



**HELLENIC REPUBLIC**  
**HELLENIC STATISTICAL**  
**AUTHORITY**



**USER SATISFACTION SURVEY REPORT**  
**2016**

PIRAEUS, 2016

## Introduction

The mission of the Hellenic Statistical Authority is to safeguard and continuously improve the quality of the Country's statistics. The Hellenic Statistical Authority pursues its mission by following in all areas the highest European and international standards of statistical practice, as well as by unswervingly observing the rules and responsibilities it is committed to.

The Statistical Data Dissemination Section, the Cartographic Works Section and the Library of ELSTAT present in the following pages annual data on the number of users together with other indicators, such as response level to users' requests, the kind of the requested data, as well as the dissemination mode of statistical information. For the year 2016, this information is collected through an electronic questionnaire, which is filled in by the users at the following link: <http://www.statistics.gr/en/users-feedback>. It should be noted that for the year 2015, the relevant information was collected through a specially designed questionnaire (User Satisfaction Questionnaire) which was also filled in by users (a copy of the 2015 User Satisfaction Questionnaire is attached at the end of the Report). The completion of both the User Satisfaction Questionnaire and the electronic questionnaire is voluntary and addressed to all users.

### **Purpose of the User Satisfaction Survey**

The purpose of the User Satisfaction Survey is to:

- set up a mechanism that will contribute to the planning of the aforementioned Sections of ELSTAT and will enhance the services provided to the public,
- fully harness the collected data pertaining, for example, to the kind of requested data, aiming at analysing in the best possible way the statistical information "market".

The survey collects information that covers four main areas:

- user category and users' characteristics
- type of requested data
- dissemination mode of statistical data
- users' satisfaction as regards the services provided to them

In 2016, only 619<sup>1</sup> electronic questionnaires were filled in by 4,764 users that had submitted a request for data provision, while in 2015 1,058 out of 4,347 users that had requested data filled in the User Satisfaction Questionnaire.

In order to have a more complete overview on the kind of users requesting information, in the 2016 electronic questionnaire users are distinguished in 11 basic categories: 1) students, 2) professors/researchers, 3) business, 4) private users, 5) public administration, 6) press and other media, 7) international organisations, 8) EU agencies, 9) political parties, 10) National Statistical Institute and 11) other users.

Statistical data are presented in 19 thematic domains (categories):

1) labour market, 2) industry-production, 3) agriculture-forestry-fisheries, 4) price indices, 5) public finance, 6) justice, 7) national accounts, 8) education, 9) external trade 10) science and technology, 11) transport, 12) business register, 13) construction-building activity, 14) environment and energy, 15) population, 16) living conditions, 17) tourism, 18) health-social welfare and 19) other.

This Report gives an overview, in tables and graphs, of the most important findings of the Survey concerning the 12-month period January-December 2016.

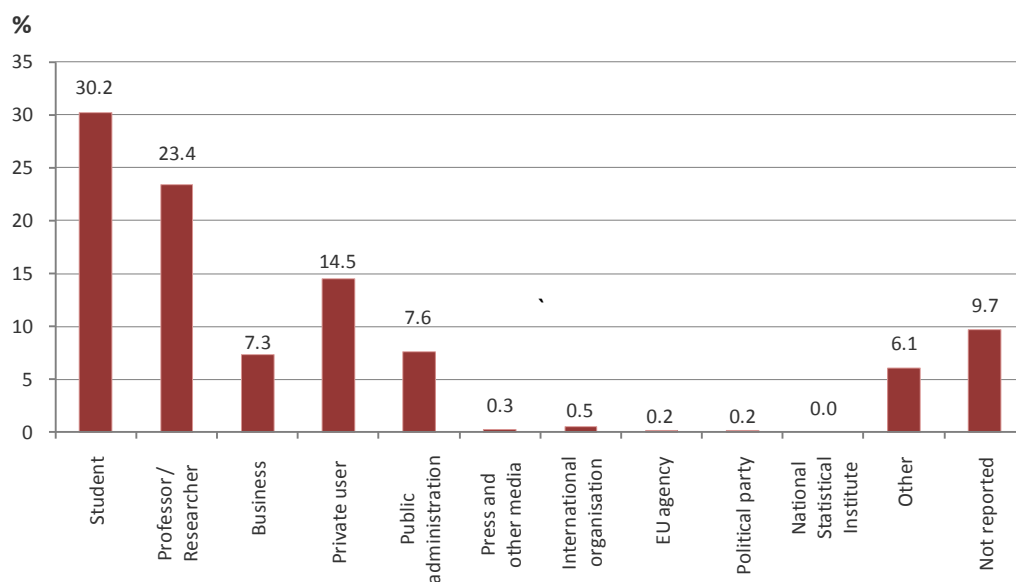
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<sup>1</sup> The decrease in the number of users who have filled in the questionnaire in 2016, compared with the previous years, is possibly on account on the electronic mode of filling in of the questionnaire.

**Table 1. Distribution of users by gender and category, 2016**

Gender, category of users	2016	
	Χρήστες	Ποσοστό %
<b>Total</b>	<b>619</b>	<b>100.0</b>
<i>Male</i>	347	56.1
<i>Female</i>	272	43.9
Student	187	30.2
Professor/Researcher	145	23.4
Business	45	7.3
Private user	90	14.5
Public administration	47	7.6
Press and other media	2	0.3
International organisation	3	0.5
EU agency	1	0.2
Political party	1	0.2
National Statistical Institute	0	0.0
Other	38	6.1
Not reported	60	9.7

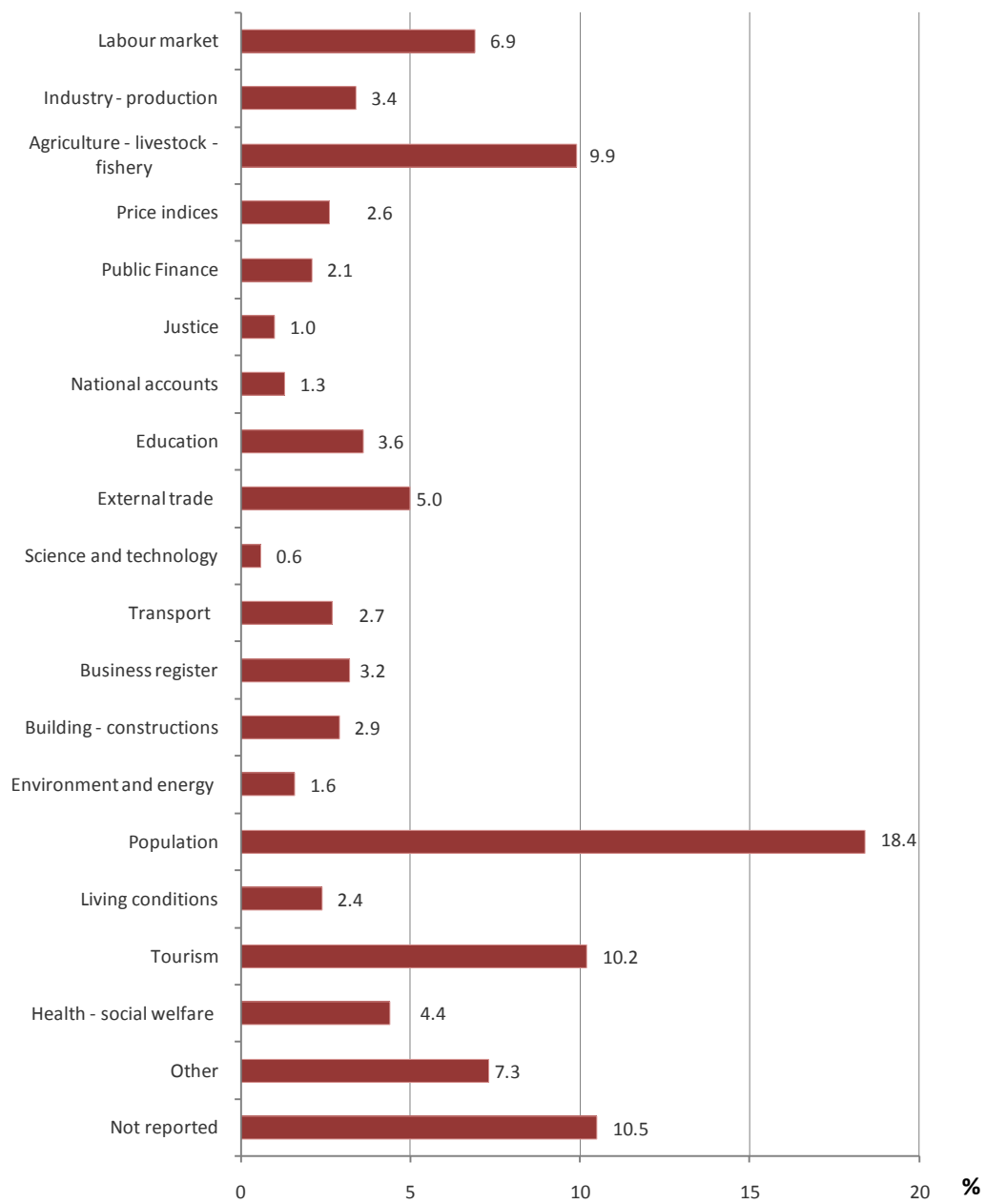
**Graph 1. Percentage distribution of users by category, 2016**



**Table 2. Distribution of users by statistical domain of the requested data, 2016**

Statistical domain of the requested data	2016	
	Users	Share %
<b>Total of users</b>	<b>619</b>	<b>100.0</b>
Labour market	43	6.9
Industry - production	21	3.4
Agriculture-livestock-fishery	61	9.9
Price indices	16	2.6
Public Finance	13	2.1
Justice	6	1.0
National accounts	8	1.3
Education	22	3.6
External trade	31	5.0
Science and technology	4	0.6
Transport	17	2.7
Business register	20	3.2
Building-constructions	18	2.9
Environment and energy	10	1.6
Population	114	18.4
Living conditions	15	2.4
Tourism	63	10.2
Health-social welfare	27	4.4
Other	45	7.3
Not reported	65	10.5

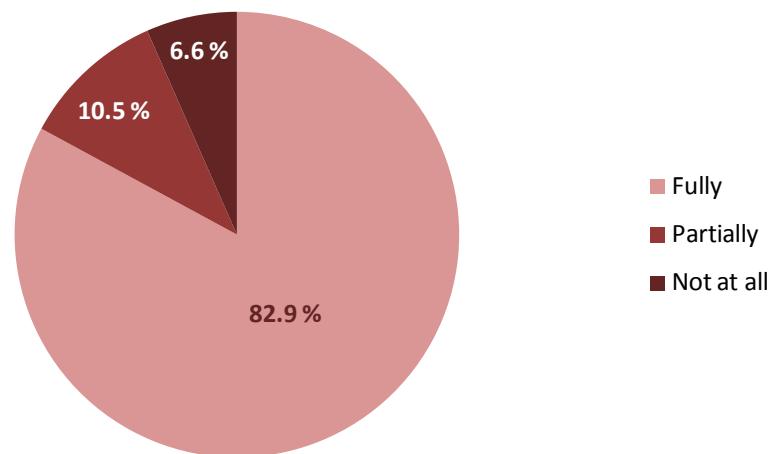
**Graph 2. Percentage distribution of users by statistical domain of the requested data, 2016**



**Table 3. Satisfaction of users' request, 2016**

User satisfaction	2016	
	Users	Share %
<b>Total</b>	<b>619</b>	<b>100.0</b>
Fully satisfied	513	82.9
Partially satisfied	65	10.5
Not at all satisfied	41	6.6

**Graph 3. Satisfaction of users' request, 2016**

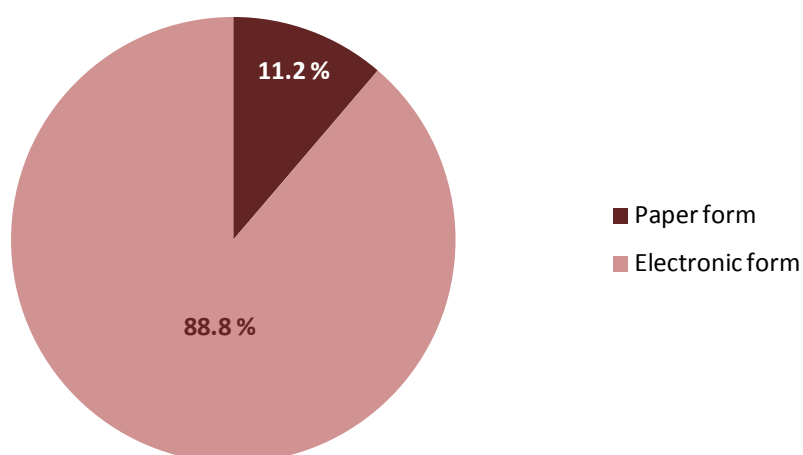


**Table 4. Dissemination mode of statistical information, 2016**

Dissemination mode of statistical information	Users
	2016
<b>Total of users</b>	<b>619</b>
<i>Users who found the requested data</i>	578
Paper form	65
Electronic form	513

It should be noted that the dissemination mode of statistical information refers to user requests that were fully satisfied or partly satisfied, as presented in Table 3.

**Graph 4. Percentage distribution of the dissemination mode of statistical information, 2016**





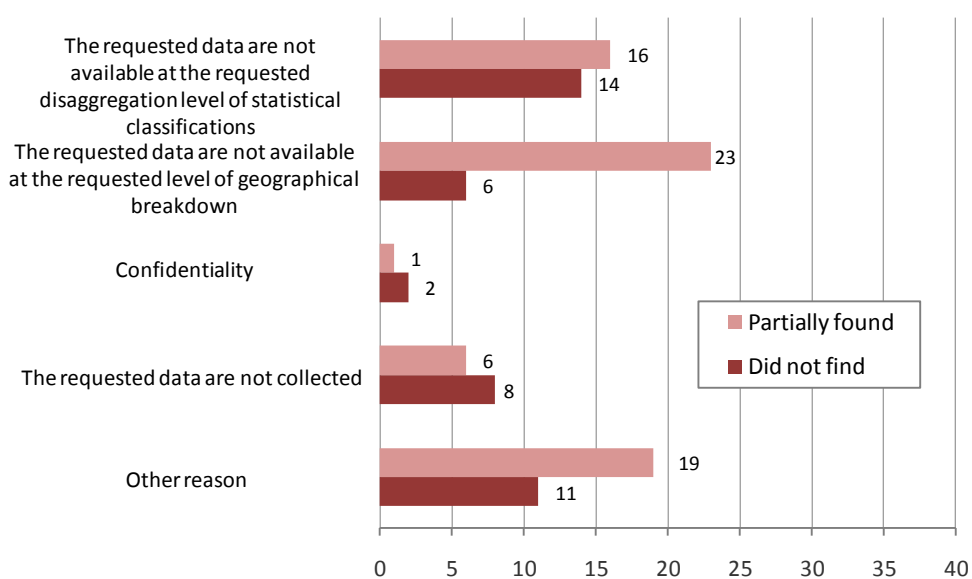
**Table 5a. Distribution of users depending on finding or not the requested data, 2016**

	2016
<b>Total of users</b>	<b>619</b>
Users who found the requested data	513
Users who partially found the requested data	65
Users who did not find the requested data	41

**Table 5b. Reasons for not finding or partially finding the requested data, 2016**

Reasons	2016		
	Total	Did not find	Partially found
<b>Total</b>	<b>106</b>	<b>41</b>	<b>65</b>
The requested data are not available at the requested disaggregation level of statistical classifications	30	14	16
The requested data are not available at the requested level of geographical breakdown	29	6	23
Confidentiality	3	2	1
The requested data are not collected	14	8	6
Other reason	30	11	19

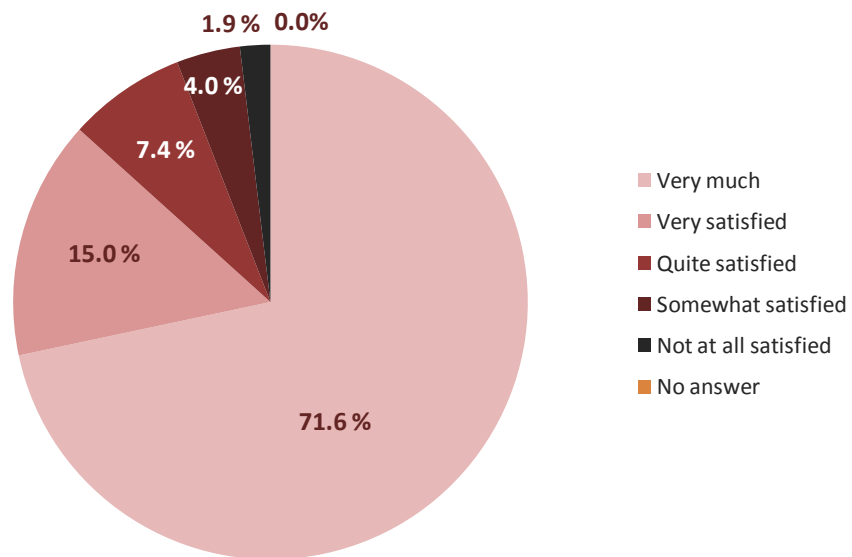
**Graph 5. Reasons for not finding or partially finding the requested data, 2016**



**Table 6. User satisfaction in respect of the response time to their request, 2016**

User satisfaction	2016	
	Users	Share %
<b>Total</b>	<b>619</b>	<b>100.0</b>
Very much	443	71.6
Very satisfied	93	15.0
Quite satisfied	46	7.4
Somewhat satisfied	25	4.0
Not at all satisfied	12	1.9
No answer	0	–

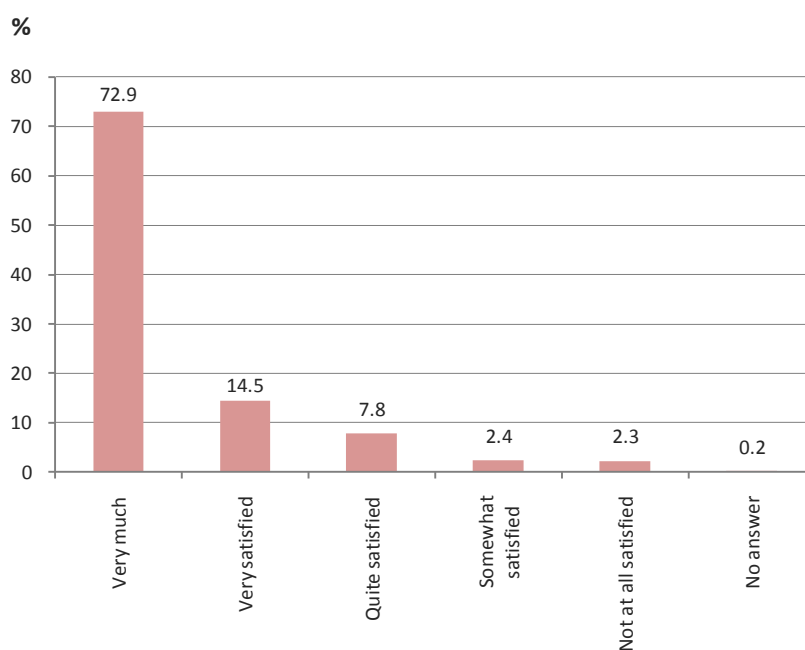
**Graph 6. Percentage distribution of user satisfaction in respect of the response time to their request , 2016**



**Table 7. User satisfaction in respect of the services provided by the personnel, 2016**

User satisfaction	2016	
	Users	Share %
<b>Total</b>	<b>619</b>	<b>100.0</b>
Very much	451	72.9
Very satisfied	90	14.5
Quite satisfied	48	7.8
Somewhat satisfied	15	2.4
Not at all satisfied	14	2.3
No answer	1	0.2

**Graph 7. Percentage distribution of user satisfaction in respect of the services provided by the personnel, 2016**



## Users' proposals

Following a quantitative analysis of users' answers in the electronic questionnaire, and taking also into account the comments stated by them, the following list of proposals was compiled:

- Provision of data of statistical surveys at a lower geographical level.
- Primary sector statistics should be made available on the portal at a more disaggregated level.
- Users should be informed via e-mail on any amendments to the data they receive on a regular basis.
- Reduction of the time needed for the production of statistics.
- Longer time series available on the portal, for more than ten years.
- More often update of the statistical surveys data (need for more recent data).
- Need for statistical data on green entrepreneurship.
- Need for statistical data on new sectors of the economy that can respond to current economic circumstances.
- Need for statistical data on alternative tourism (agrotourism, religious tourism, conference and business tourism, etc).
- Need to produce statistics on public and private Vocational Training Institutes.
- Need to post on the portal data on Education statistics, at a lower geographical level.
- Need to post on the website more analytical data on Population and Housing Census for the next 2021 Population and Housing Census.
- Provision to users of the possibility to "build" tailor-made excel tables on the basis of the data available in the statistical database.
- Design of a survey concerning the choice of mode of burial of the deceased and mostly the choice of cremation as a mode of burial.
- Design of a survey for monitoring seismic activity.
- Design and implementation of new surveys by ELSTAT.



The data are intended to be used exclusively for statistical purposes

### USER SATISFACTION QUESTIONNAIRE

ELSTAT, aiming at exploring the main characteristics of users of statistical information and identifying their information needs, invites you to fill in this questionnaire.

<b>1) Full name :</b>	.....		
<b>2) Contact details :</b>	Street .....Number..... Postal code..... City ..... E-mail ..... Telephone.....		
<b>3) Gender :</b>	Male <input type="checkbox"/> (1)	Female <input type="checkbox"/> (2)	
<b>4) Citizenship :</b>	Greek <input type="checkbox"/> (1)	EU country <input type="checkbox"/> (2)	Other <input type="checkbox"/> (3)
<b>5) User category :</b>	Student <input type="checkbox"/> (1) Academic / Researcher <input type="checkbox"/> (2) Business <input type="checkbox"/> (3) Private users <input type="checkbox"/> (4)	Public administration <input type="checkbox"/> (5) Press and other Media <input type="checkbox"/> (6) International Organisation <input type="checkbox"/> (7) Other..... <input type="checkbox"/> (8)	
<b>6) Category of requested data :</b>	Labour Market <input type="checkbox"/> (1) Industry-Production <input type="checkbox"/> (2) Agriculture –Livestock – Fishery <input type="checkbox"/> (3) Price indices <input type="checkbox"/> (4) <input type="checkbox"/> (5) Public finance <input type="checkbox"/> (6) Justice <input type="checkbox"/> (7) National Accounts <input type="checkbox"/> (8) Education <input type="checkbox"/> (9) External trade <input type="checkbox"/> (10) Science and technology	Transport <input type="checkbox"/> (11) Business Register <input type="checkbox"/> (12) Construction-Building activity <input type="checkbox"/> (13) Environment and energy <input type="checkbox"/> (14) Population <input type="checkbox"/> (15) Income-Living conditions <input type="checkbox"/> (16) Tourism <input type="checkbox"/> (17) Health-Welfare <input type="checkbox"/> (18) Other(please specify) <input type="checkbox"/> (19) .....	
<b>7) Did you find the requested data?</b>	Yes <input type="checkbox"/> (1)	No <input type="checkbox"/> (2)	Partially <input type="checkbox"/> (3)
<b>α) If yes, the data were provided in:</b>	Paper form <input type="checkbox"/> (1) Electronic form <input type="checkbox"/> (2)		
<b>β) If no, the reason was that the requested data :</b>	Are not available at the requested disaggregation level of statistical classifications <input type="checkbox"/> (1) Are confidential <input type="checkbox"/> (3) Are not available at the requested level of geographical breakdown <input type="checkbox"/> (2) Are not collected <input type="checkbox"/> (4) Other reasons <input type="checkbox"/> (5)		
<b>8) In which format would you prefer to have the available information?</b>	Paper <input type="checkbox"/> (1) Electronic <input type="checkbox"/> (2)		
<b>9) How satisfied are you with the response time to your request?</b>	Extremely satisfied <input type="checkbox"/> (1) Very satisfied <input type="checkbox"/> (2) Quite satisfied <input type="checkbox"/> (3) Somewhat satisfied <input type="checkbox"/> (4) Not at all <input type="checkbox"/> (5) I don't know/ answer <input type="checkbox"/> (5)		
<b>10) How satisfied are you with the services provided by the personnel?</b>	Extremely satisfied <input type="checkbox"/> (1) Very satisfied <input type="checkbox"/> (2) Quite satisfied <input type="checkbox"/> (3) Somewhat satisfied <input type="checkbox"/> (4) Not at all <input type="checkbox"/> (5) I don't know/ answer <input type="checkbox"/> (5)		
<b>11) Do you have any comments or suggestions for improving our services?</b>	..... ..... .....		

Thank you for the time you spent for filling in this questionnaire; the information you have provided on our products and services is very important and will help us improving the services provided to the users of our statistical data.