

HELLENIC REPUBLIC



HELLENIC STATISTICAL AUTHORITY

# USER SATISFACTION SURVEY REPORT

# 2024

PIRAEUS, 2025

## 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 2024, 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 2024, 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 utilise the collected data, such as for example those relating to the type of statistical data requested, and investigate 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 2024, 148 User Satisfaction Questionnaires were filled in, in total, out of 1.846[1] 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 2024.

[1] This number does not include 478 requests of users, who were addressed directly to the International Transactions Statistics Section, the Population and Migration Statistics Section, and the Cartography and Geospatial Data Section for data provision (258, 121 and 99 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, 2024**

| Statistical domain | Users' requests | Rate (%) |
|---|---|---|
| **Total** | **1.846** | **100.0** |
| Fishery | 27 | 1.5 |
| Employment – Labour cost and remuneration | 109 | 5.9 |
| Population-Housing census | 252 | 13.7 |
| Industry – Manufacture – Mines | 101 | 5.5 |
| Agriculture | 102 | 5.5 |
| Forestry | 10 | 0.5 |
| Price indices | 46 | 2.5 |
| Demography | 153 | 8.3 |
| Public finance | 61 | 3.3 |
| Justice | 21 | 1.1 |
| National Accounts | 44 | 2.4 |
| Income – Living conditions of households | 65 | 3.5 |
| Education | 40 | 2.2 |
| Domestic trade (retail – wholesale) | 43 | 2.3 |
| External and international trade | 260 | 14.1 |
| Energy | 28 | 1.5 |
| Social protection and social security | 7 | 0.4 |
| Livestock | 35 | 1.9 |
| Transport – Communication | 66 | 3.6 |
| Business register | 68 | 3.7 |
| Building activity – Construction | 40 | 2.2 |
| Environment | 16 | 0.9 |
| Culture | 9 | 0.5 |
| Tourism | 56 | 3.0 |
| Health | 54 | 2.9 |
| ICT use | 10 | 0.5 |
| Time use | 13 | 0.7 |
| Other | 110 | 6.0 |
| Not reported | - | 0.0 |

**Graph 1. Percentage distribution (%) of total users' requests, by statistical domain of the requested data, 2024**

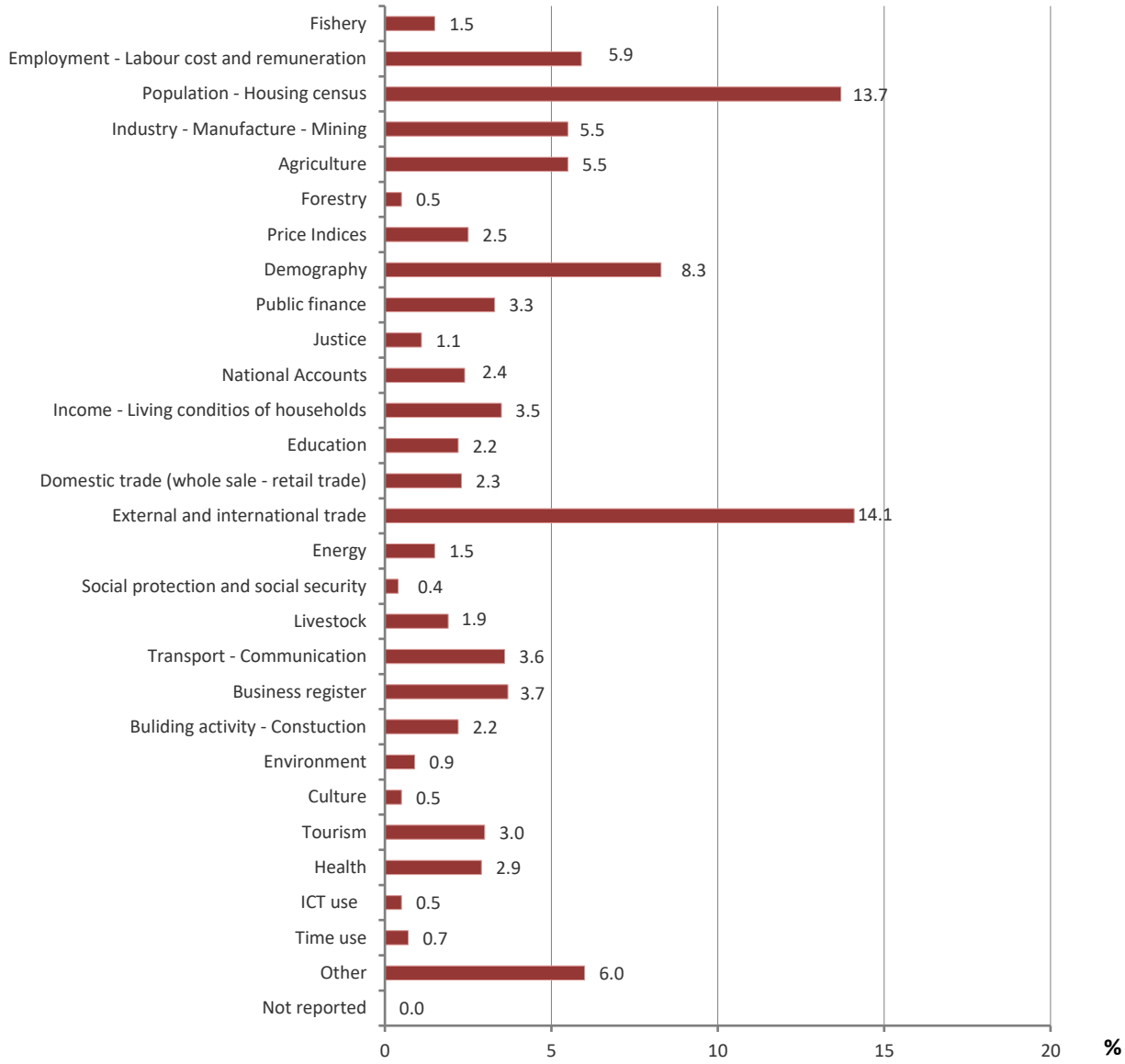


**Table 2. Distribution of users who participated in the User Satisfaction Survey, by gender and category, 2024**

| Gender, user category | Users | Rate (%) |
|---|---|---|
| ***Total*** | ***148*** | ***100.0*** |
| *Male* | *71* | *48.0* |
| *Female* | *77* | *52.0* |
| **User category** | | |
| Pupil/Student | 25 | 16.9 |
| Teacher/Professor | 5 | 3.4 |
| Researcher | 43 | 29.1 |
| Business | 8 | 5.4 |
| Private user | 28 | 18.9 |
| Public administration | 18 | 12.2 |
| Press and other media | 1 | 0.7 |
| Members of parliamentary bodies | - | 0.0 |
| International Organisation | - | 0.0 |
| Other | 20 | 13.5 |
| Not reported | - | 0.0 |

**Graph 2. Percentage distribution (%) of users who participated in the User Satisfaction Survey, by category, 2024**

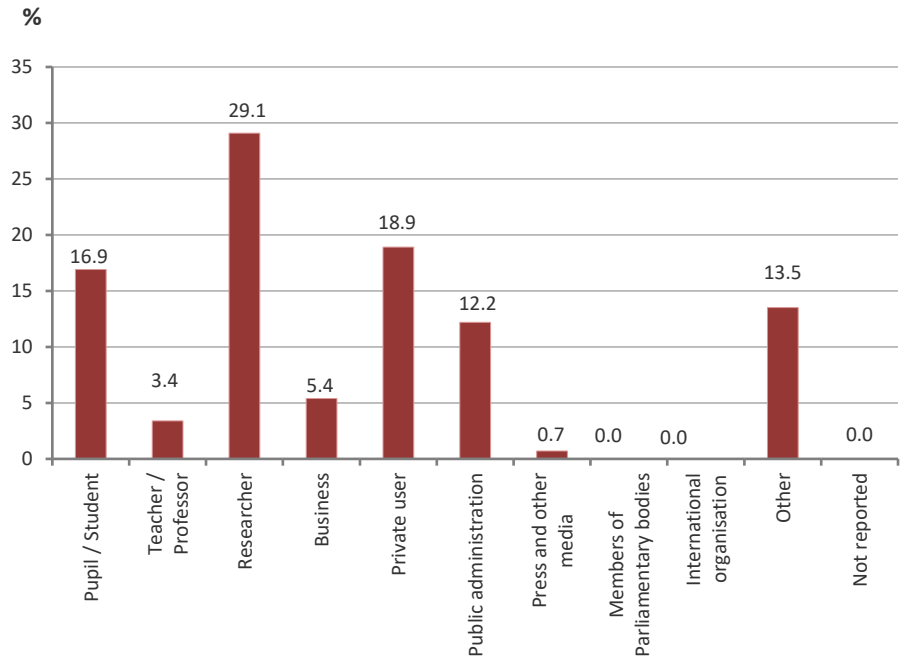


**Table 3. Distribution of users who participated in the User Satisfaction Survey, by statistical domain of the requested data, 2024**

| Statistical domain | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Fishery | 2 | 1.4 |
| Employment – Labour cost and remuneration | 7 | 4.7 |
| Population-Housing census | 21 | 14.2 |
| Industry – Manufacture – Mines | 4 | 2.7 |
| Agriculture | 9 | 6.1 |
| Forestry | - | 0.0 |
| Price indices | 2 | 1.4 |
| Demography | 14 | 9.5 |
| Public finance | 5 | 3.4 |
| Justice | 1 | 0.7 |
| National Accounts | 3 | 2.0 |
| Income – Living conditions of households | 8 | 5.4 |
| Education | - | 0.0 |
| **D**omestic trade (retail – wholesale) | 3 | 2.0 |
| External and international trade | 14 | 9.5 |
| Energy | 1 | 0.7 |
| Social protection and social security | - | 0.0 |
| Livestock | 2 | 1.4 |
| Transport – Communication | 5 | 3.4 |
| Business register | 6 | 4.1 |
| Building activity – Construction | 2 | 1.4 |
| Environment | 1 | 0.7 |
| Culture | 1 | 0.7 |
| Tourism | 5 | 3.4 |
| Health | 7 | 4.7 |
| ICT use | - | 0.0 |
| Time use | - | 0.0 |
| Other | 9 | 6.1 |
| Not reported | 16 | 10.8 |

**Graph 3. Percentage distribution (%) of users who participated in the User Satisfaction Survey, by statistical domain of the requested data, 2024**

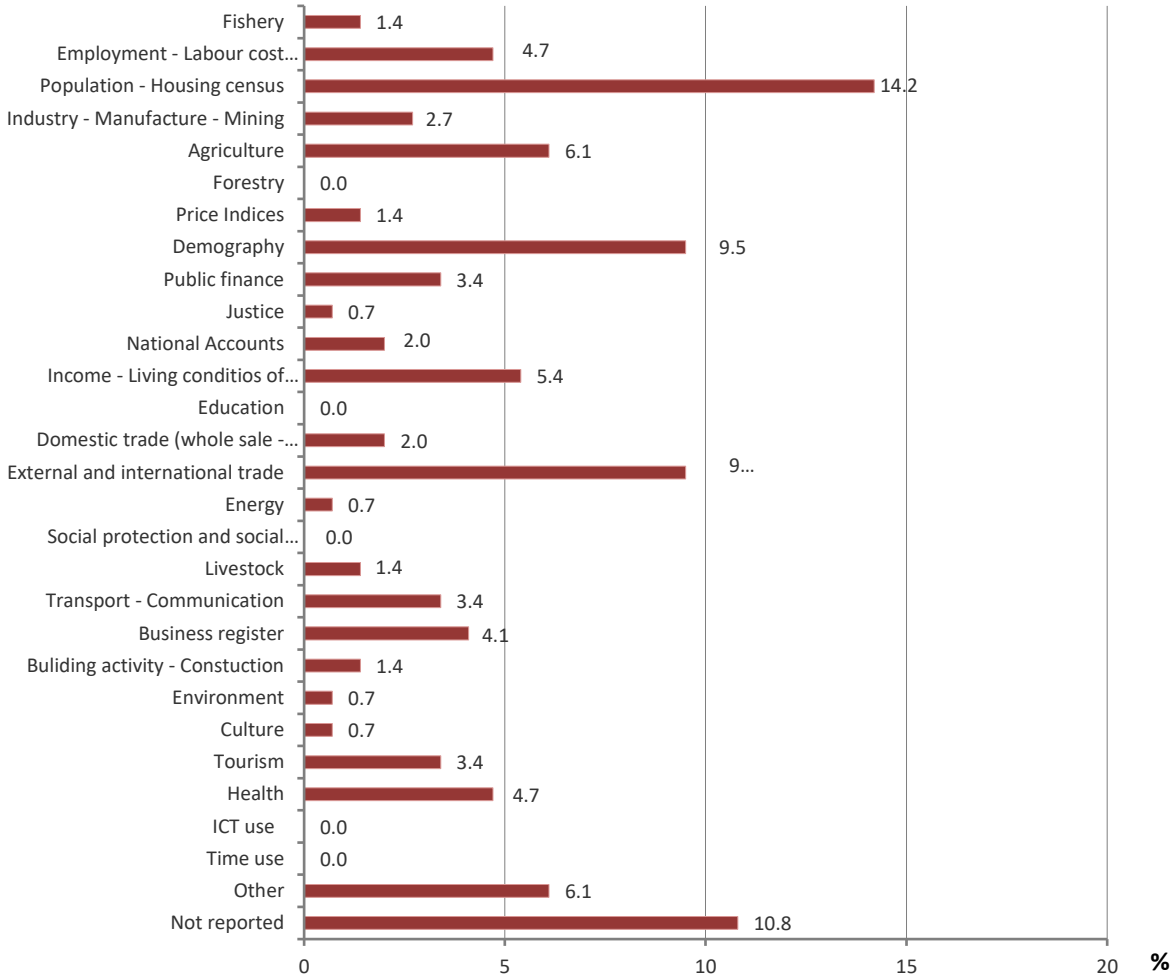


**Table 4. Degree of satisfaction of users who participated in the User Satisfaction Survey, in relation to meeting their request, 2024**

| Degree of satisfaction | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Fully | 143 | 96.6 |
| Partly | 5 | 3.4 |
| 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, 2024**

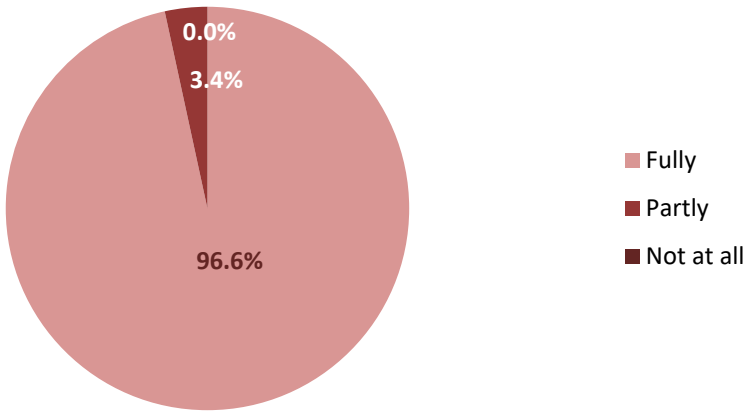


**Table 5. Degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the response time to their request, 2024**

| Degree of satisfaction | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Very much | 115 | 77.7 |
| Very satisfied | 5 | 3.4 |
| Quite satisfied | 5 | 3.4 |
| Somewhat satisfied | 5 | 3.4 |
| Not at all satisfied | 2 | 1.4 |
| Did not respond | 16 | 10.8 |

**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, 2024**

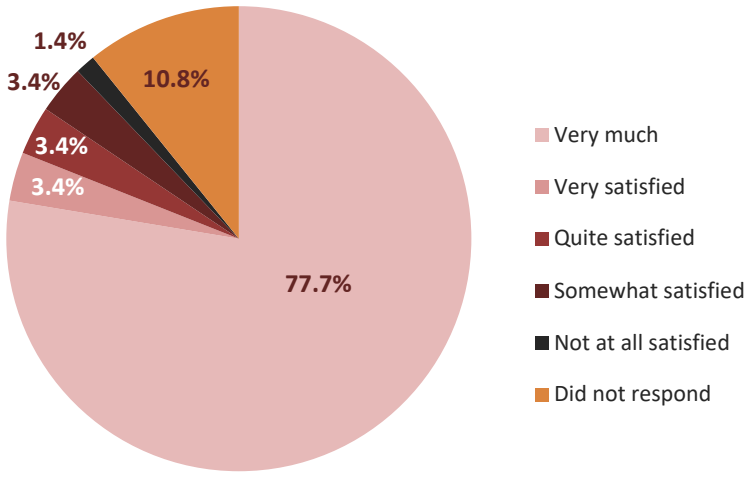


**Table 6. Degree of satisfaction of users who participated in the User Satisfaction Survey, in respect of the services provided by the personnel, 2024**

| Degree of satisfaction | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Very much | 117 | 79.1 |
| Very satisfied | 4 | 2.7 |
| Quite satisfied | 5 | 3.4 |
| Somewhat satisfied | 4 | 2.7 |
| Not at all satisfied | 2 | 1.4 |
| Did not respond | 16 | 10.8 |

**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, 2024**

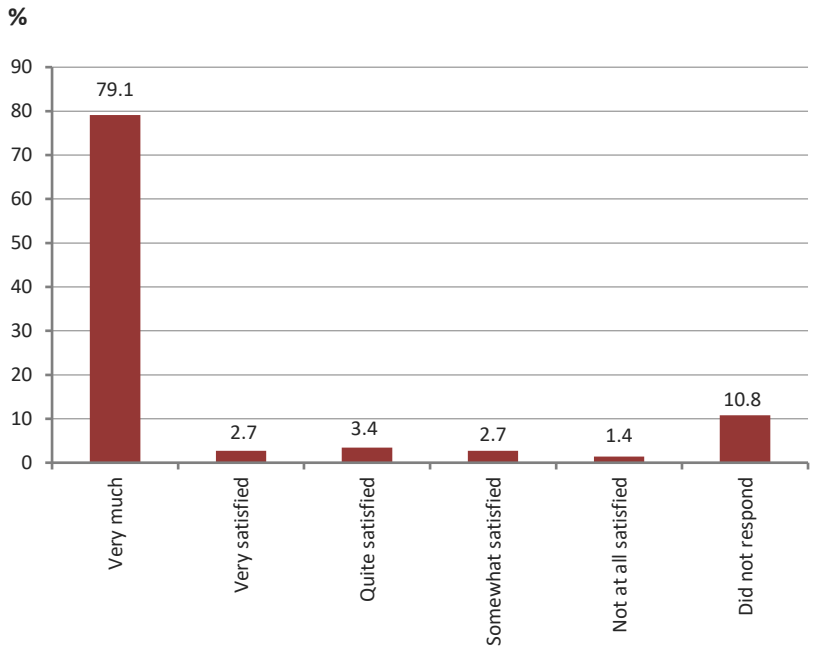


**Table 7. Degree of trust in statistical data of ELSTAT, 2024**

| Degree of trust | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Very much | 118 | 79.7 |
| A lot | 8 | 5.4 |
| Enough | 4 | 2.7 |
| A little | 1 | 0.7 |
| Not at all | 1 | 0.7 |
| Did not respond | 16 | 10.8 |

**Graph 7. Percentage distribution (%) of the degree of trust in statistical data of ELSTAT, 2024**

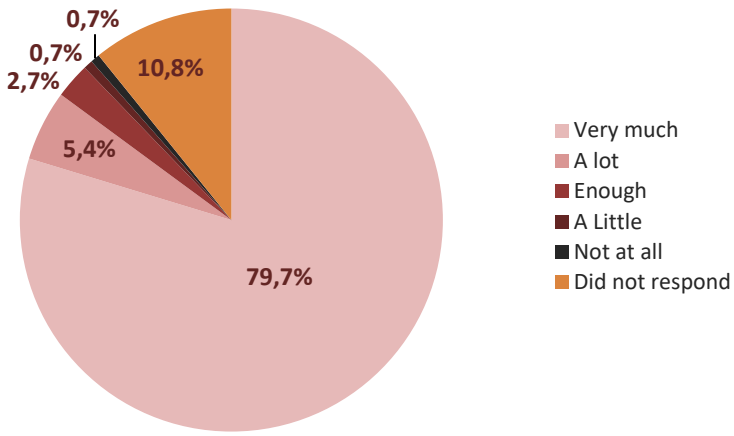


**Table 8. Intention to recommend ELSTAT's website (www.statistics.gr) to a friend or colleague, 2024**

| | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Yes, certainly | 128 | 86.5 |
| Probably yes | 9 | 6.1 |
| Probably no | 4 | 2.7 |
| No, in no case | 2 | 1.4 |
| Did not respond | 5 | 3.4 |

**Graph 8. Percentage distribution (%) of the intention to recommend ELSTAT's website (www.statistics.gr) to a friend or colleague, 2024**

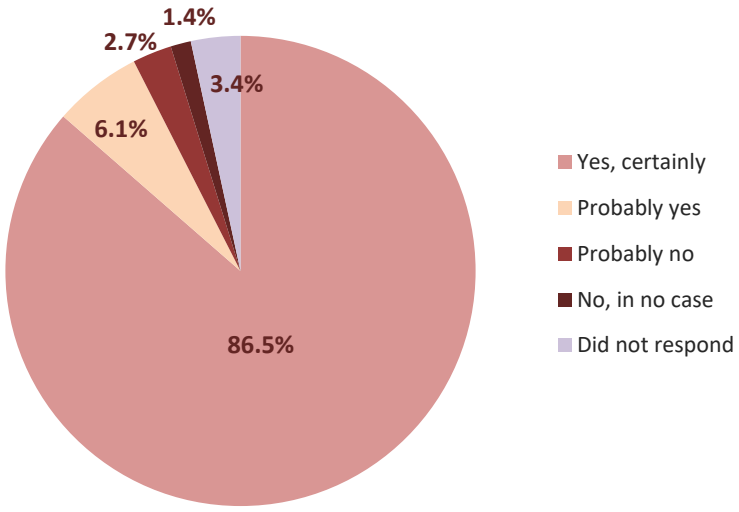


**Table 9. Frequency of using statistical data, 2024**

| Frequency | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Less than or equal to a month | 89 | 60.1 |
| Greater than a month but less than or equal to a year | 27 | 18.2 |
| Greater than a year | 16 | 10.8 |
| Did not respond | 16 | 10.8 |

**Graph 9. Percentage distribution (%) of the frequency of using statistical data, 2024**

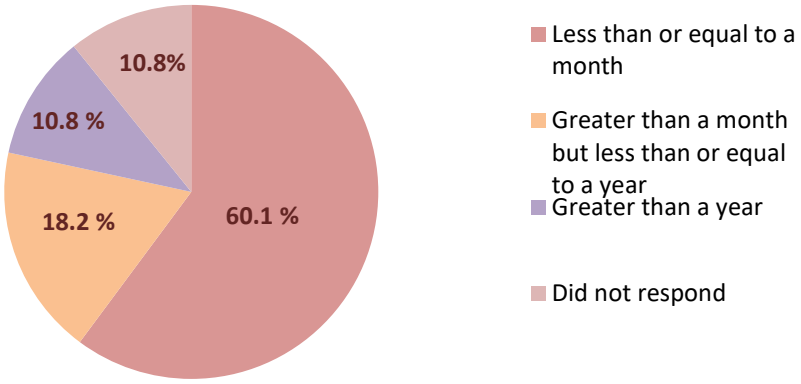
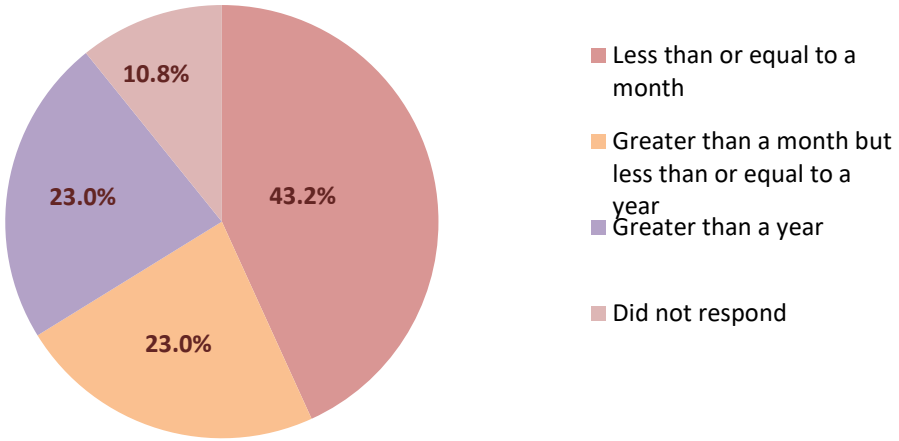


**Table 10. Frequency of visiting the website of ELSTAT, 2024**

| Frequency | Users | Rate (%) |
|---|---|---|
| **Total** | **148** | **100.0** |
| Less than or equal to a month | 64 | 43.2 |
| Greater than a month but less than or equal to a year | 34 | 23.0 |
| Greater than a year | 34 | 23.0 |
| Did not respond | 16 | 10.8 |

**Graph 10. Percentage distribution (%) of the frequency of visiting the website of ELSTAT, 2024**



A/N: _____
(*to be filled in by ELSTAT*)

Date: _____

**HELLENIC REPUBLIC**

**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 | ☐ 1 | Public administration | ☐ 6 |
| Teacher/Professor | ☐ 2 | Press and other media | ☐ 7 |
| Researcher | ☐ 3 | Members of parliamentary bodies | ☐ 8 |
| Business | ☐ 4 | International Organisation | ☐ 9 |
| Private user | ☐ 5 | Other (*specify*): _____ | ☐ 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 | ☐ 1 |
| Anonymized microdata of statistical surveys | ☐ 2 |
| Confidential data for scientific purposes | ☐ 3 |
| Press releases | ☐ 4 |
| Statistical publications | ☐ 5 |
| Cartographic data (maps) | ☐ 6 → *Question 10* |

**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 personnel 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 your 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 ☐ 5

**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: ----------