REPUBLIC OF CYPRUS

STATISTICAL SERVICE

# RESULTS OF THE USER SATISFACTION SURVEY 2022

AUGUST 2023

# Results of the User Satisfaction Survey 2022

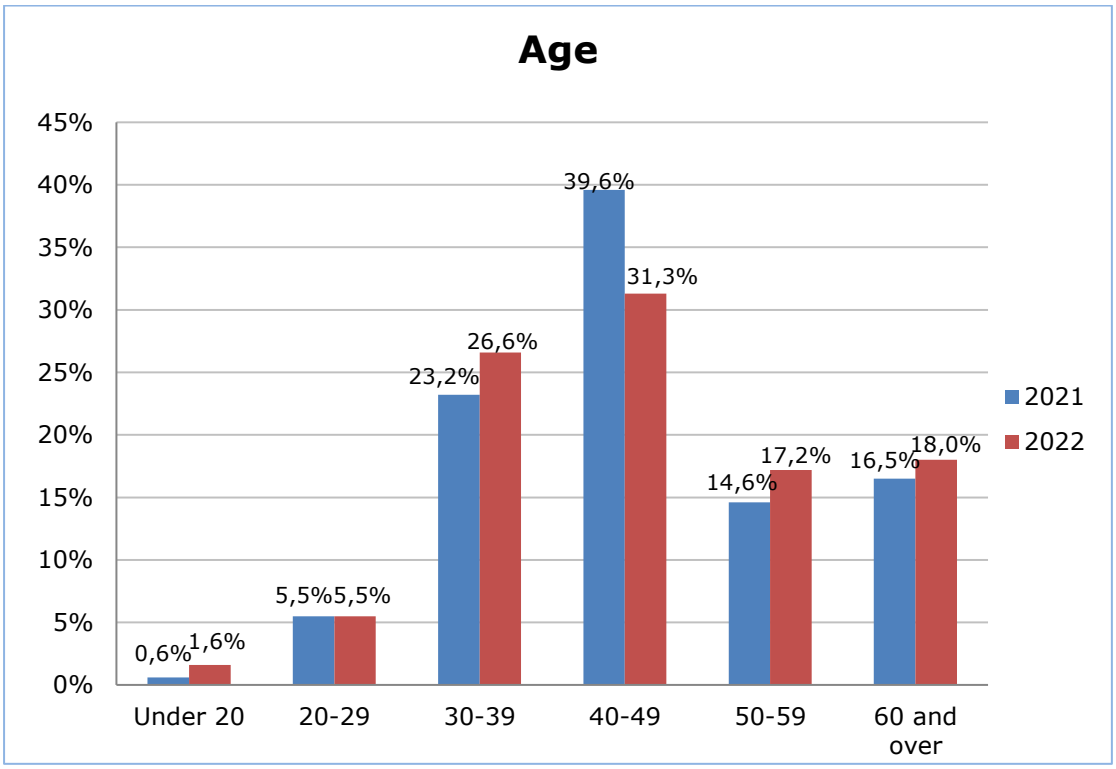
The aim of this report is to present the summary results of the User Satisfaction Survey for 2022 and to make comparison with the results of the previous survey of 2021, wherever applicable. The survey was conducted during December 2022 - February 2023 with the participation of 128 respondents (in the survey of 2021 there were 164 participants). The data were collected by completing a questionnaire on the web-portal of the Statistical Service of Cyprus (CYSTAT) - www.cystat.gov.cy.

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.

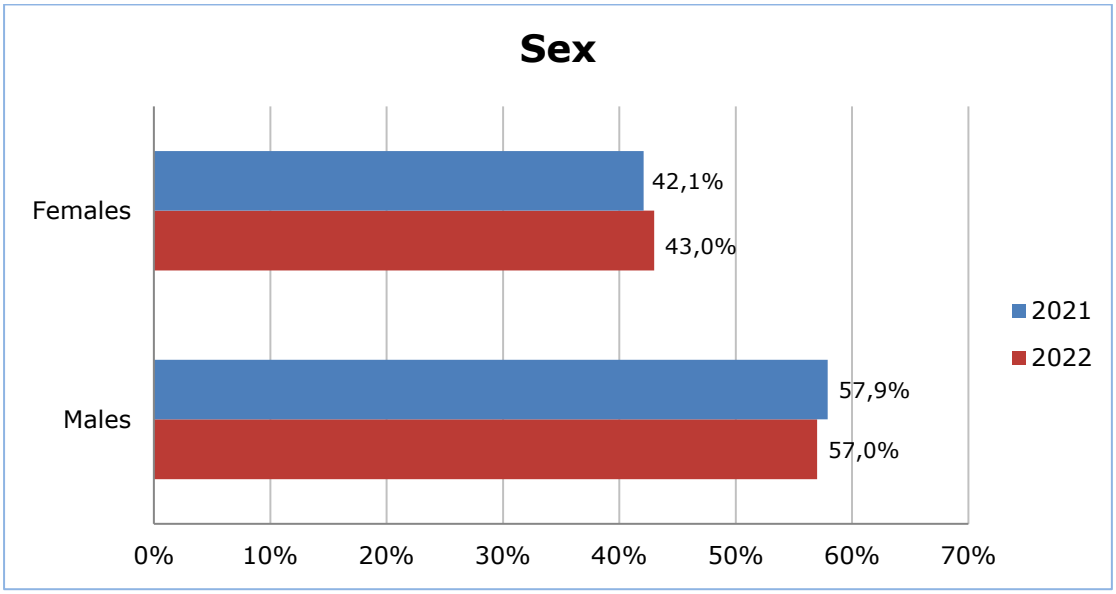
Note: Percentages may not add up to 100% due to rounding of decimals.

## A. PARTICIPANTS AND USE OF OFFICIAL STATISTICS

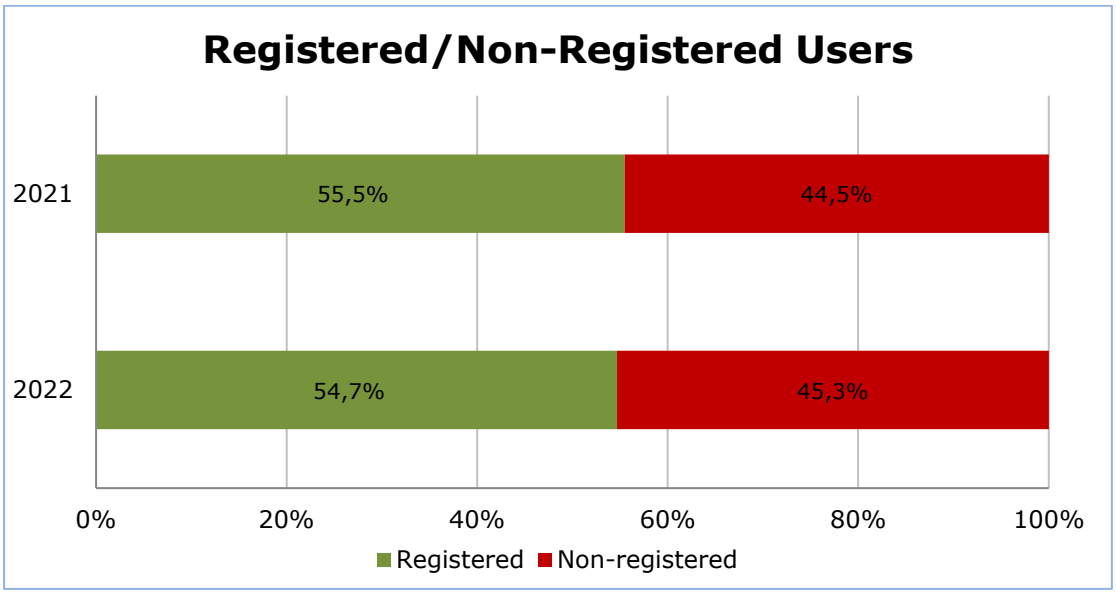
### A1. Participants' Age



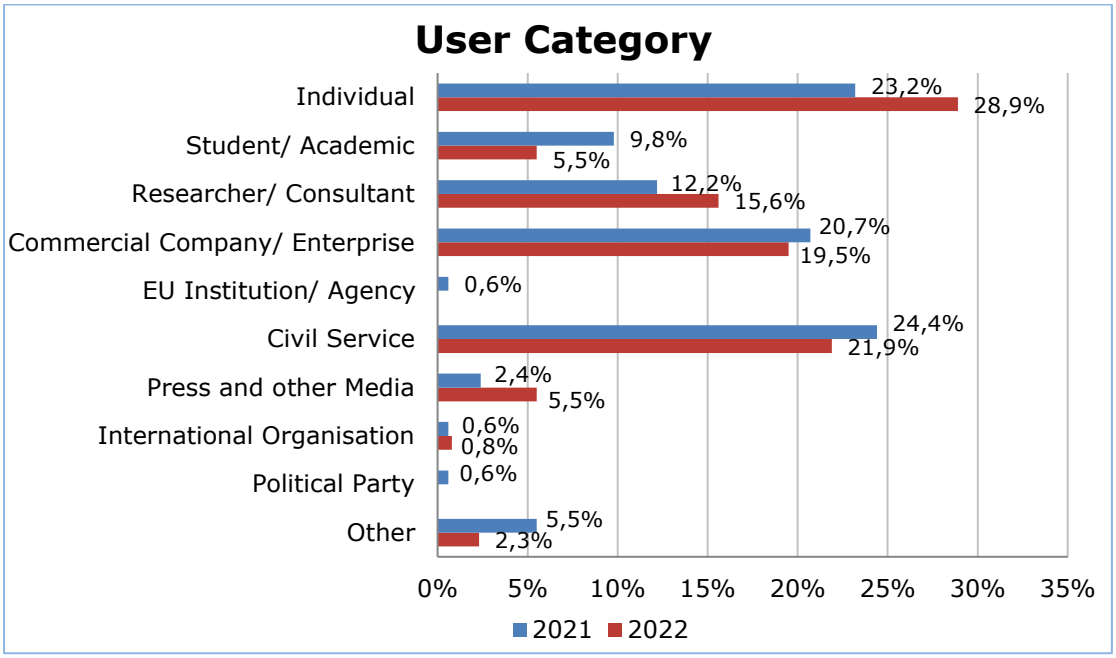
## A2. Participants' Sex



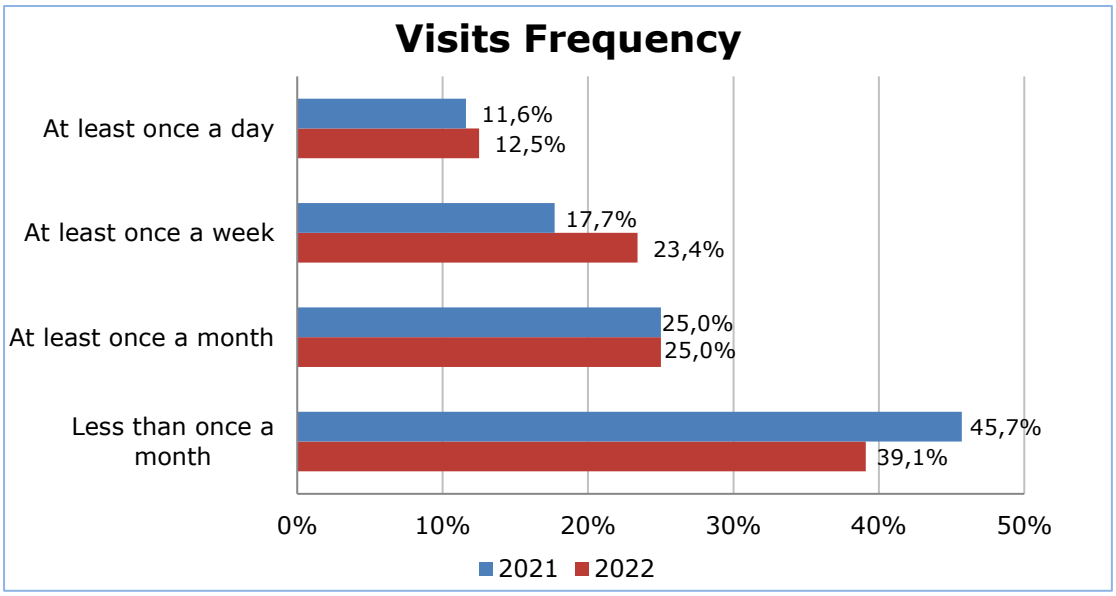

## A3. Registered / Non-Registered Users



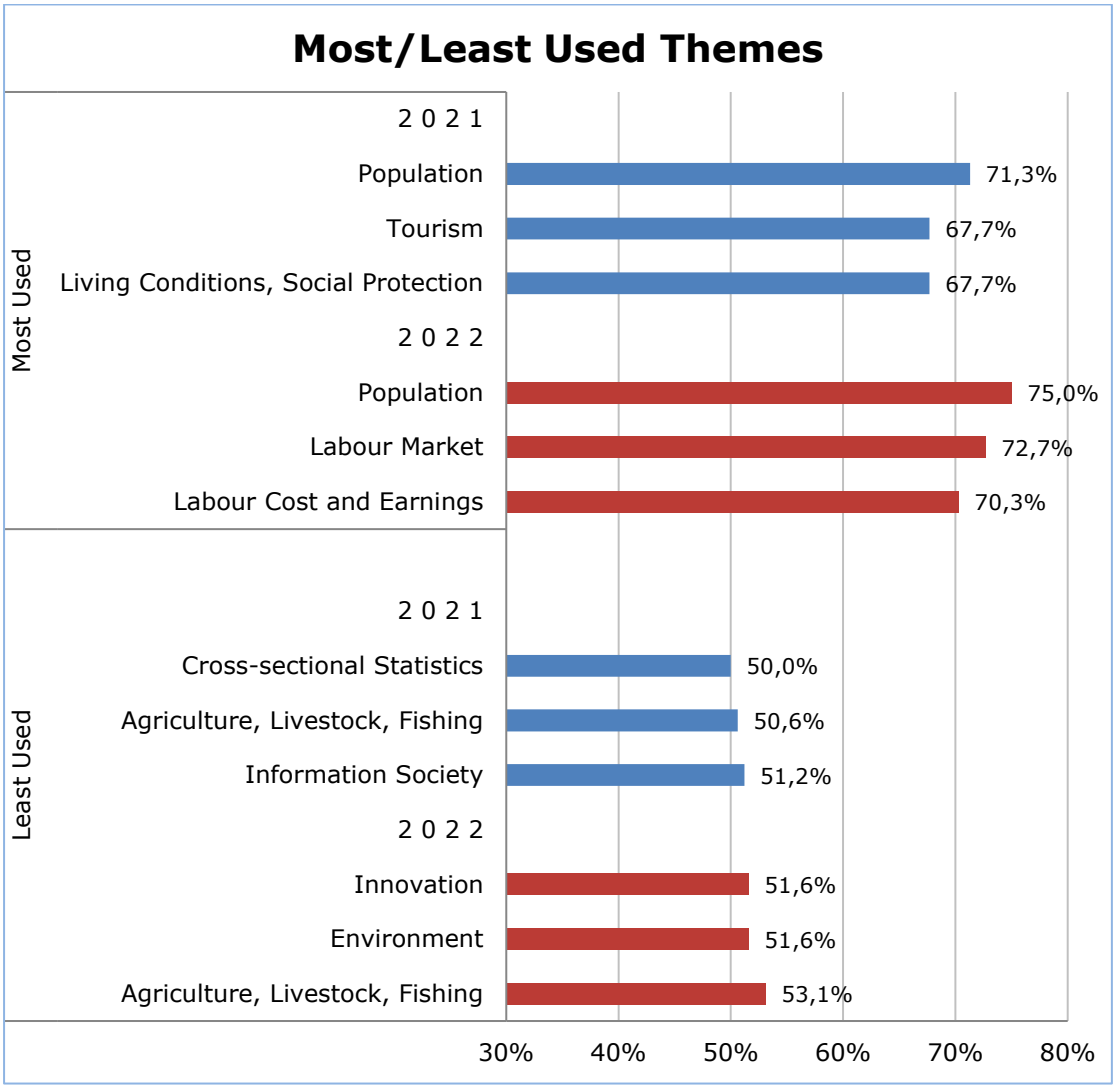
## A4. User Category




## A5. Participants' Visits Frequency

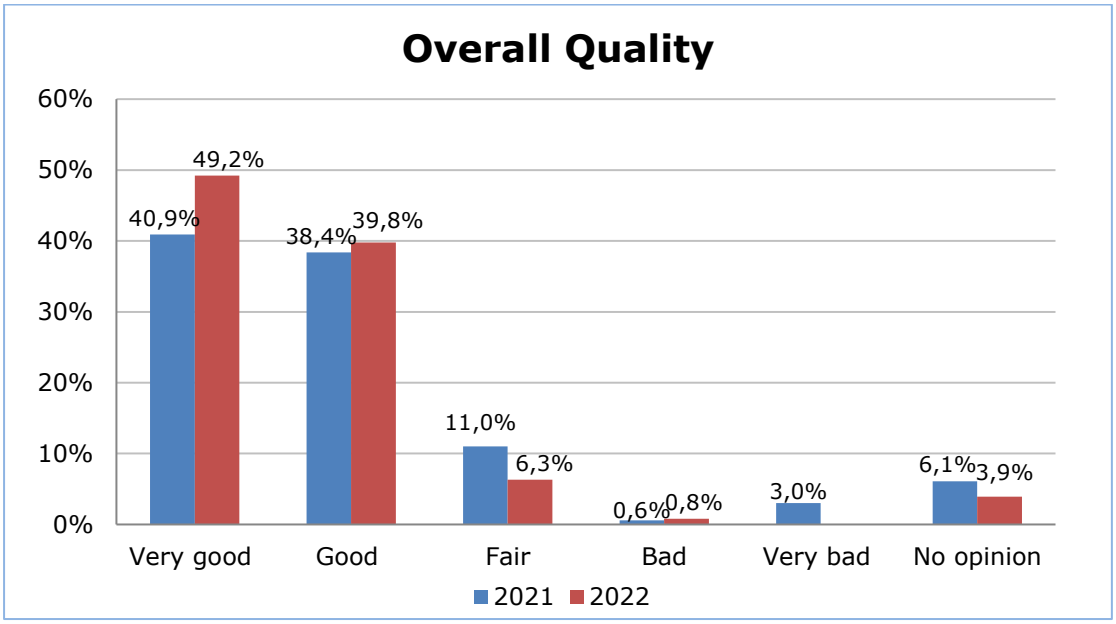


## A6. Usage of the Statistical Themes by the Participants

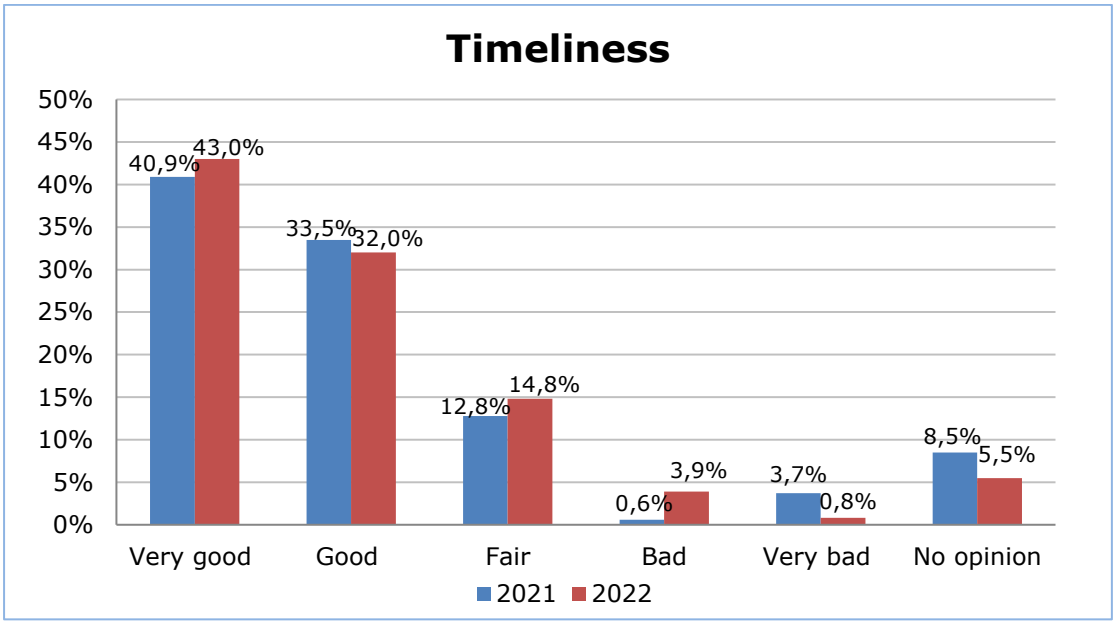


## B. QUALITY EVALUATION

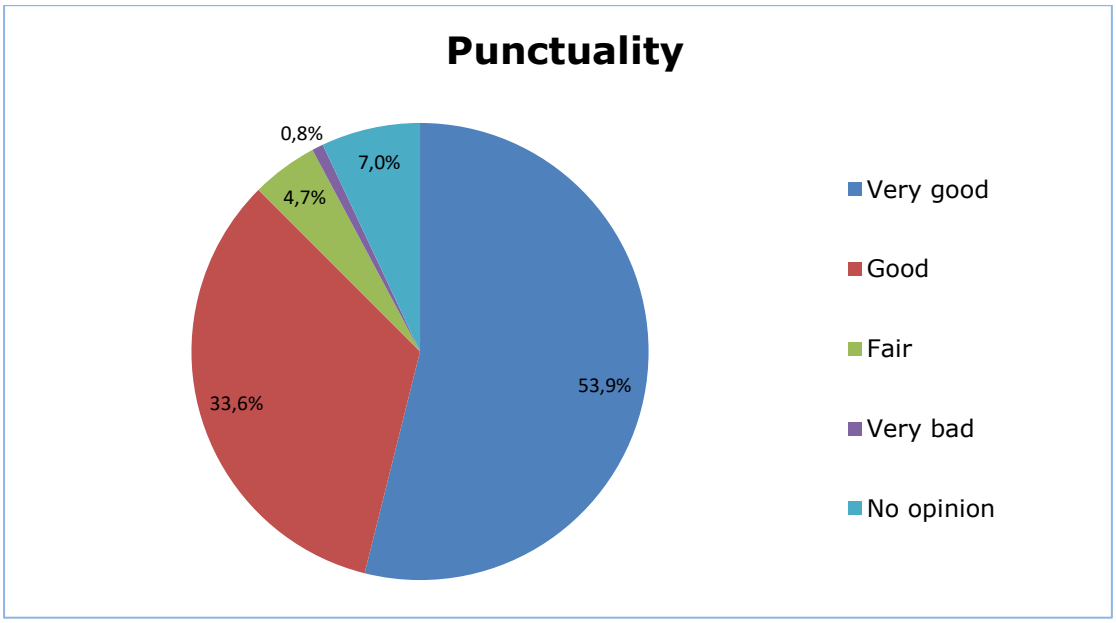
### B1. Evaluation of the Overall Quality of the Statistics



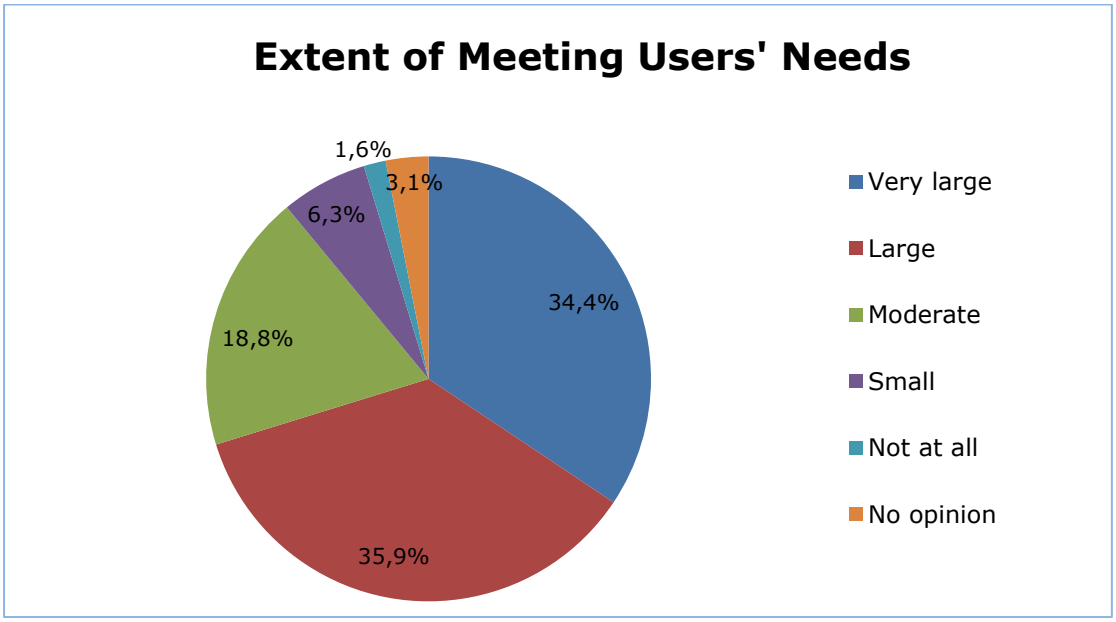

### B2. Evaluation of the Timeliness of the Statistics



## B3. Evaluation of the Punctuality of the Statistics

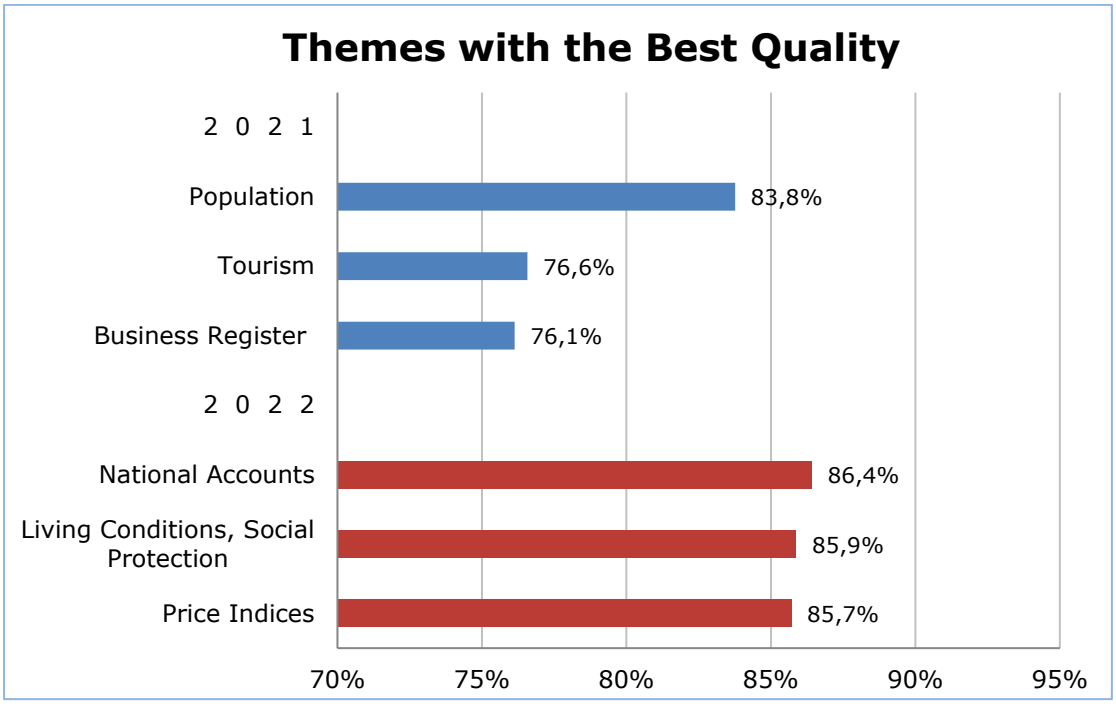



## B4. Extent of Official Statistics Meeting the Needs of Users

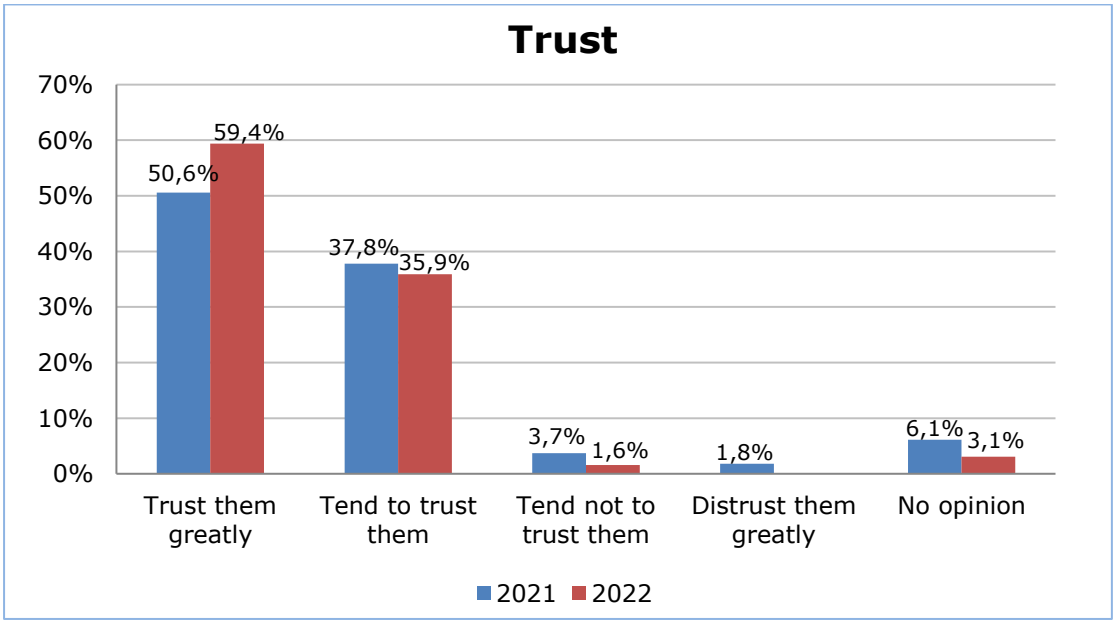


## B5. Statistical Themes with the Best Quality

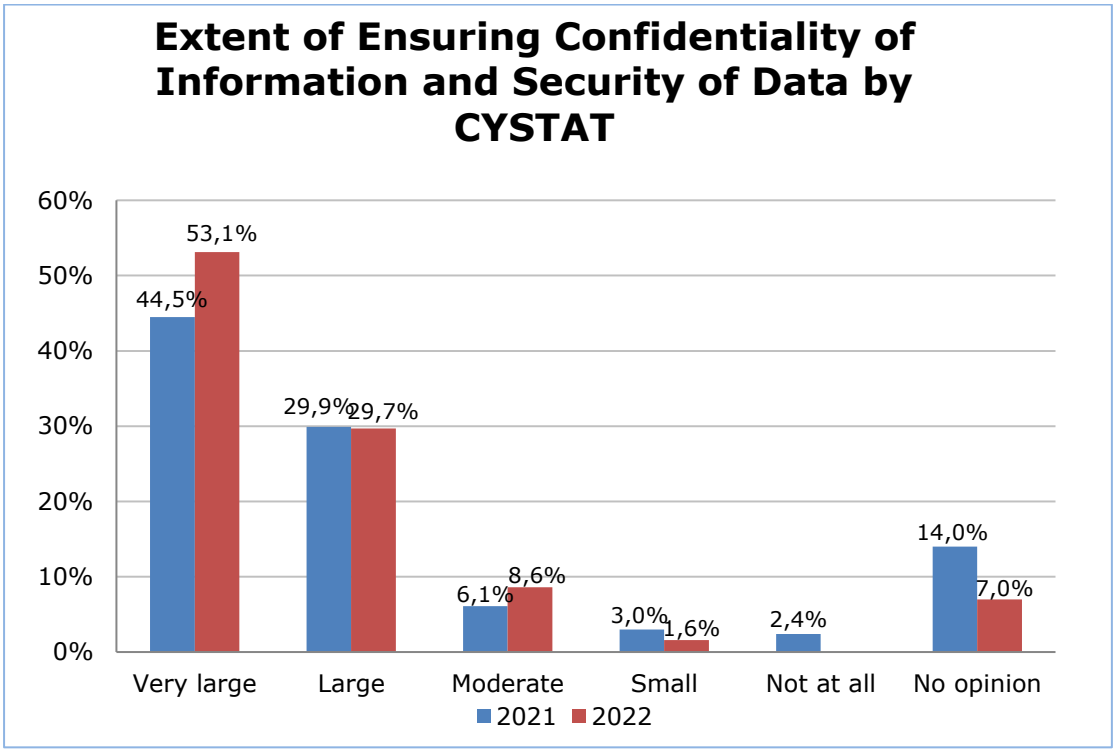
"Quality" includes the evaluation categories "Very good" and "Good".



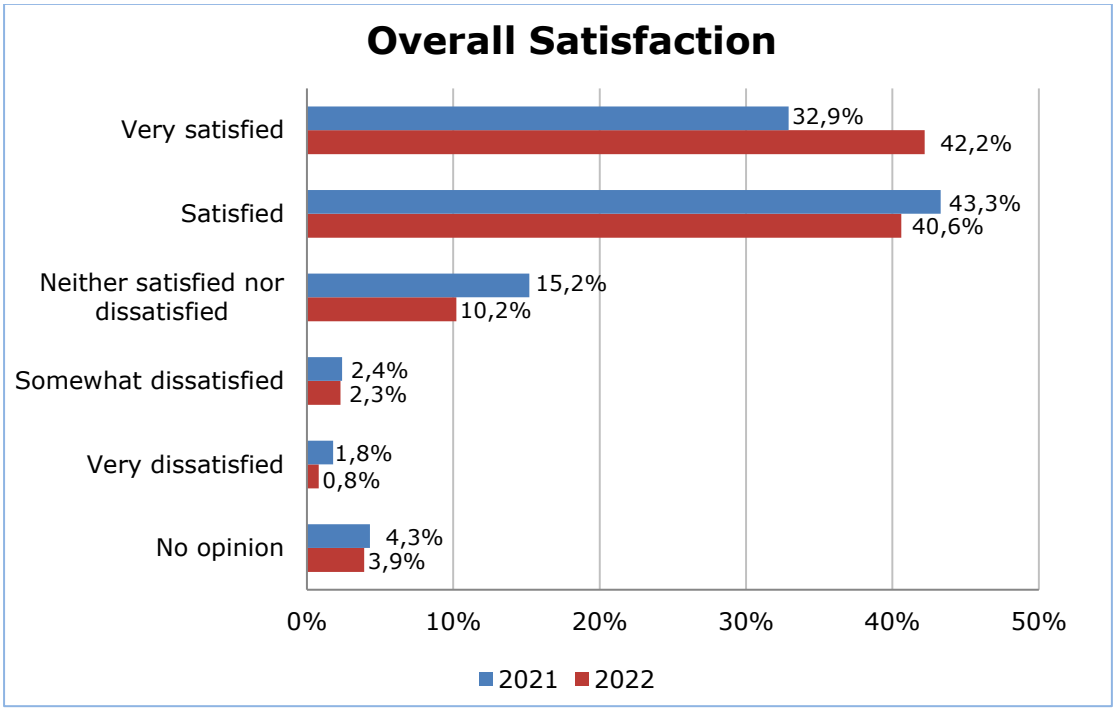

## B6. Level of Trust in the Statistics



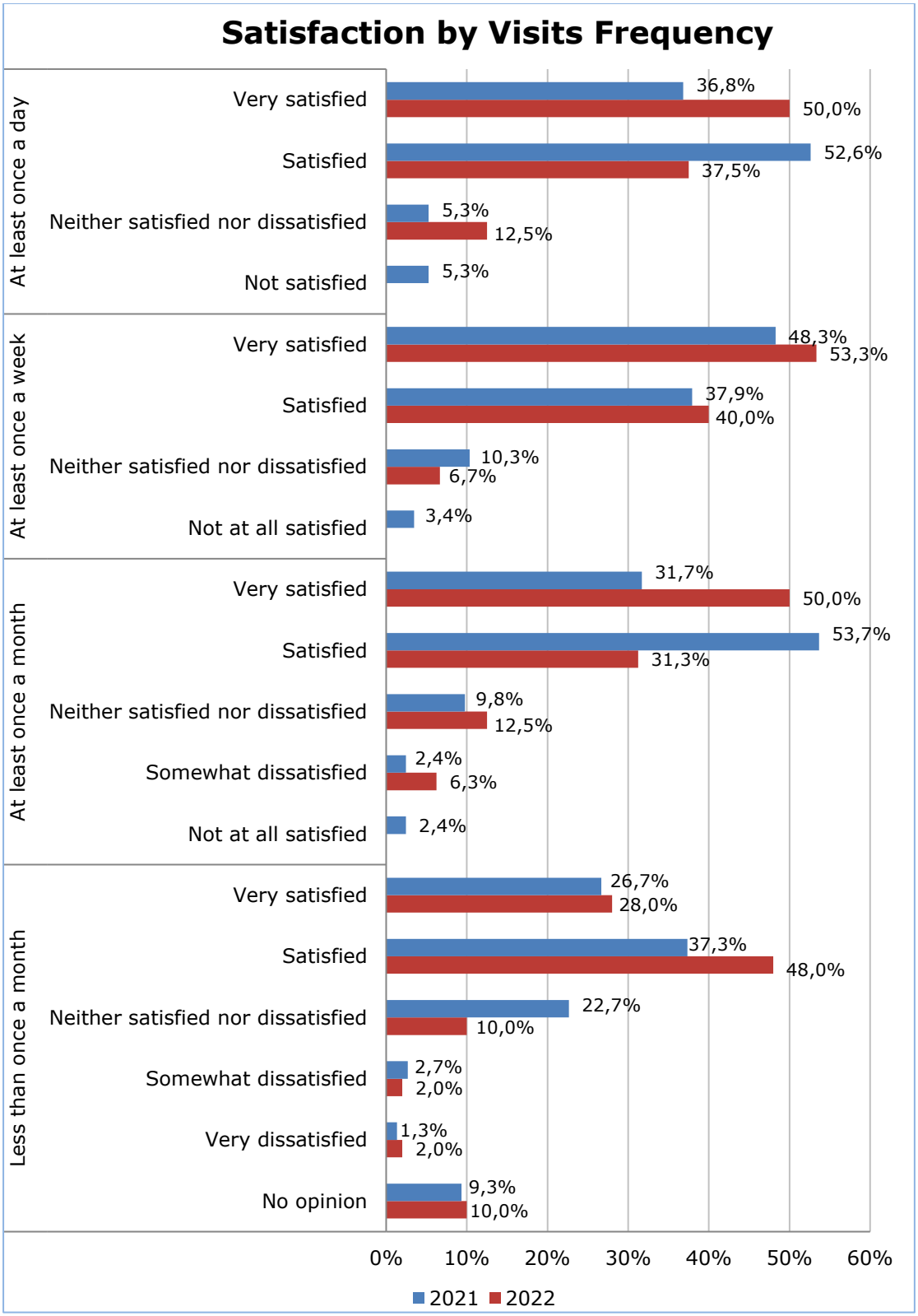
## B7. Extent to which the Participants Believe, that CYSTAT Ensures the Confidentiality of the Information and the Security of the Data




## B8. Overall Satisfaction for Information and Services Provided

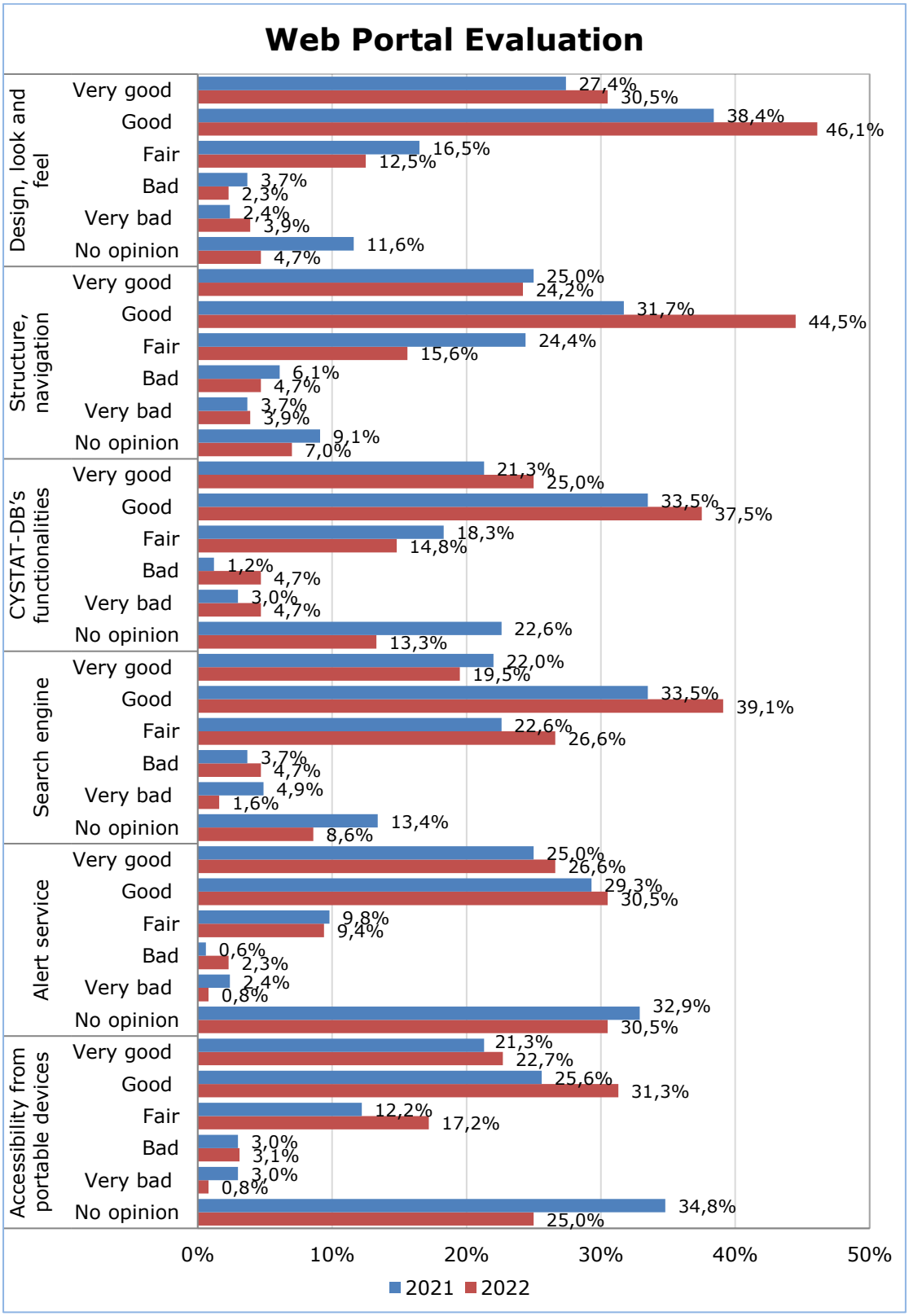


**B9. Satisfaction by Frequency of Participants' Visits on the Website**

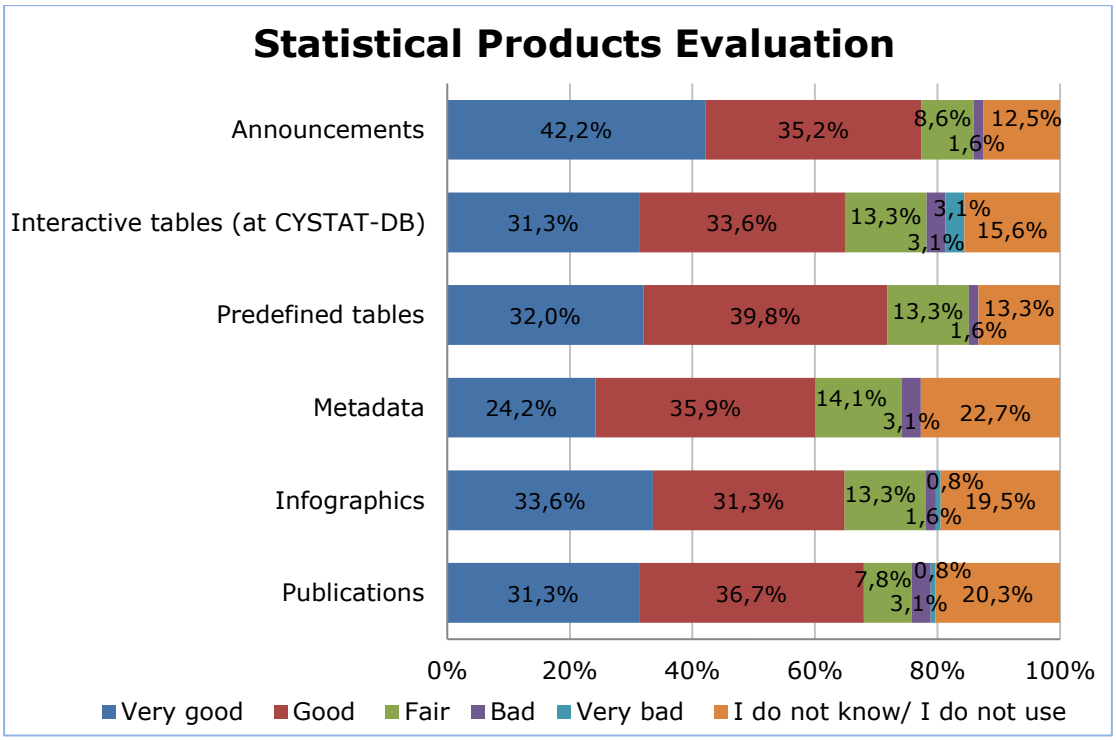


## C. EVALUATION OF THE WEB PORTAL

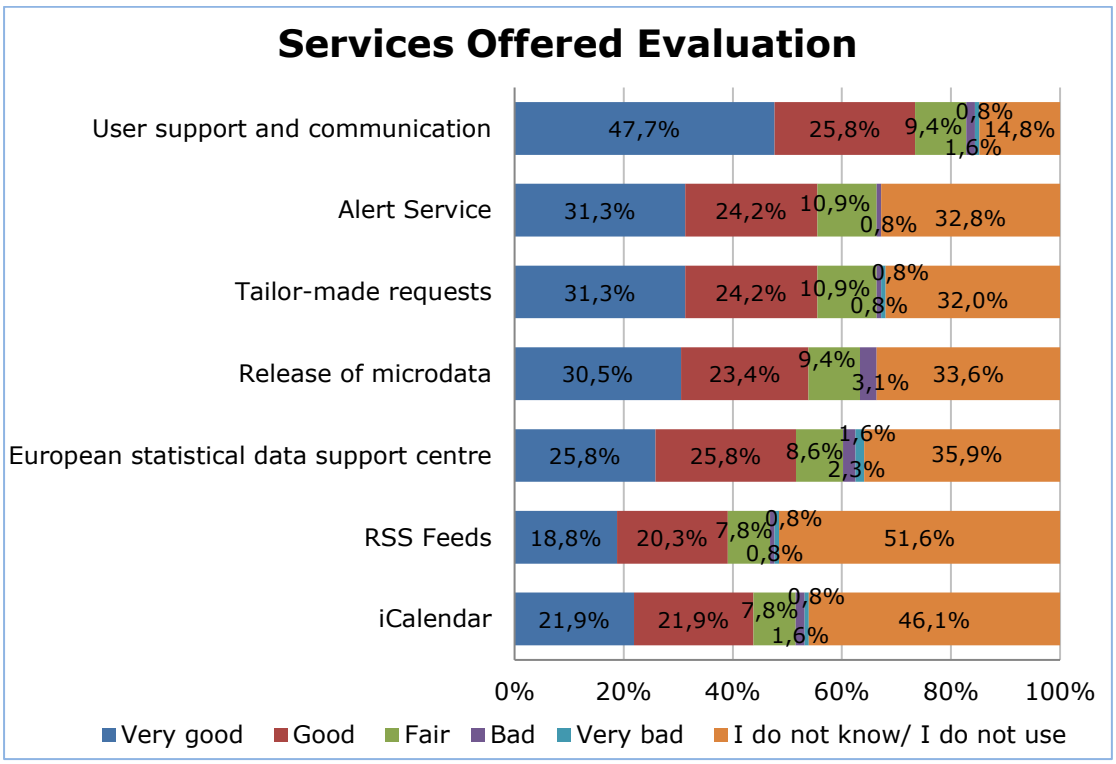
### C1. Evaluation of the Web Portal on Important Functionalities



## C2. Evaluation of the Main Statistical Products




## C3. Evaluation of the Services Offered by CYSTAT



## APPENDIX - SURVEY QUESTIONNAIRE

### USER SATISFACTION SURVEY 2022

**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 (time lag between reference period and publication of statistics)?
   - Very good
   - Good
   - Fair
   - Bad
   - Very bad
   - No opinion

8. How do you rate the punctuality of official statistics (consistency in publishing the announcements on the predetermined dates)?
   - Very good
   - Good
   - Fair
   - Bad
   - Very bad
   - No opinion

9. To what extent do official statistics meet your needs?
   - Very large
   - Large
   - Moderate
   - Small
   - Not at all
   - No opinion

10. 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 | | | | | | |

11. Overall, how satisfied are you from the information and services provided by CYSTAT?
    - Very satisfied
    - Satisfied
    - Neither satisfied nor dissatisfied
    - Somewhat dissatisfied
    - Very dissatisfied
    - No opinion

12. How much do you trust the statistics produced by CYSTAT?
    - Trust them greatly
    - Tend to trust them
    - Tend to not trust them
    - Distrust them greatly
    - No opinion

13. To what extent do you believe that CYSTAT ensures the confidentiality of the information provided 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
    - Structure, navigation
    - CYSTAT-DB's functionalities (online database)
    - Search engine
    - Alert service
    - Accessibility from portable devices

15. How do you rate the main statistical products of CYSTAT?
    {Scale: Very good, Good, Fair, Bad, Very bad, I do not know/ I do not use}
    - Announcements
    - Interactive tables (through the CYSTAT-DB online database)
    - Predefined tables
    - Metadata
    - Infographics
    - Publications

16. How do you rate the services offered by CYSTAT?
    {Scale: Very good, Good, Fair, Bad, Very bad, I do not know/ I do not use}
    - User support and communication
    - Alert Service
    - Tailor-made requests
    - Release of data for scientific, research purposes (Microdata)
    - European statistical data support centre
    - RSS Feeds
    - iCalendar

**Part D: Comments and Suggestions**

17. What additional statistics would you like CYSTAT to produce and publish?
    *[Free text]*

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