



HELLENIC REPUBLIC



HELLENIC STATISTICAL AUTHORITY

# **USER SATISFACTION SURVEY REPORT 2020**

PIRAEUS, 2021

## **Introduction**

The mission of the Hellenic Statistical Authority (ELSTAT) is to systematically develop, produce and disseminate official statistics of Greece, and to ensure and constantly improve the quality of the statistics of the Hellenic Statistical System (ELSS). ELSTAT pursues its mission by following the highest international statistical standards, and strictly adheres to the prescribed rules and fulfills its obligations in accordance with the European Statistics Code of Practice.

The following pages contain data on the number of users who submitted requests for data provision to the Statistical Data Dissemination Section, and the Library and Web Content Management Section of ELSTAT, in 2020, in combination with other parameters, such as the response rate to users' requests, the type of requested data and the dissemination mode of statistical information. The above information, for the year 2020, was collected by the use of an on-line questionnaire (User Satisfaction Questionnaire), which is attached at the end of this report. This questionnaire is addressed to all users who submit a request for data provision to the above Sections, while its completion is optional.

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

The purpose of the User Satisfaction Survey is to:

- communicate with the users of official statistics, with the aim of further improving the quality of the produced statistical product of ELSTAT and the services provided by it,
- fully utilising the collected data, such as for example those relating to the type of statistical data requested and investigating new needs.

The survey collects information that covers the following main areas:

- users' category and their characteristics;
- type and statistical domain of requested data;
- dissemination mode of statistical data;
- degree of satisfaction of users' requests;
- frequency of submitting requests and using statistical data;
- frequency of visiting ELSTAT's website;
- degree of users' trust in the statistical data provided and the information posted on ELSTAT's website;
- degree of users' satisfaction as regards the services provided to them.

In the course of 2020, 317 User Satisfaction Questionnaires were filled in, in total, out of 2,889 users' requests submitted to the Statistical Data Dissemination Section and the Library and Web Content Management Section.

In order to have a more complete overview on the type of users requesting information, 10 basic categories are distinguished in the User Satisfaction Questionnaire: 1) Pupil/Student, 2) Teacher/Professor 3) Researcher, 4) Business, 5) Private user, 6) Public administration, 7) Press and other media, 8) Members of the parliamentary bodies, 9) International Organisation, 10) Other.

The statistical data are presented in 28 statistical domains (categories):

1) Fishery, 2) Employment – Labour cost and remuneration, 3) Population-Housing Census, 4) Industry-Manufacture-Mines, 5) Agriculture, 6) Forestry, 7) Price indices, 8) Demography, 9) Public Finance, 10) Justice, 11) National Accounts, 12) Income — Living conditions of households, 13) Education, 14) Domestic trade (retail - wholesale), 15) External and international trade, 16) Energy, 17) Social protection and social security, 18) Livestock 19) Transport – Communication, 20) Business Register, 21) Building activity - Construction, 22) Environment, 23) Culture, 24) Tourism, 25) Health, 26) ICT use 27) Time use and 28) Other.

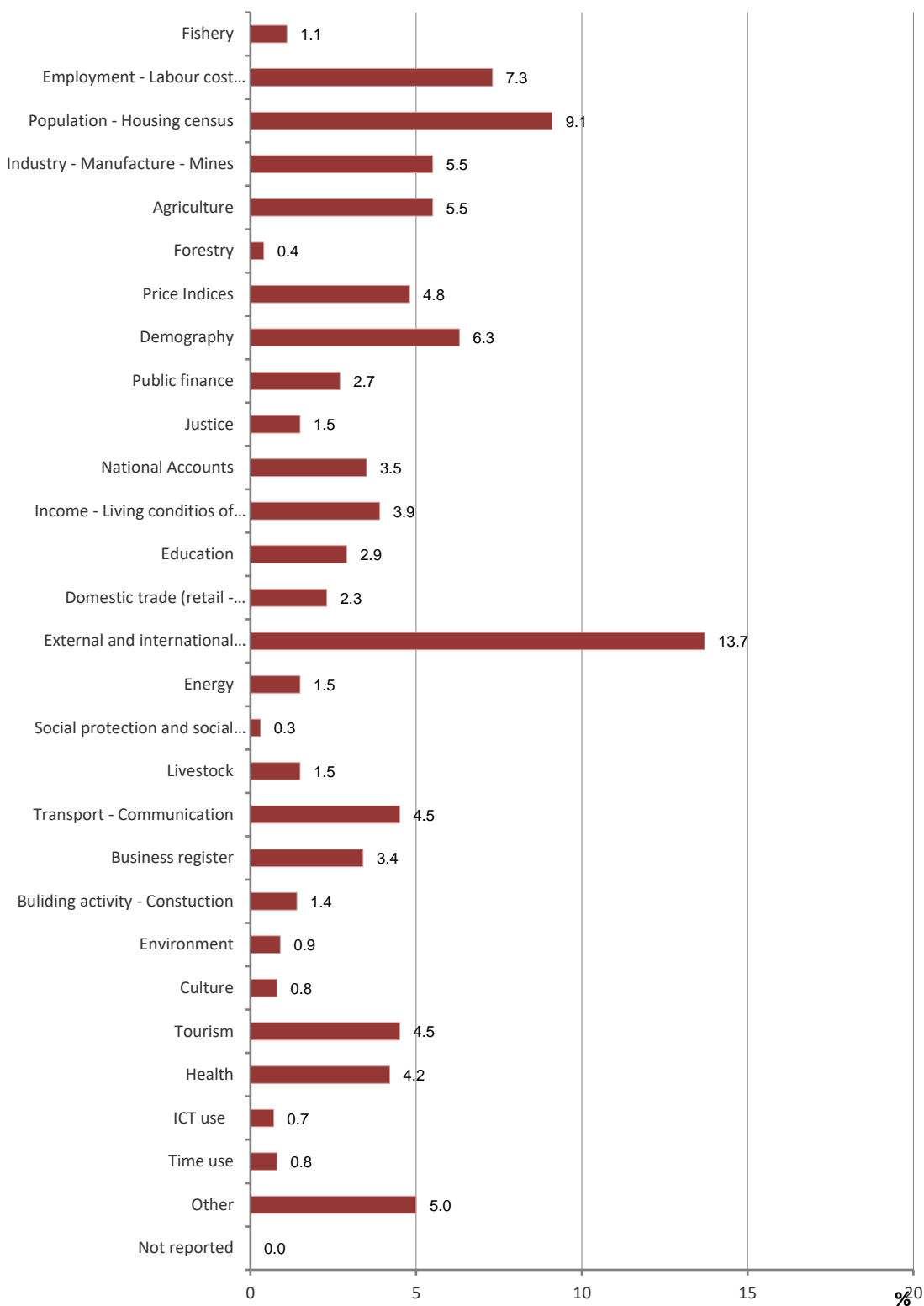
This Report gives an overview, in the form of tables and graphs, of:

- the distribution of total users' requests, by statistical domain of the requested data (Table 1 and Graph 1);
- the most important findings of the Survey, referring to the twelve-month period January-December 2020.

**Table 1. Distribution of total users' requests, by statistical domain of the requested data, 2020**

Statistical domain	Users' requests	Rate (%)
<b>Total</b>	<b>2,889</b>	<b>100.0</b>
Fishery	33	1.1
Employment - Labour cost and remuneration	212	7.3
Population-Housing census	264	9.1
Industry — Manufacture — Mines	158	5.5
Agriculture	159	5.5
Forestry	10	0.4
Price indices	138	4.8
Demography	183	6.3
Public finance	77	2.7
Justice	42	1.5
National Accounts	102	3.5
Income — Living conditions of households	112	3.9
Education	83	2.9
Domestic trade (retail – wholesale)	66	2.3
External and international trade	396	13.7
Energy	44	1.5
Social protection and social security	9	0.3
Livestock	44	1.5
Transport — Communication	130	4.5
Business register	99	3.4
Building activity — Construction	41	1.4
Environment	27	0.9
Culture	23	0.8
Tourism	131	4.5
Health	120	4.2
ICT use	20	0.7
Time use	23	0.8
Other	143	5.0
Not reported	-	0.0

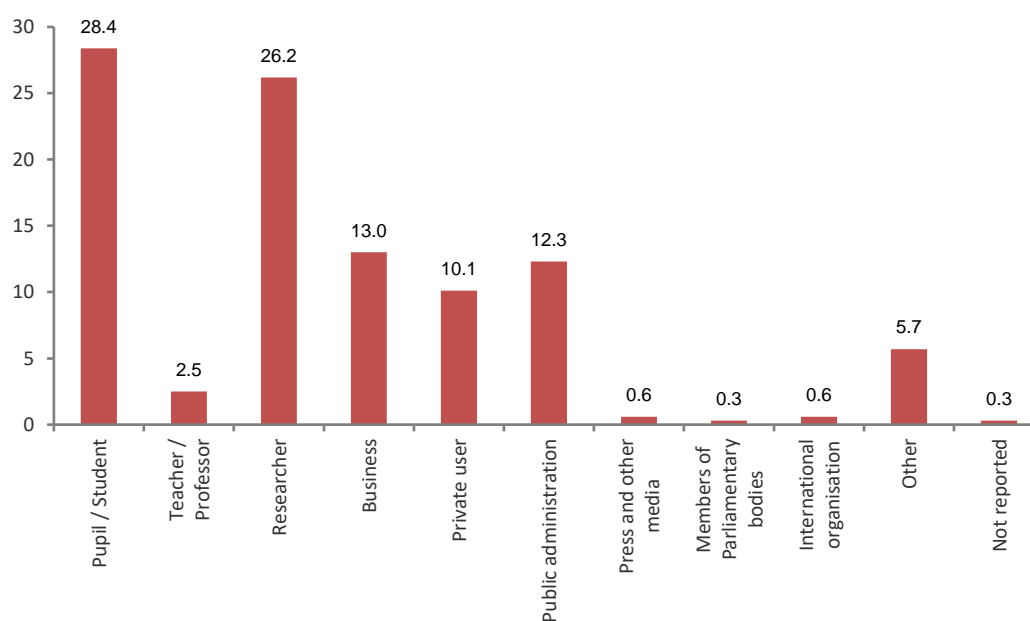
**Graph 1. Percentage distribution (%) of total users' requests, by statistical domain of the requested data, 2020**



**Table 2. Distribution of users who participated in the Users Satisfaction Survey, by gender and category, 2020**

Gender, user category	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
<i>Male</i>	<i>161</i>	<i>50.8</i>
<i>Female</i>	<i>156</i>	<i>49.2</i>
<b>User category</b>		
Pupil/Student	90	28.4
Teacher/Professor	8	2.5
Researcher	83	26.2
Business	41	13.0
Private user	32	10.1
Public administration	39	12.3
Press and other media	2	0.6
Members of parliamentary bodies	1	0.3
International Organisation	2	0.6
Other	18	5.7
Not reported	1	0.3

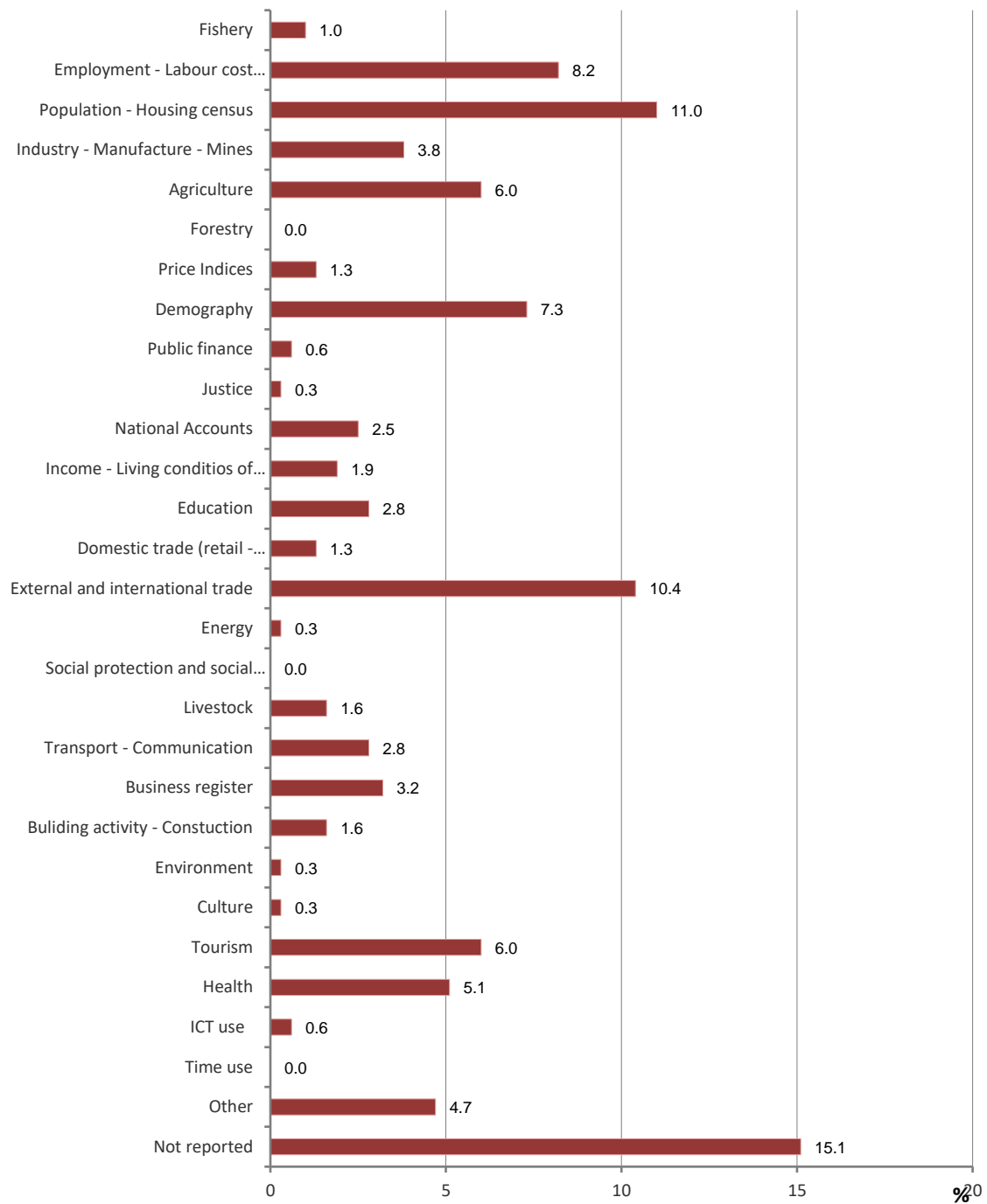
**Graph 2. Percentage distribution (%) of users who participated in the Users Satisfaction Survey, by category, 2020**



**Table 3. Distribution of users who participated in the Users Satisfaction Survey, by statistical domain of the requested data, 2020**

Statistical domain	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Fishery	3	1.0
Employment - Labour cost and remuneration	26	8.2
Population-Housing census	35	11.0
Industry — Manufacture — Mines	12	3.8
Agriculture	19	6.0
Forestry	-	0.0
Price indices	4	1.3
Demography	23	7.3
Public finance	2	0.6
Justice	1	0.3
National Accounts	8	2.5
Income — living conditions of households	6	1.9
Education	9	2.8
Domestic trade (retail – wholesale)	4	1.3
External and international trade	33	10.4
Energy	1	0.3
Social protection and social security	-	0.0
Livestock	5	1.6
Transport — Communication	9	2.8
Business register	10	3.2
Building activity — Construction	5	1.6
Environment	1	0.3
Culture	1	0.3
Tourism	19	6.0
Health	16	5.1
ICT use	2	0.6
Time use	-	0.0
Other	15	4.7
Not reported	48	15.1

**Graph 3. Percentage distribution (%) of users who participated in the Users Satisfaction Survey, by statistical domain of the requested data, 2020**

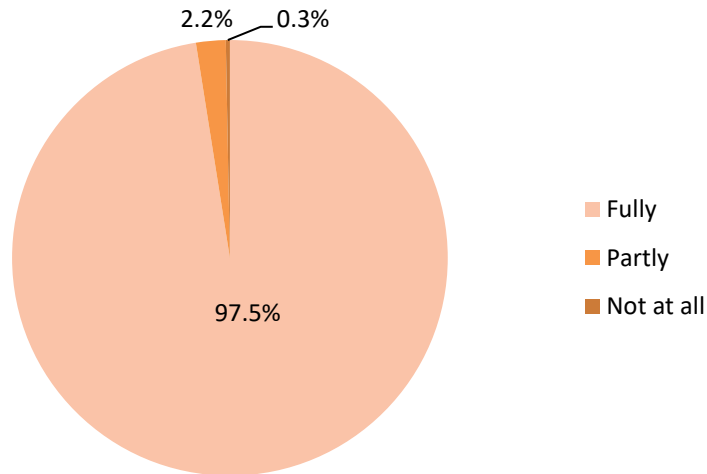




**Table 4. Degree of satisfaction of users who participated in the User Satisfaction Survey, in relation to meeting their request, 2020**

Degree of satisfaction	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Fully	309	97.5
Partly	7	2.2
Not at all	1	0.3

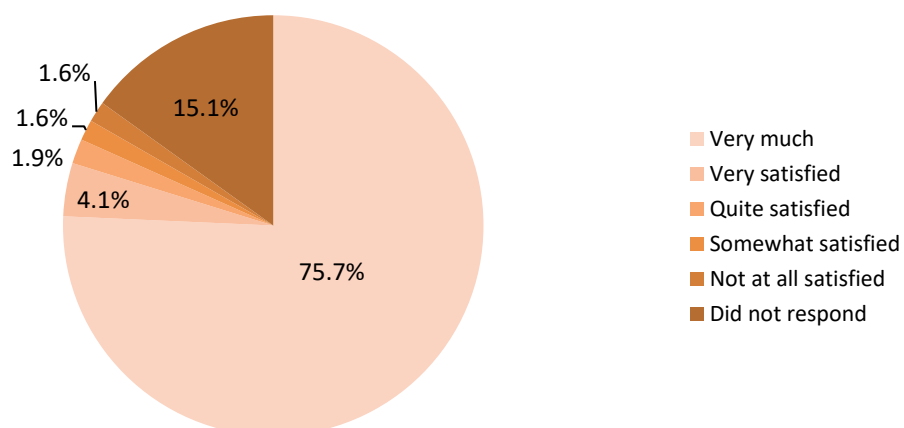
**Graph 4. Percentage distribution (%) of the degree of satisfaction of users who participated in the User Satisfaction Survey, in relation to meeting their request, 2020**



**Table 5. Degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the response time to their request, 2020**

Degree of satisfaction	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Very much	240	75.7
Very satisfied	13	4.1
Quite satisfied	6	1.9
Somewhat satisfied	5	1.6
Not at all satisfied	5	1.6
Did not respond	48	15.1

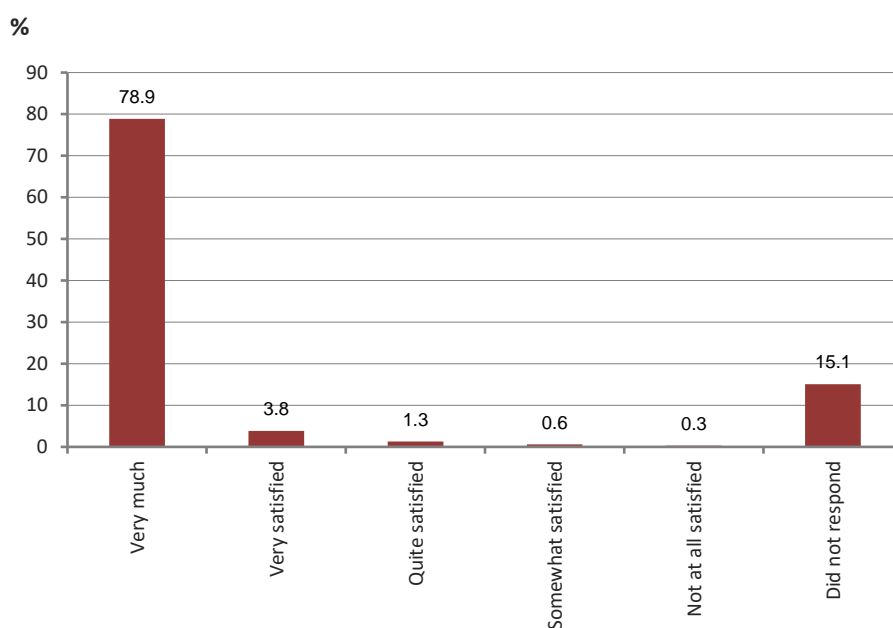
**Graph 5. Percentage distribution (%) of the degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the response time to their request, 2020**



**Table 6. Degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the services provided by the personnel, 2020**

Degree of satisfaction	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Very much	250	78.9
Very satisfied	12	3.8
Quite satisfied	4	1.3
Somewhat satisfied	2	0.6
Not at all satisfied	1	0.3
Did not respond	48	15.1

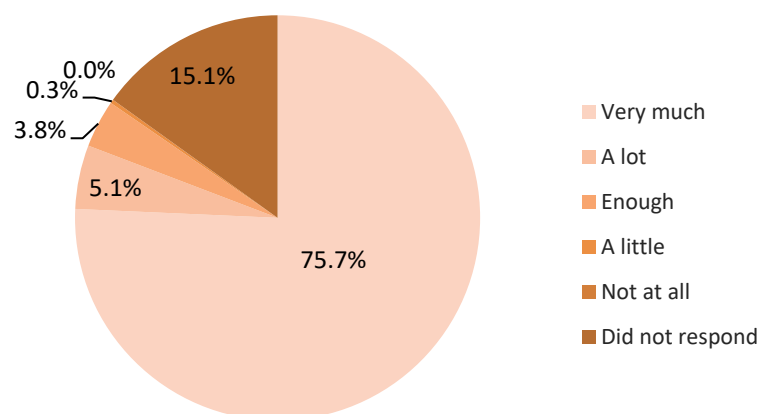
**Graph 6. Percentage distribution (%) of the degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the services provided by the personnel, 2020**



**Table 7. Degree of trust in statistical data of ELSTAT, 2020**

Degree of trust	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Very much	240	75.7
A lot	16	5.1
Enough	12	3.8
A little	1	0.3
Not at all	-	0.0
Did not respond	48	15.1

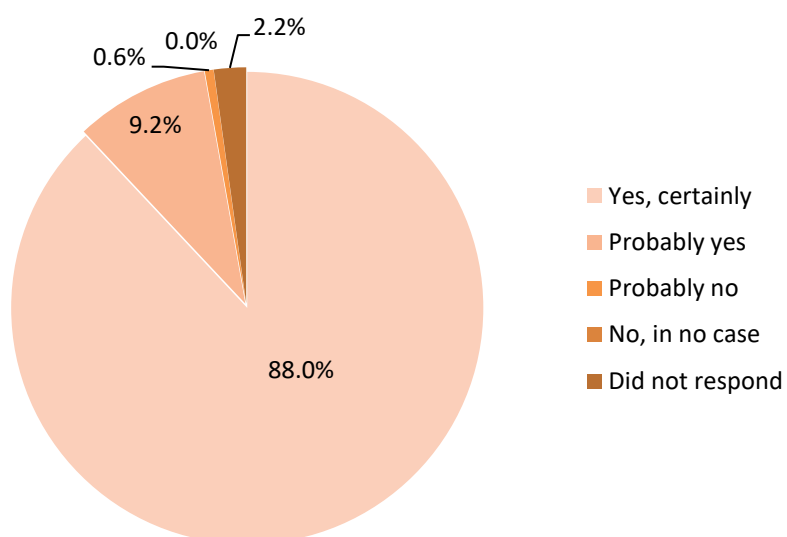
**Graph 7. Percentage distribution (%) of the degree of trust in statistical data of ELSTAT, 2020**



**Table 8. Intention to recommend ELSTAT’s website ([www.statistics.gr](http://www.statistics.gr)) to a friend or colleague, 2020**

	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Yes, certainly	279	88.0
Probably yes	29	9.2
Probably no	2	0.6
No, in no case	-	0.0
Did not respond	7	2.2

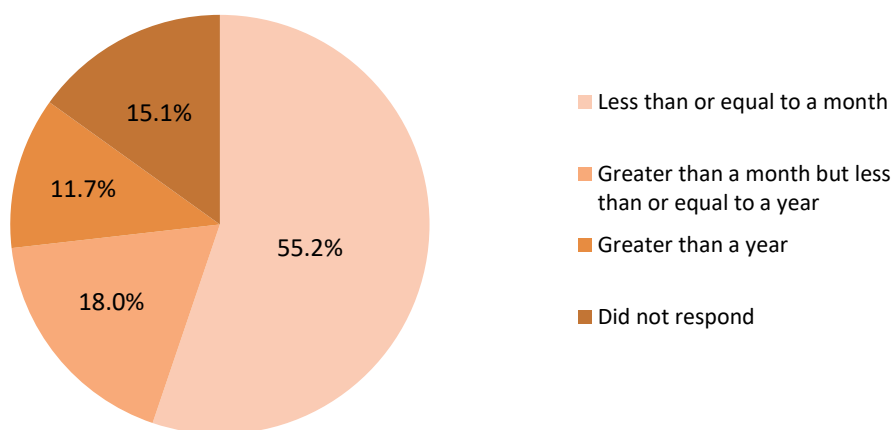
**Graph 8. Percentage distribution (%) of the intention to recommend ELSTAT’s website ([www.statistics.gr](http://www.statistics.gr)) to a friend or colleague, 2020**



**Table 9. Frequency of using statistical data, 2020**

Frequency	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Less than or equal to a month	175	55.2
Greater than a month but less than or equal to a year	57	18.0
Greater than a year	37	11.7
Did not respond	48	15.1

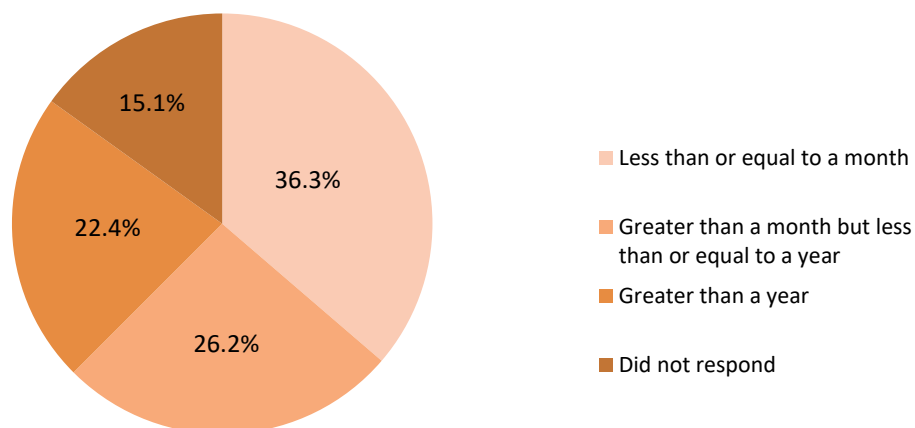
**Graph 9. Percentage distribution (%) of the frequency of using statistical data, 2020**



**Table 10. Frequency of visiting the website of ELSTAT, 2020**

Frequency	Users	Rate (%)
<b>Total</b>	<b>317</b>	<b>100.0</b>
Less than or equal to a month	115	36.3
Greater than a month but less than or equal to a year	83	26.2
Greater than a year	71	22.4
Did not respond	48	15.1

**Graph 10. Percentage distribution (%) of the frequency of visiting the website of ELSTAT, 2020**





HELLENIC REPUBLIC

A/N: \_\_\_\_\_  
(to be filled in by ELSTAT)

Date: \_\_\_\_\_



HELLENIC STATISTICAL AUTHORITY

GENERAL DIRECTORATE OF ADMINISTRATION  
AND ORGANISATION  
DIVISION OF STATISTICAL INFORMATION AND PUBLICATIONS

## USER SATISFACTION QUESTIONNAIRE

The Hellenic Statistical Authority (ELSTAT) invites you to fill in this questionnaire, thus contributing to the improvement of its statistical products and services provided. Your answers will be used **exclusively for statistical purposes**.

1. **Gender:** Male  1 Female  2
2. **Citizenship:** Greek  1 EU countries  2 Other European countries  3 Other countries  4
3. **Age:** Under 18  1 19–29  2 30–39  3 40–49  4 50–59  5 60–69  6  
70–79  7 80 and over  8
4. **Educational attainment:** Primary  1 Secondary  2 Tertiary  3 Master's degree /PhD  4
5. **User category:**

Pupil /Student	<input type="checkbox"/> 1	Public administration	<input type="checkbox"/> 6
Teacher/Professor	<input type="checkbox"/> 2	Press and other media	<input type="checkbox"/> 7
Researcher	<input type="checkbox"/> 3	Members of parliamentary bodies	<input type="checkbox"/> 8
Business	<input type="checkbox"/> 4	International Organisation	<input type="checkbox"/> 9
Private user	<input type="checkbox"/> 5	Other ( <i>specify</i> ): _____	<input type="checkbox"/> 10
6. **Have you ever submitted to ELSTAT a request for data provision?**  
Yes  1 No  2 → *Question 18*

**Questions 7 – 12 refer to your most recent request.**

7. **Communication**  
Personal visit  1 By telephone  2 By post  3 By e-mail  4 Website  5
8. **Type of requested data**

Statistical data	<input type="checkbox"/> 1
Anonymized microdata of statistical surveys	<input type="checkbox"/> 2
Confidential data for scientific purposes	<input type="checkbox"/> 3
Press releases	<input type="checkbox"/> 4
Statistical publications	<input type="checkbox"/> 5
Cartographic data (maps)	<input type="checkbox"/> 6 → <i>Question 10</i>



9. **Statistical domain** : Fishery  1
- Employment – Labour cost and remuneration  2
- Population – Housing Census  3
- Industry – Manufacture – Mines  4
- Agriculture  5
- Forestry  6
- Price indices  7
- Demography  8
- Public finance  9
- Justice  10
- National accounts  11
- Income – Living conditions of households  12
- Education  13
- Domestic trade (retail – wholesale)  14
- External and international trade  15
- Energy  16
- Social protection and social security  17
- Livestock  18
- Transport – Communications  19
- Business Register  20
- Building activity – Construction  21
- Environment  22
- Culture  23
- Tourism  24
- Health  25
- ICT use  26
- Time use  27
- Other (*specify*): \_\_\_\_\_  28

10. **Was your request met?**

Fully  1    Partly  2    Not at all  3 → *Question 12*

11. **In which form you received the statistical information:**

Paper form  1    Electronic form  2

12. **In case your request was not met or was partly met, the reason is that the requested data:**

Are not produced  1

Are not available for the requested reference periods  2

Are not available at the requested level of geographical breakdown  3

• Regional Unity  31

• Municipal Unity  32

• Municipal Community  33

• Other (*specify*): \_\_\_\_\_  34

Are not available at a more disaggregated level of the following statistical classifications  4

- NACE  41
- ISCO  42
- ICD  43
- International List of Causes of Death  44
- Other (*specify*): \_\_\_\_\_  45

Cannot be made available on account of statistical confidentiality  5

Are not available at a processable format  6

Have a high production cost  7

Their production is time-consuming  8

Other reason (*specify*): \_\_\_\_\_  9

**13. How often do you submit a request for provision of statistical data?**

With a frequency less than or equal to a month  1

With a frequency greater than a month but less than or equal to a year  2

With a frequency greater than a year  3

**14. How often do you use statistical data;**

With a frequency less than or equal to a month  1

With a frequency greater than a month but less than or equal to a year  2

With a frequency greater than a year  3

**15. How much do you trust the statistical data of ELSTAT that have been provided to you?**

Very much  1   A lot  2   Enough  3   A little  4   Not at all  5

**16. How satisfied are you with the response time of ELSTAT for meeting your request?**

Very much  1   Very  2   Quite  3   Somewhat  4   Not at all  5

**17. How satisfied are you with the services provided by the staff of ELSTAT?**

Very much  1   Very  2   Quite  3   Somewhat  4   Not at all  5

**18. Have you ever visited the website of ELSTAT?**

Yes  1   No  2 → *Question 24*

**19. How often do you visit the website of ELSTAT?**

With a frequency less than or equal to a month  1

With a frequency greater than a month but less than or equal to a year  2

With a frequency greater than a year  3

**20. To what extent does the website of ELSTAT cover you needs, as a whole?**

Very much  1   Much  2   Enough  3   A little  4   Not at all  5

**21. How much do you trust the information posted on the website of ELSTAT?**

Very much  1   A lot  2   Enough  3   A little  4   Not at all

22. Rate with 1 – 5 (5=excellent) the website of ELSTAT, as regards:

Accessibility  1 Ease of use  2 Layout  3

23. Would you recommend the website of ELSTAT to a friend or colleague?

Yes, certainly  1 Probably yes  2 Probably no  3 In no case  4

24. Share your proposals for improving the services and/or the website of ELSTAT:

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**User's contact details (voluntary):**

Full name: -----

Telephone: -----

Fax: -----

E-mail: -----