



HELLENIC REPUBLIC



HELLENIC STATISTICAL AUTHORITY

USER SATISFACTION SURVEY REPORT 2021

PIRAEUS, 2022

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 2021, 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 2021, 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 2021, 266 User Satisfaction Questionnaires were filled in, in total, out of 2,672¹ 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 2021.

¹ This number does not include 378 requests of users, who were directly addressed to the International Transactions Statistics Section and the Cartography and Geospatial Data Section for data provision (200 and 178 requests, respectively) and did not participate in the User Satisfaction Survey.

Table 1. Distribution of total users' requests, by statistical domain of the requested data, 2021

Statistical domain	Users' requests	Rate (%)
Total	2,672	100.0
Fishery	26	1.0
Employment - Labour cost and remuneration	179	6.7
Population-Housing census	306	11.5
Industry — Manufacture — Mines	161	6.0
Agriculture	137	5.1
Forestry	16	0.6
Price indices	93	3.5
Demography	238	8.9
Public finance	70	2.6
Justice	39	1.5
National Accounts	68	2.5
Income — Living conditions of households	84	3.1
Education	92	3.4
Domestic trade (retail – wholesale)	62	2.3
External and international trade	310	11.6
Energy	38	1.4
Social protection and social security	12	0.4
Livestock	57	2.1
Transport — Communication	106	4.0
Business register	84	3.1
Building activity — Construction	42	1.6
Environment	32	1.2
Culture	22	0.8
Tourism	102	3.8
Health	109	4.1
ICT use	19	0.7
Time use	23	0.9
Other	145	5.4
Not reported	-	0.0

Graph 1. Percentage distribution (%) of total users' requests, by statistical domain of the requested data, 2021

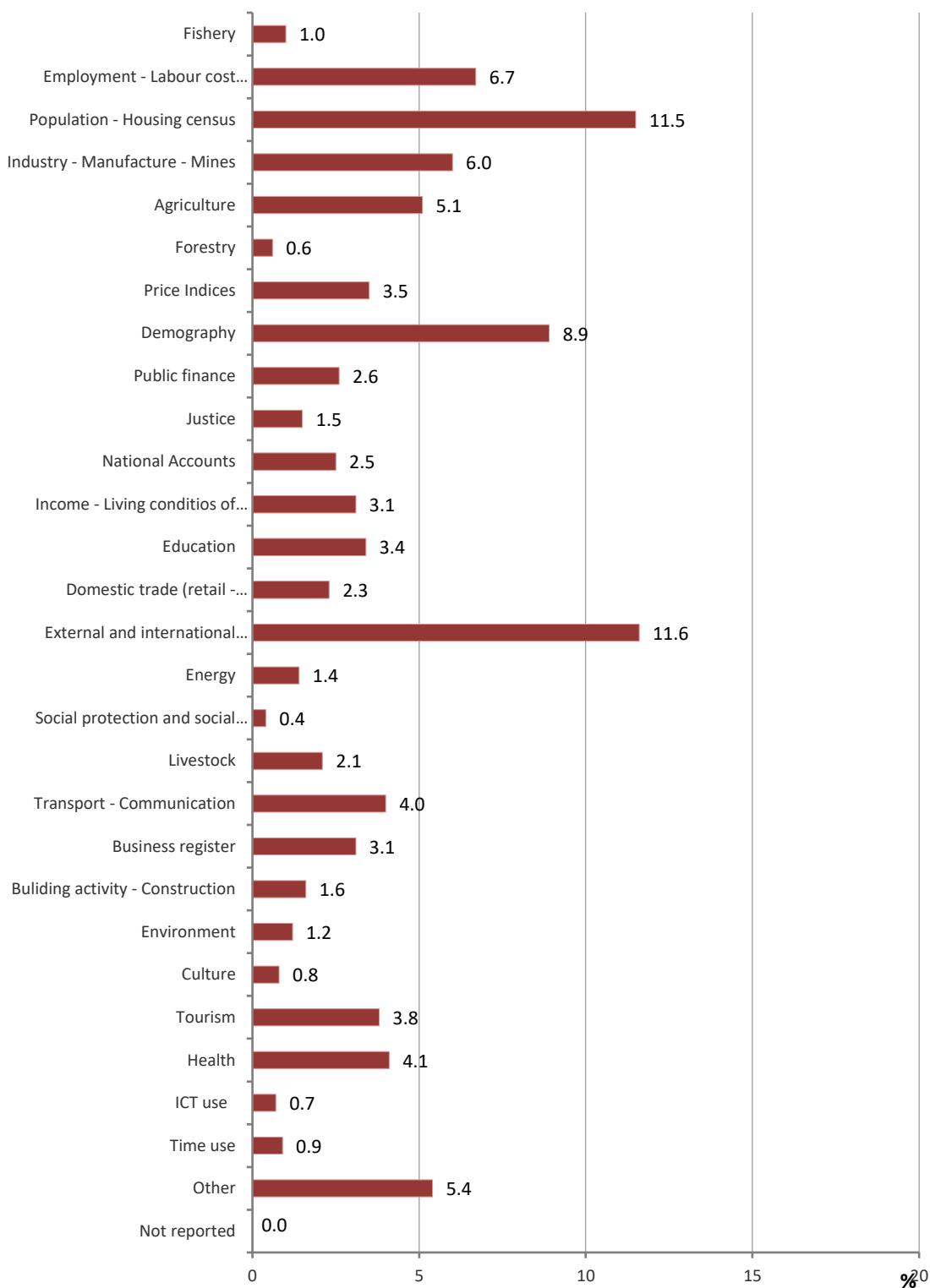


Table 2. Distribution of users who participated in the Users Satisfaction Survey, by gender and category, 2021

Gender, user category	Users	Rate (%)
Total	266	100.0
<i>Male</i>	<i>135</i>	<i>50.8</i>
<i>Female</i>	<i>131</i>	<i>49.2</i>
User category		
Pupil/Student	70	26.3
Teacher/Professor	6	2.3
Researcher	71	26.7
Business	25	9.4
Private user	35	13.2
Public administration	41	15.4
Press and other media	-	0.0
Members of parliamentary bodies	-	0.0
International Organisation	1	0.4
Other	16	6.0
Not reported	1	0.4

Graph 2. Percentage distribution (%) of users who participated in the Users Satisfaction Survey, by category, 2021

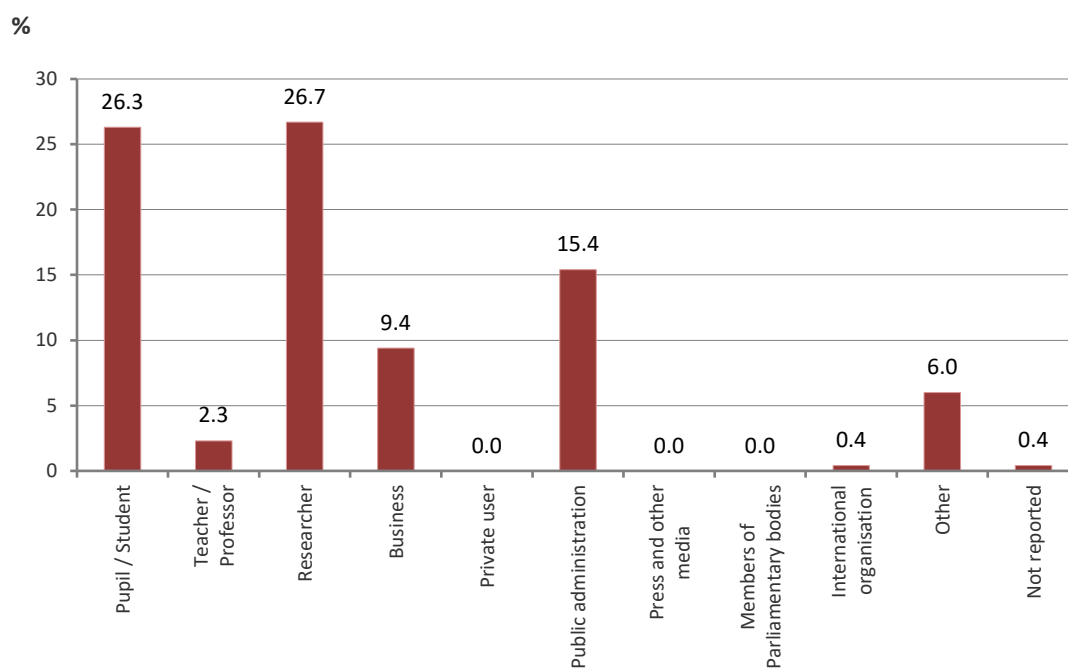


Table 3. Distribution of users who participated in the Users Satisfaction Survey, by statistical domain of the requested data, 2021

Statistical domain	Users	Rate (%)
Total	266	100.0
Fishery	-	0.0
Employment - Labour cost and remuneration	23	8.6
Population-Housing census	29	10.9
Industry — Manufacture — Mines	8	3.0
Agriculture	19	7.1
Forestry	2	0.8
Price indices	8	3.0
Demography	26	9.8
Public finance	2	0.8
Justice	2	0.8
National Accounts	6	2.3
Income — living conditions of households	6	2.3
Education	12	4.5
Domestic trade (retail – wholesale)	3	1.1
External and international trade	12	4.5
Energy	2	0.8
Social protection and social security	-	0.0
Livestock	9	3.4
Transport — Communication	7	2.6
Business register	7	2.6
Building activity — Construction	2	0.8
Environment	3	1.1
Culture	1	0.4
Tourism	6	2.3
Health	11	4.1
ICT use	1	0.4
Time use	-	0.0
Other	19	7.1
Not reported	40	15.0

Graph 3. Percentage distribution (%) of users who participated in the Users Satisfaction Survey, by statistical domain of the requested data, 2021

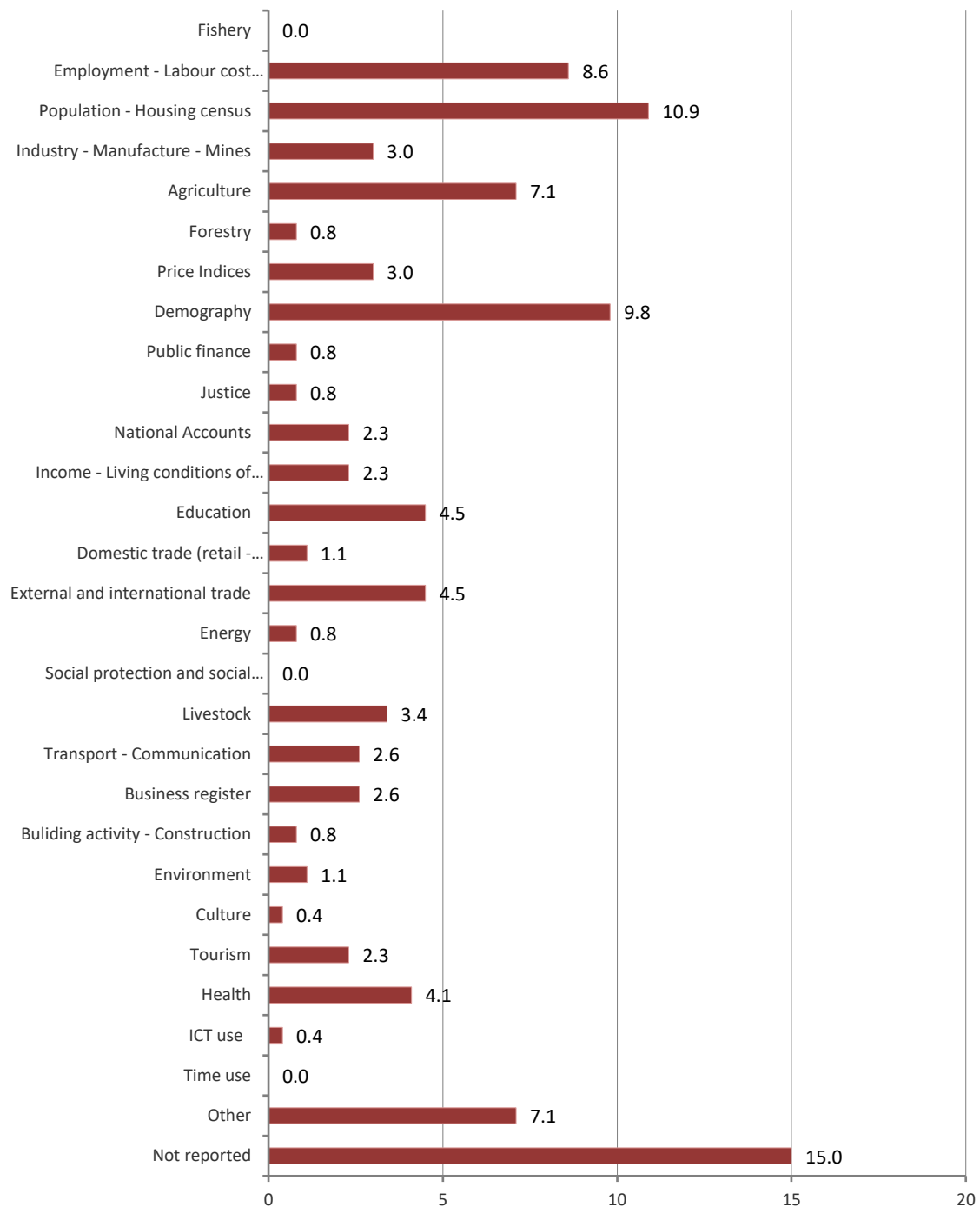


Table 4. Degree of satisfaction of users who participated in the User Satisfaction Survey, in relation to meeting their request, 2021

Degree of satisfaction	Users	Rate (%)
Total	266	100.0
Fully	260	97.7
Partly	6	2.3
Not at all	-	0.0

Graph 4. Percentage distribution (%) of the degree of satisfaction of users who participated in the User Satisfaction Survey, in relation to meeting their request, 2021

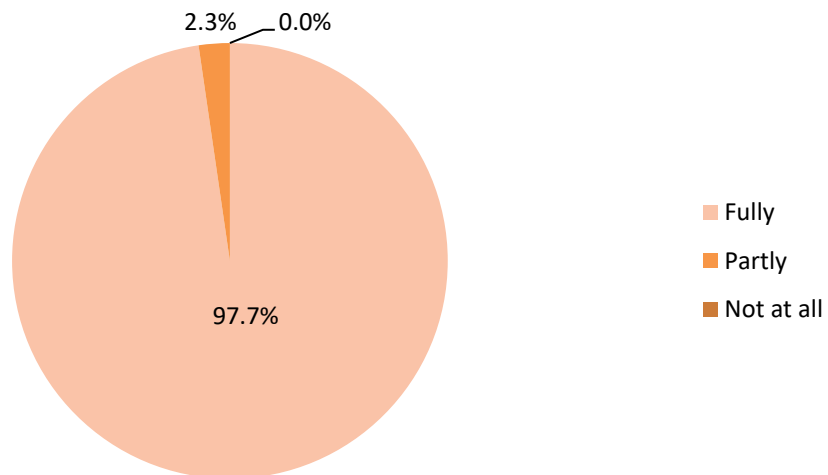


Table 5. Degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the response time to their request, 2021

Degree of satisfaction	Users	Rate (%)
Total	266	100.0
Very much	197	74.1
Very satisfied	16	6.0
Quite satisfied	8	3.0
Somewhat satisfied	5	1.9
Not at all satisfied	-	0.0
Did not respond	40	15.0

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, 2021

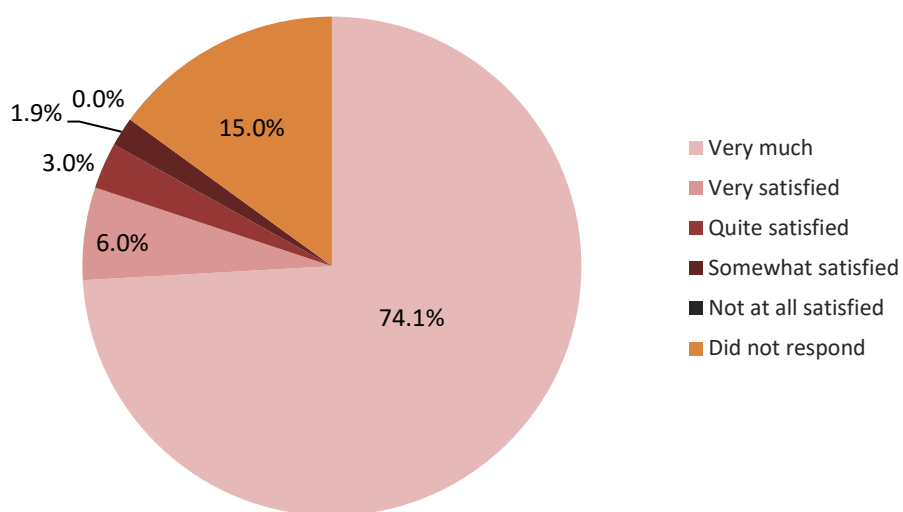


Table 6. Degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the services provided by the personnel, 2021

Degree of satisfaction	Users	Rate (%)
Total	266	100.0
Very much	205	77.1
Very satisfied	16	6.0
Quite satisfied	1	0.4
Somewhat satisfied	3	1.1
Not at all satisfied	1	0.4
Did not respond	40	15.0

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, 2021

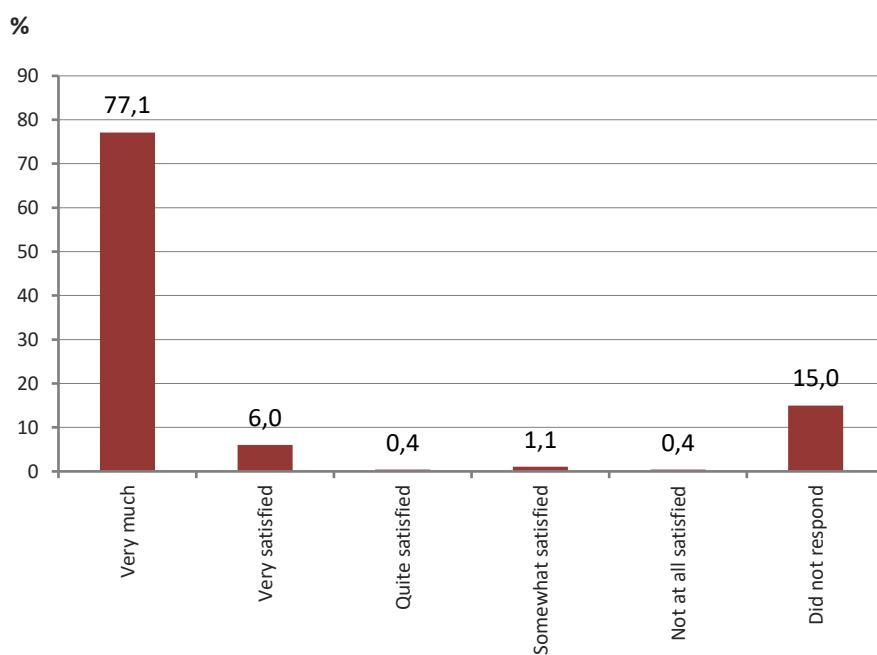


Table 7. Degree of trust in statistical data of ELSTAT, 2021

Degree of trust	Users	Rate (%)
Total	317	100.0
Very much	194	72.9
A lot	21	7.9
Enough	10	3.8
A little	1	0.4
Not at all	-	0.0
Did not respond	40	15.0

Graph 7. Percentage distribution (%) of the degree of trust in statistical data of ELSTAT, 2021

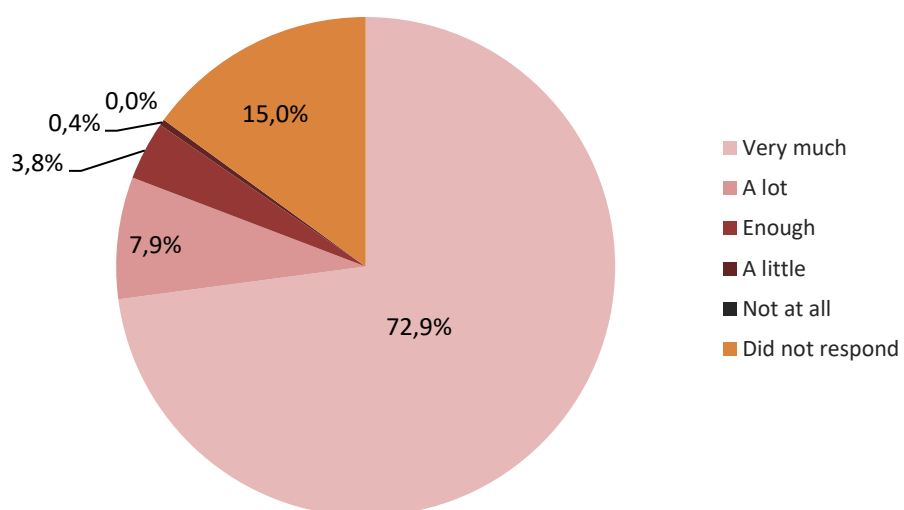


Table 8. Intention to recommend ELSTAT’s website (www.statistics.gr) to a friend or colleague, 2021

	Users	Rate (%)
Total	266	100.0
Yes, certainly	224	84.2
Probably yes	32	12.0
Probably no	3	1.1
No, in no case	-	0.0
Did not respond	7	2.6

Graph 8. Percentage distribution (%) of the intention to recommend ELSTAT’s website (www.statistics.gr) to a friend or colleague, 2021

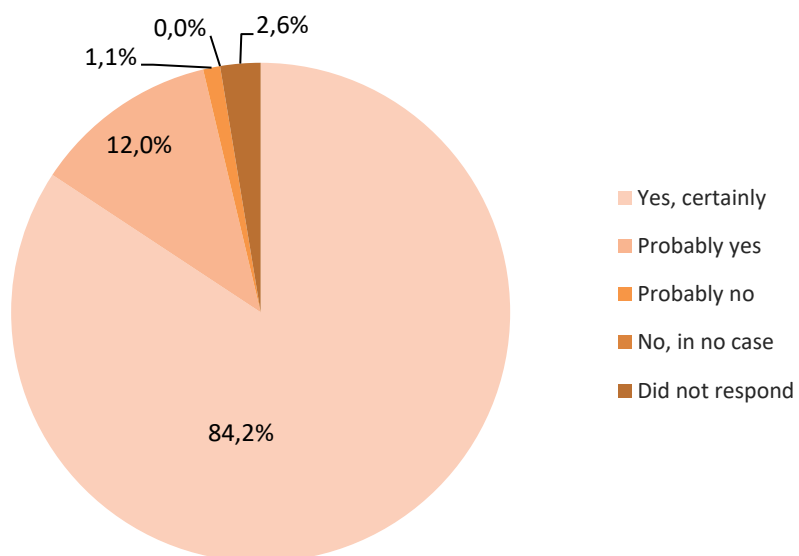


Table 9. Frequency of using statistical data, 2021

Frequency	Users	Rate (%)
Total	266	100.0
Less than or equal to a month	144	54.1
Greater than a month but less than or equal to a year	47	17.7
Greater than a year	35	13.2
Did not respond	40	15.0

Graph 9. Percentage distribution (%) of the frequency of using statistical data, 2021

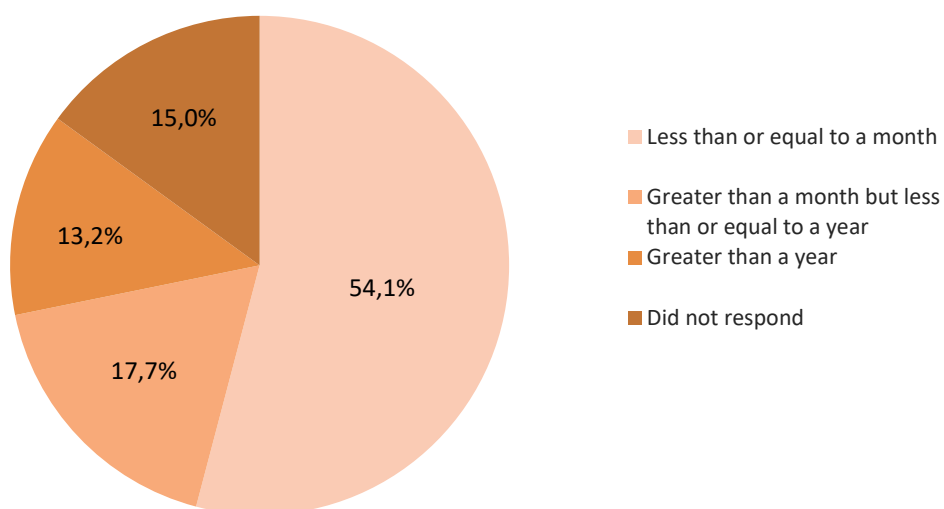
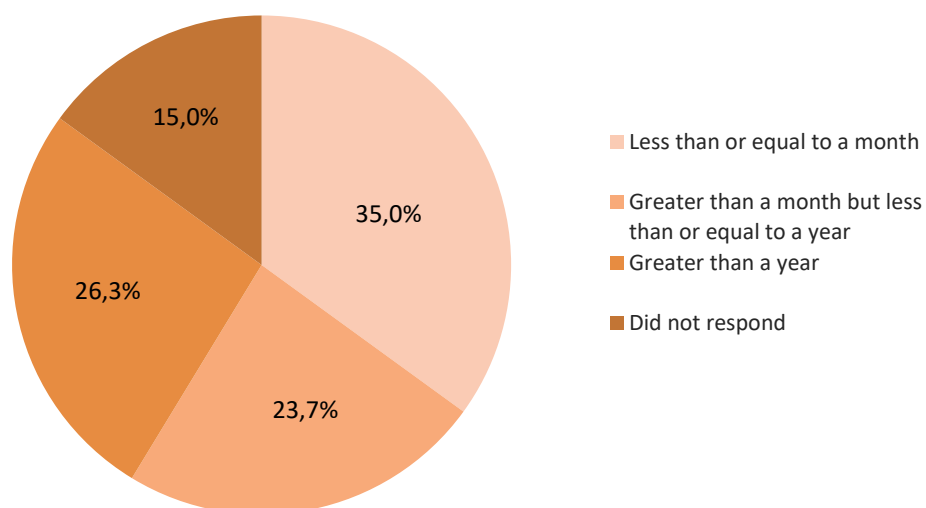


Table 10. Frequency of visiting the website of ELSTAT, 2021

Frequency	Users	Rate (%)
Total	266	100.0
Less than or equal to a month	93	35.0
Greater than a month but less than or equal to a year	63	23.7
Greater than a year	70	26.3
Did not respond	40	15.0

Graph 10. Percentage distribution (%) of the frequency of visiting the website of ELSTAT, 2021





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:**

User's contact details (voluntary):

Full name: -----

Telephone: -----

Fax: -----

E-mail: -----