



HELLENIC REPUBLIC
HELLENIC STATISTICAL AUTHORITY

ELSTAT

USER SATISFACTION SURVEY REPORT FOR THE YEAR 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 unwaveringly 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 902 replies were received in 2013 from a total of served 4.531 users, while in 2012, 968 users responded from the total of 4.617 served users.

The USS questionnaire was the same with the one used in 2013 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 organizations 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 2012 and 2013.

Annexed to this report is the USS questionnaire.

Table 1: Distribution of users by sex and profession

Sex, user category	2012		2013	
	Users	Percentage %	Users	Percentage %
Total	968	100,0	902	100,0
<i>Male</i>	538	55,6	484	53,7
<i>Female</i>	430	44,4	418	46,3
Student	296	30,6	246	27,3
Academic/Researcher	112	11,6	131	14,5
Business	110	11,4	124	13,8
Private users	312	32,2	251	27,8
Public user	54	5,6	73	8,1
Mass media- Press	11	1,1	8	0,9
International Organization	13	1,3	10	1,1
Other	60	6,2	59	6,5

Chart 1: Percentage distribution of users by profession: 2012, 2013

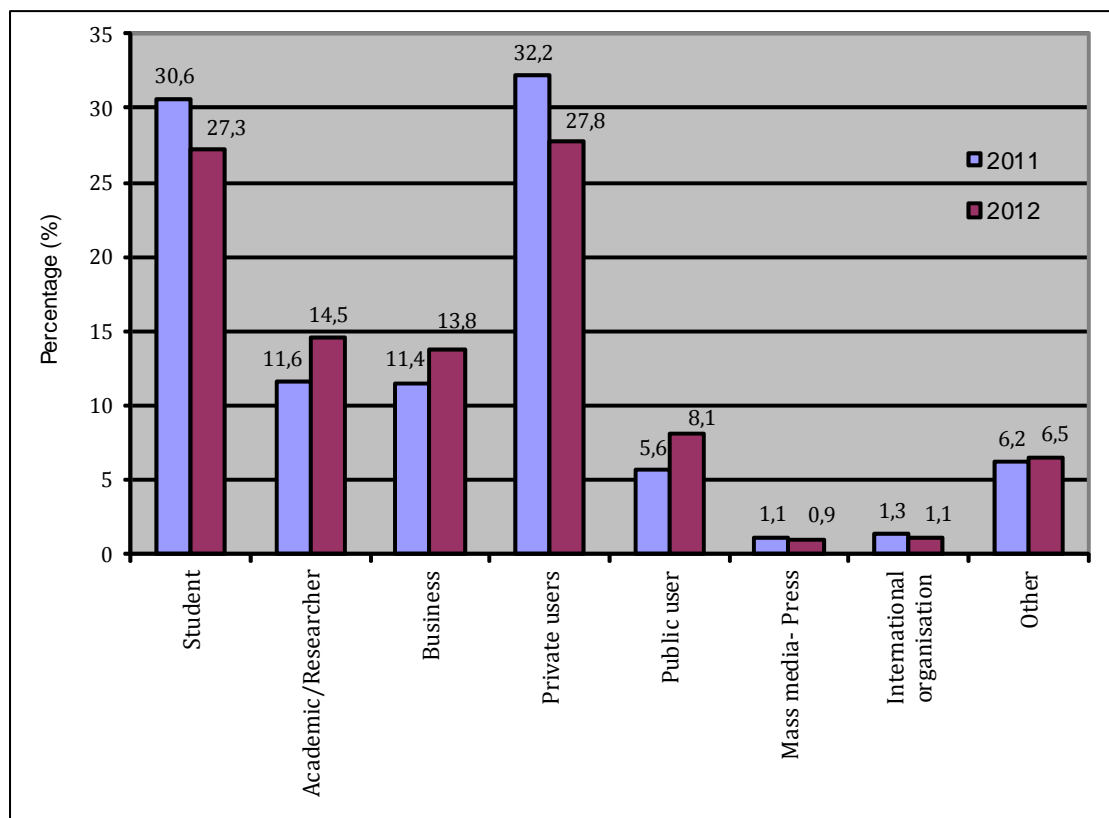


Table 2: Distribution of users' requests by theme

Requested data	2012		2013	
	Requests	Percentage %	Requests	Percentage%
Total	1.159		1.050	
Labour market	63	6,5	106	11,8
Industry- production	41	4,2	48	5,3
Agriculture-Livestock-Fishing	103	10,6	93	10,3
Price Indices	224	23,1	148	16,4
Public Finance	33	3,4	33	3,7
Justice	25	2,6	16	1,8
National Accounts	72	7,4	62	6,9
Education	43	4,4	34	3,8
External Trade	17	1,8	35	3,9
Science and technology	6	0,6	4	0,4
Transport	36	3,7	32	3,6
Business register	53	5,5	41	4,6
Construction	27	2,8	21	2,3
Environment-energy	10	1,0	8	0,9
Population	196	20,3	178	19,7
Living conditions	21	2,2	21	2,3
Tourism	87	9,0	78	8,7
Health-social welfare	41	4,2	35	3,9
Other	61	6,3	57	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.

Total number of users in 2012: 968

Total number of users in 2013: 902

Chart 2: Percentage distribution of users' requests by theme: 2012, 2013

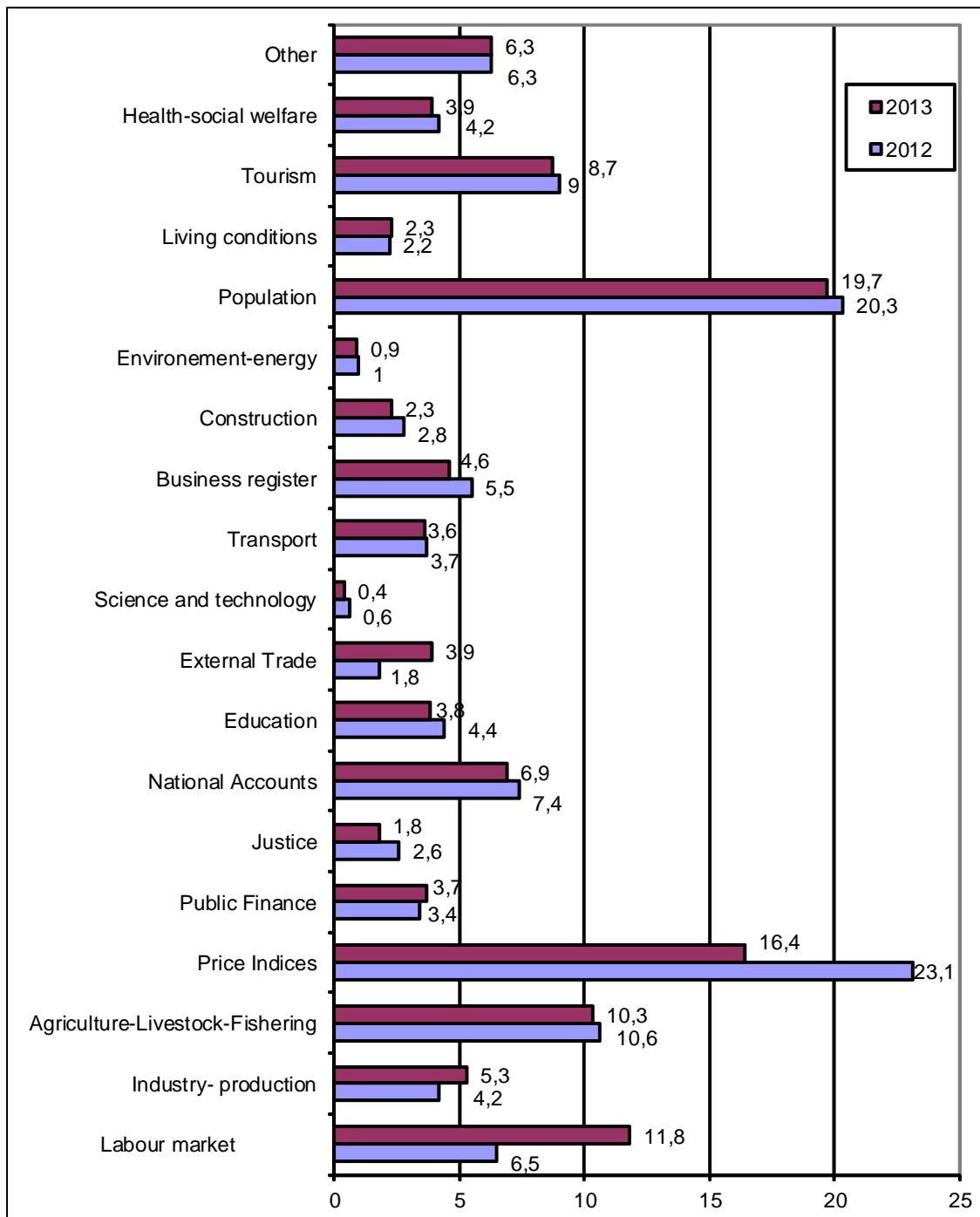


Table 3: Satisfaction of users' requests

Users' satisfaction	2012		2013	
	Users	Percentage %	Users	Percentage %
Total	968	100,0	902	100,0
Totally satisfied	862	89,1	794	88,0
Partially satisfied	82	8,5	83	9,2
Not at all satisfied	24	2,5	25	2,8

Chart 3: Percentage distribution of users' requests, 2012

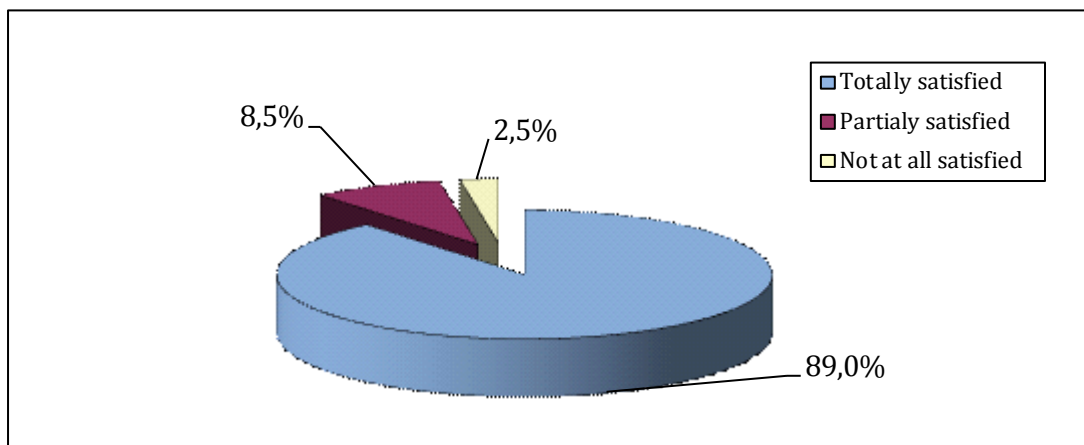


Chart 4: Percentage distribution of users' requests, 2013

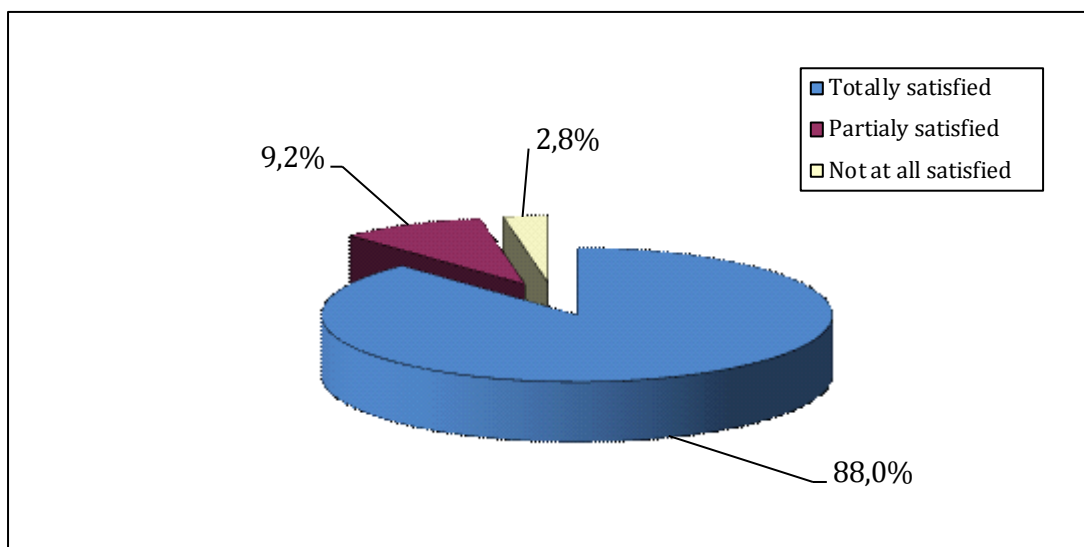


Table 4: Dissemination mode of statistical information

	2012	2013
Dissemination mode of statistical information	Users	Users
Total	968	902
Printed form	19	19
Electronic format (E-mail, CD, DVD, USB)	925	858
Both	0	0

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 (%), 2012, total

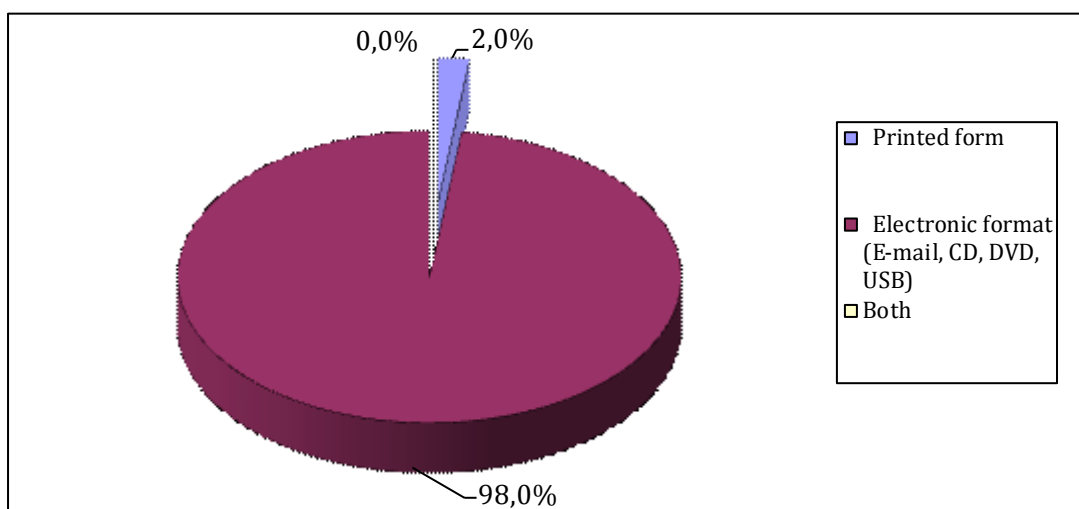


Chart 6: Mode of dissemination in percentage (%), 2013, total

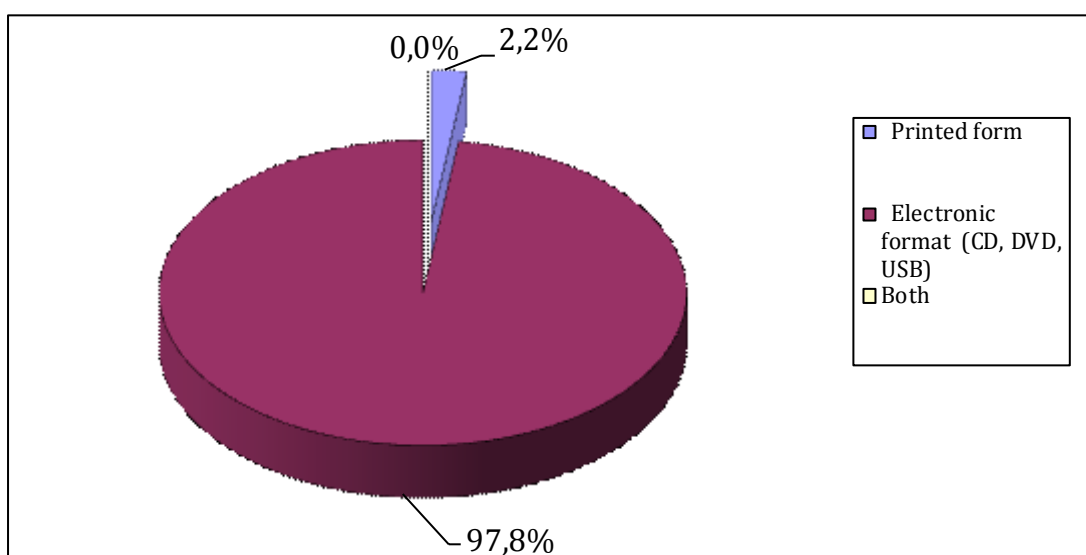


Table 5a. Distribution of users depending on their finding or not the requested data: 2012, 2013

	2012	2013
	Total	Total
Total	968	902
Users found the requested information	862	794
Users found partially the requested information	82	79
Users did not find the requested information	24	23

Table 5b. Reasons for partially or not finding the requested data: 2012, 2013

Reasons for partially or not finding the requested information	2012			2013		
	Total	Not finding	Partially finding	Total	Not finding	Partially finding
Total	106	24	82	102	23	79
Data are not available at lower level analysis for each branch of economic activity	33	5	28	34	7	27
Data are not available at the required geographical level	21	4	17	22	5	17
Confidentiality	5	0	5	6	2	4
Such data are not collected	24	9	15	17	4	13
Other reason	23	6	17	23	5	18

Chart 7: Reasons for partially or not finding the requested data: 2012

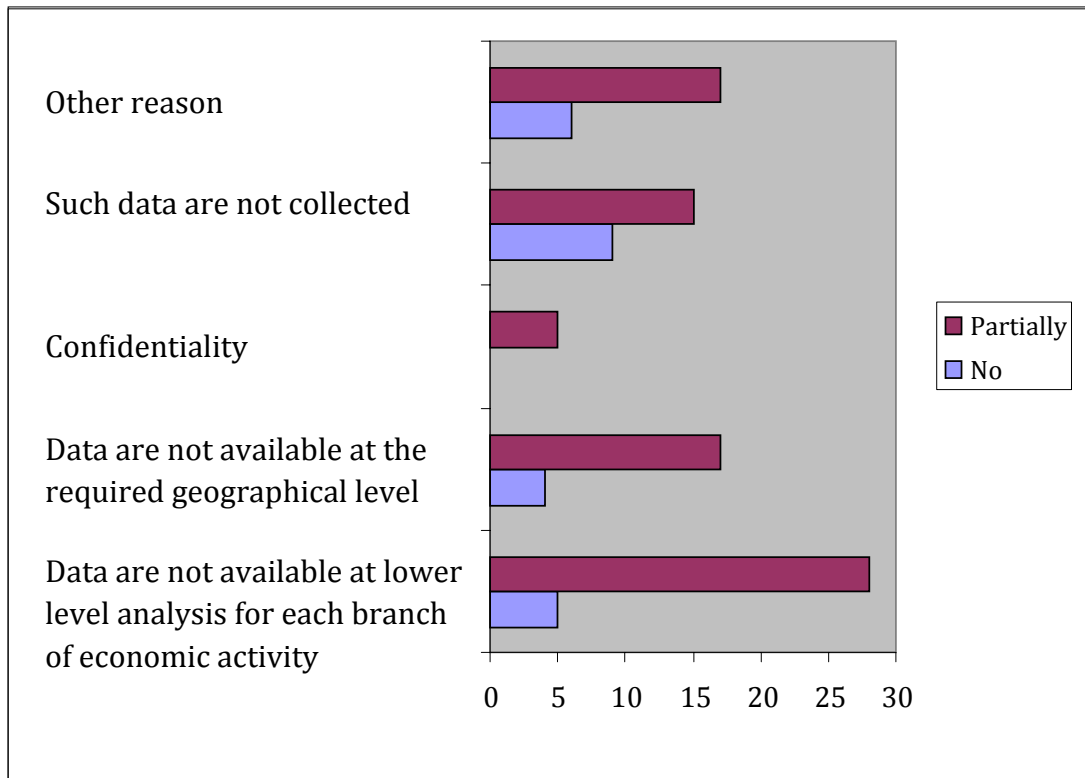


Chart 8: Reasons for partially or not finding the requested data, 2013

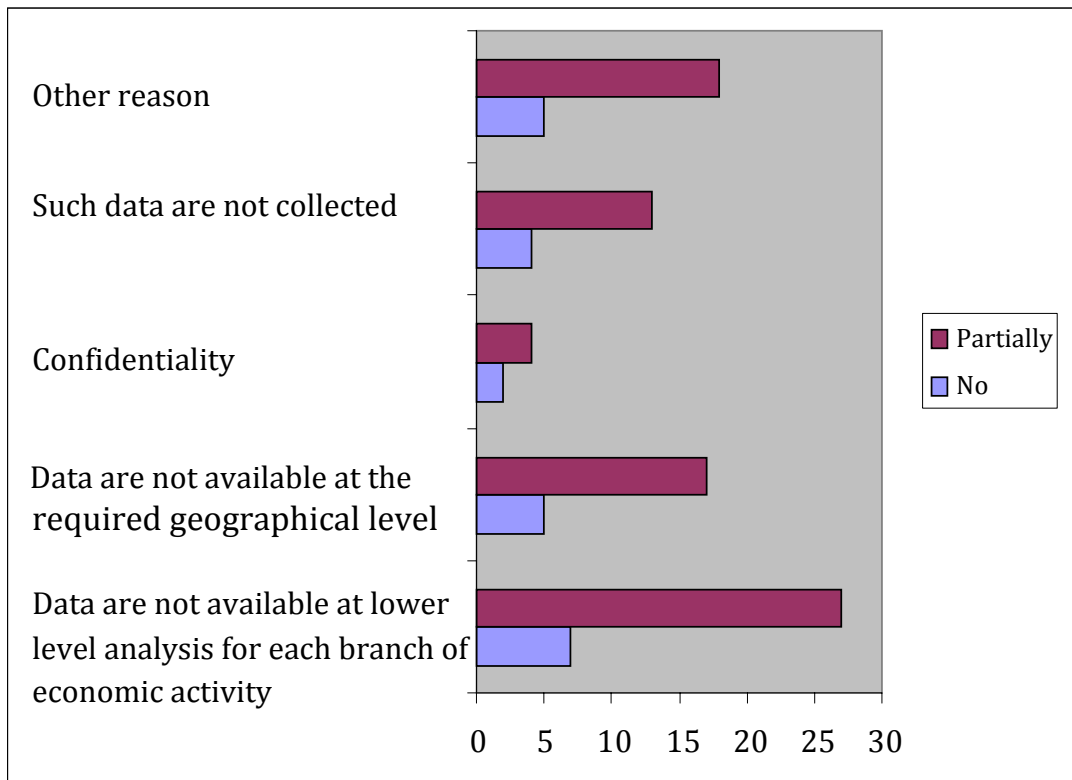


Table 6: Users' satisfaction in respect with the response time to their request (question 8)

Users' satisfaction	2012		2013	
	Users	Percentage %	Users	Percentage %
Very much	824	85,1	749	83,0
Quite a lot	96	9,9	92	10,2
Enough	43	4,5	53	5,9
A little	4	0,4	7	0,8
Not at all	1	0,1	1	0,1
Total	968	100,0	902	100,0

Chart 9: Percentage distribution of users' satisfaction in respect with the response time to their request, 2012

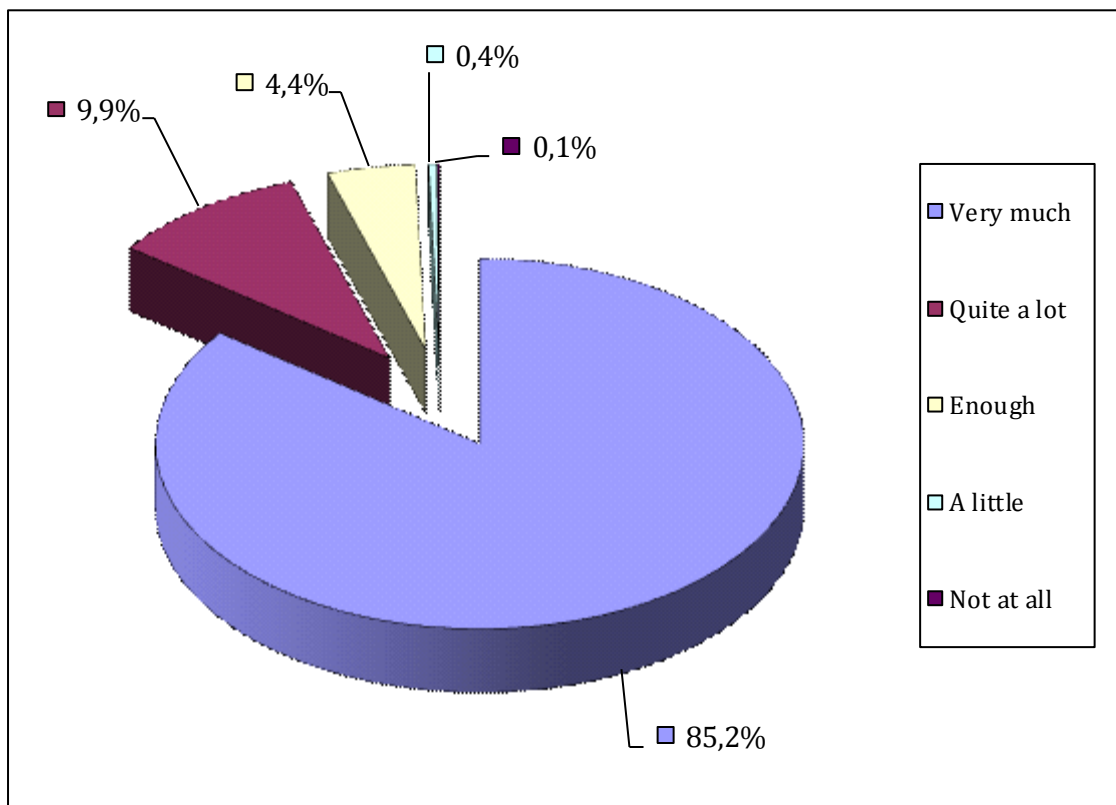


Chart 10: Percentage distribution of users' satisfaction in respect with the response time to their request, 2013

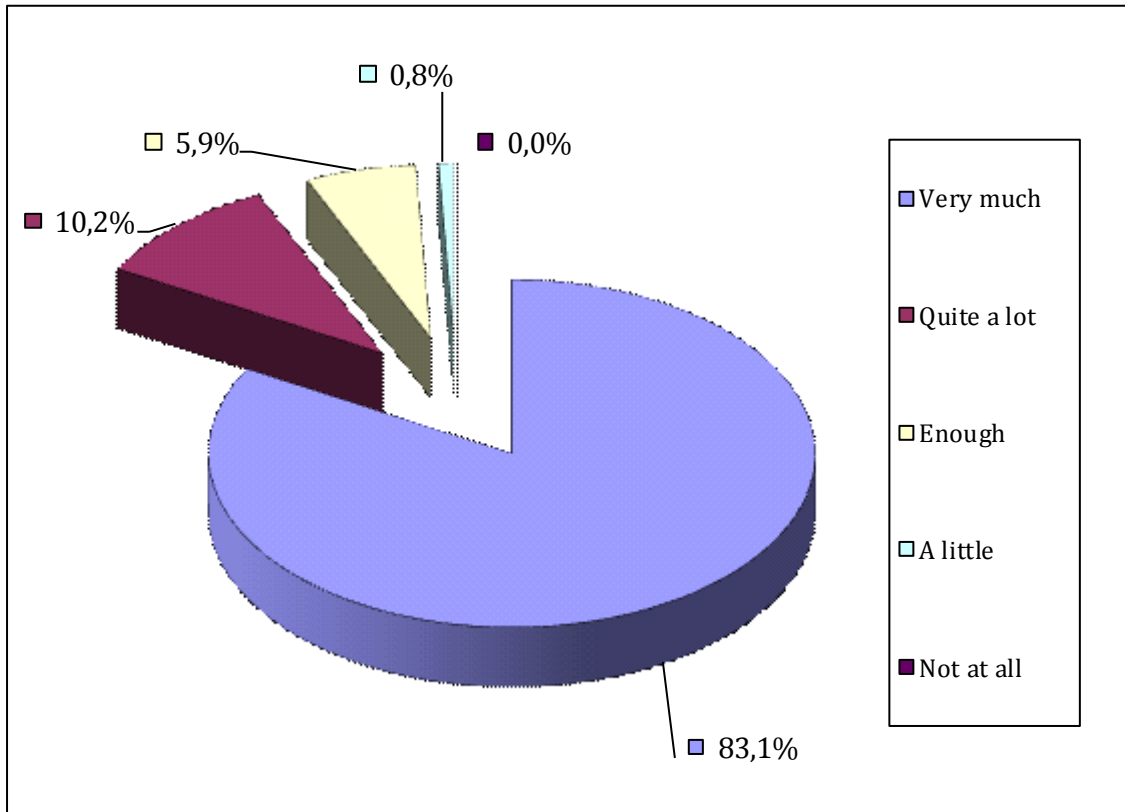
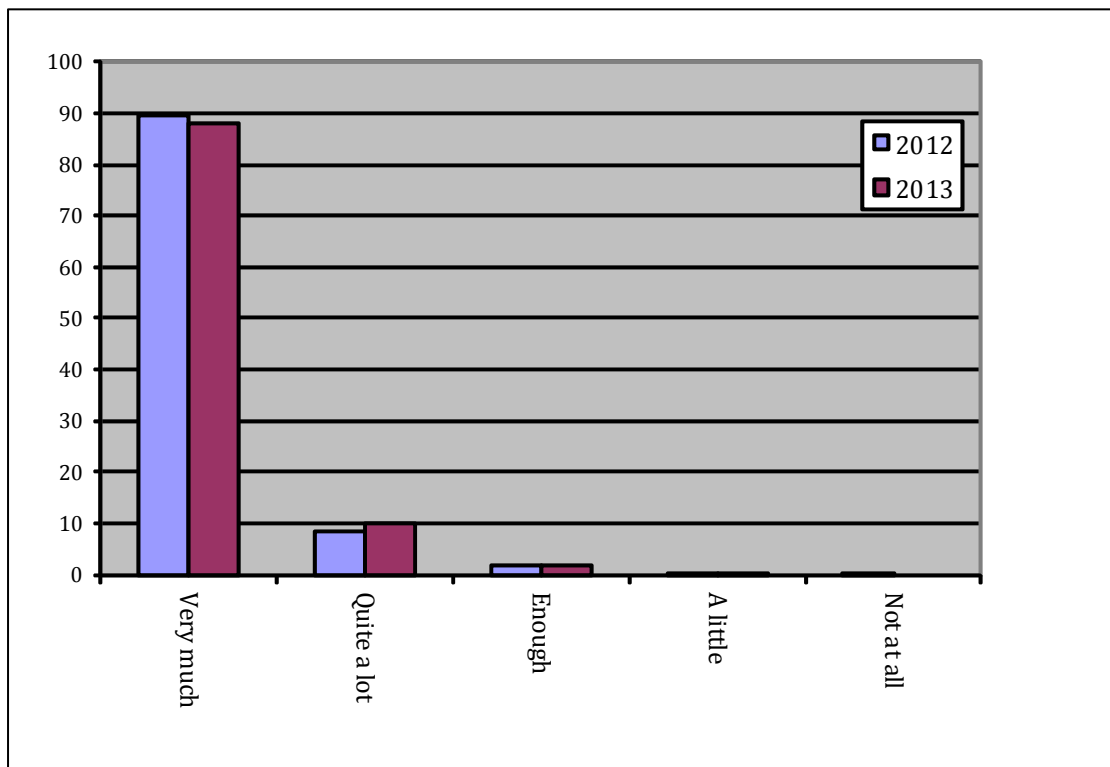


Table 7. Users' satisfaction in respect with the services provided by the personnel (question 9)

Users' satisfaction	2012		2013	
	Users	Percentage %	Users	Percentage %
Very much	865	89,3	793	87,9
Quite a lot	82	8,5	90	10,0
Enough	19	2,0	17	1,9
A little	1	0,1	1	0,1
Not at all	1	0,1	1	0,1
Total	968	100,0	902	100,0

Chart 11: Percentage distribution of users' satisfaction in respect with the services provided: 2012, 2013



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. Most of the suggestions, also the most frequent ones, are the same with those stated in the years 2011 and 2012.

A list of suggestions was drawn and is as follows:

- Provision of statistics at a more detailed or disaggregated level.
- Need for more user friendly webpage, as it is not so easy navigating for a simple user.
- Reconstruction of the database as the users cannot easily produce their own tables.
- More often update of data.
- Reducing the time needed for the production of some statistics.
- Longer time series, not only for the last ten years on specific domains.
- Uploading, at a separate place on the portal, of the most frequent users' requests.
- Tables in .xls format in the portal. Tables will be more user friendly.
- Publishing of students' projects on the portal, upon evaluation by ELSTAT's personnel, in order to create a database/archive of already processed statistical data.
- Need for a more detailed analysis of the branches of economic activities.
- Census data need for quicker results.
- Need for statistical data on green entrepreneurship.
- Need for statistical data on new sectors of the economy - flexibility depending on the current economy.
- Need for statistical data on alternative forms of tourism (agrotourism, religious tourism, conference and business tourism, etc.).
- Etc.



HELLENIC STATISTICAL AUTHORITY



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

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

Date:

Data are exclusively intended for scientific purposes

USER SATISFACTION 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:

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

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

4) User category:	Student	<input type="checkbox"/> (1)	Public service	<input type="checkbox"/> (5)
	Academic/Researcher	<input type="checkbox"/> (2)	Press and other Media	<input type="checkbox"/> (6)
	Commercial Business	<input type="checkbox"/> (3)	International Organization	<input type="checkbox"/> (7)
	Private user	<input type="checkbox"/> (4)	Other (please specify)	<input type="checkbox"/> (8)

5) Request category:	Labour Force	<input type="checkbox"/> (1)	Transportation	<input type="checkbox"/> (11)
	Industry – Production	<input type="checkbox"/> (1)	Business Register	<input type="checkbox"/> (12)
	Agriculture - Livestock – Fishery	<input type="checkbox"/> (3)	Construction	<input type="checkbox"/> (13)
	Indices	<input type="checkbox"/> (4)	Environment and Energy	<input type="checkbox"/> (14)
	Public Finance	<input type="checkbox"/> (5)	Population	<input type="checkbox"/> (15)
	Justice	<input type="checkbox"/> (6)	Income - Living conditions	<input type="checkbox"/> (16)
	National Accounts	<input type="checkbox"/> (7)	Tourism	<input type="checkbox"/> (17)
	Education	<input type="checkbox"/> (8)	Health – Social protection	<input type="checkbox"/> (18)
	External trade	<input type="checkbox"/> (9)	Other (please specify)	<input type="checkbox"/> (19)
	Science and technology	<input type="checkbox"/> (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 of economic activities 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:
