HELLENIC REPUBLIC

HELLENIC STATISTICAL AUTHORITY

ELSTAT

USER SATISFACTION SURVEY REPORT FOR THE YEARS 2011 AND 2012

PIRAEUS 2013

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 Data Dissemination Section and the Library Section, drawing information from the User Satisfaction Survey questionnaire forms, present below annual data on the number of the users together with other indicators, such as the responsiveness level to users' requests, the kind of the requested data, as well as the dissemination mode of the statistical information. All the information is collected through the completed User Questionnaire Forms (responses) from the users. The User Satisfaction Survey is voluntary and is conducted on a daily basis.

Every answer given as regards the provision of data to a user is accompanied by the User Survey Questionnaire with a request to complete it.

User Satisfaction Survey (USS) target

This USS aims at:
• building up a mechanism which will enhance the planning of the above mentioned
  Sections and ameliorate the services provided to the public
• taking full advantage of data, such as the kind of the information requested, in order to
  identify and analyze the characteristics of the statistical information "market".
These characteristics figure in the following tables in absolute numbers and in percentages.
The present survey covers four main aspects:
➢ information on types of users and their characteristics,
➢ information on the uses of statistics,
➢ dissemination of statistics and,
➢ information on satisfaction as regards services provided.

A total of 966 replies were received in 2012 from a total of served 4,615 users, while in 2011, 582 users responded from the total of 3,845 served users.

The USS questionnaire was the same with the one used in 2011 and the years before, allowing for a comparative analysis over time. It is possible to compare the results of the survey with those of the previous survey for all of the questions. A copy of our questionnaire is available at the end of the present report.

To gain a better overview of types of users, 8 different user groups are distinguished in the survey:
1) students, 2) academic/researchers, 3) commercial business, 4) private users, 5) public service, 6) press and other media, 7) international organisations and 8) other users.

The thematic data are divided into 18 categories, which are as follows:
1)labour force, 2) industry–production, 3) agriculture-livestock-fishery, 4) indices, 5) public finance, 6) justice, 7) national accounts, 8) education, 9) external trade, 10) science and technology, 11) transportation, 12) business register, 13) construction, 14) environment and energy, 15) population, 16) income-living conditions, 17) tourism, 18) health-social protection and other.

The results presented in this report constitute a summary of the most interesting and compelling findings, supported by graphs for the period of January – December 2011 and 2012.

Annexed to this report is the USS questionnaire.

Table 1: Distribution of users by sex and profession

Sex, user category	2011		2012	
	Users	Percentage %	Users	Percentage %
Total	**582**	**100,0**	**966**	**100,0**
Male	*324*	*55,7*	*537*	*55,6*
Female	*258*	*44,3*	*429*	*44,4*
Student	260	44,7	294	30,4
Academic/Researcher	87	15,0	112	11,6
Business	59	10,1	110	11,4
Private users	105	18,0	312	32,3
Public user	42	7,2	54	5,6
Mass media- Press	2	0,3	11	1,1
International organisation	4	0,7	13	1,4
Other	23	4,0	60	6,2

Chart 1: Percentage distribution of users by profession: 2011, 2012
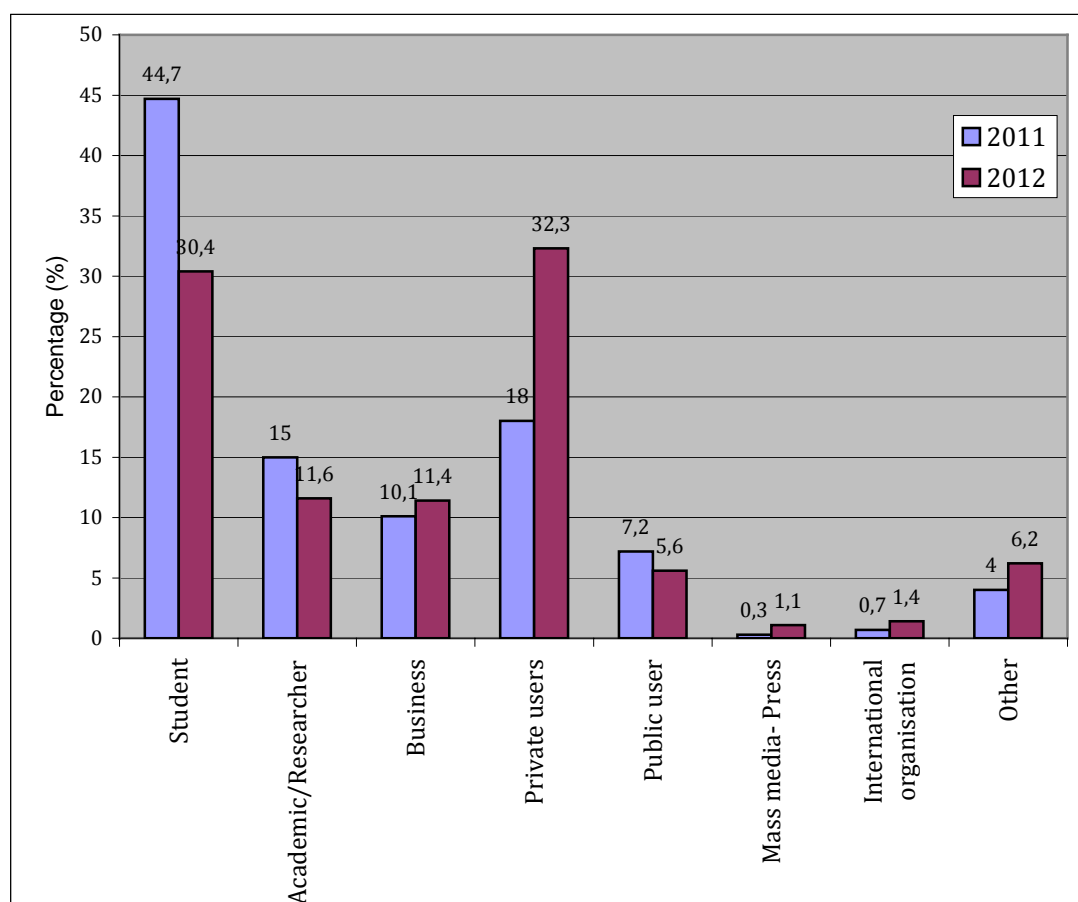
Table 2: Distribution of users, by theme of requested data

Requested data	2011		2012	
	Users	Percentage %	Users	Percentage %
Total	**582**		**966**	
Labour market	41	7,0	63	6,5
Industry- production	32	5,5	41	4,2
Agriculture-Livestock-Fishering	85	14,6	103	10,7
Price Indices	67	11,5	223	23,1
Public Finance	19	3,3	33	3,4
Justice	13	2,2	25	2,6
National Accounts	42	7,2	72	7,5
Education	34	5,8	43	4,5
External Trade	23	4,0	17	1,8
Science and technology	8	1,4	6	0,6
Transport	21	3,6	36	3,7
Business register	16	2,8	53	5,5
Construction	14	2,4	27	2,8
Environement-energy	12	2,1	10	1,0
Population	166	28,5	195	20,2
Living conditions	14	2,4	21	2,2
Tourism	76	13,1	87	9,0
Health-social welfare	35	6,0	41	4,2
Other	31	5,3	61	6,3

It is noted that the same user can ask more than one statistical domains. That is why the total percentage contribution does not equal 100,0.

Chart 2: Percentage distribution of requested data by statistical theme: 2011, 2012
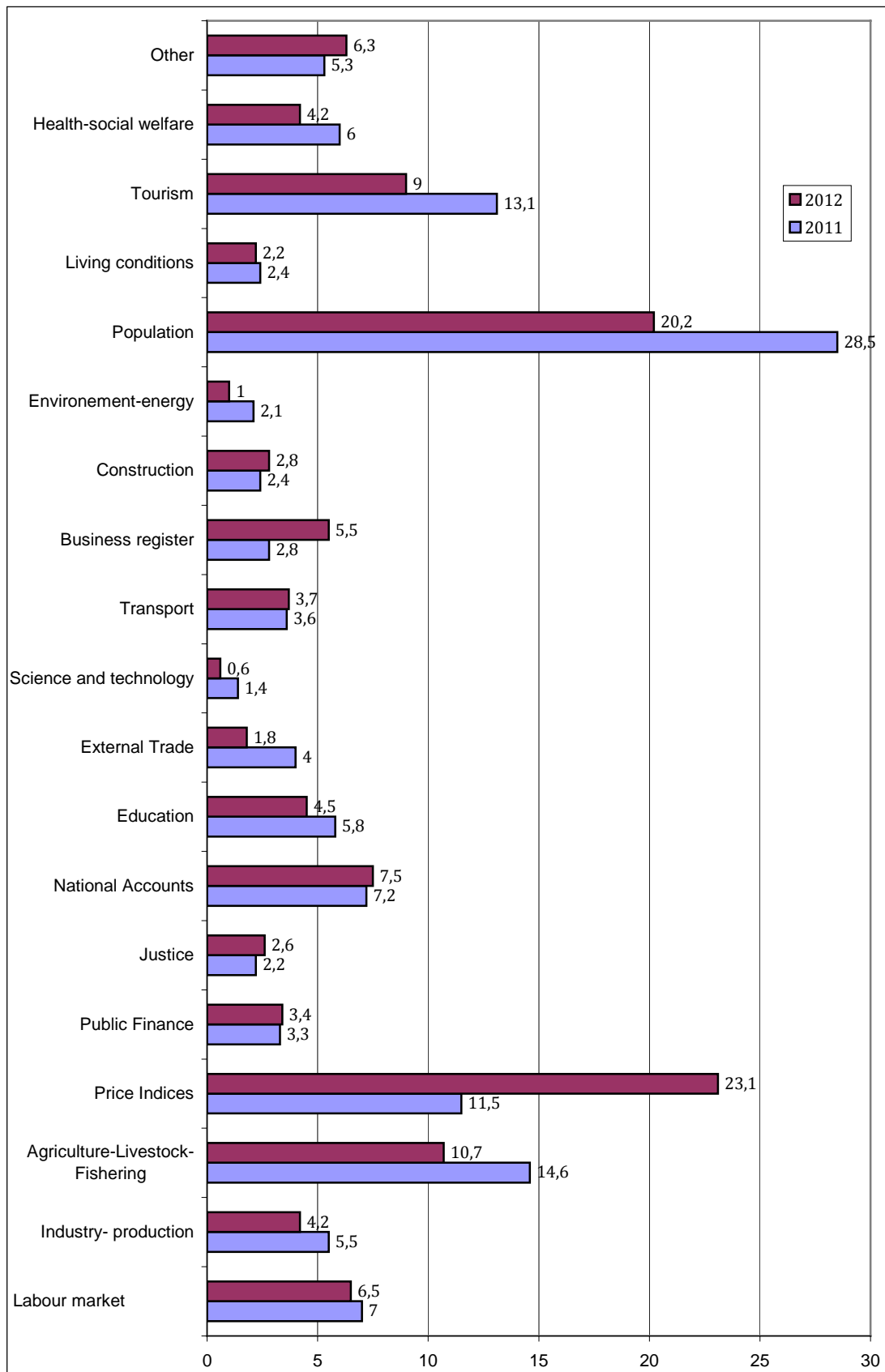
Statistical theme	2012	2011
Other	6,3	5,3
Health-social welfare	4,2	6
Tourism	9	13,1
Living conditions	2,2	2,4
Population	20,2	28,5
Environement-energy	1	2,1
Construction	2,8	2,4
Business register	5,5	2,8
Transport	3,7	3,6
Science and technology	0,6	1,4
External Trade	1,8	4
Education	4,5	5,8
National Accounts	7,5	7,2
Justice	2,6	2,2
Public Finance	3,4	3,3
Price Indices	23,1	11,5
Agriculture-Livestock-Fishering	10,7	14,6
Industry- production	4,2	5,5
Labour market	6,5	7

Table 3: Satisfaction of users' requests

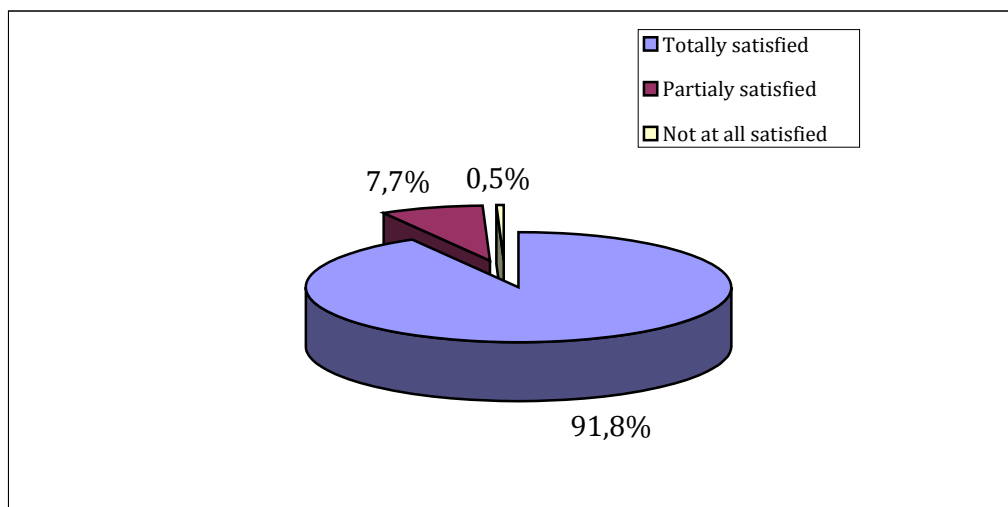| Users' satisfaction	2011		2012	
	Users	Percentage %	Users	Percentage %
Total	**582**	**100,0**	**966**	**100,0**
Totally satisfied	534	91,8	860	89,0
Partialy satisfied	45	7,7	82	8,5
Not at all satisfied	3	0,5	24	2,5

Chart 3: Percentage distribution of users' requests, 2011
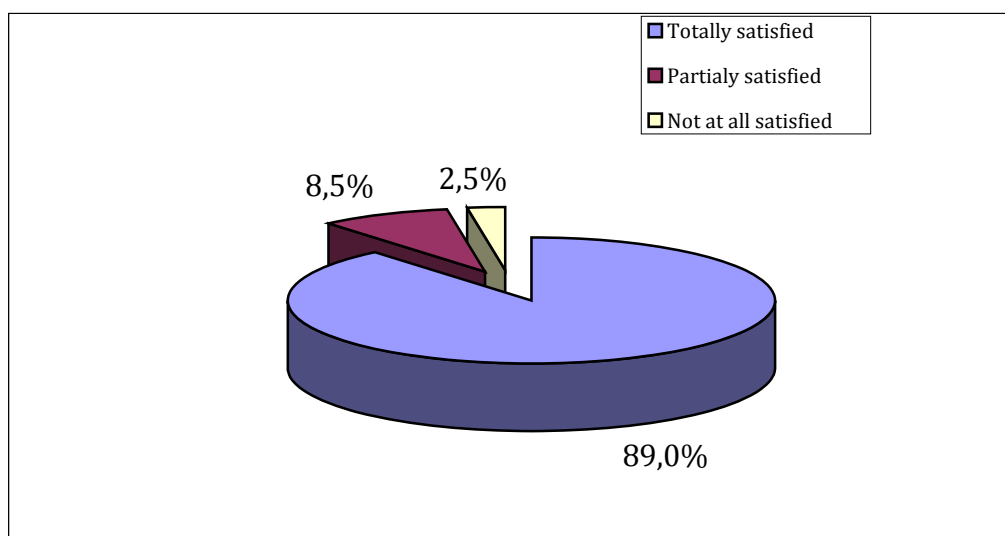

Chart 4: Percentage distribution of users' requests, 2012

Table 4: Dissemination mode of statistical information

	2011	2012
Dissemination mode of statistical information	Users	Users
Total	**582**	**966**
Printed form	39	19
Electronic format (E-mail,CD, DVD, USB)	532	920
Both	8	3
Male	**324**	**537**
Printed form	29	12
Electronic format (E-mail, CD, DVD, USB)	286	510
Both	8	1
Female	**258**	**429**
Printed form	10	7
Electronic format (E-mail, CD, DVD, USB)	246	410
Both	0	2

It is noted that the mode of statistical information refers to the requests that were totally or partially satisfied of table 3.

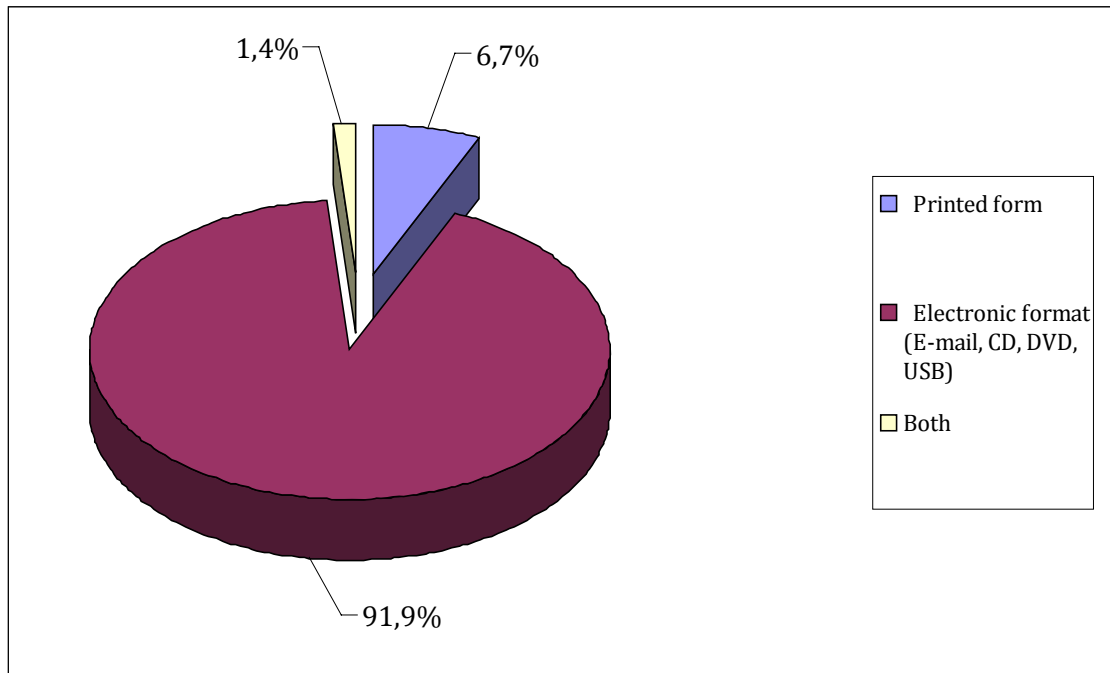**Chart 5: Mode of dissemination in percentage (%), 2011, total**

Pie chart showing:
- 1,4% (Both)
- 6,7% (Printed form)
- 91,9% (Electronic format)

Legend:
- Printed form
- Electronic format (E-mail, CD, DVD, USB)
- Both

Chart 6: Mode of dissemination in percentage (%), 2012, total

Pie chart showing:
- 0,3% (Both)
- 2,1% (Printed form)
- 97,6% (Electronic format)

Legend:
- Printed form
- Electronic format (CD, DVD, USB)
- Both
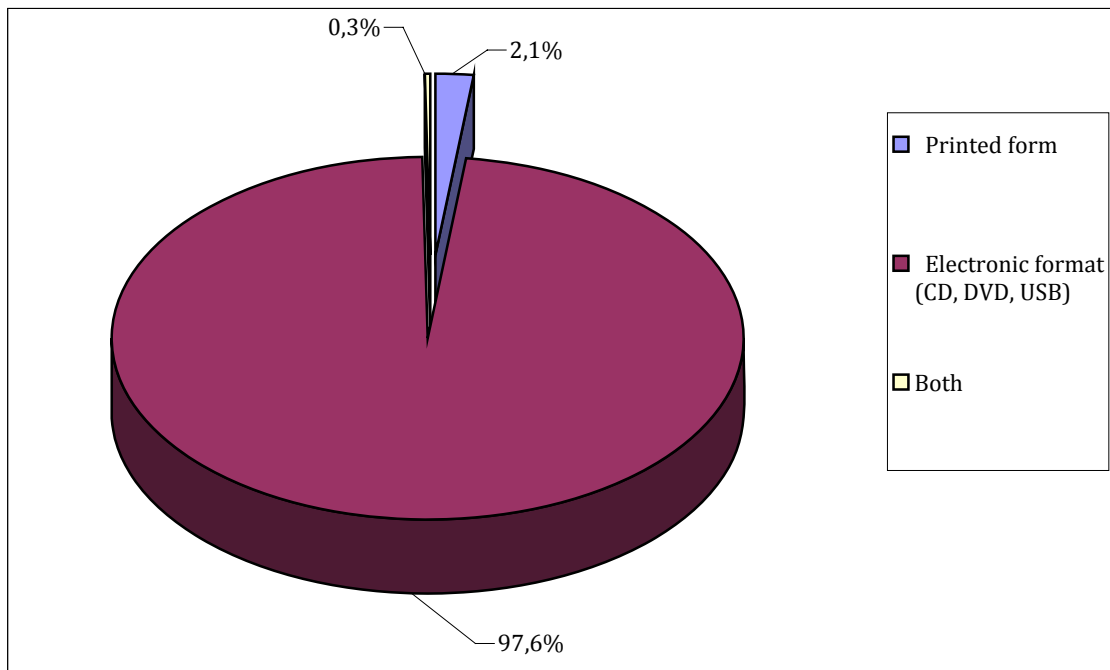
Table 5a. Distribution of users depending on their finding or not the requested data: 2011, 2012

	2011	2012
	Total	**Total**
Total	582	966
Users found the requested information	534	860
Users found partially the requested information	45	82
Users did not find the requested information	3	24

Table 5b. Reasons for partial or not finding the requested data: 2011, 2012

Reasons for partial or not finding the requested information	2011			2012		
	Total	**Not finding**	**Partially finding**	**Total**	**Not finding**	**Partially finding**
Total	**48**	**3**	**45**	**106**	**24**	**82**
Data are not available at lower level analysis for each branch	12	0	12	33	5	28
Data are not available at the required geographical level	7	0	7	21	4	17
Confidentiality	4	1	3	5	0	5
Such data are not collected	12	2	10	24	9	15
Other reason	13	0	13	23	6	17

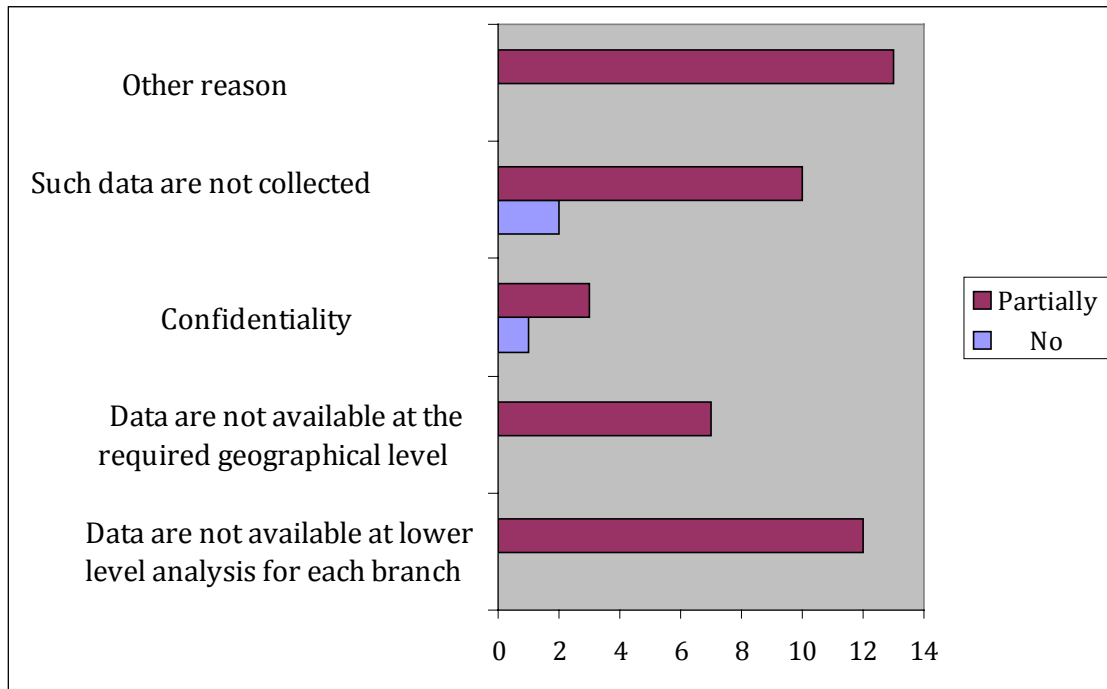**Chart 7: Reasons for partial or not finding the requested data: 2011**

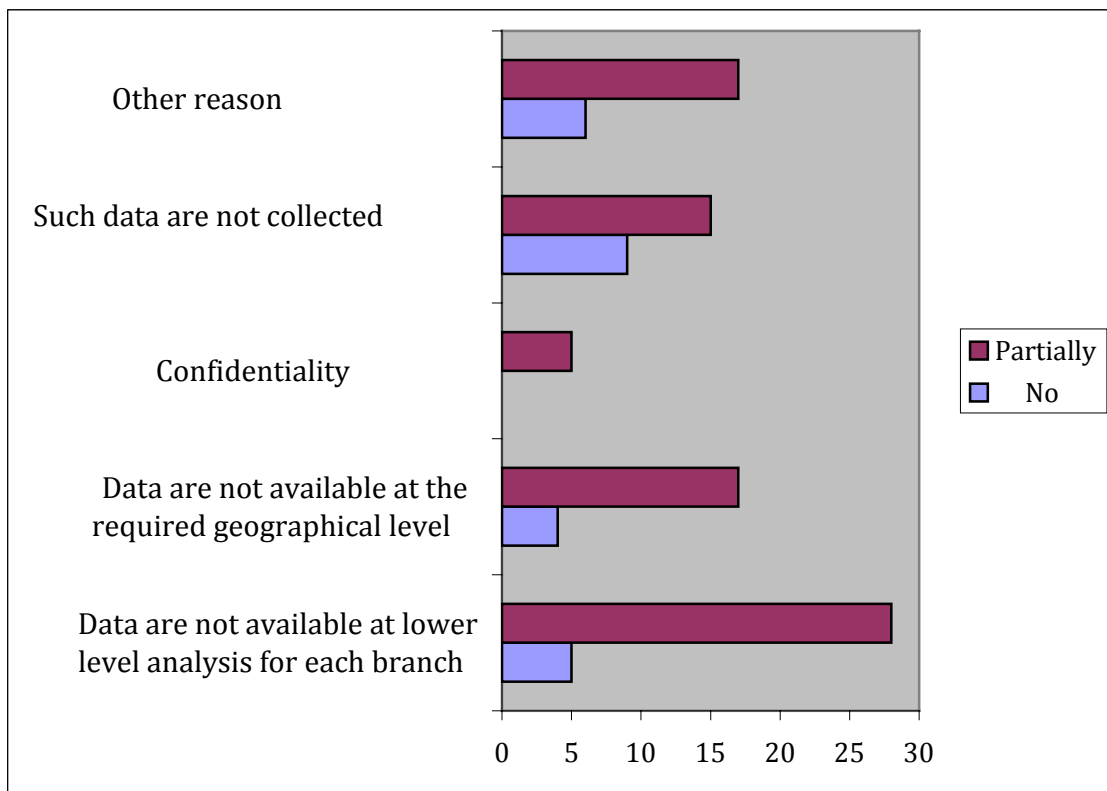**Chart 8: Reasons for partial or not finding the requested data, 2012**

Table 6: Users' satisfaction in respect with the response time to their request (question 8)

Users' satisfaction	2011		2012	
	Users	Percentage %	Users	Percentage %
Very much	477	81,9	822	85,1
Quite a lot	94	16,2	96	9,9
Enough	10	1,7	43	4,5
A little	1	0,2	4	0,4
Not at all	0	0,0	1	0,1
Total	**582**	**100,0**	**966**	**100,0**

Chart 9: Percentage distribution of users' satisfaction in respect with the response time to their request, 2011

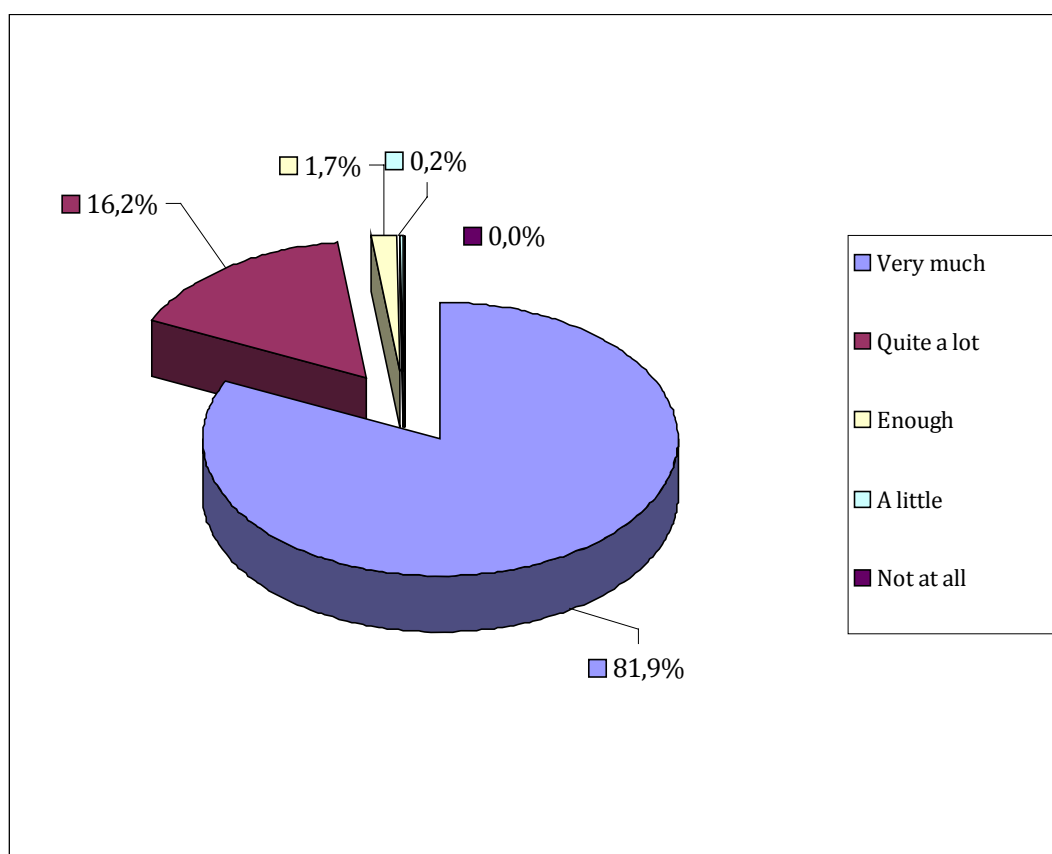**Chart 10: Percentage distribution of users' satisfaction in respect with the
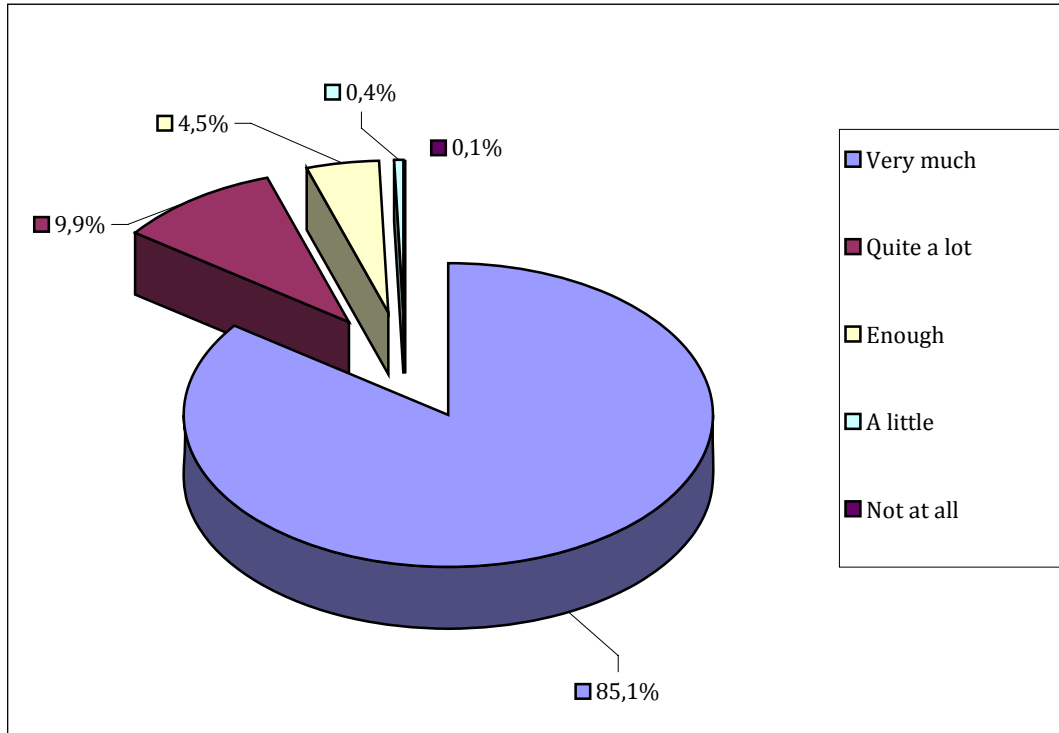response time to their request, 2012**

0,4%

4,5%

0,1%

9,9%

Very much

Quite a lot

Enough

A little

Not at all

85,1%

Table 7. Users' satisfaction in respect with the services provided by the personnel (question 9)

Users' satisfaction	2011		2012	
	Users	Percentage %	Users	Percentage %
Very much	518	89,0	863	89,3
Quite a lot	60	10,3	82	8,5
Enough	4	0,7	19	2,0
A little	0	0,0	1	0,1
Not at all	0	0,0	1	0,1
Total	**582**	**100,0**	**966**	**100,0**

Chart 11: Percentage distribution of users' satisfaction in respect with the services provided: 2011, 2012
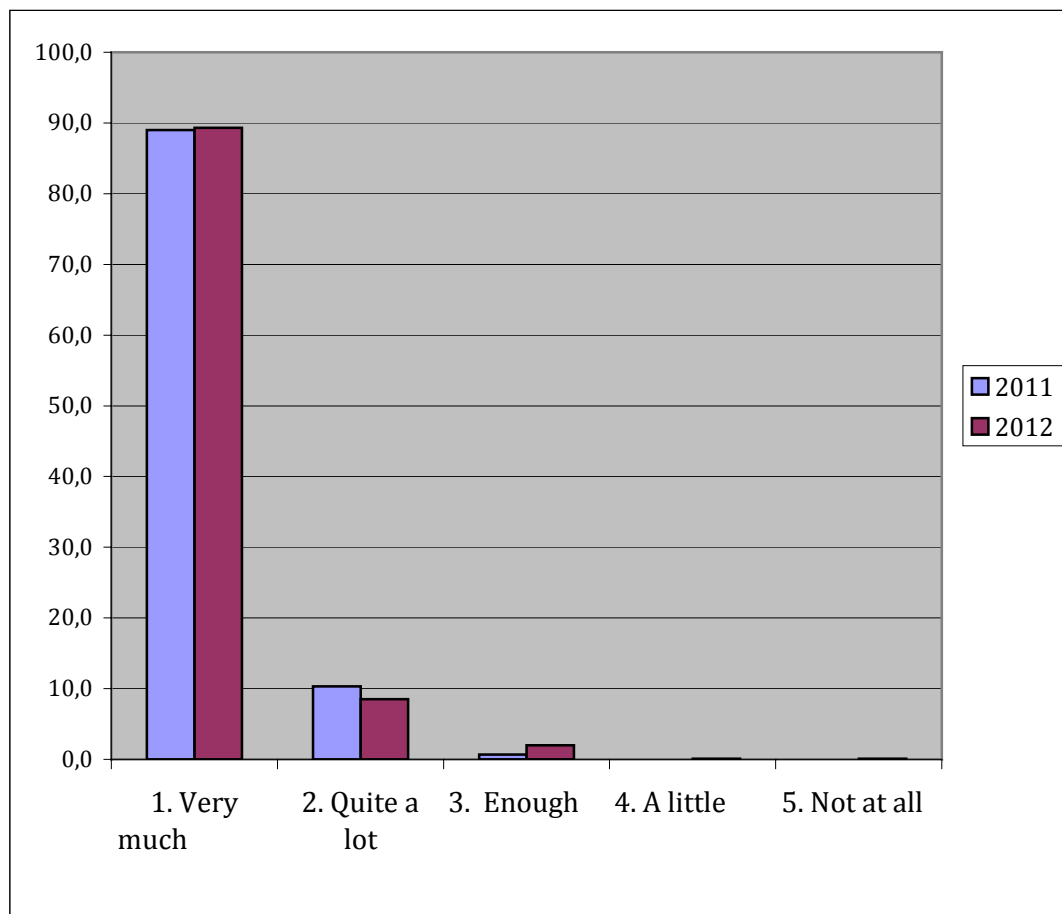
Messages from the users

A list of suggestions was drawn taking into account both the quantitative analysis of the answers to the different questions and the recurrent comments that the respondents could give as free text in the USS form.
A list of suggestions was drawn and is as follows:

- Provision of statistics at more detailed or disaggregated level.

- Possibility of access to analytical primary data (microdata).

- Enriching statistical data with the spatial dimension (geospatial data).

- Adding more variables in several surveys in order to cover specific needs (e.g. the variable of "gender" in all household surveys, the variable of "citizenship", etc.)

- Reducing the time needed for the production of some statistics

- Need for more user friendly webpage because it is not so easy navigating for a simple user. They like Eurostat's web page

- Interactive possibility with Eurostat webpage

- Longer time series, not only for the last ten years on specific domains

- Availability of data for other Developed Countries

- More often update of data

- Business register's need for recent and quicker update

- Census data need for quicker results

- Database restructuring to be user friendly

- Ect.

HELLENIC STATISTICAL AUTHORITY

S/N:
(to be filled in by ELSTAT)

GENERAL DIRECTORATE OF ADMINISTRATION AND ORGANIZATION
STATISTICAL INFORMATION AND PUBLICATIONS DIVISION
STATISTICAL DATA DISSEMINATION SECTION

Date:

Data are exclusively intended for scientific purposes

USER SATISFACTION SURVEY QUESTIONNAIRE

You are kindly requested to fill in this form, in the context of research of the basic characteristics of the statistical information user and for the consideration of the statistical needs. We guarantee that your answers are handled confidentially.

1) Name/Surname: _____

2) Sex: Male   (1)   Female   (2)

3) Nationality: Greek   ⬜ (1)   EU country   ⬜ (2)   Other ⬜ (3)

4) User   Student   ⬜ (1)   Public service
**   category:**   Academic/Researcher   ⬜ (2)   Press and other Media
             Commercial Business   ⬜ (3)   International Organization
             Private user   ⬜ (4)   Other (please specify)
                                                                    ----

5) Request   Labour Force   ⬜ (1)   Transportation
**   category:**   Industry – Production   ⬜ (1)   Business Register
             Agriculture - Livestock – Fishery   ⬜ (3)   Construction
             Indices   ⬜ (4)   Environment and Energy
             Public Finance   ⬜ (5)   Population
             Justice   ⬜ (6)   Income - Living conditions
             National Accounts   ⬜ (7)   Tourism
             Education   ⬜ (8)   Health – Social protection
             External trade   ⬜ (9)   Other (please specify)
             Science and technology   ⬜ (10)   --------------------------------------

6) Did you find the requested data?   Yes ⬜ (1)   No ⬜ (2)   Partially ⬜ (3)
 a) If yes, in which format did you receive the data?
    Paper   ⬜ (1)   Electronic   ⬜ (2)
 b) If no or partially, this was due to the fact that:
    These were not available in more detailed branches' analysis   ⬜ (1)
    These were not available in the requested geographic analysis   ⬜ (2)
    Due to confidentiality   ⬜ (3)
    These are not collected by the ELSTAT   ⬜ (4)
    Other ---   ⬜ (5)

7) In which format would you prefer to receive the requested data?
   Paper   ⬜ (1)   Electronic   ⬜ (2)

8) How satisfied are you with the response time of your request?
   Extremely satisfied   ⬜ (1) Very satisfied ⬜ (2)   Satisfied ⬜ (3)   Less satisfied   ⬜ (4)
   Dissatisfied   ⬜ (5)   No answer   ⬜ (6)

9) How satisfied are you with the service provided by the Data Dissemination Section's personnel?
   Extremely satisfied   ⬜ (1)   Very satisfied ⬜ (2)   Satisfied ⬜ (3)   Less satisfied   ⬜ (4)
   Dissatisfied   ⬜ (5)   No answer   ⬜ (6)

10) Do you have any suggestions or comments for the improvement of our services:

_____

_____

_____