HELLENIC REPUBLIC

HELLENIC STATISTICAL AUTHORITY

USER SATISFACTION SURVEY REPORT

2015

PIRAEUS, 2016

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, while, at the same time, it unswervingly observs the rules and fulfills the obligations it has undertaken.

The Statistical Data Dissemination Section and the Library of ELSTAT, after having collected information from the User Satisfaction Questionnaire, present in the following pages annual data on the number of users, in combination with other indicators, such as the response level to users' requests, the kind of requested data, as well as the dissemination mode of statistical information. All the aforementioned information is collected from the specially designed questionnaire (User Satisfaction Questionnaire) that is filled in by users. The completion of the questionnaire is voluntary and addressed to all users.

Each time a user submits a request for data provision, the data provided are accompanied by a User Satisfaction Questionnaire with the request to be filled in by the user.

Purpose of the User Satisfaction Survey

The purpose of the User Satisfaction Survey is to:
- set up a mechanism that will contribute to the work planning of the aforementioned Sections of ELSTAT and will improve the services provided to the public,
- fully exploit the collected data pertaining, for example to the kind of requested data, aiming at analyzing in the best possible way the statistical information "market".

The survey collects information that covers four main areas:
- User category and users' characteristics
- Type of requested data
- Dissemination mode of statistical data
- Users' satisfaction as regards the services provided to them

In 2015, 1,058 questionnaires were filled in, in total, out of 4,347 users who had submitted a request for data provision, while the corresponding figures for 2014 were 1,158 and 4,942, respectively.

The User Satisfaction Questionnaire for 2015 was the same as the one used in 2014 and the previous years, thus allowing a comparative analysis of the survey results over time. A copy of the 2015 User Satisfaction Questionnaire is appended to the end of this report.

In order to have a more complete overview on the kind of users requesting information, these are distinguished into 8 basic categories in the Questionnaire: 1) students, 2) academic / researchers, 3) businesses, 4) private users, 5) public administration, 6) press and other media, 7) international organizations, 8) other users.

Statistical data are distinguished into 19 thematic domains:

1) Labour market, 2) industry - production, 3) agriculture – forestry - fisheries, 4) price indices, 5) public finance, 6) justice, 7) national accounts, 8) education, 9) foreign trade, 10) science and technology, 11) transport, 12) business register, 13) construction - building activity, 14) environment and energy, 15) population, 16) income - living conditions, 17) tourism, 18) health, social welfare and 19) 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 of years 2014 and 2015.

Table 1. Distribution of users by gender and user category, 2014 and 2015

Gender, user category	2014		2015	
	Users	Share %	User	Share %
Total	**1,158**	**100.0**	**1,058**	**100.0**
Male	*661*	*57.1*	*564*	*53.3*
Female	*497*	*42.9*	*494*	*46.7*
Student	387	33.4	312	29.5
Academic / Researcher	123	10.6	121	11.4
Business	153	13.2	151	14.3
Private user	351	30.3	277	26.2
Public administration	96	8.3	137	12.9
Press and other media	7	0.6	13	1.2
International Organisation	14	1.2	22	2.1
Other category	27	2.3	25	2.4

Graph 1. Percentage distribution of users, by user category, 2014 and 2015
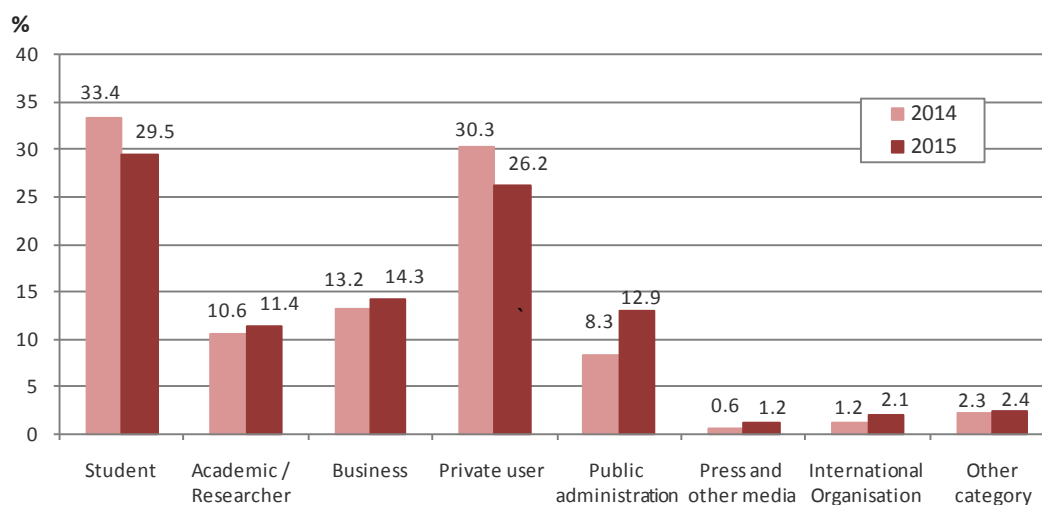
Table 2. Distribution of requests, by type of requested data, 2014 and 2015

Type of requested data	2014		2015	
	Users	Share %	Users	Share %
Total of users	**1,158**		**1,058**	
Total of requests	**1,414**		**1,283**	
Labour market	116	10.0	97	9.2
Industry - production	54	4.7	53	5.0
Agriculture - livestock - fishery	102	8.8	84	7.9
Price indices	217	18.7	197	18.6
Public finance	55	4.8	54	5.1
Justice	27	2.3	29	2.7
National accounts	90	7.8	83	7.8
Education	52	4.5	46	4.3
External trade	42	3.6	32	3.0
Science and technology	9	0.8	11	1.0
Transport	47	4.1	48	4.5
Business register	44	3.8	45	4.3
Construction - building activity	35	3.0	27	2.6
Environment - energy	21	1.8	22	2.1
Population	304	26.3	262	24.8
Living conditions	34	2.9	38	3.6
Tourism	80	6.9	91	8.6
Health - social welfare	42	3.6	31	2.9
Other type	43	3.7	33	3.1

It should be noted that the same user may, each time, submit a request concerning more than one statistical domains, thus the total percentage contribution does not sum up to 100.0.

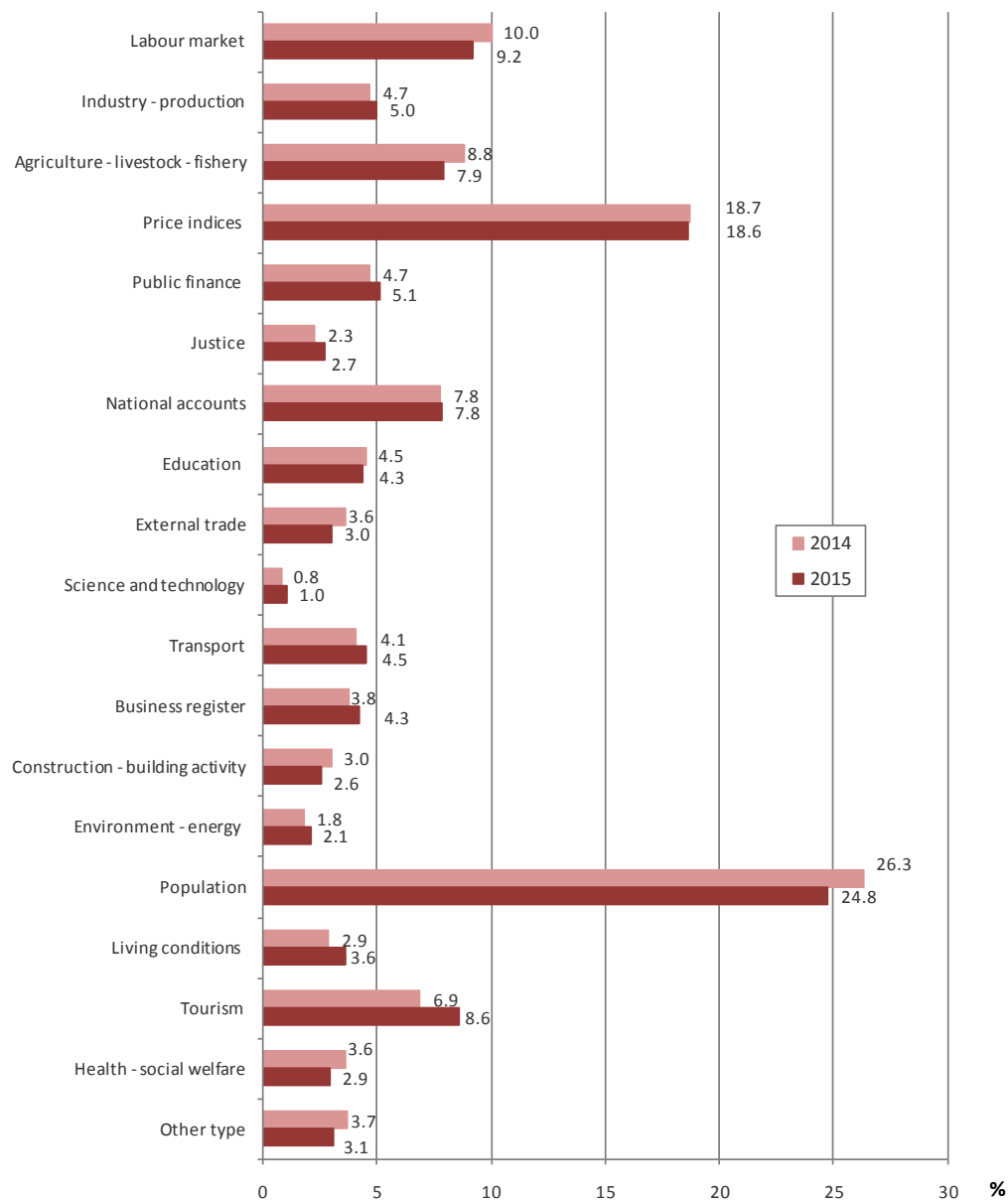**Graph 2. Percentage distribution of user requests by type of requested data, 2014 and 2015**

Type of requested data	2014	2015
Labour market	10.0	9.2
Industry - production	4.7	5.0
Agriculture - livestock - fishery	8.8	7.9
Price indices	18.7	18.6
Public finance	4.7	5.1
Justice	2.3	2.7
National accounts	7.8	7.8
Education	4.5	4.3
External trade	3.6	3.0
Science and technology	0.8	1.0
Transport	4.1	4.5
Business register	3.8	4.3
Construction - building activity	3.0	2.6
Environment - energy	1.8	2.1
Population	26.3	24.8
Living conditions	2.9	3.6
Tourism	6.9	8.6
Health - social welfare	3.6	2.9
Other type	3.7	3.1

Table 3. Satisfaction of users' requests, 2014 and 2015

Users' satisfaction	2014		2015	
	Users	Share %	Users	Share %
Total	**1,158**	**100.0**	**1,058**	**100.0**
Fully satisfied	1,058	91.4	952	90.0
Partially satisfied	86	7,4	81	7.7
Not at all satisfied	14	1.2	25	2.4

Graph 3. Satisfaction of users' requests, 2014 and 2015
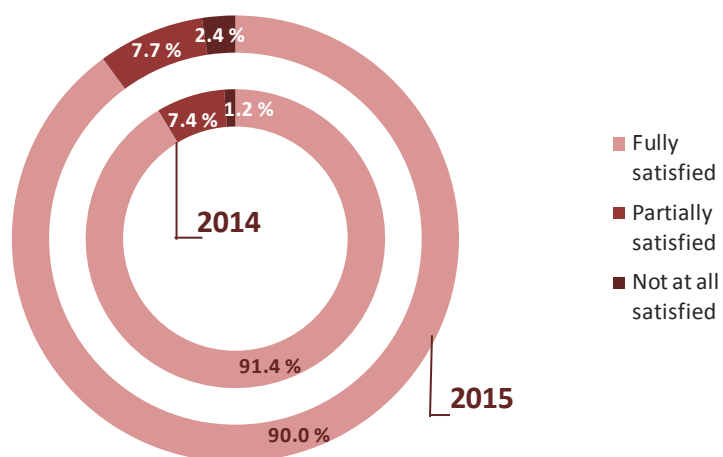
Table 4.Dissemination mode of statistical information, 2014 and 2015

Dissemination mode of statistical information	Users	
	2014	2015
Total of users	**1,158**	**1,058**
Users who found the requested data	*1,144*	*,033*
Paper form	0	10
Electronic form (e-mail, CD, DVD, USB)	1,143	1,023
Both forms	1	0

It is noted that the dissemination mode of statistical information refers to user requests that were fully or partly satisfied, as presented in Table 3.

Graph 4. Percentage distribution of the dissemination mode of statistical information, 2014 and 2015
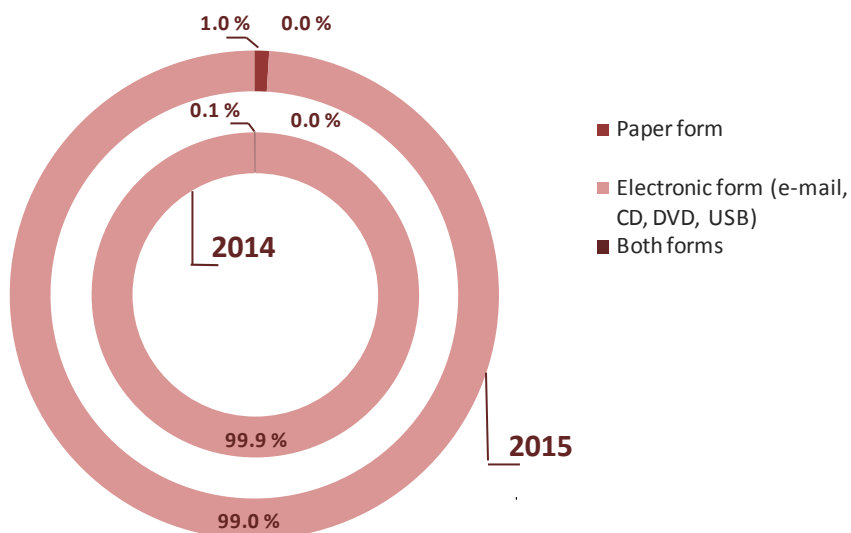
Table 5α. Distribution of users depending on whether or not they found the requested data, 2014 and 2015

	2014	2015
Total	**1,158**	**1,058**
Users who found the requested data	1,058	952
Users who partially found the requested data	86	81
Users who did not find the requested data	14	25

Table 5b. Reasons for not finding or partially finding the requested data, 2014 και 2015

Satisfaction of users' requests	2014			2015		
	Total	Did not find	Partially found	Total	Did not find	Partially found
Total	**100**	**14**	**86**	**106**	**25**	**81**
The requested data are not available at the requested disaggregation level of statistical classifications	40	4	36	44	5	39
The requested data are not available at the requested level of geographical breakdown	28	1	27	30	6	24
Confidentiality	5	1	4	4	1	3
The requested data are not collected	11	4	7	10	6	4
Other reason	16	4	12	18	7	11

Graph 5. Reasons for not finding or partially finding the requested data, 2014 and 2015

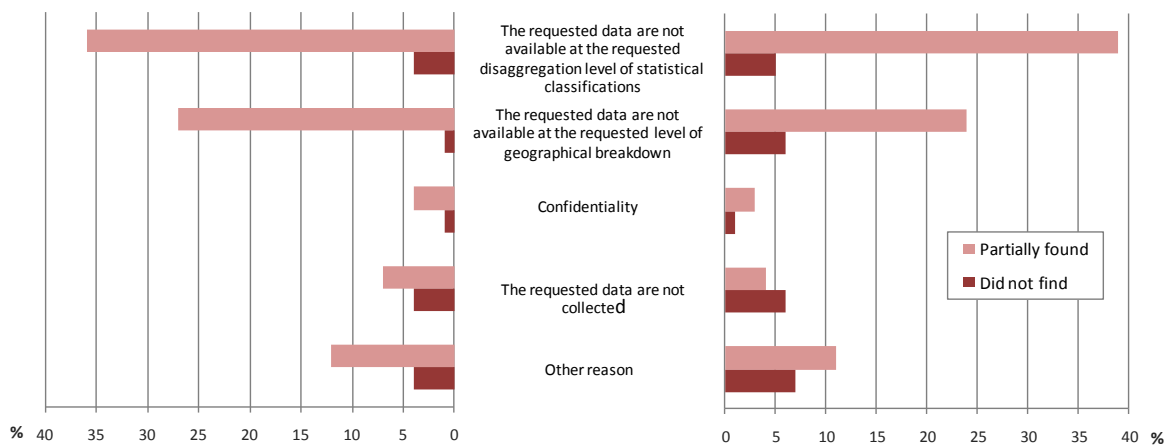**Table 6. User satisfaction in respect of the response time to their request, 2014 and 2015**

User satisfaction	2014		2015	
	Users	Share %	Users	Share %
Total	**1,158**	**100.0**	**1,058**	**100.0**
Extremely satisfied	1,000	86.4	855	80.8
Very satisfied	86	7.4	126	11.9
Quite satisfied	57	4.9	58	5.5
Somewhat satisfied	12	1.0	14	1.3
Not at all satisfied	3	0,3	5	0.5

Graph 6. Percentage distribution of user satisfaction in respect of the response time to their request, 2014 and 2015
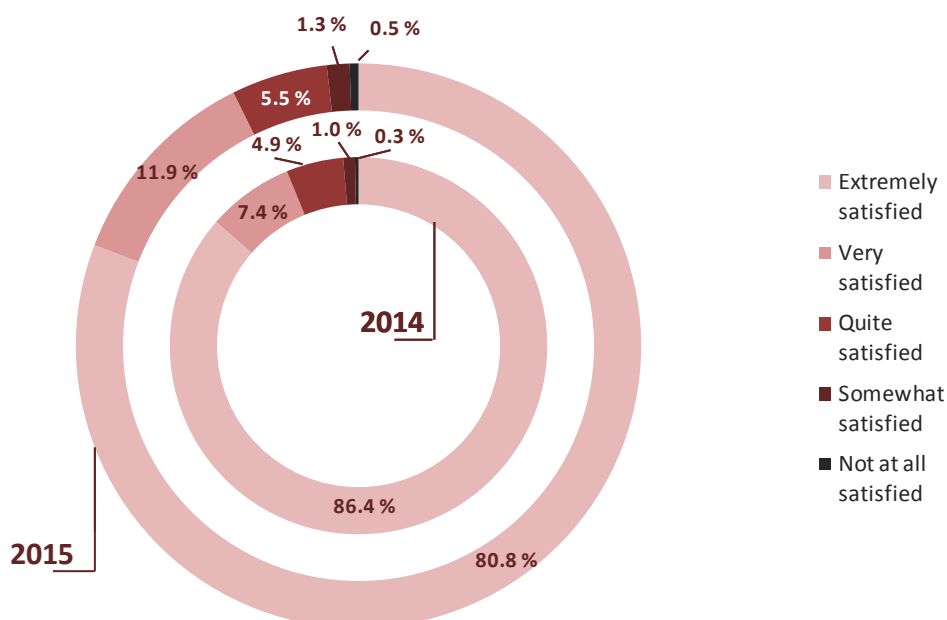
Table 7.User satisfaction in respect of the services provided by the personnel, 2014 and 2015

User satisfaction	2014		2015	
	Users	Share %		Users
Total	**1,158**	**100.0**	**1,058**	**100.0**
Extremely satisfied	1,058	91.4	918	86.8
Very satisfied	83	7.2	105	9.9
Quite satisfied	14	1.2	31	2.9
Somewhat satisfied	2	0.2	1	0.1
Not at all satisfied	1	0.1	3	0.3

Graph 7. Percentage distribution of user satisfaction in respect of the services provided by the personnel, 2014 and 2015
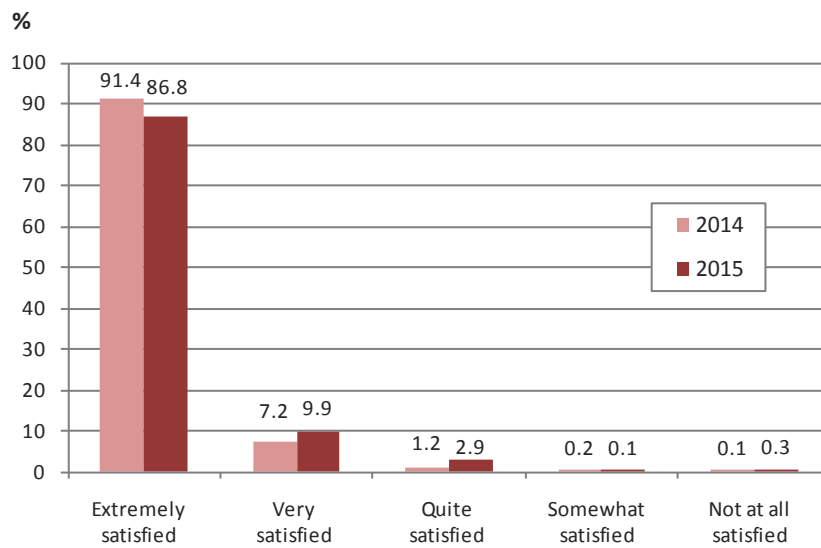
Users' proposals

Following a quantative analysis of users' answers to the questions of the User Satisfaction Questionnaire, and taking also into account their comments, the following list of proposals was compiled:

- Provision of data of statistical surveys at a lower geographical level
- Primary sector statistics should be made available on the portal at a more disaggregated level.
- Users should be informed via e-mail on any amendments to the data they receive at a regular basis.
- Reduction of the time needed for the production of statistics.
- Longer time series available on the portal, for more than ten years.
- More often update of the statistical surveys data (need for more recent data).
- Need for statistical data on green entrepreneurship.
- Need for statistical data on new sectors of the economy, adapted to current economic circumstances.
- Need for statistical data on alternative tourism (agrotourism, religious tourism, conference and business tourism, etc).
- Need to produce financial statistical data of public and private Vocational Training Institutes.
- Need to post on the website data on Education statistics, at a lower geographical level.
- Need to post on the website more analytical housing and population census data for the next 2021 Population and Housing Census.

The data are intended to be used exclusively for statistical purposes

USER SATISFACTION QUESTIONNAIRE

ELSTAT, aiming at exploring the main characteristics of users of statistical information and identifying their information needs, invites you to fill in this questionnaire.

1) Full name :	……
2) Contact details :	Street ……………………………………………………………………….Number.….…………. Postal code………….. City ……………………………………………………………………………………………….…………………… E-mail ……………………………………………………………. Telephone……………………………………….
3) Gender :	Male ☐ (1) Female ☐ (2)
4) Citizenship :	Greek ☐(1) EU country ☐(2) Other ☐(3)

5) User category :				
	Student	☐(1)	Public administration	☐(5)
	Academic / Researcher	☐(2)	Press and other Media	☐(6)
	Business	☐(3)	International Organisation	☐(7)
	Private users	☐(4)	Other………………………………………	☐(8)

6) Category of requested data :				
	Labour Market	☐(1)	Transport	☐(11)
	Industry-Production	☐(2)	Business Register	☐(12)
	Agriculture –Livestock – Fishery	☐(3)	Construction-Building activity	☐(13)
	Price indices	☐(4) ☐(5)	Environment and energy	☐(14)
	Public finance	☐(6)	Population	☐(15)
	Justice	☐(7)	Income-Living conditions	☐(16)
	National Accounts	☐(8)	Tourism	☐(17)
	Education	☐(9)	Health-Welfare	☐(18)
	External trade	☐(10)	Other(please specify)	☐(19)
	Science and technology		………………………………………………	

7) Did you find the requested data?   Yes ☐(1)   No ☐(2)   Partially ☐(3)

α) If yes, the data were provided in:

Paper form ☐(1)   Electronic form ☐(2)

β) If no, the reason was that the requested data :

Are not available at the requested disaggregation level of statistical classifications ☐(1) Are confidential ☐(3)

Are not available at the requested level of geographical breakdown ☐(2) Are not collected ☐(4)

Other reasons ☐(5)

8) In which format would you prefer to have the available information?

Paper ☐(1)   Electronic ☐(2)

9) How satisfied are you with the response time to your request?

Extremely satisfied ☐ (1) Very satisfied ☐ (2) Quite satisfied☐ (3) Somewhat satisfied ☐ (4) Not at all ☐ (5) I don't know/ answer ☐ (5)

10) How satisfied are you with the services provided by the personnel?

Extremely satisfied ☐ (1) Very satisfied ☐ (2) Quite satisfied ☐ (3) Somewhat satisfied ☐ (4) Not at all ☐ (5) I don't know/ answer ☐ (5)

11) Do you have any comments or suggestions for improving our services?

………

………

………

Thank you for the time you spent for filling in this questionnaire; the information you have provided on our products and services is very important and will help us improving the services provided to the users of our statistical data.