HELLENIC REPUBLIC

HELLENIC STATISTICAL AUTHORITY

USER SATISFACTION SURVEY REPORT

2019

PIRAEUS, 2020

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, in 2019, 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 2019, 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 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 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 2019, 268 User Satisfaction Questionnaires were filled in, in total, out of 2,517[1] users' 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 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) Member of the 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 – 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 tables and graphs, of the most important findings of the Survey, referring to the twelve-month period January-December 2019.

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[1] This number does not include 986 requests of users, who were directly addressed to the Foreign Trade Statistics Section and the Library Section for data provision (520 and 466 requests, respectively) and did not participate in the User Satisfaction Survey.

Table 1. Distribution of users, by gender and category, 2019

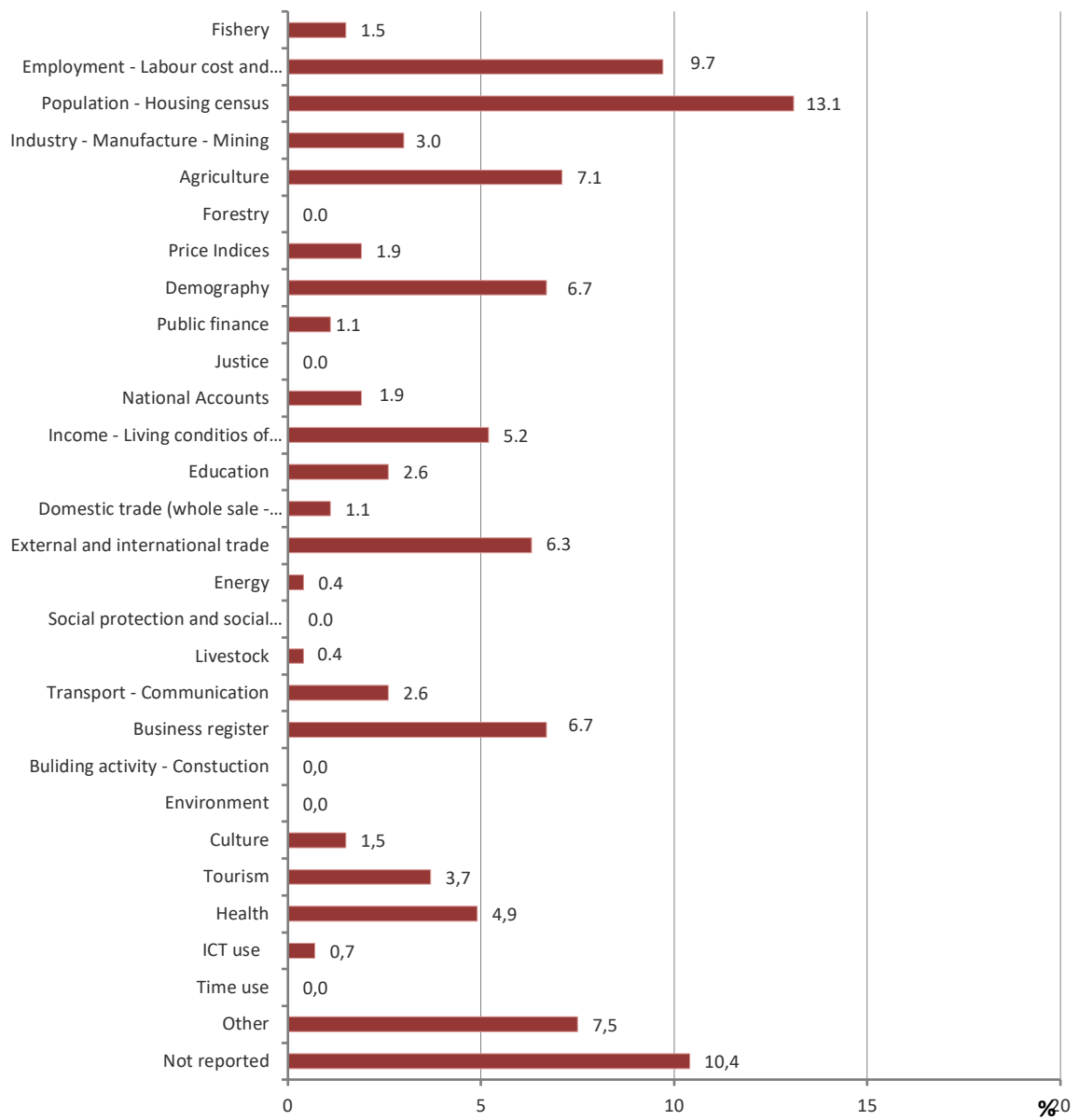| Gender, user category	Users	Rate (%)
Total	*268*	*100.0*
Male	*136*	*50.7*
Female	*132*	*49.3*
User category		
Pupil/Student	52	19.4
Teacher/Professor	8	3.0
Researcher	78	29.1
Business	40	14.9
Private user	24	9.0
Public administration	42	15.7
Press and other media	1	0.4
Members of parliamentary bodies	—	0.0
International Organisation	3	1.1
Other	18	6.7
Not reported	2	0.7

Graph 1. Percentage distribution (%) of users by category, 2019
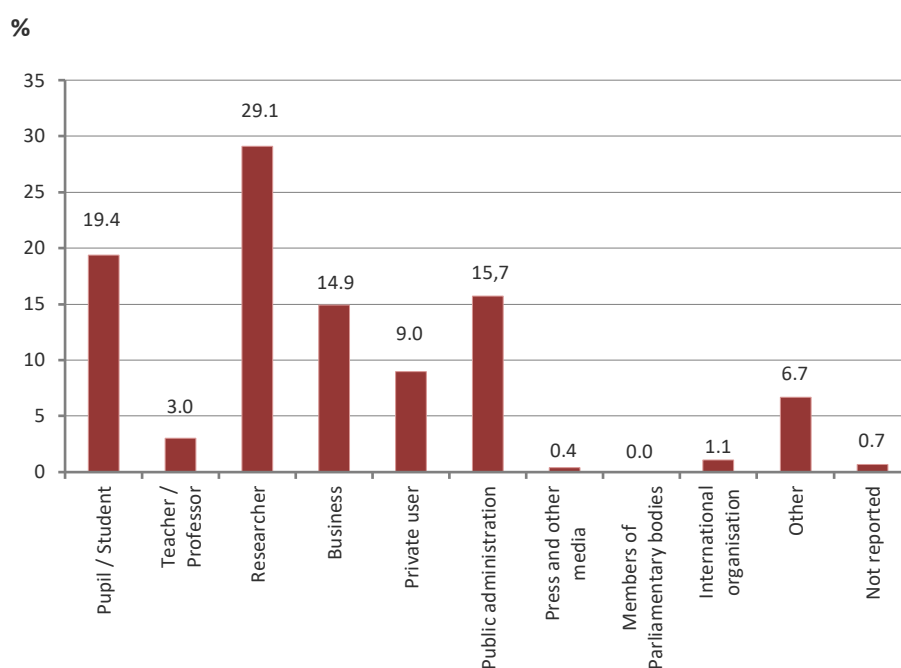
Table 2. Distribution of users' requests by statistical domain of the requested data, 2019

Statistical domain	Users	Rate (%)
Total	**268**	**100.0**
Fishery	4	1.5
Employment - Labour cost and remuneration	26	9.7
Population-Housing census	35	13.1
Industry — Manufacture — Mines	8	3.0
Agriculture	19	7.1
Forestry	-	0.0
Price indices	5	1.9
Demography	18	6.7
Public finance	3	1.1
Justice	-	0.0
National Accounts	5	1.9
Income — living conditions of households	14	5.2
Education	7	2.6
Domestic trade (retail – wholesale)	3	1.1
External and international trade	17	6.3
Energy	1	0.4
Social protection and social security	-	0.0
Livestock	1	0.4
Transport — Communication	7	2.6
Business register	18	6.7
Building activity — Construction	-	0.0
Environment	-	0.0
Culture	4	1.5
Tourism	10	3.7
Health	13	4.9
ICT use	2	0.7
Time use	-	0.0
Other	20	7.5
Not reported	28	10.4

Graph 2. Percentage distribution (%) of users' requests by statistical domain of requested data, 2019

Statistical domain	%
Fishery	1.5
Employment - Labour cost and…	9.7
Population - Housing census	13.1
Industry - Manufacture - Mining	3.0
Agriculture	7.1
Forestry	0.0
Price Indices	1.9
Demography	6.7
Public finance	1.1
Justice	0.0
National Accounts	1.9
Income - Living conditios of…	5.2
Education	2.6
Domestic trade (whole sale -…	1.1
External and international trade	6.3
Energy	0.4
Social protection and social…	0.0
Livestock	0.4
Transport - Communication	2.6
Business register	6.7
Buliding activity - Constuction	0,0
Environment	0,0
Culture	1,5
Tourism	3,7
Health	4,9
ICT use	0,7
Time use	0,0
Other	7,5
Not reported	10,4

Table 3. Degree of meeting users' requests, 2019

| Degree of meeting requests	Users	Rate (%)
Total	**268**	**100.0**
Fully	258	96.3
Partially	9	3.4
Not at all	1	0.4

Graph 3. Percentage distribution (%) of the degree of meeting users' requests, 2019
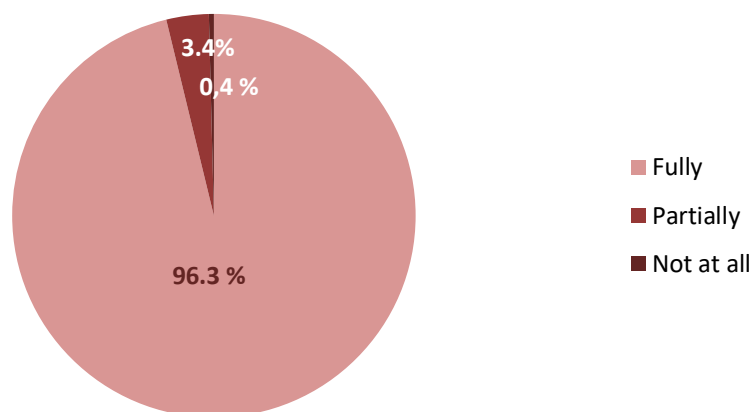
Table 4. Degree of users' satisfaction in respect of the response time to their request, 2019

Degree of users' satisfaction	Users	Rate (%)
Total	**268**	**100.0**
Very much	216	80.6
Very satisfied	17	6.3
Quite satisfied	5	1.9
Somewhat satisfied	1	0.4
Not at all satisfied	1	0.4
Did not respond	28	10.4

Graph 4. Percentage distribution (%) of the degree of users' satisfaction in respect of the response time to their request, 2019

0.4%
0.4 %
1.9%
6.3 %
10.4%
80.6 %

- Very much
- Very satisfied
- Quite satisfied
- Somewhat satisfied
- Not at all satisfied
- Did not respond
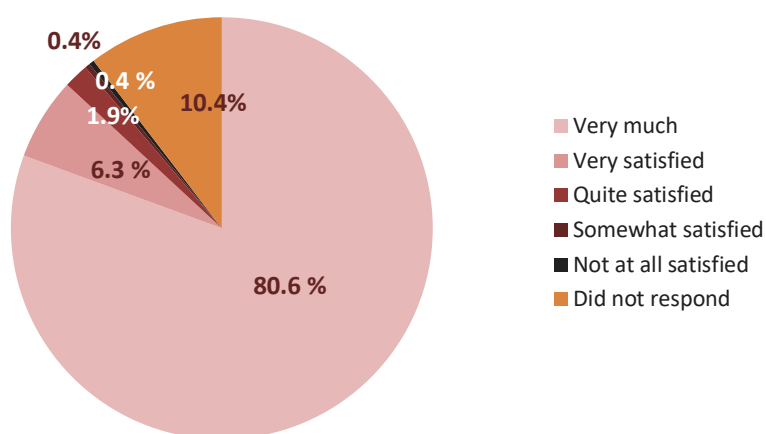
Table 5. Degree of users' satisfaction in respect of the services provided by the personnel, 2019

| Degree of users' satisfaction	Users	Rate (%)
Total	**268**	**100.0**
Very much	223	83.2
Very satisfied	12	4.5
Quite satisfied	2	0.7
Somewhat satisfied	2	0.7
Not at all satisfied	1	0.4
Did not respond	28	10.4

Graph 5. Percentage distribution (%) of the degree of users' satisfaction in respect of the services provided by the personnel, 2019

%

Very much	83.2
Very satisfied	4.5
Quite satisfied	0.7
Somewhat satisfied	0.7
Not at all satisfied	0.4
Did not respond	10.4
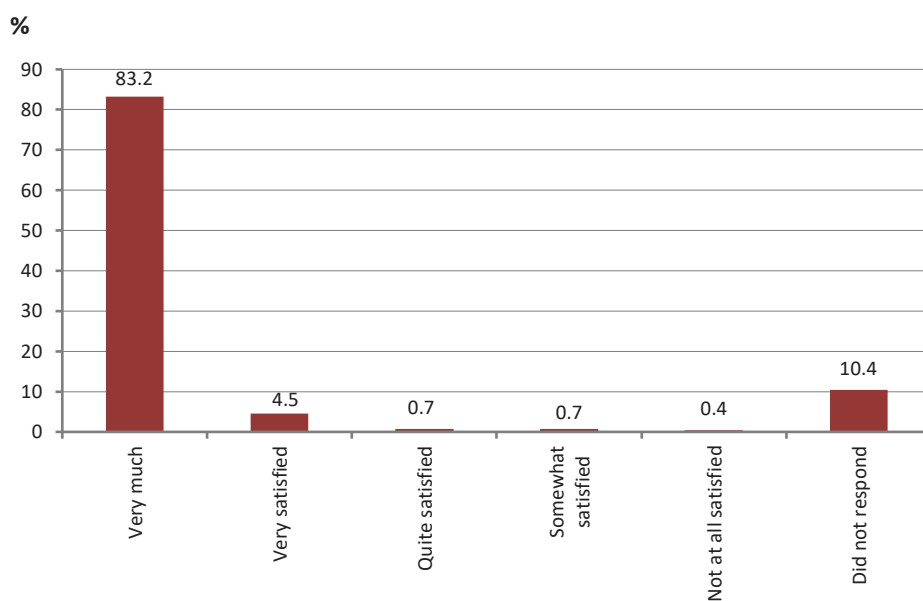
Table 6. Degree of trust in statistical data of ELSTAT, 2019

| Degree of trust	Users	Rate (%)
Total	**268**	**100.0**
Very much	204	76.1
A lot	29	10.8
Enough	6	2.2
A Little	1	0.4
Not at all	-	0.0
Did not respond	28	10.5

Graph 6. Percentage distribution (%) of the degree of trust in statistical data of ELSTAT, 2019
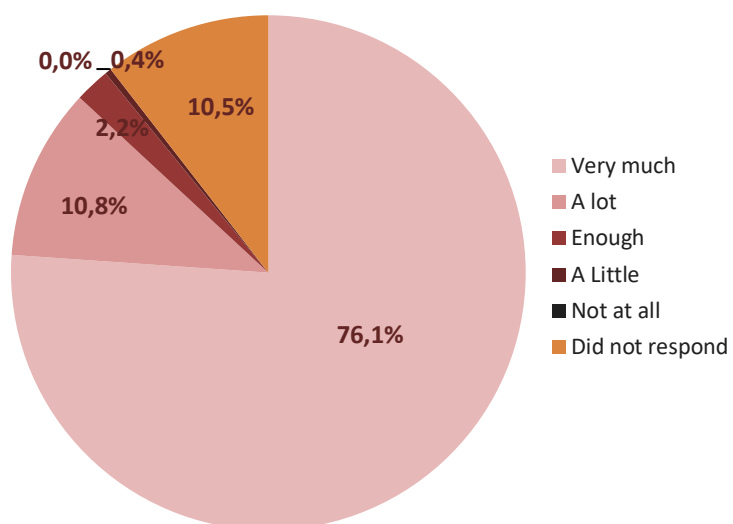
Table 7. Users' intention to recommend ELSTAT's website to a friend or colleague, 2019

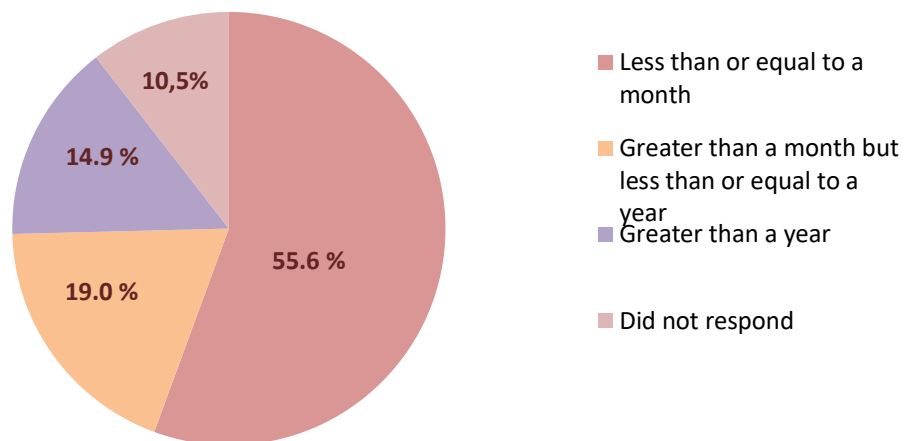|	Users	Rate (%)
Total	**268**	**100.0**
Yes, certainly	233	86.9
Probably yes	18	6.7
Probably no	1	0.4
No, in no case	-	0.0
Did not respond	16	6.0

Graph 7. Percentage distribution (%) of users' intention to recommend ELSTAT's website to a friend or colleague, 2019
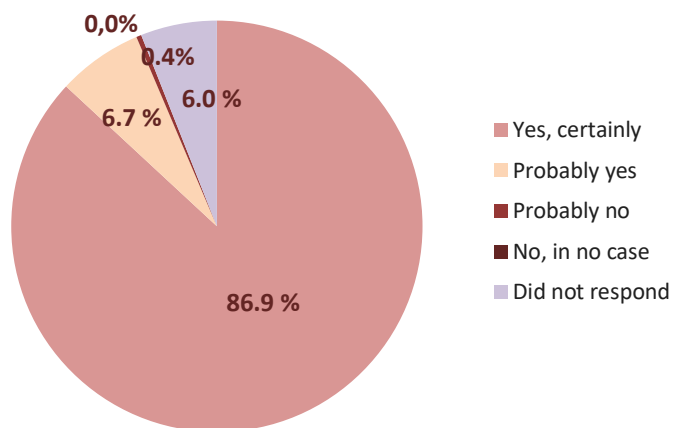
Table 8. Frequency of using statistical data, 2019

Frequency	Users	Rate (%)
Total	**268**	**100.0**
Less than or equal to a month	149	55.6
Greater than a month but less than or equal to a year	51	19.0
Greater than a year	40	14.9
Did not respond	28	10.5

Graph 8. Percentage distribution (%) of the frequency of using statistical data, 2019

- Less than or equal to a month
- Greater than a month but less than or equal to a year
- Greater than a year
- Did not respond

**Table 9. Frequency of visiting the website of ELSTAT, 2019**

Frequency	Users	Rate (%)
Total	**268**	**100.0**
Less than or equal to a month	96	35.8
Greater than a month but less than or equal to a year	74	27.6
Greater than a year	70	26.1
Did not respond	28	10.5

Graph 9. Percentage distribution (%) of the frequency of visiting the website of ELSTAT, 2019

- ■ Less than or equal to a month
- ■ Greater than a month but less than or equal to a year
- ■ Greater than a year
- ■ Did not respond
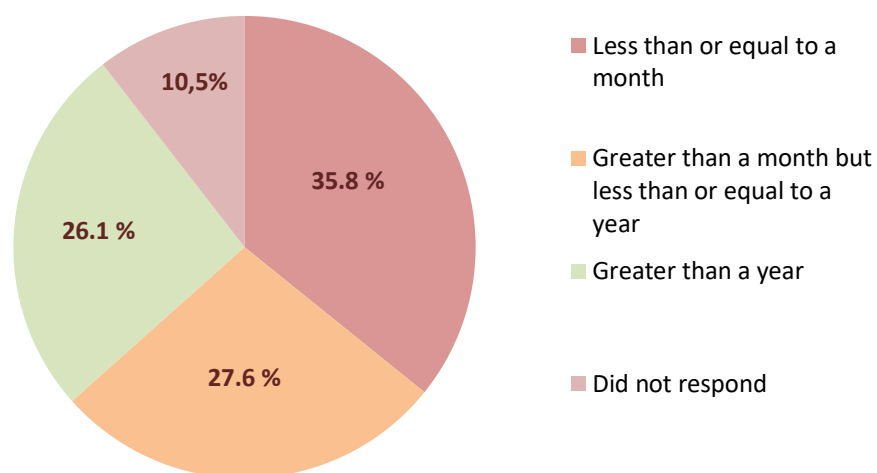
Users' proposals

Following a quantitative analysis of the responses received from users in 2019 and on the basis of the comments made by them in previous user satisfaction surveys, the following list of proposals has been drawn up:

- Providing 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 the data that they receive on a regular basis.
- Reducing the production time of statistical data.
- Longer time series available on the website, for more than 10 years.
- Updating the statistical survey data (need 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 to create tailor-made excel tables on the basis of the data available in the statistical database.
- Designing a survey concerning the choice of mode of burial of the deceased and mostly the choice of cremation as a mode of burial.
- Designing a survey for monitoring the seismic activity in Greece.
- Need for providing statistical data on fires.
- Need for statistical data on stray and pet animals.
- Design and conduct of new surveys by ELSTAT.
- Digitisation of statistical data of previous years.
- Improving the access to microdata of statistical surveys.

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

16

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: ----------------------------