



HELLENIC REPUBLIC



HELLENIC STATISTICAL AUTHORITY

USER SATISFACTION SURVEY REPORT 2018

PIRAEUS, 2019

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). 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 following pages contain data on the number of users who submitted requests for data provision to the Statistical Data Dissemination Section and the Cartographic Works Section of ELSTAT, together with other indicators, 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 2018, was collected by the use, for the first time, 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 and it is completed electronically on ELSTAT's website, on a voluntary basis.

Purpose of the User Satisfaction Survey

The purpose of the User Satisfaction Survey is to:

- enhance the quality of the statistical output of ELSTAT and of the services provided, and more specifically the services provided by the aforementioned Sections,
- fully harness the collected data pertaining, for example, to the type of requested data, aiming at analysing in the best possible way the statistical information "market".

The survey collects information that covers the following areas:

- users' category and 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 2018, 266 User Satisfaction Questionnaires were filled in, in total, out of the 2,236¹ requests submitted to the Statistical Data Dissemination Section and the Cartographic Works Section.

In order to have a more complete overview on the type of users requesting information, 10 basic categories of users are distinguished in the 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 parliamentary bodies, 9) International Organisation, 10) Other.

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 – Communications, 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 tables and graphs, of the most important findings of the Survey, referring to the twelve-month period January-December 2018.

¹ This number does not include 1,171 requests of users, who were directly addressed to the Foreign Trade Statistics Section and the Library Section of ELSTAT for data provision (540 and 631 requests, respectively) and did not participate in the User Satisfaction Survey.

Table 1. Distribution of users, by gender and category, 2018

Gender, user category	Users	Rate (%)
Total	266	100.0
<i>Male</i>	153	57.5
<i>Female</i>	113	42.5
User category		
Pupil/Student	58	21.8
Teacher/Professor	8	3.0
Researcher	96	36.1
Business	18	6.8
Private user	43	16.2
Public administration	27	10.2
Press and other media	—	0.0
Members of parliamentary bodies	—	0.0
International Organisation	1	0.4
Other	13	4.9
Not reported	2	0.8

Graph 1. Percentage distribution (%) of users by category, 2018

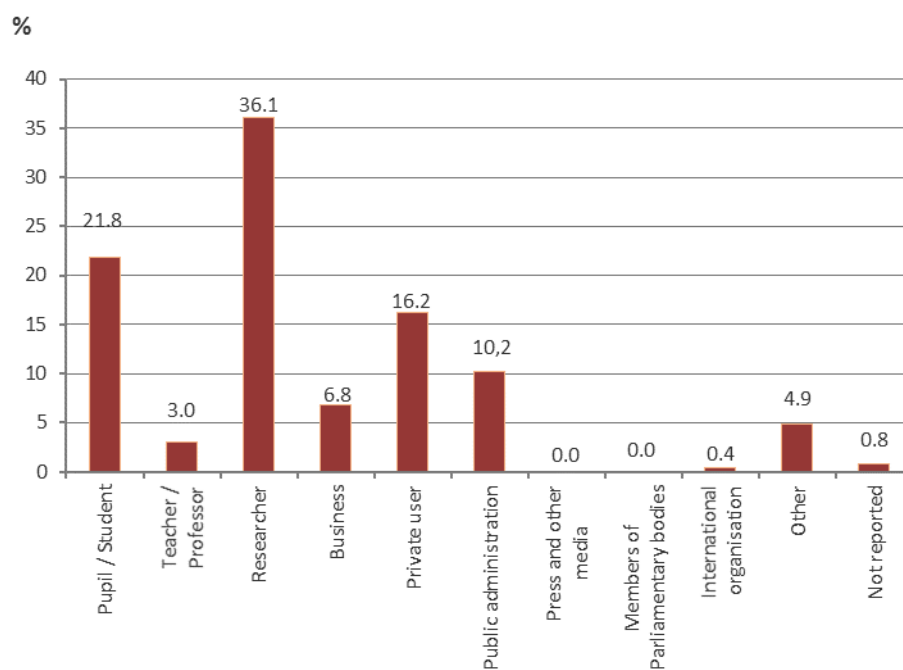


Table 2. Distribution of users' requests by statistical domain of the requested data, 2018

Statistical domain	Users	Rate (%)
Total	266	100.0
Fishery	2	0.8
Employment — Labour cost and remuneration	27	10.2
Population – Housing Census	40	15.0
Industry — Manufacture — Mines	5	1.9
Agriculture	18	6.8
Forestry	1	0.4
Price indices	3	1.1
Demography	29	10.9
Public finance	3	1.1
Justice	2	0.8
National Accounts	3	1.1
Income — Living conditions of households	7	2.6
Education	7	2.6
Domestic trade (retail – wholesale)	1	0.4
External and international trade	10	3.8
Energy	1	0.4
Social protection and social security	1	0.4
Livestock	2	0.8
Transport — Communications	5	1.9
Business Register	12	4.5
Building activity – Construction	5	1.9
Environment	2	0.8
Culture	4	1.5
Tourism	10	3.8
Health	11	4.1
ICT use	3	1.1
Time use	3	1.1
Other	17	6.4
Not reported	32	12.0

Graph.2. Percentage distribution (%) of users' requests by statistical domain of requested data, 2018

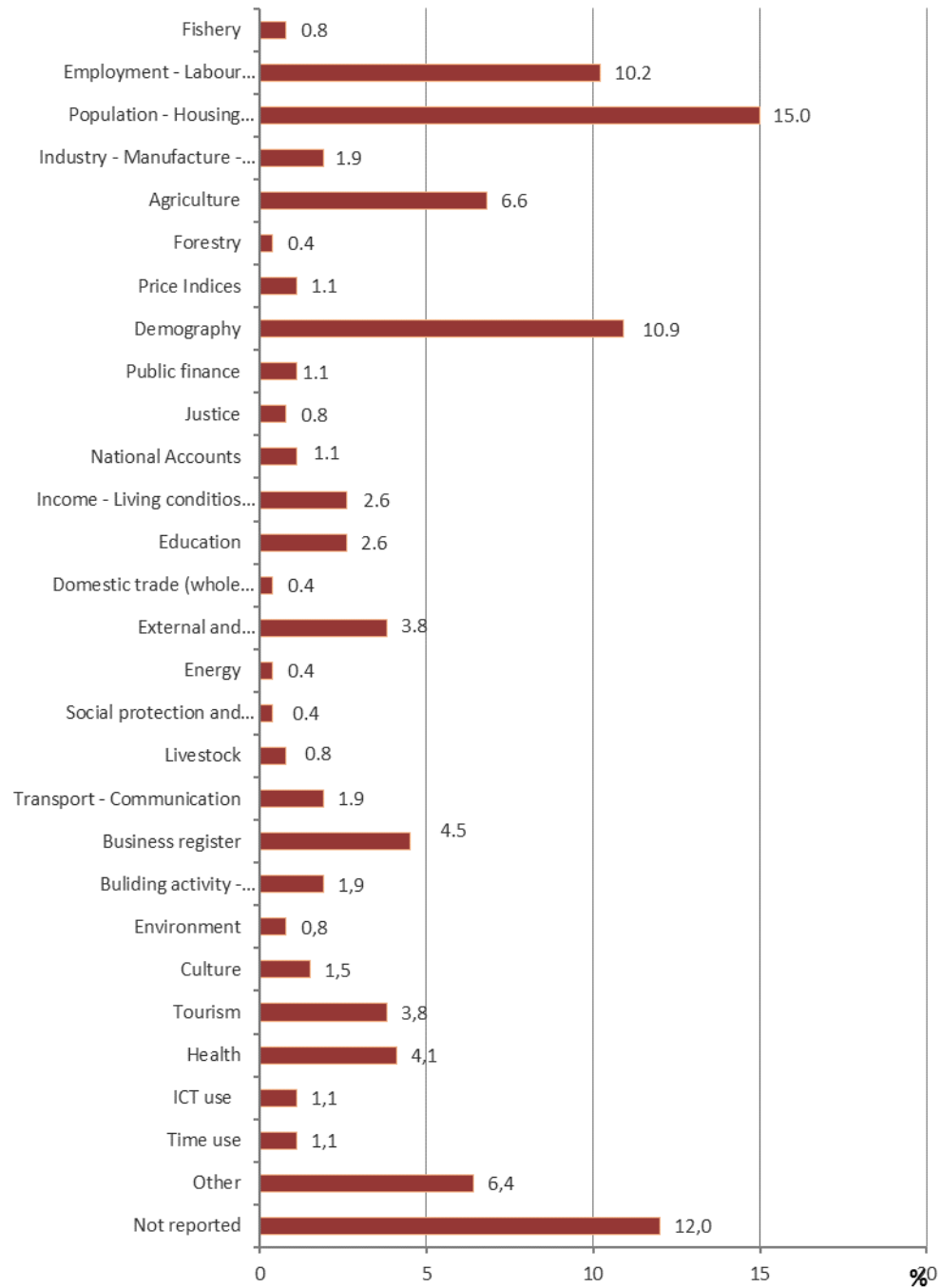


Table 3. Degree of meeting users' requests, 2018

Degree of meeting requests	Users	Rate (%)
Total	266	100.0
Fully	263	98.9
Partly	1	0.4
Not at all	2	0.7

Graph 3. Percentage distribution (%) of the degree of meeting users' requests, 2018

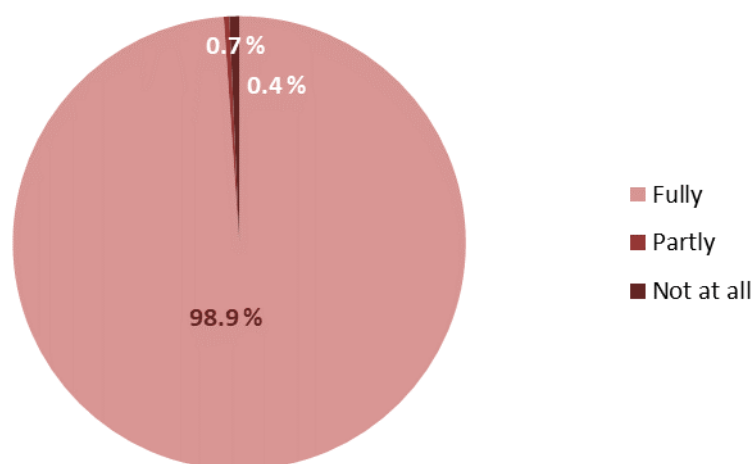


Table 4. Dissemination mode of statistical information, 2018

Dissemination mode of statistical information	Users
Users, Total	266
<i>Users who found the requested data</i>	264
In paper form	7
In electronic form	257

Graph.4. Percentage distribution (%) of the dissemination mode of statistical information, 2018

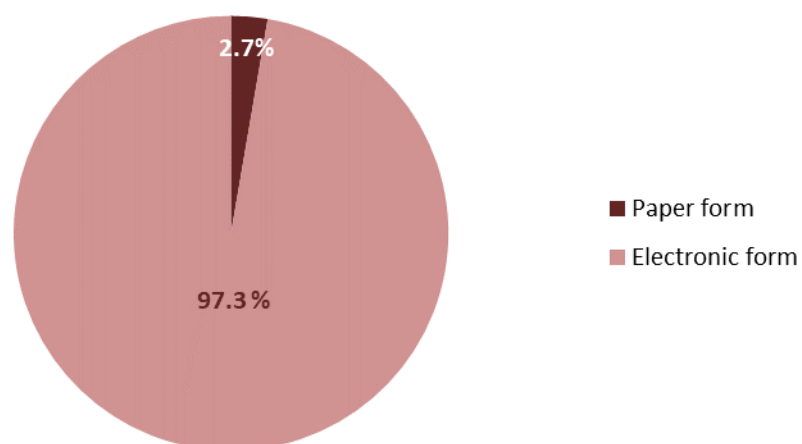


Table 5a. Distribution of users depending on whether or not they found the requested data, 2018

	Users
Users, Total	266
Users who found the requested data	263
Users who partially found the requested data	1
Users who did not find the requested data	2

Table 5b. Reasons for not finding or partially finding the requested data, 2018

Reasons	Total	Did not find	Partially found
Total	3	2	1
The data are not available for the requested reference periods	1	1	—
The data are not available at a more disaggregated level of statistical classifications	1	—	1
Other reason	1	1	—

Table 6. Degree of users' satisfaction in respect of the response time to their request, 2018

Degree of users' satisfaction	Users	Rate (%)
Total	266	100.0
Very much	207	78.0
Very satisfied	46	17.0
Quite satisfied	8	3.0
Somewhat satisfied	2	0.8
Not at all satisfied	1	0.4
Did not respond	2	0.8

Graph 6. Percentage distribution (%) of the degree of users' satisfaction in respect of the response time to their request, 2018

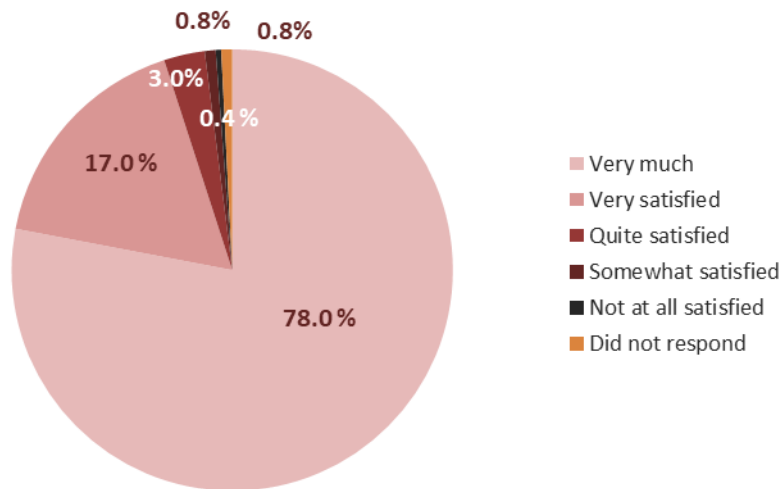


Table 7. Degree of users' satisfaction in respect of the services provided by the personnel, 2018

Degree of users' satisfaction	Users	Rate (%)
Total	266	100.0
Very much	217	81.6
Very satisfied	33	12.4
Quite satisfied	6	2.3
Somewhat satisfied	2	0.7
Not at all satisfied	1	0.4
Did not respond	7	2.6

Graph 7. Percentage distribution (%) of users' satisfaction in respect of the services provided by the personnel, 2018

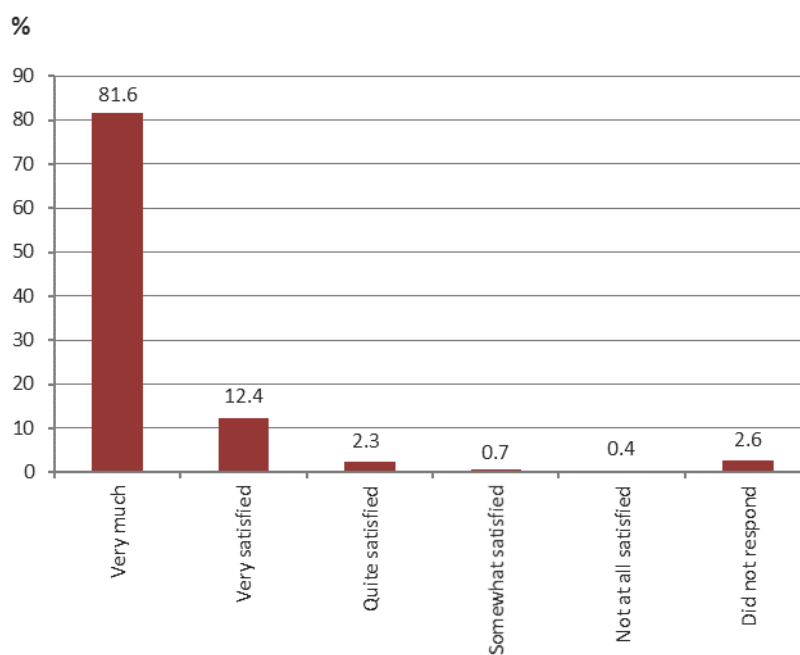


Table 8. Degree of trust in statistical data of ELSTAT, 2018

Degree of trust	Users	Rate (%)
Total	266	100.0
Very much	172	64.6
A lot	18	6.8
Enough	7	2.6
A little	2	0.8
Not at all	—	0.0
Did not respond	67	25.2

Graph 8. Percentage distribution (%) of the degree of trust in statistical data of ELSTAT, 2018

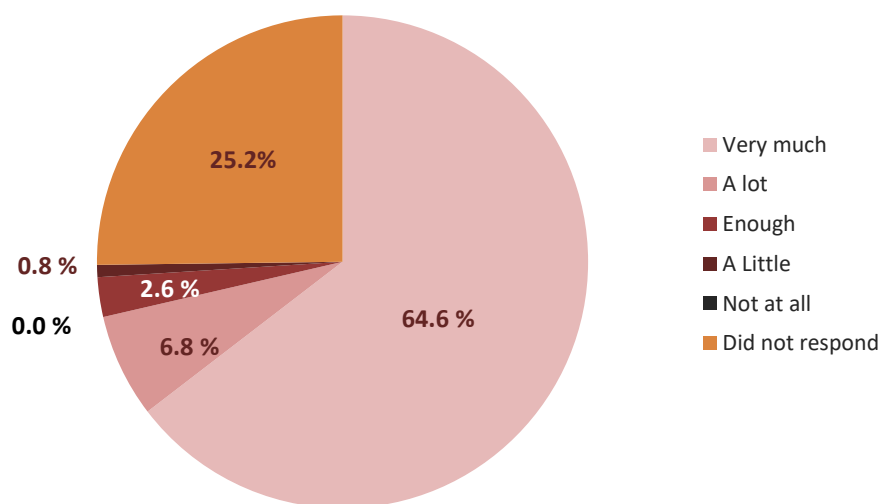


Table 9. Users' intention to recommend ELSTAT's website to a friend or colleague, 2018

	Users	Rate (%)
Total	266	100.0
Yes, certainly	201	75.6
Probably yes	20	7.5
Probably no	1	0.4
No, in no case	—	0.0
Did not respond	44	16.5

Graph 9. Percentage distribution (%) of users' intention to recommend ELSTAT's website to a friend or colleague, 2018

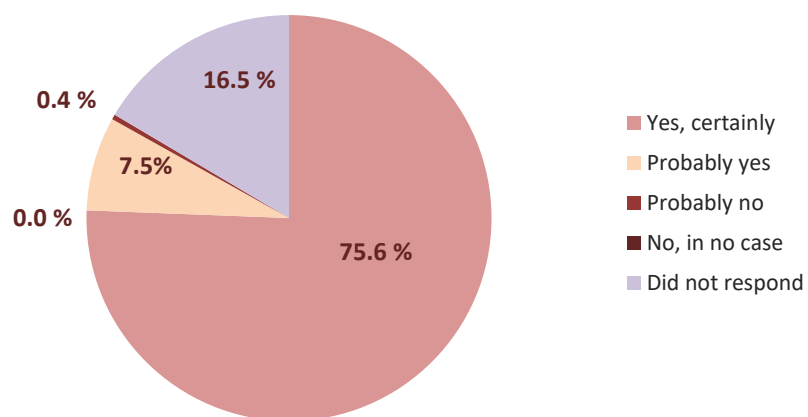


Table 10. Frequency of using statistical data, 2018

Frequency	Users	Rate (%)
Total	266	100.0
Less than or equal to a month	121	45.5
Greater than a month but less than or equal to a year	49	18.4
Greater than a year	29	10.9
Did not respond	67	25.2

Graph 10. Percentage distribution (%) of the frequency of using statistical data, 2018

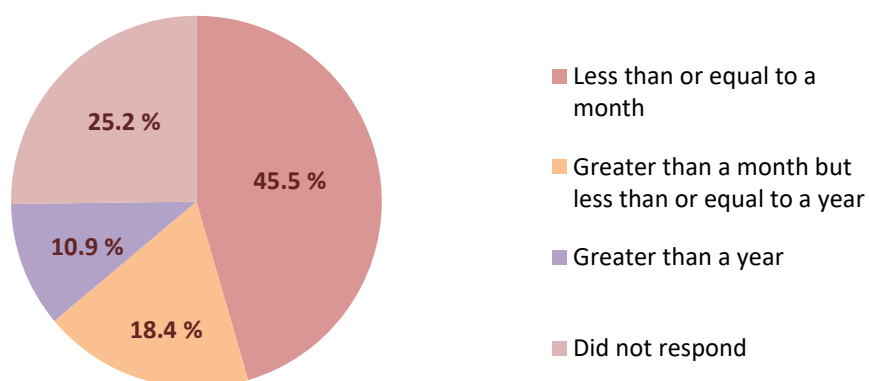
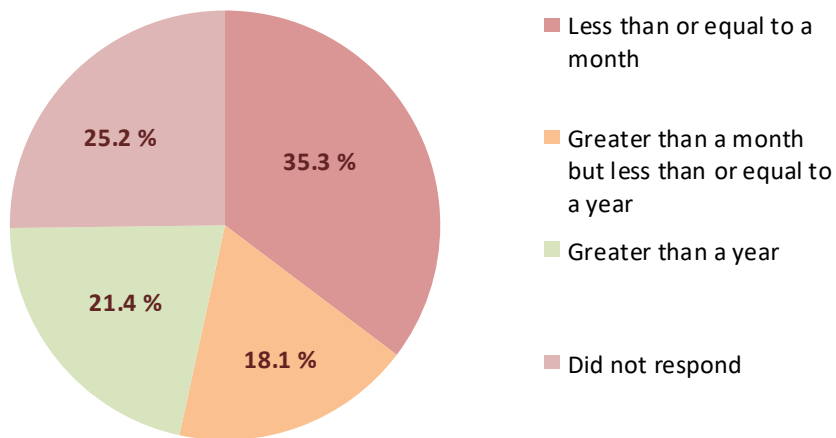


Table 11. Frequency of visiting the website of ELSTAT, 2018

Frequency	Users	Rate (%)
Total	266	100.0
Less than or equal to a month	94	35.3
Greater than a month but less than or equal to a year	48	18.1
Greater than a year	57	21.4
Did not respond	67	25.2

Graph 11. Percentage distribution (%) of the frequency of visiting the website of ELSTAT, 2018



Users' proposals

Following a quantitative analysis of the responses received from users in 2018 and on the basis of the comments made by them in previous user satisfaction surveys, the following list of proposals has been drawn up:

- Provision of statistical survey data at a lower geographical level.
- Primary Sector Statistics should be made available on the website at a more disaggregated level.
- Informing users, by e-mail, on any modifications made on data that they receive on a regular basis.
- Reduce of the production time of statistical data.
- Longer time series available on the website, for more than 10 years.
- Updating of the statistical survey data (need to for more recent data).
- Need for statistical data on green entrepreneurship.
- Need for statistical data on new sectors of the economy, which can respond to current economic circumstances.
- Need for statistical data on alternative forms of tourism (agrotourism, religious tourism, conference and business tourism, etc.).
- Need to produce financial statistics on public and private Vocational Training Institutes (IEK).
- Need to post on the website data on education statistics, at a lower geographical level.
- Need to post on the website more detailed data on Population — Housing Census for the next 2021 Population — Housing Census.
- Providing users with the facility of creating tailor-made excel tables on the basis of data available in the statistical databases.
- Design of a survey concerning the choice of mode of burial of the deceased and mostly the choice of cremation as a mode of burial.
- Design of a survey for monitoring the seismic activity in Greece.
- Design and conduct of new surveys by ELSTAT.
- Digitisation of statistical data of previous years.



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 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 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: -----