HELLENIC REPUBLIC

HELLENIC STATISTICAL AUTHORITY

ELSTAT

USER SATISFACTION SURVEY REPORT FOR THE YEAR 2014

PIRAEUS 2015

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 1.158 replies were received in 2014 from a total of served 4.942 users, while in 2013, 903 users responded from the total of 4.533 served users.

The USS questionnaire was the same with the one used in 2014 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 <u>January – December 2013 and 2014.</u>

Annexed to this report is the USS questionnaire.

Table 1: Distribution of users by sex and category

Sex, user category	2013		2014	
	Users	Percentage (%)	Users	Percentage (%)
Total	**903**	**100,0**	**1.158**	**100,0**
Male	*484*	*53,6*	*661*	*57,1*
Female	*419*	*46,4*	*497*	*42,9*
Student	246	27,2	387	33,4
Academic/Researcher	131	14,5	123	10,6
Business	124	13,7	153	13,2
Private users	251	27,8	351	30,3
Public user	73	8,1	96	8,3
Mass media- Press	8	0,9	7	0,6
International organisation	10	1,1	14	1,2
Other	60	6,6	27	2,3

Chart 1: Percentage distribution of users by category: 2013, 2014

ELSTAT – User Satisfaction Survey, 2014
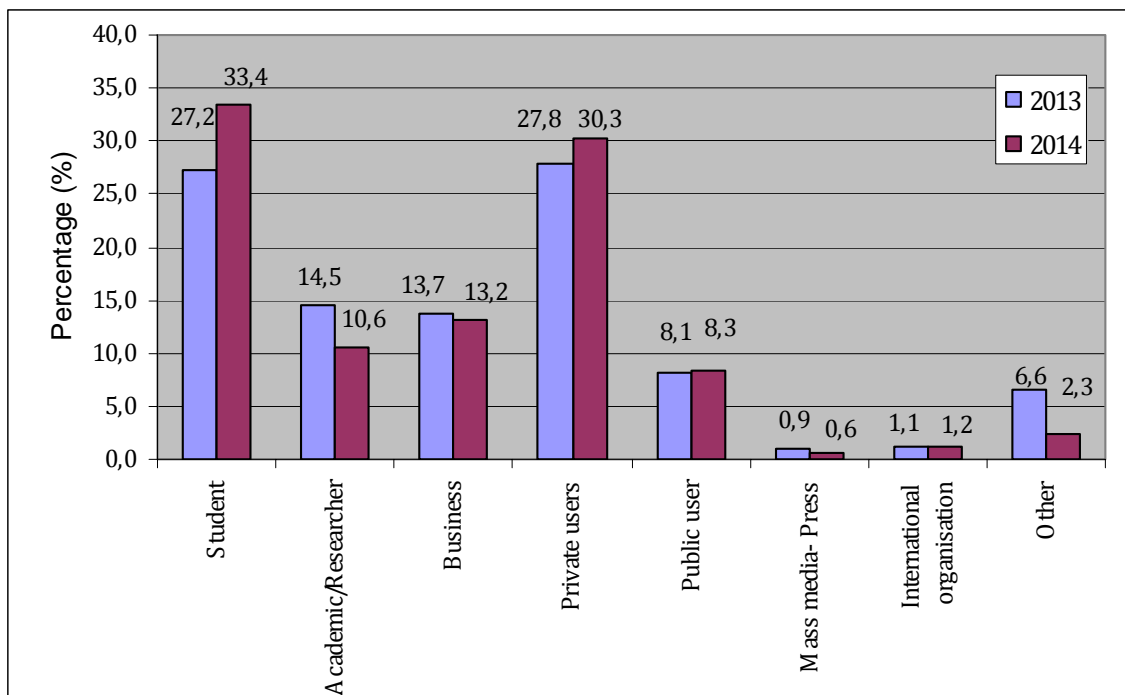
Table 2: Distribution of users' requests by theme

Requested data	2013		2014	
	Requests	Percentage %	Requests	Percentage %
Total	**1.051**		**1.414**	
Labour market	106	11,7	116	10,0
Industry-production	48	5,3	54	4,7
Agriculture-Livestock-Fishering	93	10,3	102	8,8
Price Indices	148	16,4	217	18,7
Public Finance	33	3,7	55	4,8
Justice	16	1,8	27	2,3
National Accounts	62	6,9	90	7,8
Education	34	3,8	52	4,5
External Trade	36	4,0	42	3,6
Science and technology	4	0,4	9	0,8
Transport	32	3,5	47	4,1
Business register	41	4,5	44	3,8
Construction	21	2,3	35	3,0
Environement-energy	8	0,9	21	1,8
Population	178	19,7	304	26,3
Living conditions	21	2,3	34	2,9
Tourism	78	8,6	80	6,9
Health-social welfare	35	3,9	42	3,6
Other	57	6,3	43	3,7

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

Total number of users in 2013:   903
Total number of users in 2014:   1.158

Chart 2: Percentage distribution of users' requests by theme: 2013, 2014
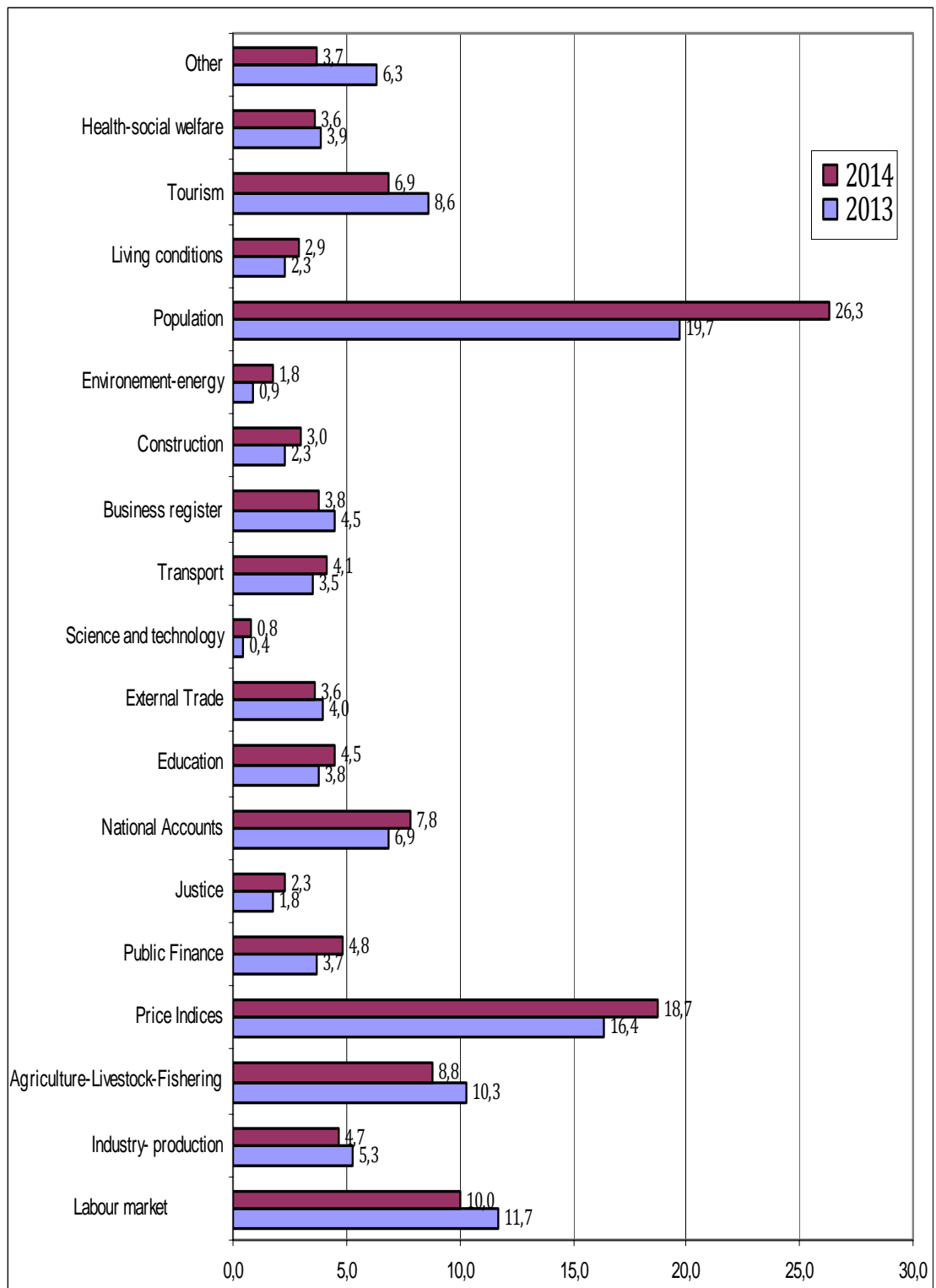
Theme	2014	2013
Other	3,7	6,3
Health-social welfare	3,6	3,9
Tourism	6,9	8,6
Living conditions	2,9	2,3
Population	26,3	19,7
Environement-energy	1,8	0,9
Construction	3,0	2,3
Business register	3,8	4,5
Transport	4,1	3,5
Science and technology	0,8	0,4
External Trade	3,6	4,0
Education	4,5	3,8
National Accounts	7,8	6,9
Justice	2,3	1,8
Public Finance	4,8	3,7
Price Indices	18,7	16,4
Agriculture-Livestock-Fishering	8,8	10,3
Industry- production	4,7	5,3
Labour market	10,0	11,7

Table 3: Satisfaction of users' requests

Users᾽ satisfaction	2013		2014	
	Users	Percentage (%)	Users	Percentage (%)
Total	**903**	**100,0**	**1.158**	**100,0**
Totally satisfied	795	88,0	1.058	91,4
Partialy satisfied	83	9,2	86	7,4
Not at all satisfied	25	2,8	14	1,2

Chart 3: Percentage distribution of users' requests, 2013
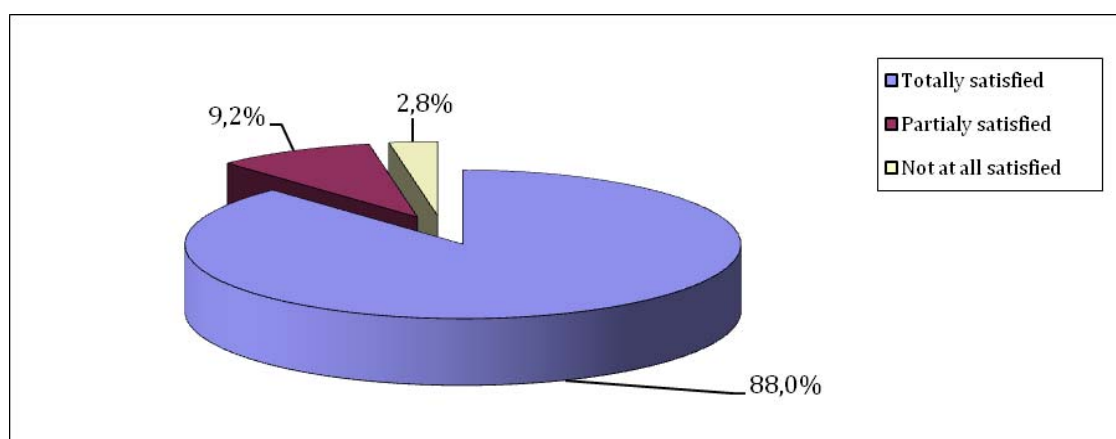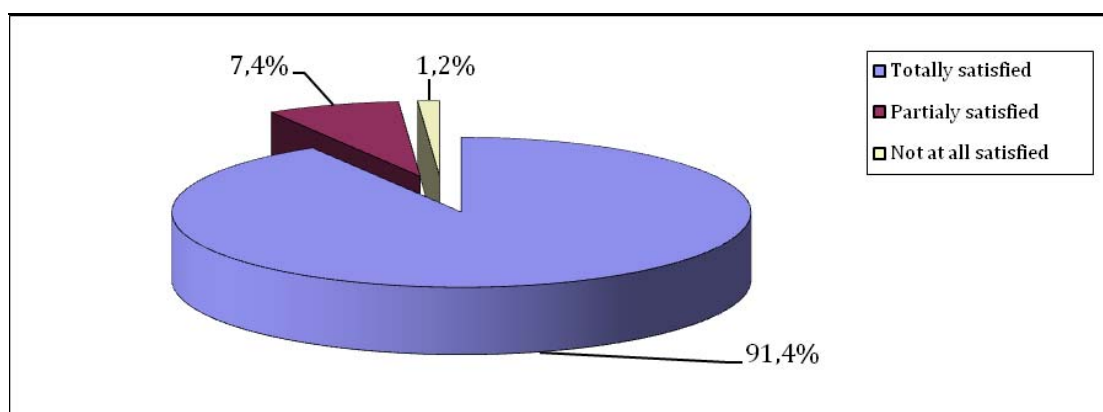

Chart 4: Percentage distribution of users' requests, 2014

Table 4: Dissemination mode of statistical information

	2013	2014
Dissemination mode of statistical information	Users	Users
Total	**903**	**1.158**
Users found the requested information	**878**	**1.144**
Printed form	19	0
Electronic format (E-mail, CD, DVD, USB)	859	1.143
Both	0	1

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

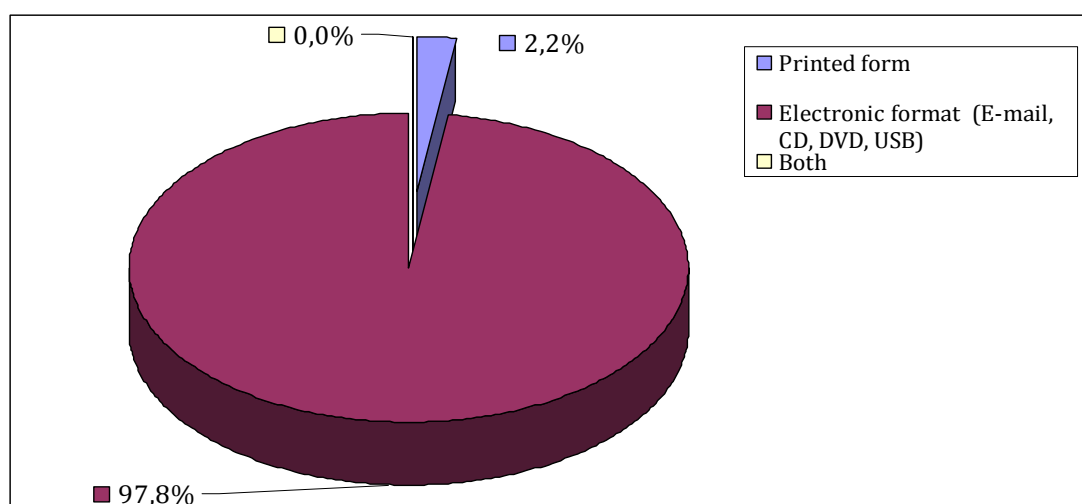**Chart 5: Mode of dissemination in percentage (%), 2013, total**

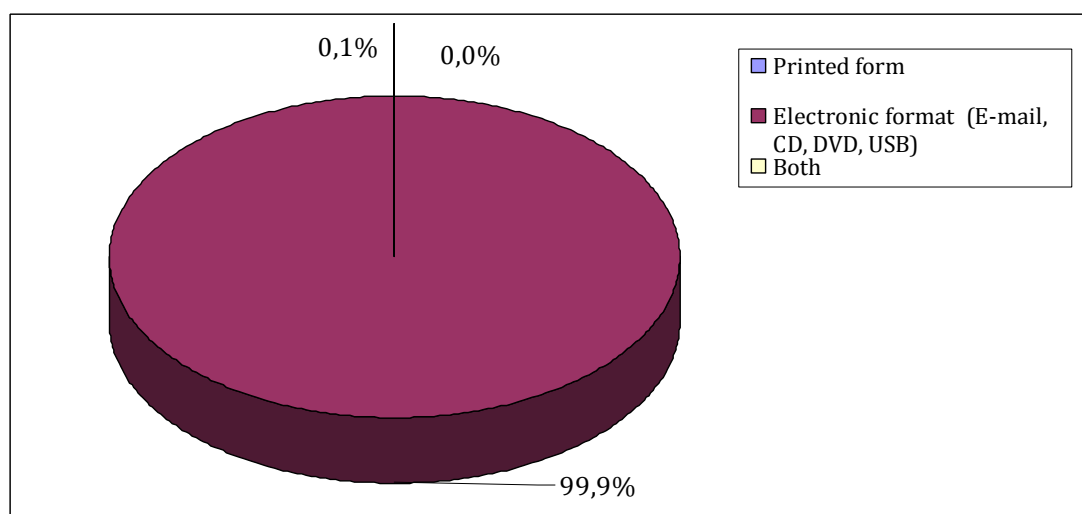**Chart 6: Mode of dissemination in percentage (%), 2014, total**

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Table 5a. Distribution of users depending on their finding or not the requested data: 2013, 2014

	2013	2014
Total	**903**	**1.158**
Users found the requested information	795	1.058
Users found partially the requested information	83	86
Users did not find the requested information	25	14

Table 5b. Reasons for partially or not finding the requested data: 2013, 2014

Reasons for partially or not finding the requested information	2013			2014		
	Total	*Not finding*	*Partially finding*	*Total*	*Not finding*	*Partially finding*
Total	**108**	**25**	**83**	**100**	**14**	**86**
Data are not available at lower level analysis for each branch of economy activity	40	9	31	40	4	36
Data are not available at the required geographical level	22	5	17	28	1	27
Confidentiality	6	2	4	5	1	4
Such data are not collected	17	4	13	11	4	7
Other reason	23	5	18	16	4	12

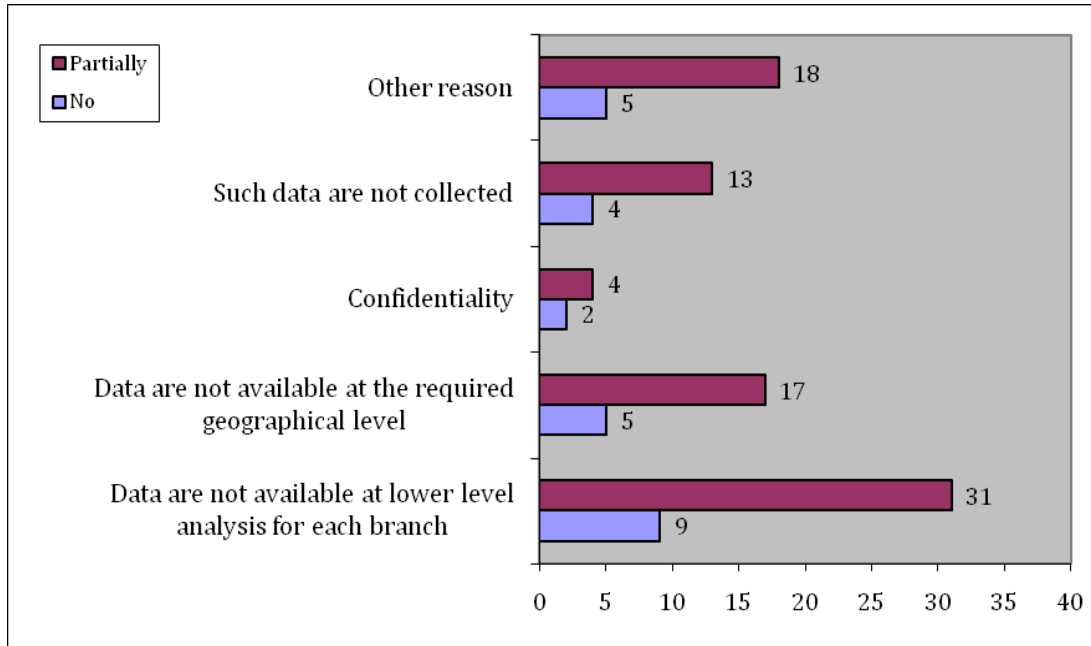**Chart 7: Reasons for partially or not finding the requested data: 2013**

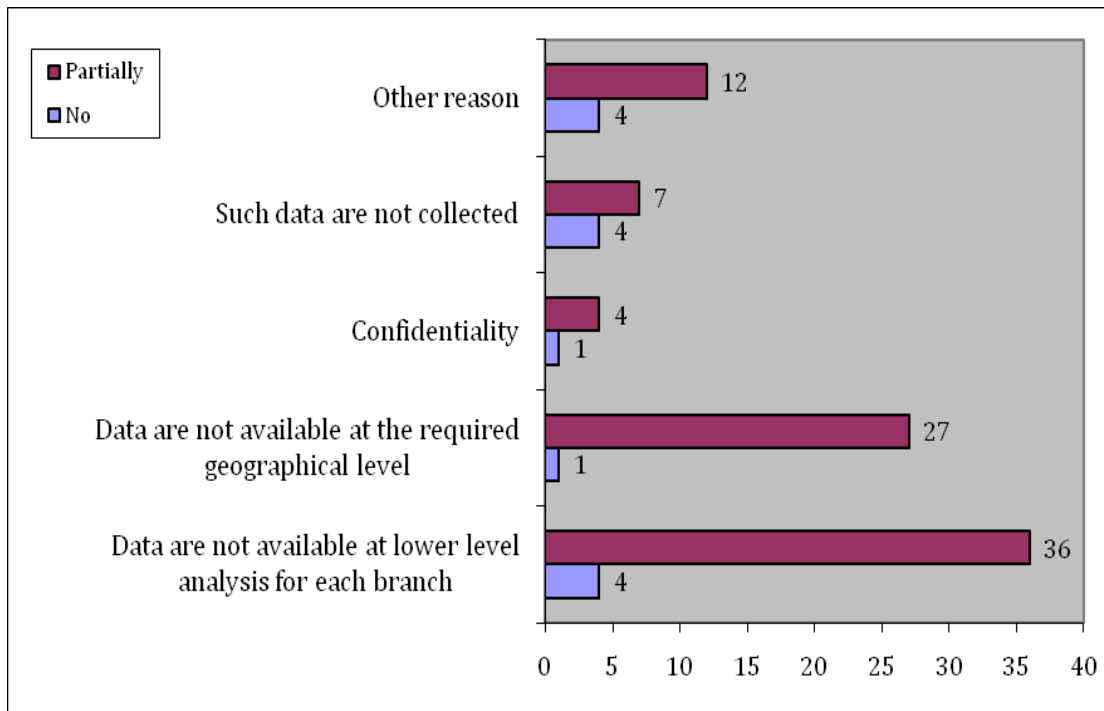**Chart 8: Reasons for partially or not finding the requested data, 2014**

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

Users' satisfaction	2013		2014	
	Users	Percentage (%)	Users	Percentage (%)
Very much	749	82,9	1.000	86,4
Quite a lot	92	10,2	86	7,4
Enough	53	5,9	57	4,9
A little	8	0,9	12	1,0
Not at all	1	0,1	3	0,3
Total	**903**	**100,0**	**1.158**	**100,0**

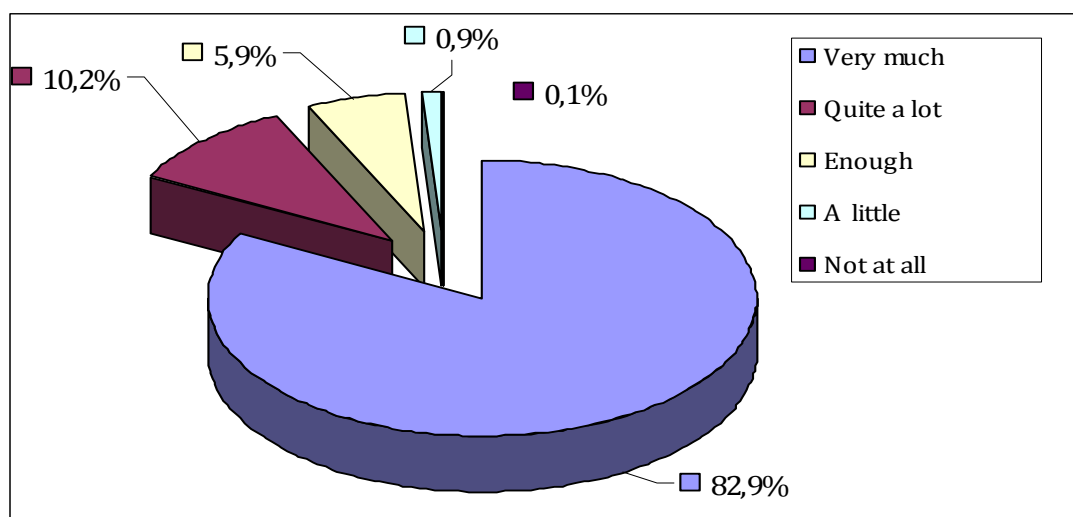*Chart 9: Percentage distribution of users' satisfaction in respect with the response time to their request, 2013*

Chart 10: Percentage distribution of users' satisfaction in respect with the response time to their request, 2014
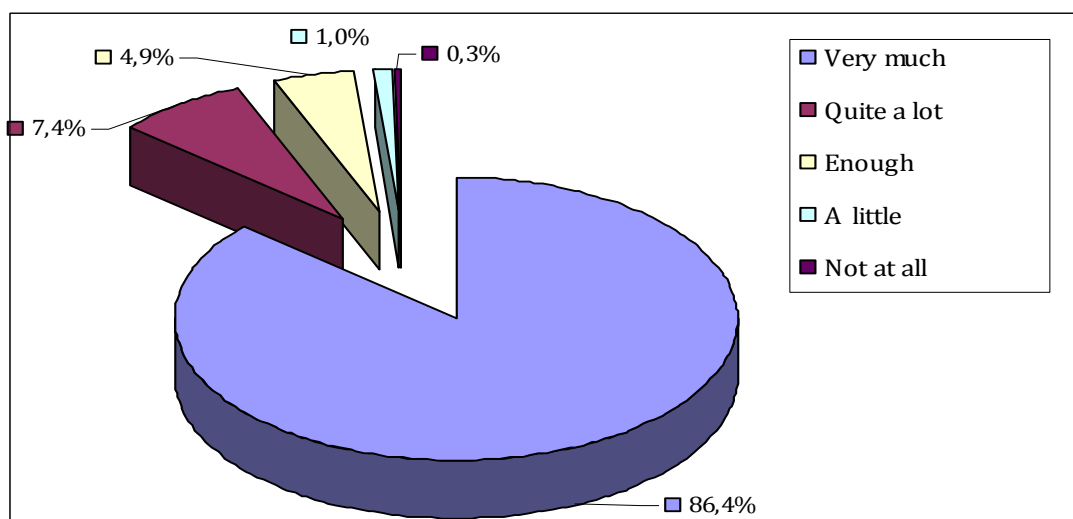

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Table 7. Users' satisfaction in respect with the services provided by the personnel (question 9)

Users' satisfaction	2013		2014	
	Users	Percentage (%)	Users	Percentage (%)
1. Very much	793	87,8	1.058	91,4
2. Quite a lot	91	10,1	83	7,2
3. Enough	17	1,9	14	1,2
4. A little	1	0,1	2	0,2
5. Not at all	1	0,1	1	0,1
Total	**903**	**100,0**	**1.158**	**100,0**

Chart 11: Percentage distribution of users' satisfaction in respect with the services provided: 2013, 2014
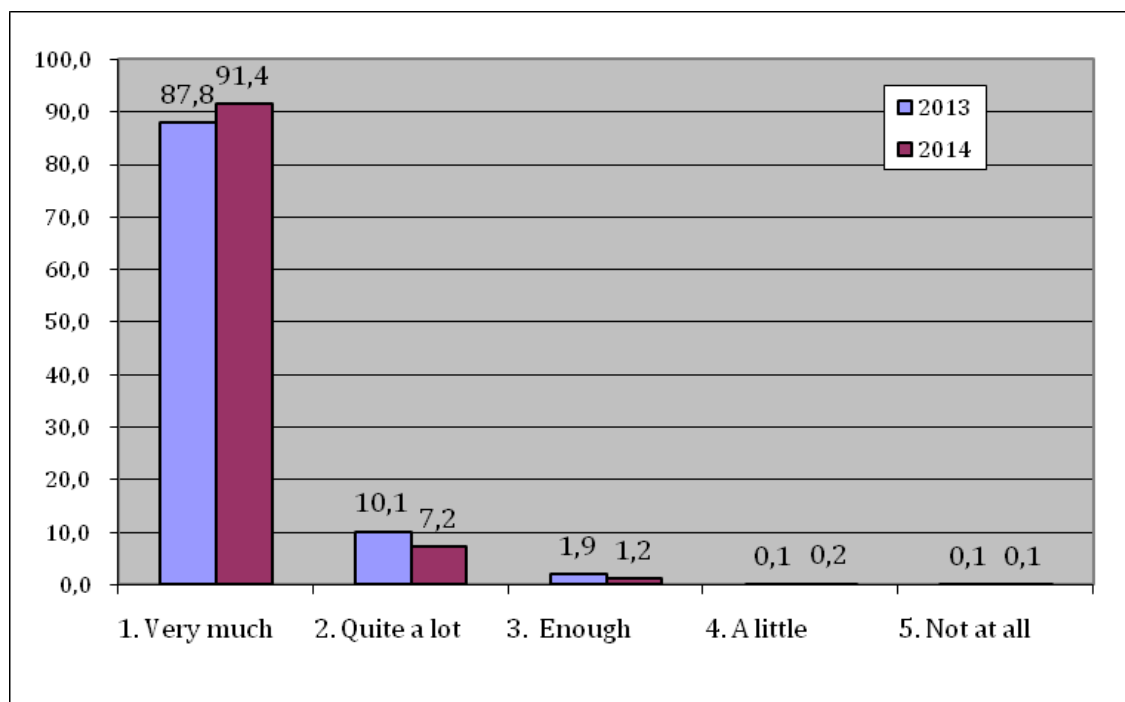
Messages from the users

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 2012 and 2013.

A list of suggestions was drawn and is as follows:

- Provision of statistics at a more detailed or disaggregated level.

- Provision of statistics at a lower geographical level.

- Need for more user friendly web page, 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 on the portal. Tables will be more user friendly.

- Need for a more detailed analysis of the branches of economic activities.

- Census data need for quicker results.

- Longer time series on Census data (not only for the latest decades 2001, 2011) on the portal.

- 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

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 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 category:	Student	(1)	Public service	(5)
	Academic/Researcher	(2)	Press and other Media	(6)
	Commercial Business	(3)	International Organization	(7)
	Private user	(4)	Other (please specify)	(8)
			---------------------------------	

5) Request category:	Labour Force	(1)	Transportation	(11)
	Industry – Production	(1)	Business Register	(12)
	Agriculture - Livestock – Fishery	(3)	Construction	(13)
	Indices	(4)	Environment and Energy	(14)
	Public Finance	(5)	Population	(15)
	Justice	(6)	Income - Living conditions	(16)
	National Accounts	(7)	Tourism	(17)
	Education	(8)	Health – Social protection	(18)
	External trade	(9)	Other (please specify)	(19)
	Science and technology	(10)	---	

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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:

_____

_____

_____

_____