



HELLENIC REPUBLIC



HELLENIC STATISTICAL AUTHORITY

USER SATISFACTION SURVEY REPORT 2017

PIRAEUS, 2018

Introduction

The mission of the Hellenic Statistical Authority (ELSTAT) is to develop, produce and disseminate the official statistics of Greece and to ensure and constantly improve the quality of the statistics of the Hellenic Statistical System (ELSS). 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 requested data, as well as the dissemination mode of statistical information. For the year 2017, the above information was collected using the "User Satisfaction Questionnaire", which is attached to this Report. This questionnaire is addressed to all users and it is intended to be completed on a voluntary basis.

The above questionnaire was completed by users through the following ways: (a) via the Internet, at the following link: <http://www.statistics.gr/el/users-feedback>, b) electronically, following the transmission of the questionnaire by ELSTAT to users by email, accompanying the transmission of the requested data and (c) by hand, during the user visit to the Library Department.

Purpose of the User Satisfaction Survey

The purpose of the User Satisfaction Survey is to:

- enhance the quality of the statistical output of ELSTAT and of the services provided and more specifically the services provided by the aforementioned Sections
- fully harness the collected data pertaining, for example, to the kind of requested data, aiming at analyzing in the best possible way the statistical information "market".

The survey collects information that covers four main areas:

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

In the course of 2017, a total of 970 questionnaires were completed by 4,049 ⁽¹⁾ users who requested information, while in 2016, 619 out of 4,764 ⁽¹⁾ users, who 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 Questionnaire users are distinguished in 8 basic categories: 1) Students, 2) Professors/Researchers, 3) Business, 4) Private users, 5) Public administration, 6) Press and other media, 7) International organisations, 8) Other users.

Statistical data are presented in 19 thematic domains:

1) Labour market, 2) Industry-production, 3) Agriculture-forestry-fisheries, 4) Price indices, 5) Public finance, 6) Justice, 7) National accounts, 8) Education, 9) Foreign trade, 10) Science and technology, 11) Transport, 12) Business register, 13) Construction-building activity, 14) Environment and energy, 15) Population, 16) Income-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 period January-December 2017.

(1) The number of users also includes the number of regular users directly addressed to the Foreign Trade Statistics Section of the Trade and Services Statistics Division of ELSTAT, requesting the provision of statistical data.

Table 1. Distribution of users by gender and category, 2017

Gender, category of users	Users	Share (%)
Total	970	100.0
<i>Male</i>	546	56.3
<i>Female</i>	424	43.7
User's category		
Student	250	25.8
Professor / Researcher	88	9.1
Business	117	12.1
Private user	229	23.6
Public administration	172	17.7
Press and other media	9	0.9
International organisation	13	1.3
Other	92	9.5

Graph 1. Percentage distribution of users by category, 2017

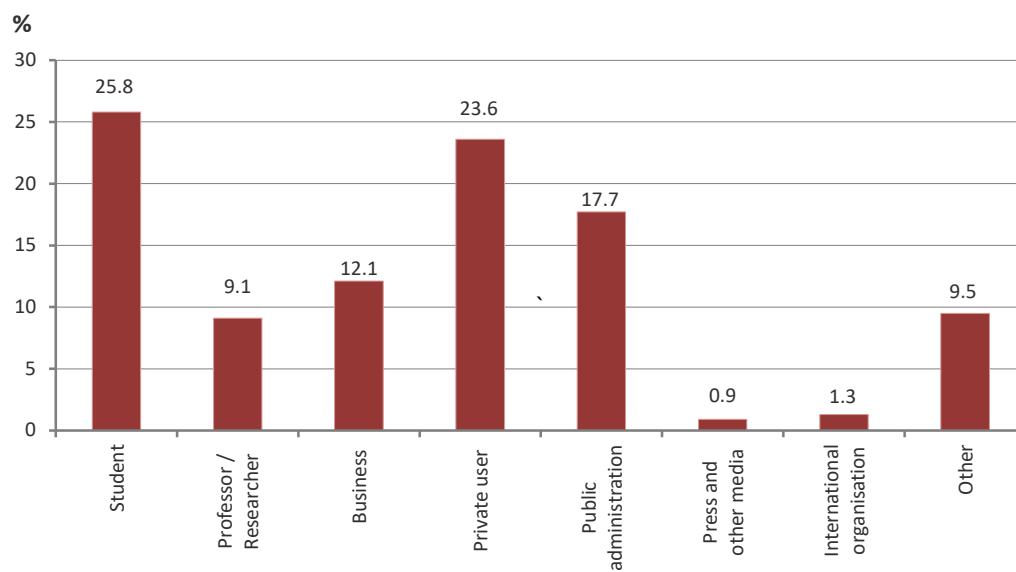


Table 2. Distribution of users' requests by statistical domain of the requested data, 2017

Statistical domain of the requested data	Requests	Share (%)
Total of requests	1,110	100.0
Labour market	85	7.7
Industry - production	58	5.2
Agriculture - livestock - fishery	122	11.0
Price indices	43	3.9
Public Finance	18	1.6
Justice	12	1.1
National accounts	39	3.5
Education	45	4.1
External trade	66	6.0
Science and technology	5	0.4
Transport	30	2.7
Business register	48	4.3
Building - constructions	27	2.4
Environment and energy	17	1.5
Population	170	15.3
Income - Living conditions	29	2.6
Tourism	104	9.4
Health - social welfare	54	4.9
Other	87	7.8
Not reported	51	4.6

Graph2. Percentage distribution of users' requests by statistical domain of the requested data, 2017

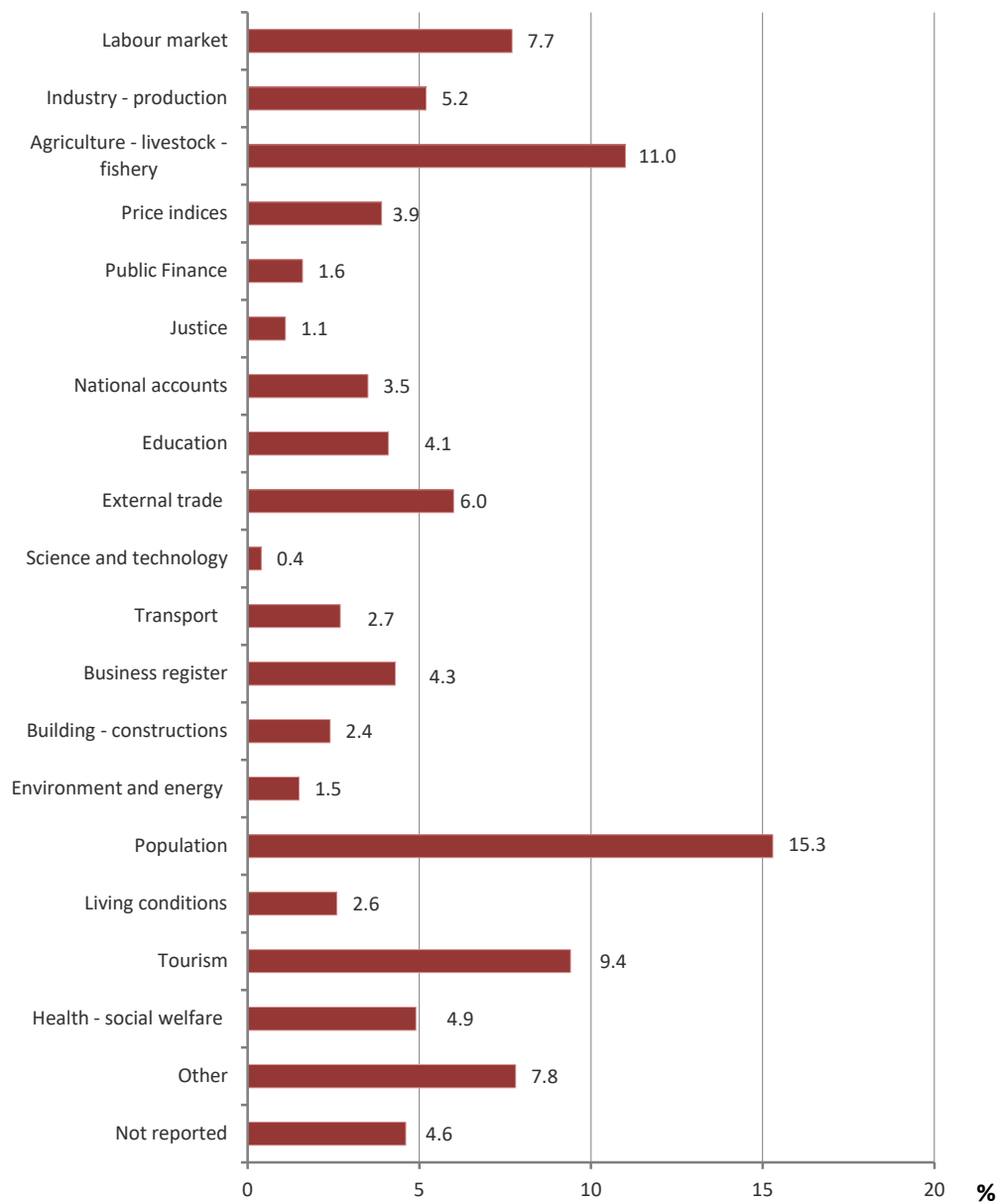


Table 3. Satisfaction of users' requests, 2017

User satisfaction	Users	Share (%)
Total	970	100.0
Fully satisfied	891	91.9
Partially satisfied	48	4.9
Not at all satisfied	31	3.2

Graph 3. Satisfaction of users' requests, 2017

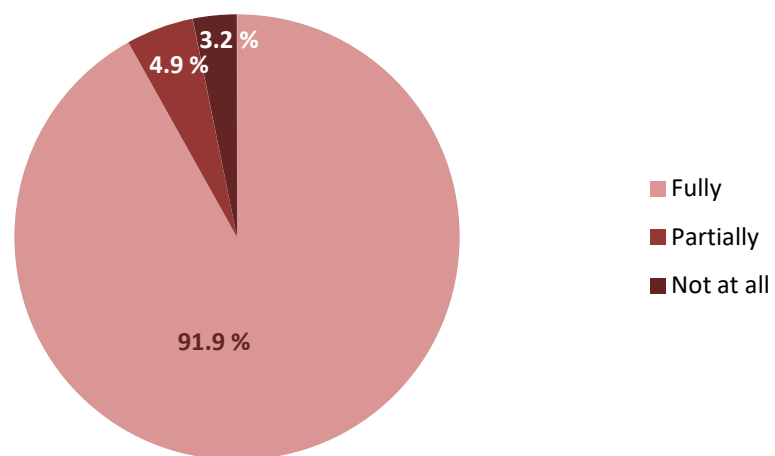


Table 4. Dissemination mode of statistical information, 2017

Dissemination mode of statistical information	Users
Total of users	970
<i>Users who found the requested data</i>	<i>939</i>
Paper form	72
Electronic form	867

Graph 4. Percentage distribution of the dissemination mode of statistical information, 2017

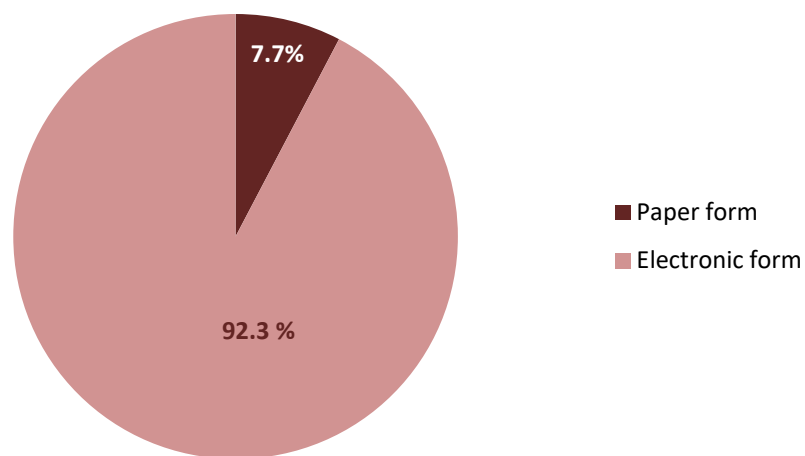


Table 5a. Distribution of users depending on their finding or not the requested data, 2017

	Users
Total of users	970
Users who found the requested data	891
Users who partially found the requested data	48
Users who did not find the requested data	31

Table 5b. Reasons for not finding or partially finding the requested data, 2017

Reasons	Total	Did not find	Partially found
Total	79	31	48
The requested data are not available at the requested disaggregation level of statistical classifications	24	5	19
The requested data are not available at the requested level of geographical breakdown	11	4	7
Confidentiality	3	0	3
The requested data are not collected	17	12	5
Other reason	24	10	14

Graph 5. Reasons for not finding or partially finding the requested data, 2017

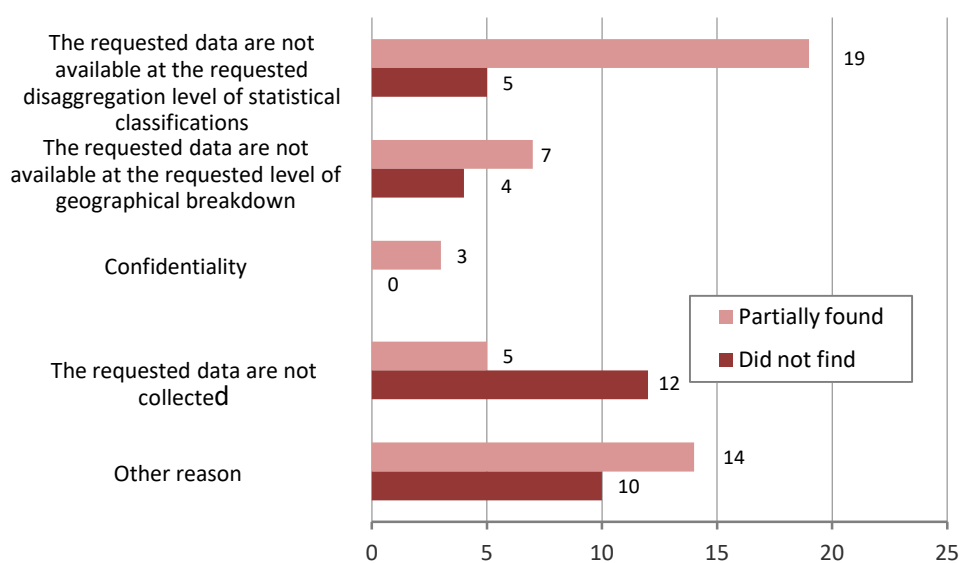


Table 6. User satisfaction in respect of the response time to their request, 2017

User satisfaction	Users	Share (%)
Total	970	100.0
Very much	860	88.7
Very satisfied	59	6.1
Quite satisfied	37	3.8
Somewhat satisfied	6	0.6
Not at all satisfied	6	0.6
No answer	2	0.2

Graph 6. Percentage distribution of user satisfaction in respect of the response time to their request, 2017

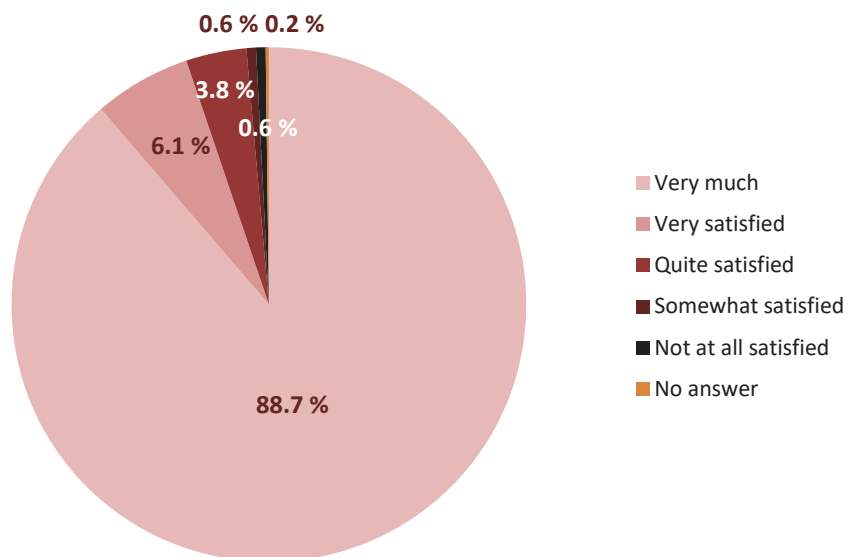
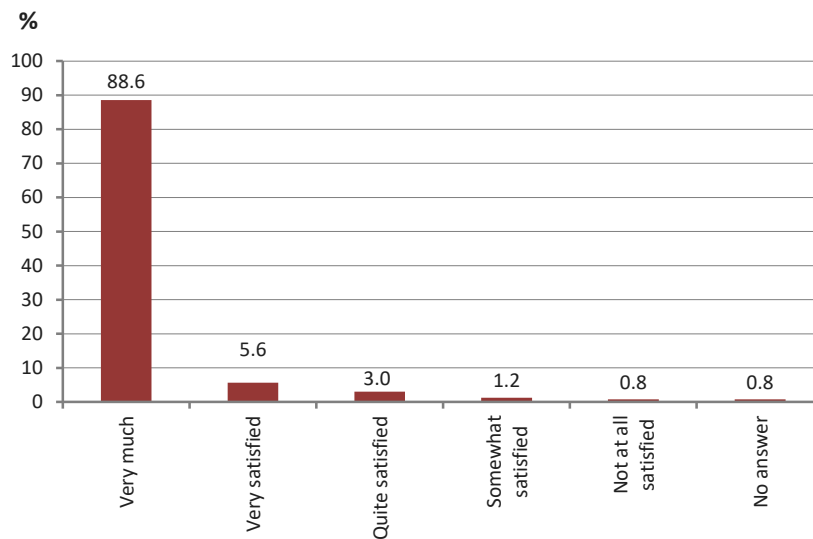


Table 7. User satisfaction in respect of the services provided by the personnel, 2017

User satisfaction	Users	Share (%)
Σύνολο	970	100.0
Very much	859	88.6
Very satisfied	54	5.6
Quite satisfied	29	3.0
Somewhat satisfied	12	1.2
Not at all satisfied	8	0.8
No answer	8	0.8

Graph7. Percentage distribution of user satisfaction in respect of the services provided by the personnel, 2017



Users' proposals

After a quantitative analysis of the responses received from users during the year 2017 and on the basis of the comments made by them in previous user satisfaction surveys, the following list of proposals has been drawn up:

- 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,
- Primary Sector Statistics should be made available on the portal at a more disaggregated level,
- Primary Sector Statistics should be made available on the portal at a more disaggregated level,
- 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 (IEK),
- Need to post on the portal data on education statistics, at a lower geographical level,
- Need to post on the website more analytical data for the next 2021 Population and Housing Census,
- Provision to users 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 more particularly the choice of cremation as a mode of burial,
- Design of a survey for monitoring seismic activity in Greece,
- Need for statistical data on fires,
- Need for statistical data on stray animals and pets,
- 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.

1) Full name :	
2) Contact details :	StreetNumber..... Postal code..... City E-mail Telephone.....	
3) Gender :	Male <input type="checkbox"/> (1) Female <input type="checkbox"/> (2)	
4) Citizenship :	Greek <input type="checkbox"/> (1) EU country <input type="checkbox"/> (2) Other <input type="checkbox"/> (3)	
5) User category :	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)
6) Category of requested data :	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)
7) Did you find the requested data?	Yes <input type="checkbox"/> (1) No <input type="checkbox"/> (2) Partially <input type="checkbox"/> (3)	
α) If yes, the data were provided in:	Paper form <input type="checkbox"/> (1) Electronic form <input type="checkbox"/> (2)	
β) If no, the reason was that the requested data :	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)	
8) In which format would you prefer to have the available information?	Paper <input type="checkbox"/> (1) Electronic <input type="checkbox"/> (2)	
9) How satisfied are you with the response time to your request?	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)	
10) How satisfied are you with the services provided by the personnel?	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)	
11) Do you have any comments or suggestions for improving our services?	

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 improve the services provided to the users of our statistical data.