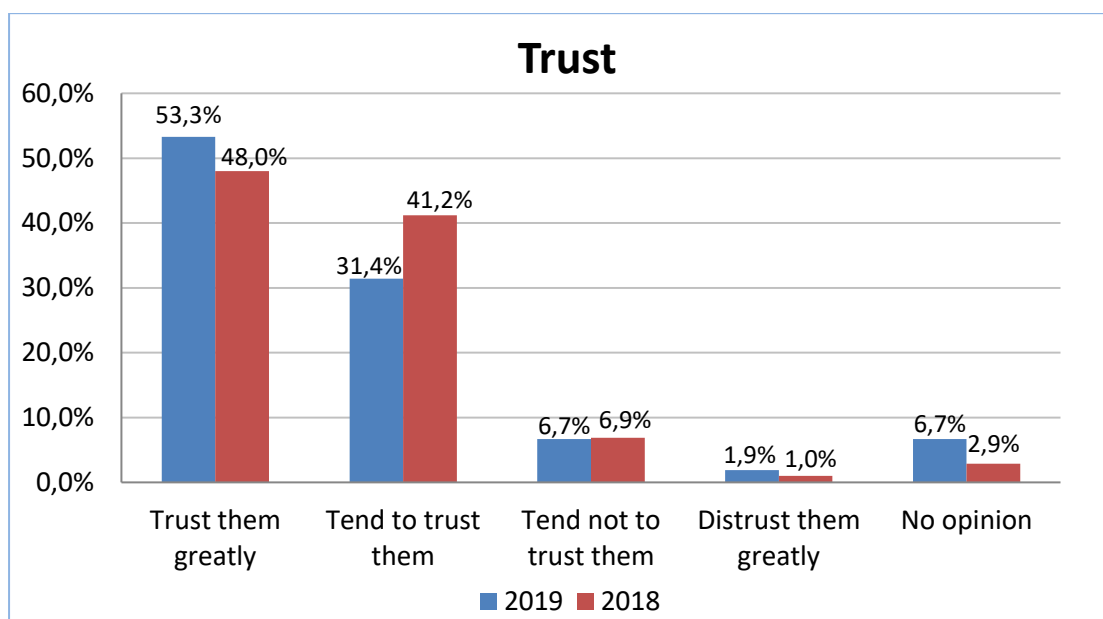
❖ Infographics Evaluation by Visits Frequency



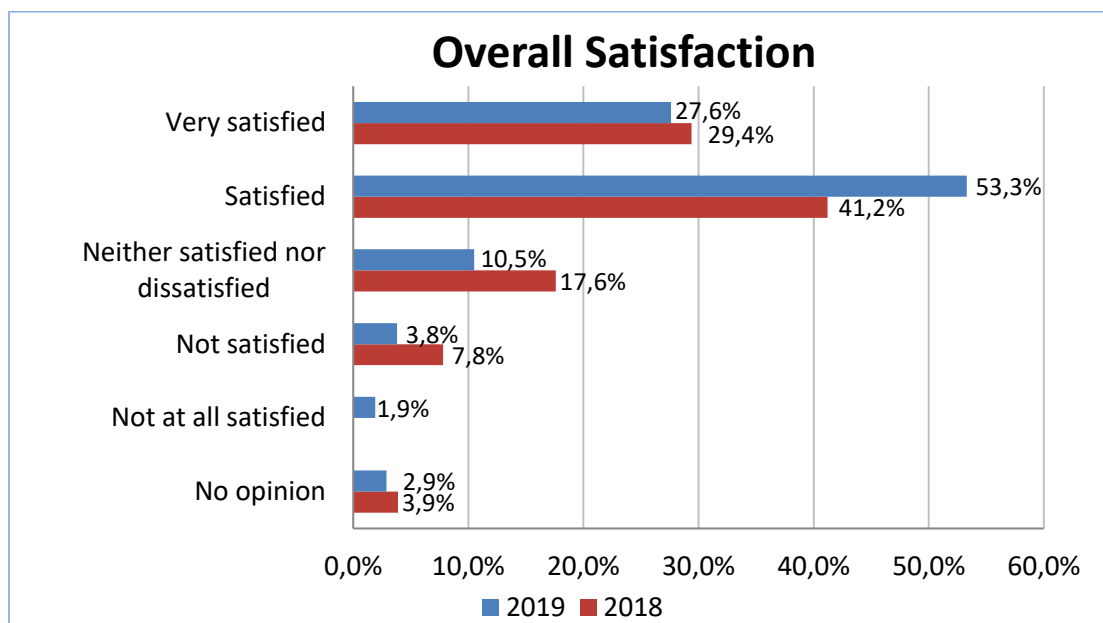
❖ Infographics Evaluation by User Category

User Category	Very good	Good	Fair	Bad	No opinion
Individual	35,3%	29,4%	17,6%	5,9%	11,8%
Student/ Academic	20,0%	10,0%	20,0%	0,0%	50,0%
Researcher/ Consultant	11,1%	44,4%	22,2%	0,0%	22,2%
Commercial Company/ Enterprise	25,0%	40,0%	10,0%	0,0%	25,0%
EU Institution/ Agency	100,0%	0,0%	0,0%	0,0%	0,0%
Civil Service	33,3%	38,1%	9,5%	0,0%	19,0%
Press and other Media	33,3%	33,3%	16,7%	0,0%	16,7%
International Organisation	0,0%	0,0%	100,0%	0,0%	0,0%
Political Party	0,0%	100%	0,0%	0,0%	0,0%
Other	11,1%	44,4%	11,1%	0,0%	33,3%

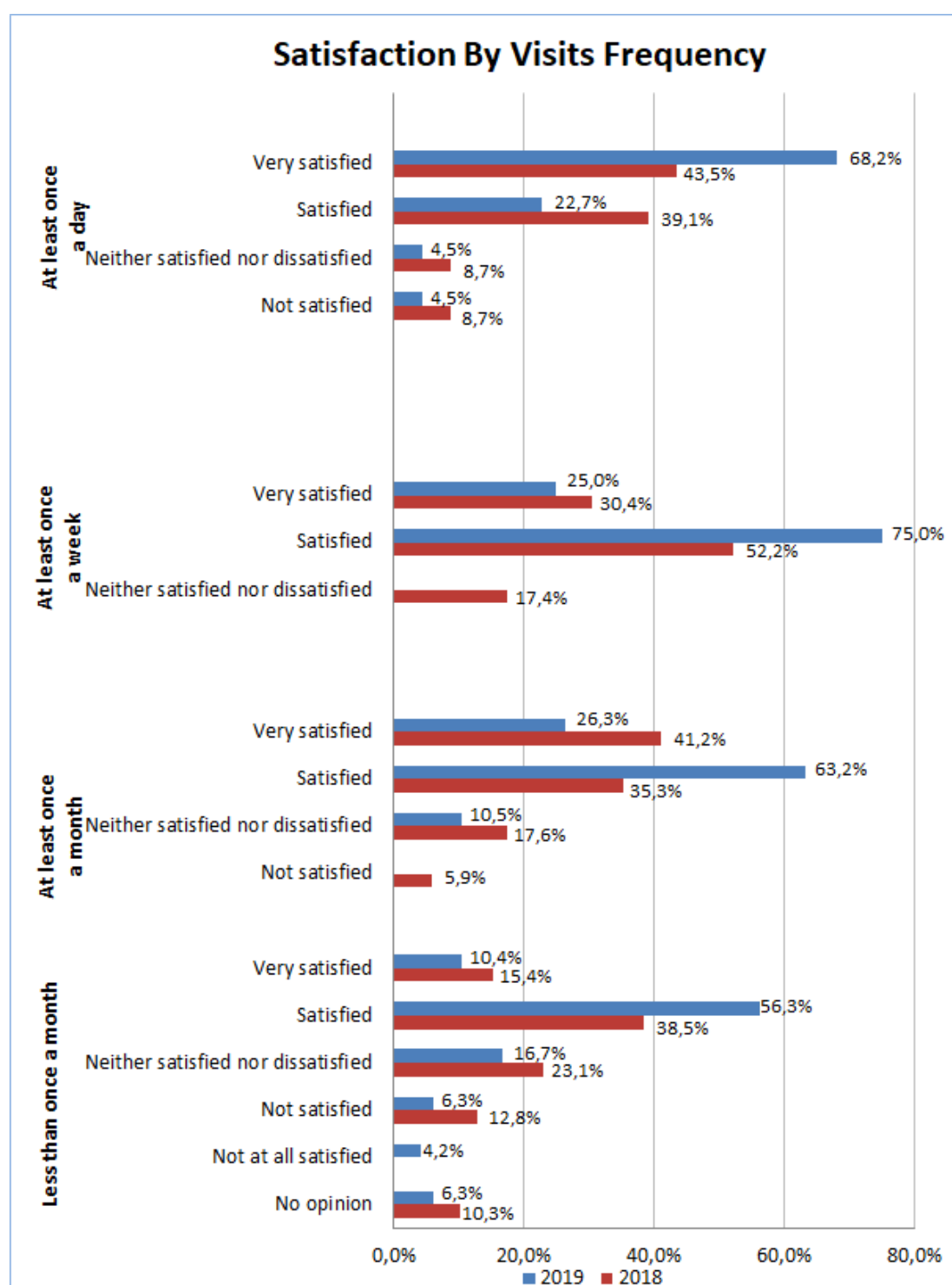
❖ Level of Trust in the Statistics



❖ Overall Satisfaction from Information and Services Provided



❖ Satisfaction by Frequency of Participants' Visits on the Website



USER SATISFACTION SURVEY 2019

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						
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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 Infographics 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. *[Free text]*