REPUBLIC OF CYPRUS

STATISTICAL SERVICE

RESULTS OF THE USER SATISFACTION SURVEY 2021

NOVEMBER 2022

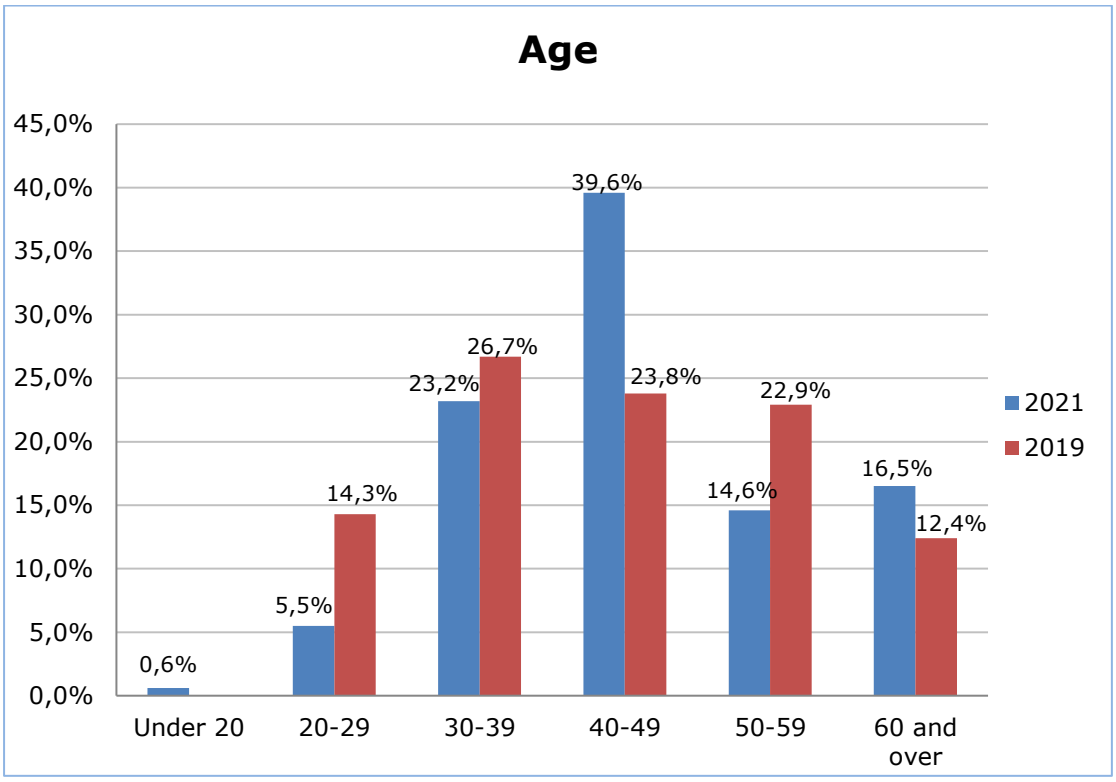
Results of the User Satisfaction Survey 2021

The aim of this report is to present the summary results of the User Satisfaction Survey for 2021 and to make comparison with the results of the previous survey of 2019, wherever applicable. The survey was conducted during December 2021 - April 2022 with the participation of 164 respondents. The data were collected by completing a questionnaire on the web-portal of the Statistical Service of Cyprus - CYSTAT- (www.cystat.gov.cy). Registered users of the new web-portal and of the previous website, as well as subscribers of CYSTAT publications, were notified for participation in the survey via email. Users, who made requests for data or other information through CYSTAT's central mailbox, were also notified.

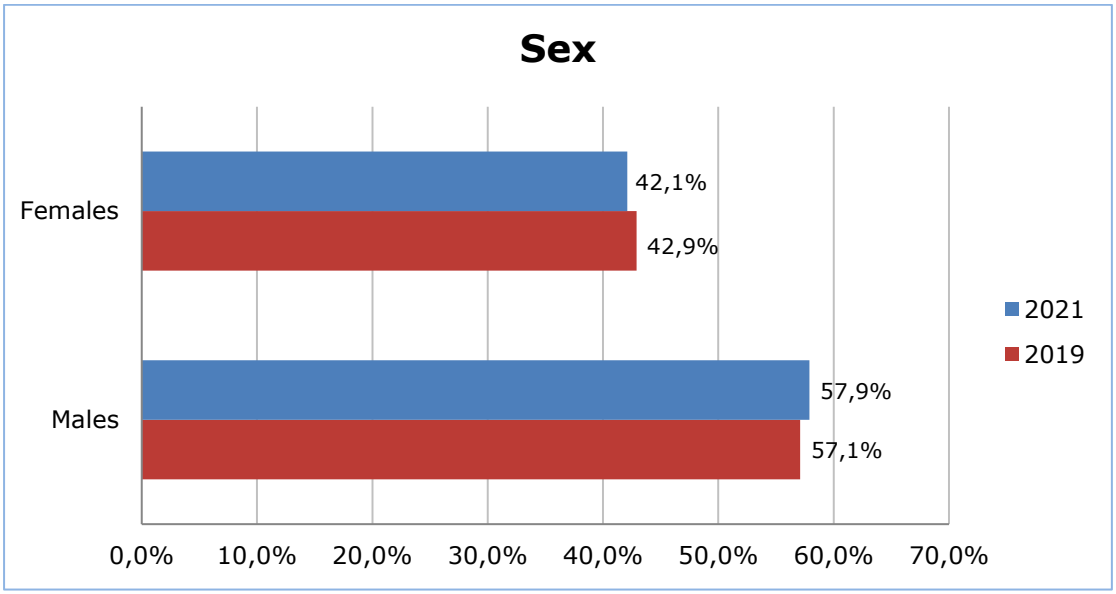
The results are presented in three parts. The first part includes the profile of the participants and the use of official statistics, the second part the evaluation of the quality of the official statistical data and the third the evaluation of the web portal. Additionally, the survey questionnaire is available as an Appendix.

A. PARTICIPANTS AND USE OF OFFICIAL STATISTICS

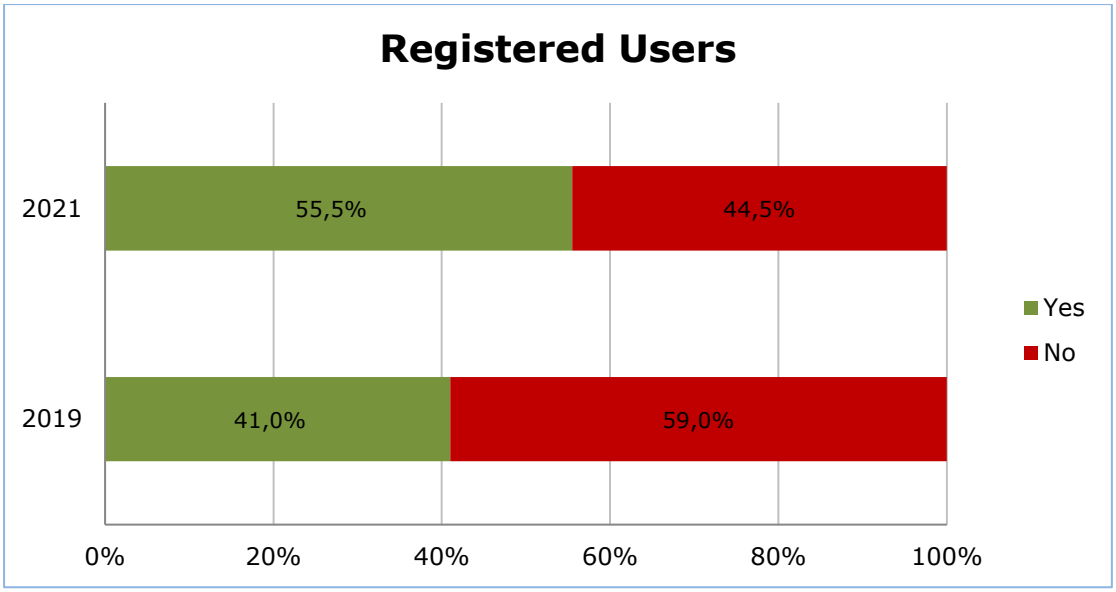
A1. Participants Age



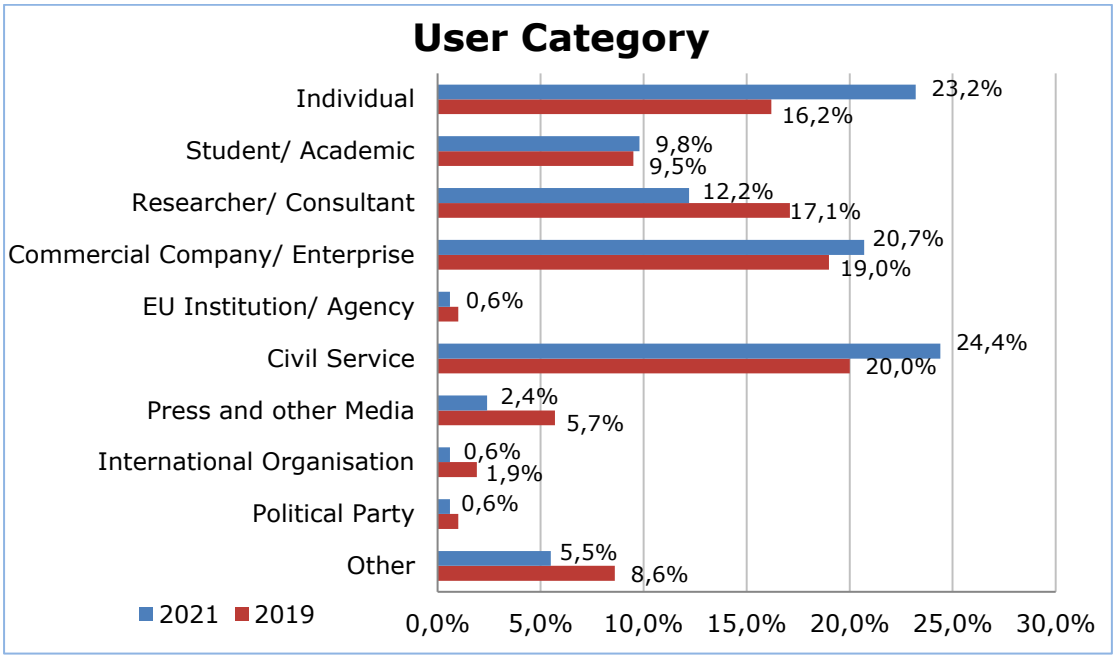
A2. Participants Sex



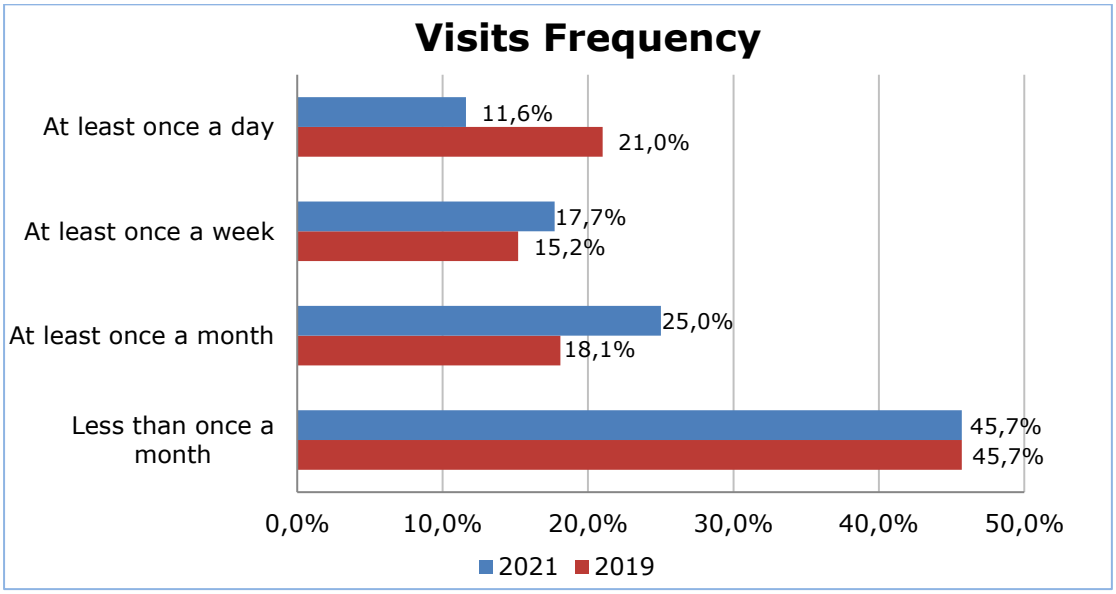
A3. Registered Users



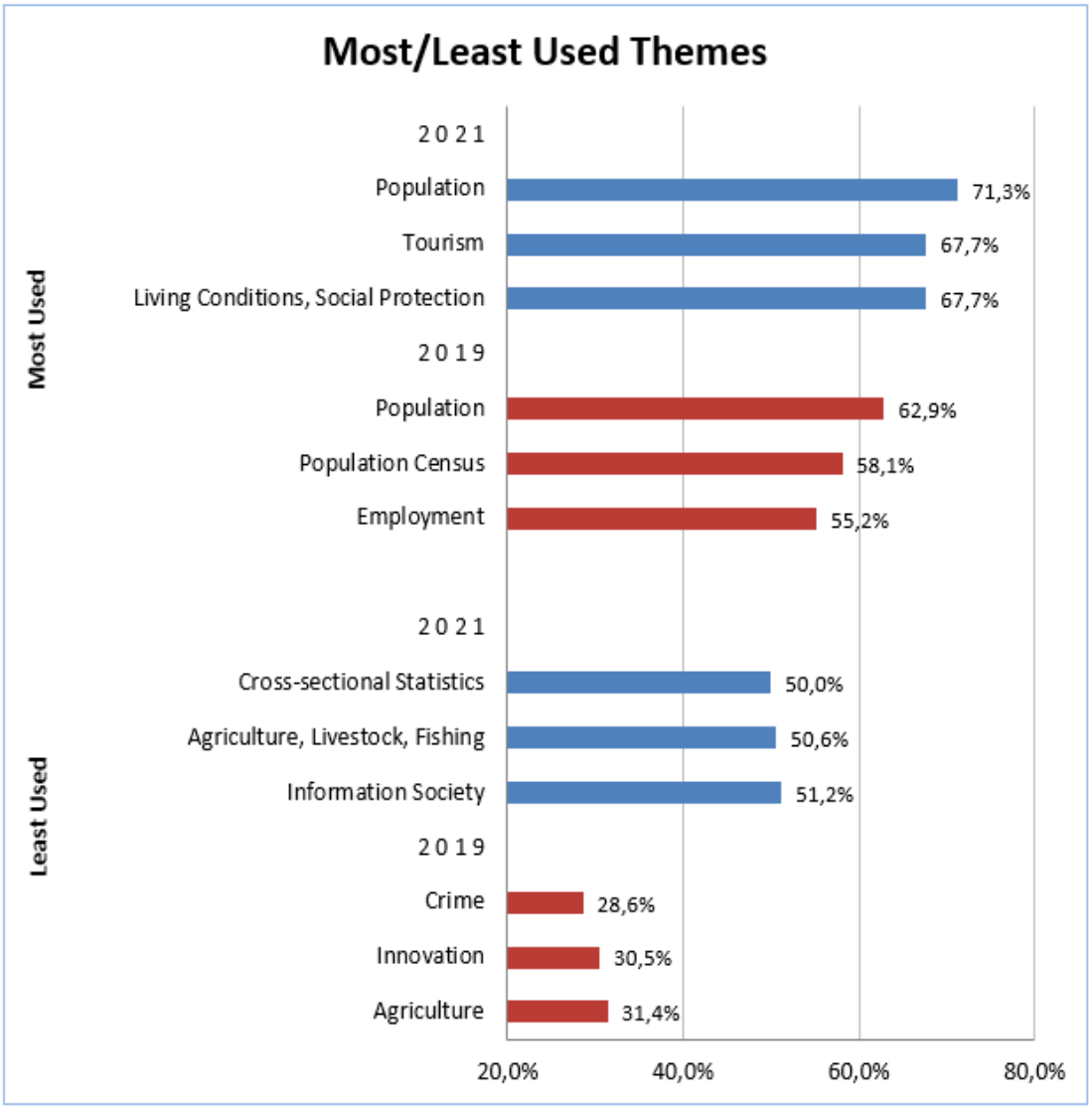
A4. User Category



A5. Participants Visits Frequency

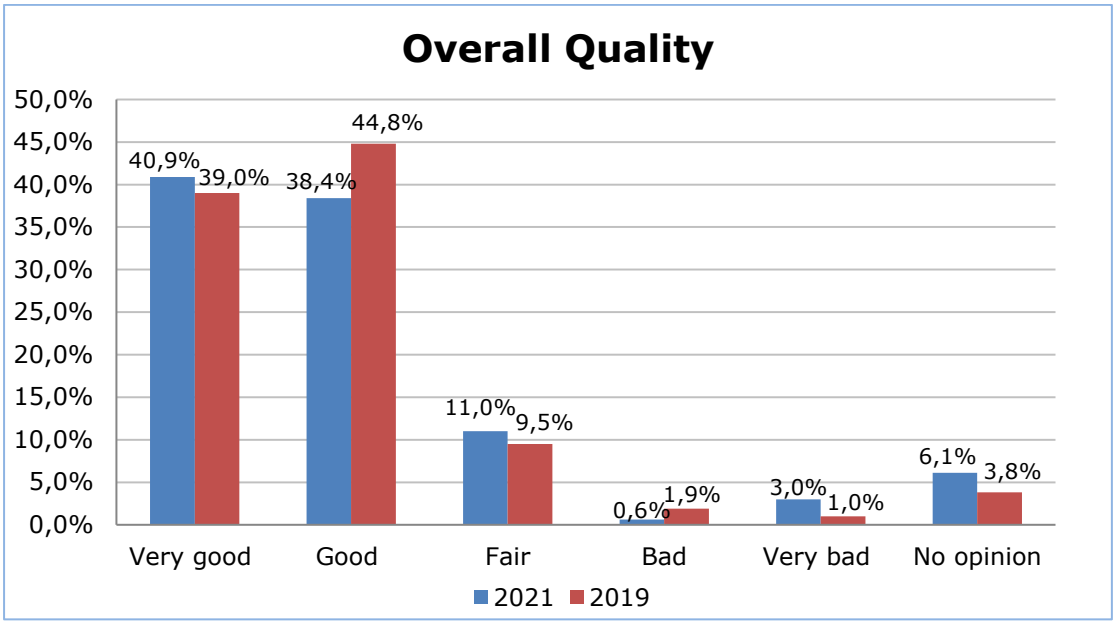


A6. Usage of the Statistical Subthemes by the Participants

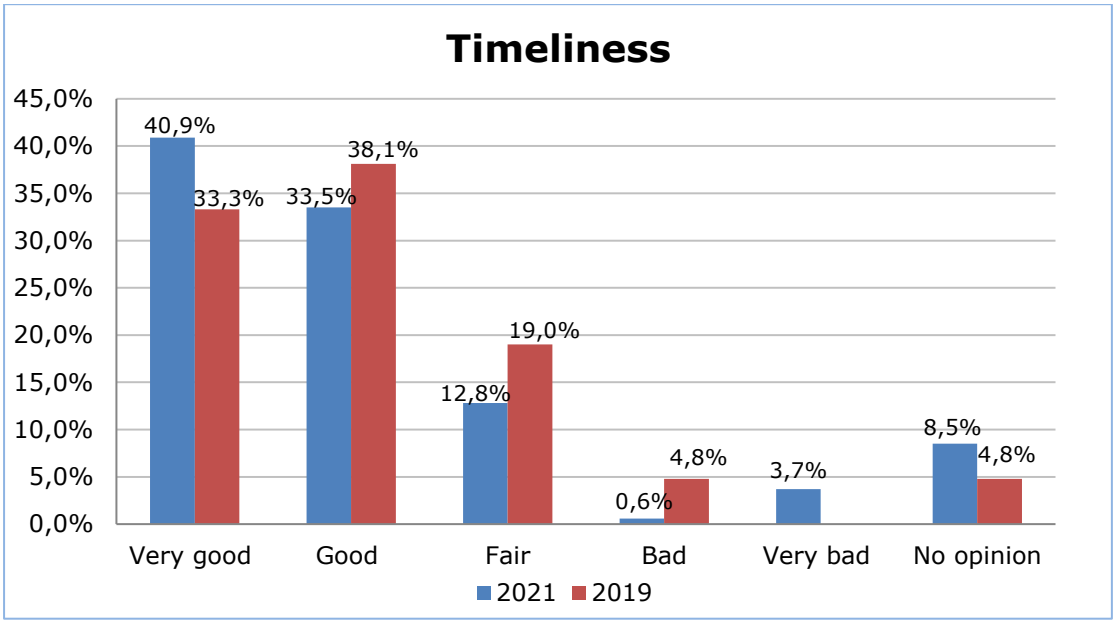


B. QUALITY EVALUATION

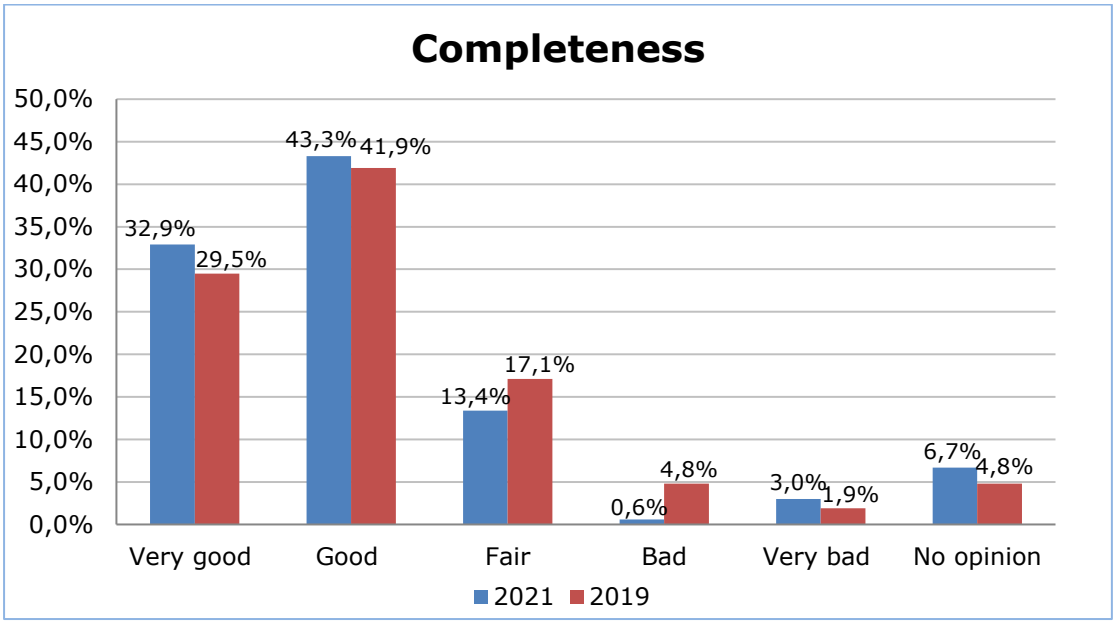
B1. Evaluation of the Overall Quality of the Statistics



B2. Evaluation of the Timeliness of the Statistics

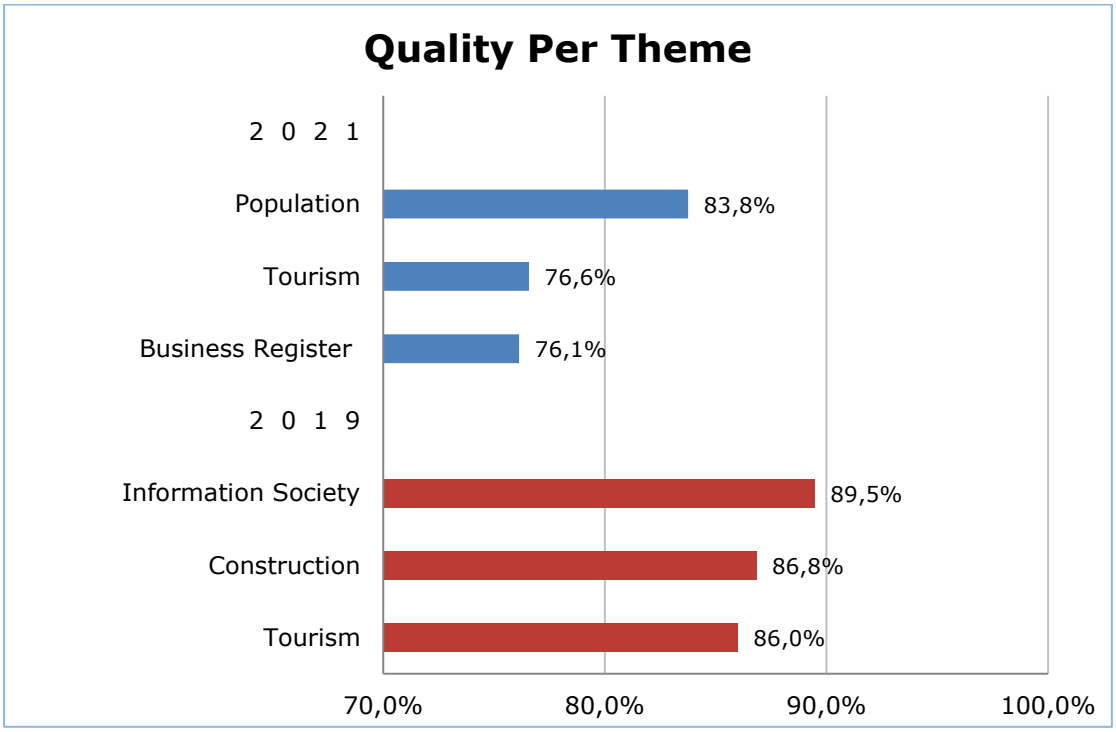


B3. Evaluation of the Completeness of the Statistics

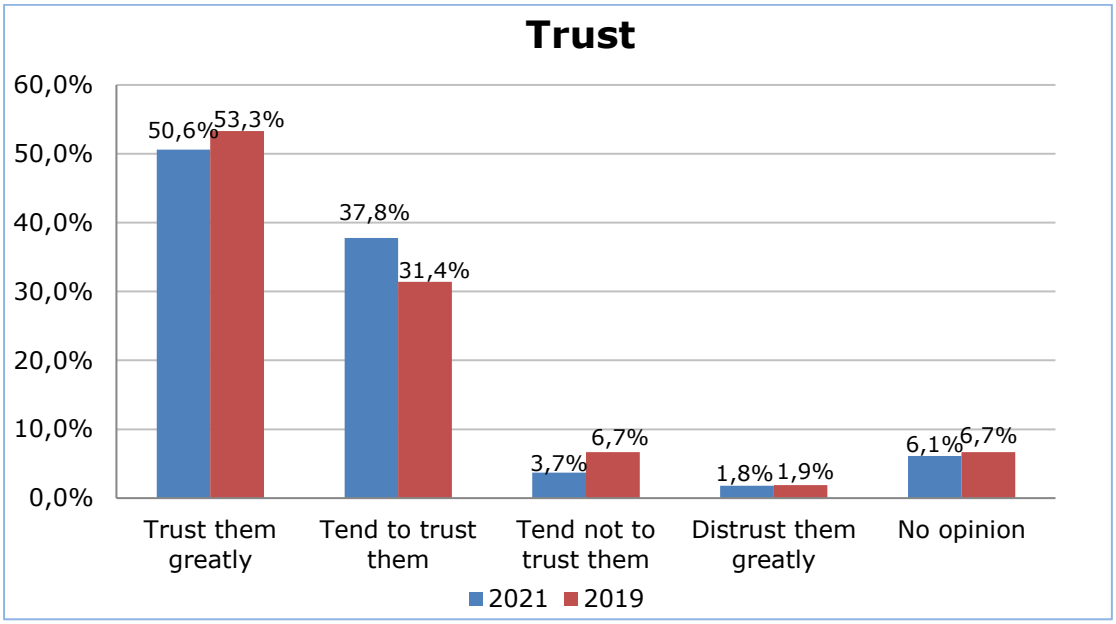


B4. Evaluation of the Quality of the Statistical Subthemes

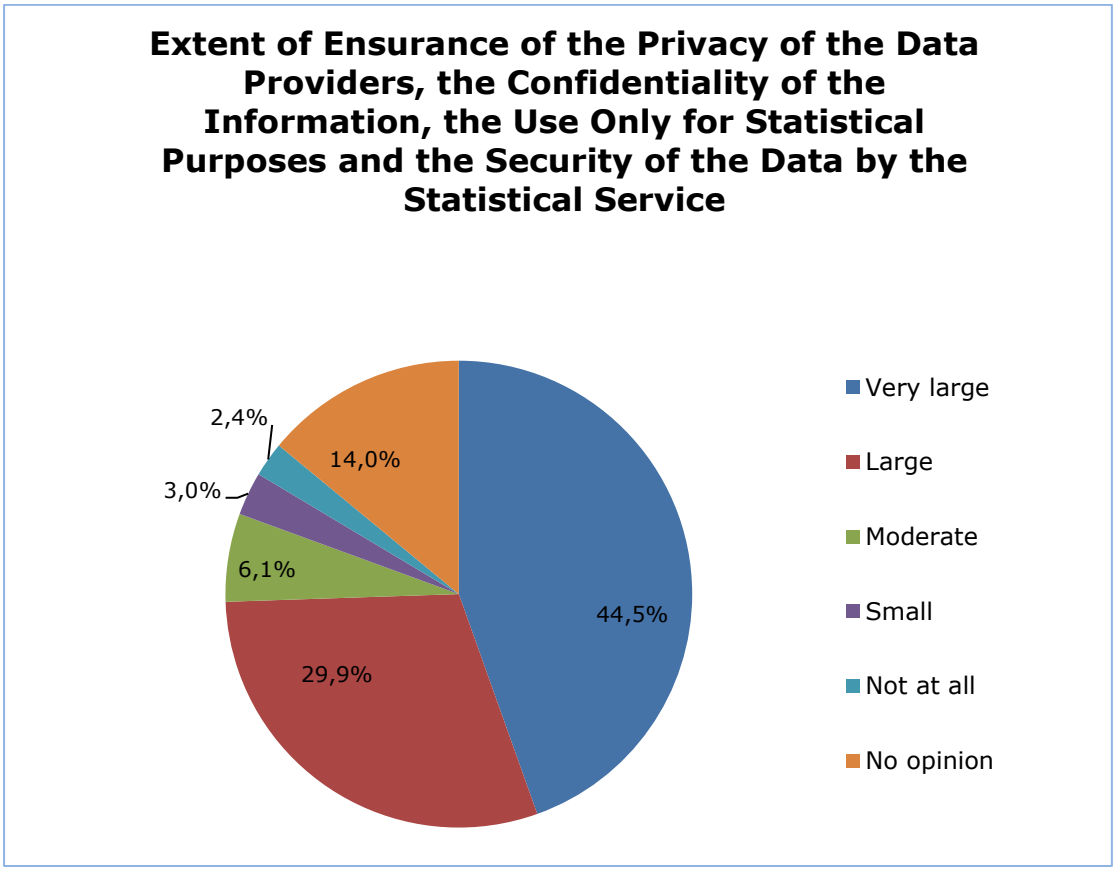
"Quality" includes the evaluation categories "Very good" and "Good".



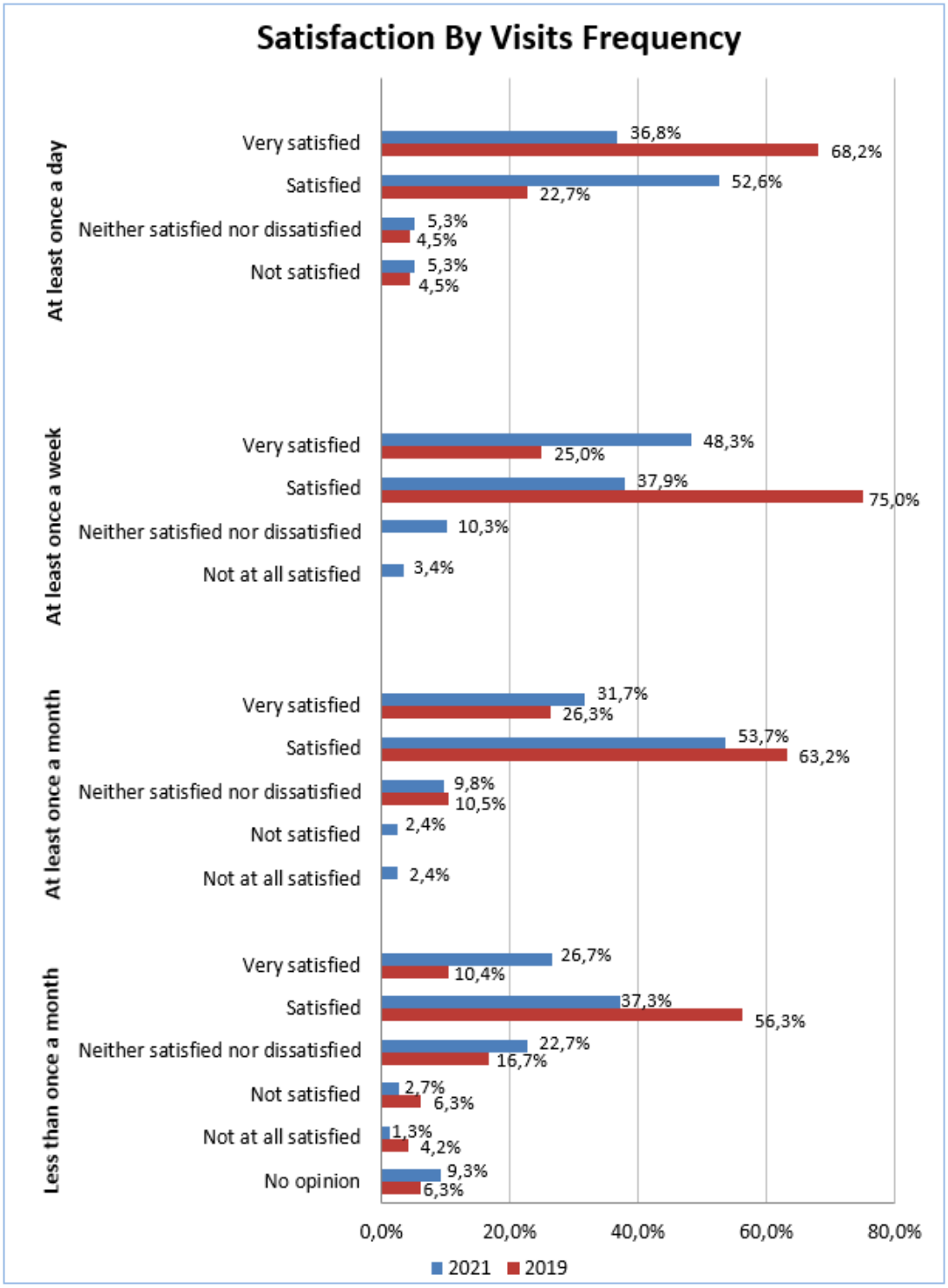
B5. Level of Trust in the Statistics



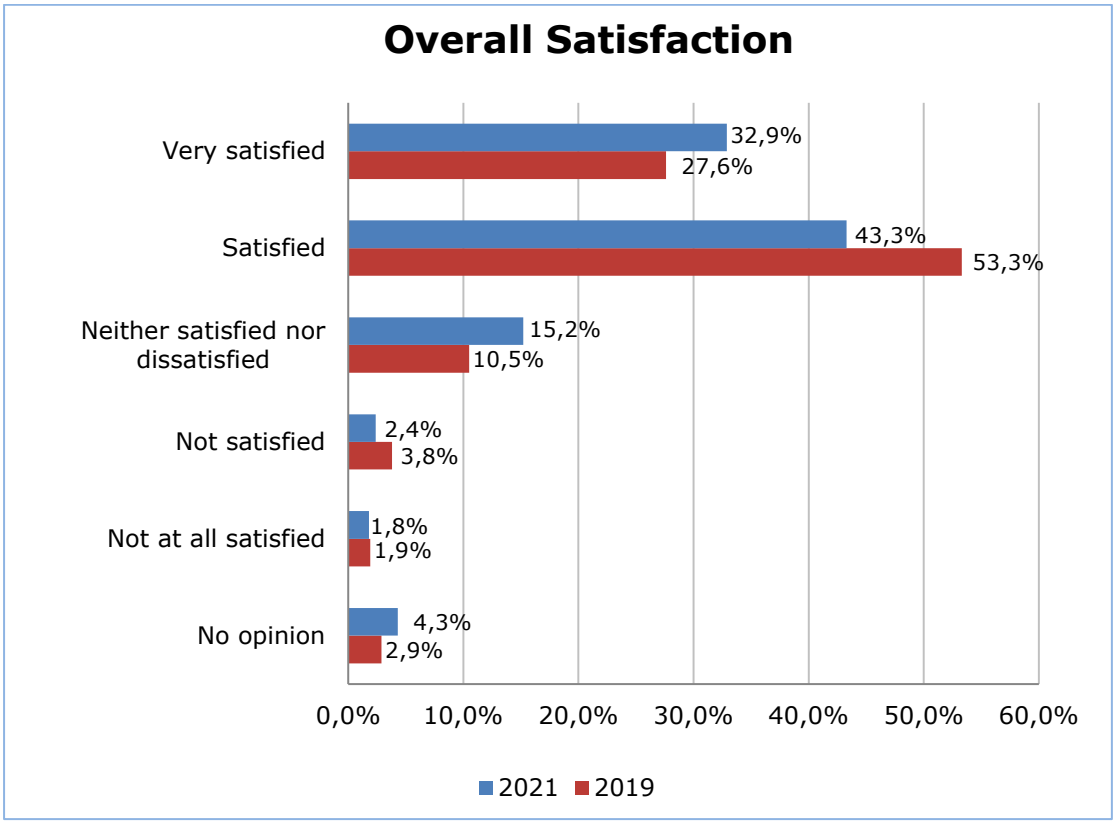
B6. Extent which the Participants Believe, that CYSTAT Ensures the Privacy of Data Providers, The Confidentiality of The Information They Provide, Its Use Only for Statistical Purposes and The Security of The Data



B7. Satisfaction by Frequency of Participants' Visits on the Website

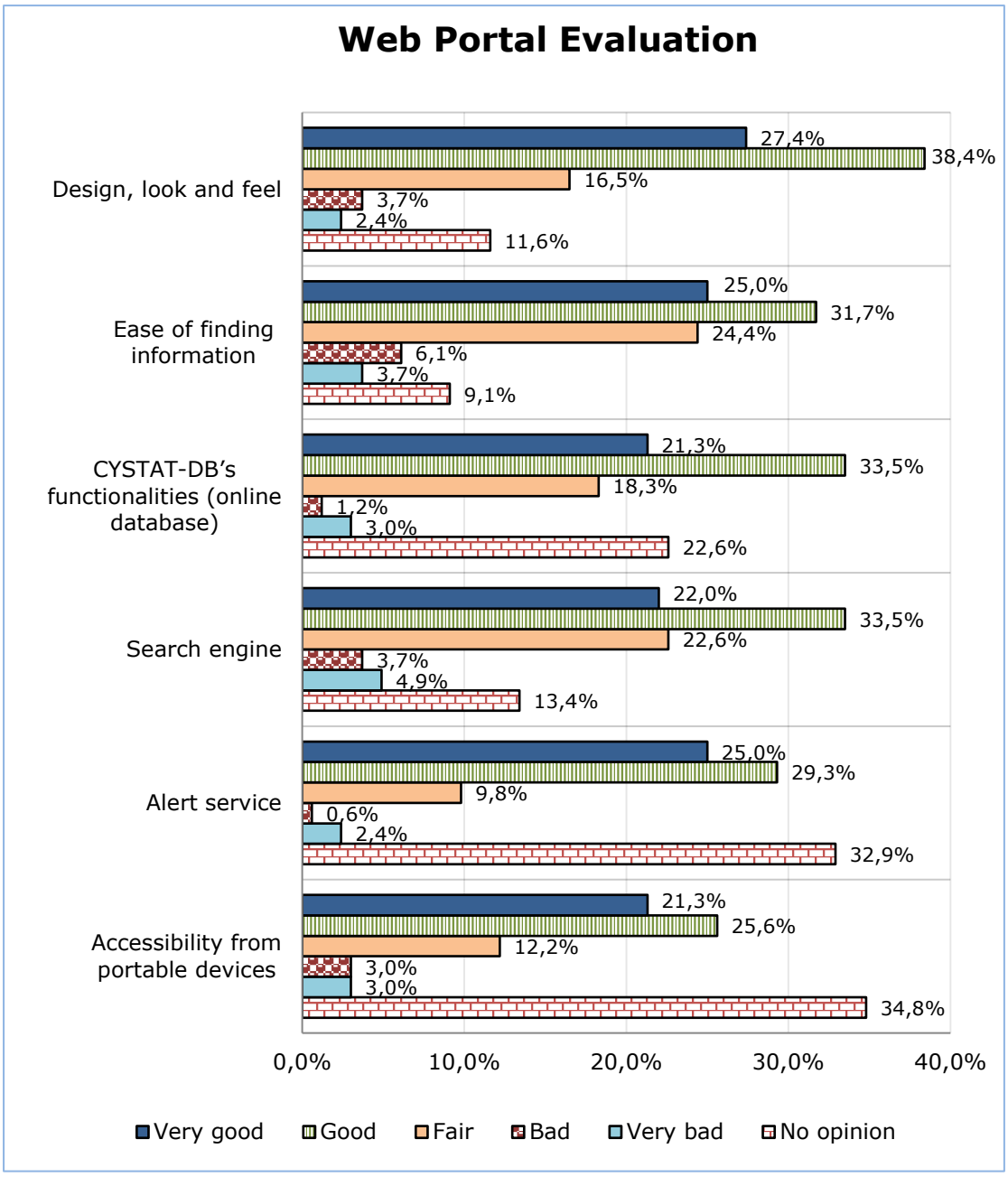


B8. Overall Satisfaction from Information and Services Provided

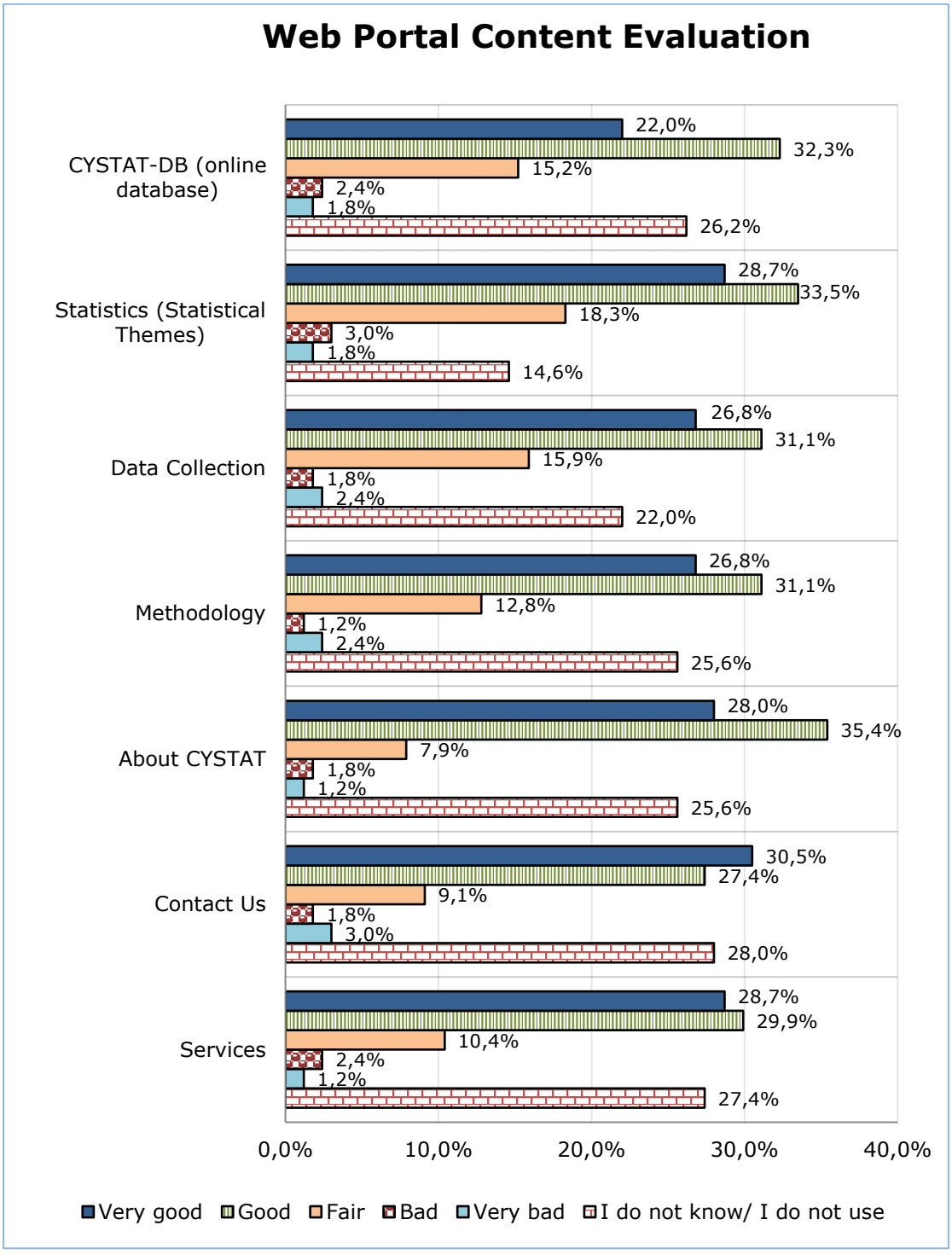


C. EVALUATION OF THE WEB PORTAL

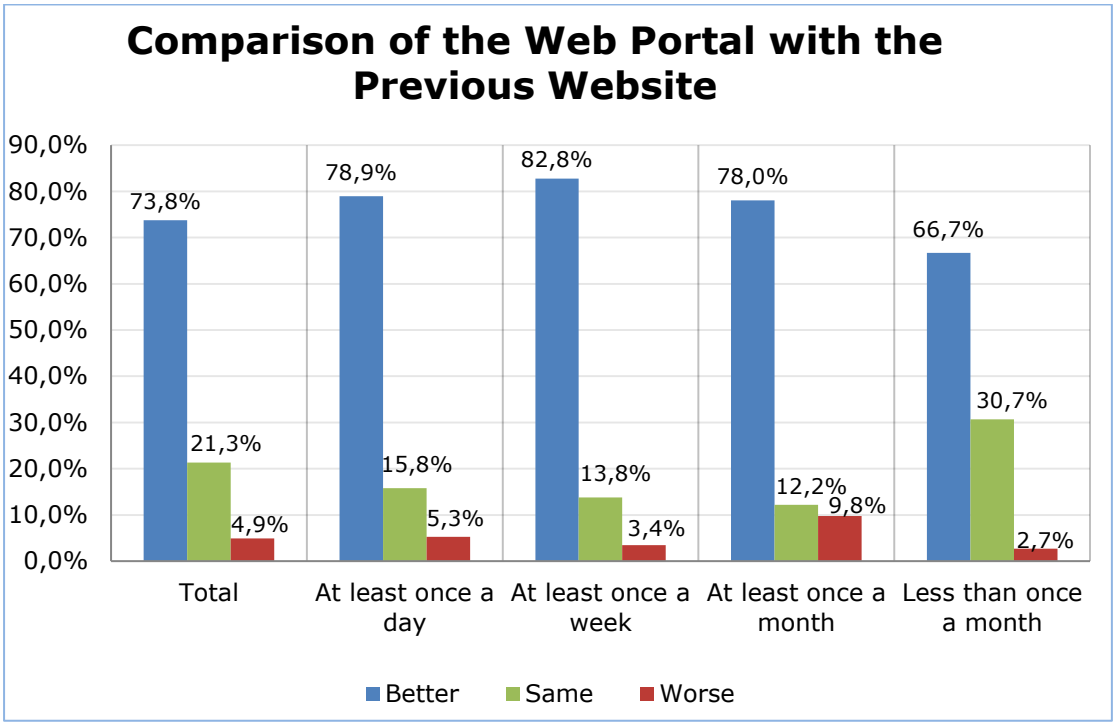
C1. Evaluation of the Web Portal on Important Functionalities



C2. Evaluation of the Web Portal in relation to the Content



C3. Evaluation of the New Web Portal in relation with the Previous Website



APPENDIX - SURVEY QUESTIONNAIRE

USER SATISFACTION SURVEY 2021

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 Web Portal?
   - Yes
   - No

4. User category:
   - Individual
   - Student/ Academic
   - Researcher/ Consultant
   - Enterprise/ Organisation
   - EU Institution/ Agency
   - Civil Service
   - Press and other Media
   - International Organisation
   - Political Party
   - Other

5. How often do you visit CYSTAT's Web Portal?
   - 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
Population						
Living Conditions, Social Protection						
Education						
Health						
Labour Market						
Labour Cost and Earnings						
National Accounts						
Public Finance						
Price Indices						
External Trade						
Tourism						
Services						
Trade						
Industry						
Construction						
Agriculture, Livestock, Fishing						
Business Register						
Research and Development						
Innovation						
Information Society						
Energy						
Environment						
Cross-sectional Statistics						

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

11. 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

12. 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

13. To what extent do you believe that CYSTAT ensures the privacy of data providers, the confidentiality of the information they provide, its use only for statistical purposes and the security of the data?
    - Very large
    - Large
    - Moderate
    - Small
    - Not at all
    - No opinion

Part C: Web Portal

14. How do you rate CYSTAT's Web Portal?
    {Scale: Very good, Good, Fair, Bad, Very bad, No opinion}
    - Design, look and feel
    - Ease of finding information
    - CYSTAT-DB's functionalities (online database)
    - Search engine
    - Alert service
    - Accessibility from portable devices

15. If you have rated at least one of the items in Question 14 as "Bad" or "Very bad", please explain. [Free text]

16. How do you rate the content in the main sections of the Web Portal?
    {Scale: Very good, Good, Fair, Bad, Very bad, I do not know/ I do not use }
    - CYSTAT-DB (online database)
    - Statistics (Statistical Themes)
    - Data Collection
    - Methodology
    - About CYSTAT
    - Contact Us
    - Services

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

18. How do you rate the Web Portal in relation to the previous Website of CYSTAT?
    - Better
    - Same
    - Worse

Part D: Comments and Suggestions

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