

**A Report on
Statistics User Satisfaction Survey 2017**



Government of Nepal
National Planning Commission
Central Bureau of Statistics
Kathmandu, Nepal



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PREFACE

It is my great pleasure to present this "Report on Statistics User Satisfaction Survey 2017". The Central Bureau of Statistics (CBS) of Nepal has conducted User Satisfaction Survey for the first time in 2017 to assess data needs, satisfaction levels and perceptions of its users towards the current state of statistical products and services provided by the bureau. The users' attitudes, perception and feedback obtained from this survey will be used to take better account of users requirements and to improve its products and services in accordance with the needs of the users at large. The survey uses a qualitative approach and indirectly measures the quality of statistical products and service delivery systems of the bureau.

In recent years, many National Statistics Offices (NSOs) of developing countries in Asia and Africa have been conducting the user satisfaction survey as a part of National Strategy for Development of Statistics (NSDS) assessment for monitoring to what extent the NSDS outputs are meeting the needs of data users. The CBS has also developed a five-year NSDS for reforming its national statistical system to make it more robust, reliable, transparent and better coordinated. A periodic User Satisfaction Survey in NSDS is proposed as one of the monitoring tools for measuring progress on "meeting users' needs", and the Statistics User Satisfaction Survey 2017 is the first survey of its kind specifically designed for and conducted by the CBS, Nepal.

In this endeavor, I would like to thank Mr. Dilli Raj Joshi, Deputy Director General of Planning and Human Resource Management Division for his guidance to bring out this report in this shape. I am also thankful to Mr. Nebin Lal Shrestha, Deputy Director General of Social Statistics Division, initially who has taken a lead role in planning and implementation of the survey. Specially, I would like to thank Dr. Mahesh Kumar Subedi and Mr. Tirtha Raj Chaulagain, duo Directors of the Publication, Distribution and Library Section of the bureau for their great efforts in conducting the survey and publishing the report. My sincere appreciation goes to Mr. Kapil Dev Joshi, Statistical Officer, Mr. Naniram Karki, Library Officer and Mr. Kamal Raj Gautam, Statistical Assistant of the Section for their continued efforts in completing the survey and preparing this report. I am also thankful to all the staff from CBS and Statistics Offices in districts who have participated in the field work.

On behalf of the Central Bureau of Statistics, I would also like to express my sincere thanks to all the respondents from government, non-government and academic organizations and individual researchers for participation and providing necessary information and valuable opinions in the survey.

As always, valuable comments and suggestions from the users are most welcome for further improvement of the survey and publication in future.

June 2018.

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ABBREVIATIONS

| | |
|------|---|
| CAPI | Computer-assisted personal interviewing |
| CBS | Central Bureau of Statistics |
| DDC | District Development Committee |
| GDP | Gross Domestic Product |
| INGO | International Non-Governmental Organization |
| IT | Information Technology |
| NADA | National Data Archive |
| NGO | Non-Governmental Organization |
| NSCA | National Sample Census of Agriculture |
| NSDS | National Strategy for the Development of Statistics |
| NSO | National Statistics Office |
| NSS | National Statistical System |
| PC | Personal Computer |
| PHC | Population and Housing Census |
| SO | Statistics Offices |
| SUSS | Statistics User Satisfaction Survey |
| VDC | Village Development Committee |

EXECUTIVE SUMMARY

The Central Bureau of Statistics (CBS), Nepal has been conducting a numerous socio-economic surveys and censuses for providing data to planners, policy makers and data users. Dissemination of timely data is a key function of CBS which enhances evidence-based planning and decision making. In addition, it also promotes the use of data through distribution of its products and providing statistical advocacy and literacy services to related agencies and users. The bureau follows statistical concept, definition and international standard in the production and dissemination of statistics. It also interacts with stakeholders and collects feedback from users to meet growing data needs and maintain data quality and dissemination standards. In this endeavor, the CBS has been conducted "Statistics User Satisfaction Survey 2017" for the first time to assess data needs, satisfaction levels and perceptions of its users towards the current state of statistical products and services provided by the bureau.

Satisfaction in this survey refers to a user's perception, attitude or feelings on CBS' statistical products like publications and data and services like distribution of publications and data, presentation of website and free statistical consultancy services to concerned agencies and users. The survey uses a qualitative approach and indirectly measures the quality of statistical products and service delivery systems of the Bureau. The users' feedback obtained from this survey will be used to take better account of users requirements and to improve its products and services in accordance with its users' needs.

A sample of 1200 users is purposively selected across country and from abroad based on their affiliation to: 1) Government and semi-governmental organizations, 2) NGOs, INGOs and development partners, 3) Academic and research institutes, 4) Commercial organizations, 5) Media and press, and 6) Political parties and civil societies. Data collection took place over a period of about 3 months from 15 February to 15 May 2017. The results of the survey are presented by province and by different categories. However, this is an opinion survey and the outputs of the survey could not be generalized for Nepal or for a specific province or area. The opinions expressed in this survey are the respondent's own and do not reflect the views of the organization of their affiliation.

The survey employs three methods of data collection: 1) Traditional paper questionnaire, 2) IT based CAPI, and 3) PDF fill-in eQuestionnaire in web targeted to specific location and users. The questionnaire is divided into 7 sections for collecting users responses and opinions on: 1) Personal information of users, 2) Use of CBS data and publication, 3) Quality of CBS statistics, 4) User perspective in CBS website, 5) User perspective on CBS statistical services, 6) Services of CBS statistics office in district, and 7) User's needs and feedback.

The findings from the survey show mixed results, i.e. most of the users consider the statistics provided by CBS is good and reliable than similar statistics produced by other related government agencies. But, they have also suggested CBS to make improvements in its statistics dissemination procedure, particularly on language, geographical disaggregation, and dissemination format. Likewise, the assessment of quality of the CBS statistics and publications in different dimensions like reliability, timeliness, accessibility, user-friendliness received an average quality rating and thus urges for improvement. Furthermore, the users have also expressed their data demands in additional area of statistics.

In additional to this publication, detail description of the survey with soft copies of the questionnaire, manual and report can be browsed and accessed from the website of the CBS at <http://cbs.gov.np/nada/index.php/catalog>.

CHAPTER 1: INTRODUCTION

1.1 BACKGROUND

The Central Bureau of Statistics (CBS) is a core government agency in National Statistics System of Nepal, established in 2016 BS for the collection, consolidation, analysis and publication of statistics related to social and economic activities in the country. Since its establishment it has been conducted a numerous socio-economic censuses and surveys and produced data for planners, policy makers and data users. Dissemination of timely data is a key function of CBS which enhances evidence-based planning and decision making for sustainable development of the country. In addition, it also promotes the use of data through distribution of its products and providing statistical advocacy and consultancies services to related agencies and users.

To maintain quality, as a main national statistical agency, the bureau follows statistical concept, definition and international standard in the production and dissemination of statistics. Furthermore, the CBS, for the first time, has conducted "Statistics User Satisfaction Survey 2017" to assess data needs, satisfaction levels and perceptions of its users towards the current state of statistical products and services provided by the bureau. The users' attitudes, perception and feedback obtained from this survey will be used to take better account of users requirements and to improve its products and services in accordance with its users' needs.

1.2 OBJECTIVES

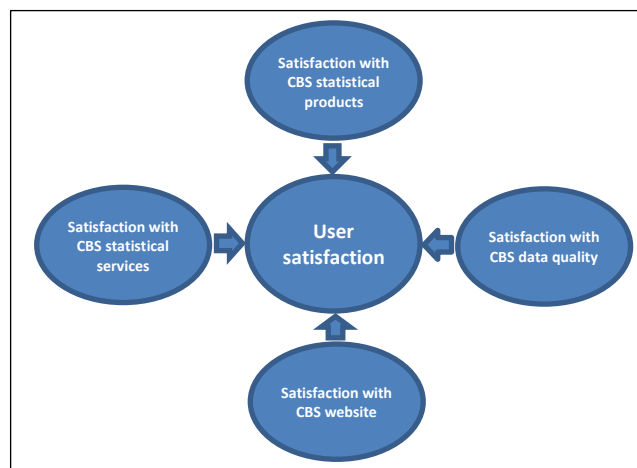
The main objective of the survey is to assess the level of user's satisfaction with the current state of CBS statistics and services. The specific objectives are:

- To identify user's views on quality levels of CBS publications, data and services
- To examine user's satisfaction on CBS service delivery systems
- To gauge use of CBS statistics
- To know user's statistical needs and expectations from CBS
- To get user's feedback for further improvement of its products and services
- To build up statistical relation and cooperation between CBS/SO and users

1.3 DEFINING SATISFACTION

Satisfaction in this survey refers to user's perception, attitude, or feelings on CBS's statistical products and services. This is a qualitative approach and indirectly measures the quality of statistical products (publications, data and CD-ROMs) and service delivery systems (website, distribution of publications and data, and free statistical consultancies services) of CBS. The four dimensions of satisfaction measures used in this survey are presented in the **Chart 1** below.

Chart 1: Four dimensions of user satisfaction



1.4 RATIONAL OF THE STUDY

Most of the National Statistics Offices (NSOs) of developed countries have been conducting the User Satisfaction Survey every year in order to know user's needs and levels of satisfaction on their statistical products and services and to receive feedback for further improvement. In European Statistical System the user satisfaction surveys were conducted in the context of the implementation of the **European Statistics Code of Practice** which was adopted in 2005 and revised in 2011. The **Indicator 11.3 of the Code of Practice** explicitly calls for "*User satisfaction is monitored on a regular basis and is systematically followed up*" through **User Satisfaction Survey** or similar user studies so as to ensure that European statistics meet the needs of users.

In recent years, many NSOs of developing countries in Africa and Asia have been started conduction the user satisfaction survey as a part of NSDS assessment, for monitoring to what extent the NSDS outputs are meeting the needs of users. For example, Tanzania (2011, ... ,2014), Kenya (2014), Ghana (2012), Rwanda (2012), Mongolia (2010), etc.

In the case of Nepal, the CBS has developed a five year National Strategy for the Development of Statistics (NSDS) for reforming its national statistical system to make it more robust, reliable, transparent and better coordinated. The document has proposed various objectives, strategies as well as action plans, cost of implementation and the provision of monitoring and evaluation of the programs for tracking progress. In this regard, the User Satisfaction Survey is proposed as one of the monitoring tools of Objective 1, "Produce statistics in quantity and quality that meet the needs of all levels of government for evidence-based policy measures, and the needs of the wider users in the national and international communities." Out of 9 performance indicators for measuring progress on "meeting users needs", 4 indicators are proposed to derive from periodic user satisfaction survey.

The CBS is assigned to be a responsible body for monitoring the progress on meeting users needs in CBS and other major data producing agencies of NSS, and the SUSS 2017 is the first survey of its kind specifically designed for CBS.

1.5 STATISTICAL UNIT

The user of CBS statistics is considered the enumeration unit of this survey. The user should have used either publications or data produced by CBS, or CBS website, or statistical services from CBS or from its branch Statistics Offices in districts. A person who does not have used either one or any of the products and services from CBS and its branch offices is not selected as responded in

this survey. The users in this survey are selected from six categories based on their affiliation to: 1. Government and semi-governmental organizations, 2. NGOs, INGOs and development partners, 3. Academic and research institutes, 4. Commercial organizations (finance, banking, trade and business), 5. Media and press, and 6. Political parties and civil societies. However, the opinions expressed in this survey are the respondent's own and do not reflect the views of the organization.

1.6 COVERAGE

The survey aimed to collect opinions of users from all over the country and abroad with specific target to the areas where more CBS statistics users are located. Data are collected from 49 districts of all seven provinces. The results of the survey are presented by province and by different categories. However, this is an opinion survey and the outputs of the survey could not be generalized for Nepal or for a specific province or area. As stated above the responses obtained from this survey represent solely views of those selected users of a particular area, province or category.

1.7 SAMPLE DESIGN

1.7.1 Sampling method

The SUSS 2017 uses a non-random purposive sample selection method. Sample units are purposively selected among the users of CBS products and services who are affiliated to six different agencies or organizations as described below. It is an user opinion survey and mainly collected qualitative data from users.

1.7.2 Sample size

The sample size of this survey is 1200 users allocated to six domains based on their work affiliation or engagement to various organizations and institutions as follows.

Table 1: Allocation of sample size by agency type.

| S.N. | Agency type | Sample size | Percent |
|------|---|-------------|-------------|
| 1 | Government and semi-governmental organizations | 192 | 16 |
| 2 | NGOs, INGOs and development partners | 240 | 20 |
| 3 | Academic and research institutes | 360 | 30 |
| 4 | Commercial organizations (finance, banking, trade and business) | 144 | 12 |
| 5 | Media and press | 144 | 12 |
| 6 | Political parties and civil societies | 120 | 10 |
| | Total | 1200 | 100% |

The sample are allocated to all 33 branch statistical offices of CBS situated at districts and asked to collect data from their respective working area (districts) where more agencies or organizations are located with appropriate CBS statistical users. The sample size for each Statistics Office was decided based on their working districts, availability of agencies by types, possible use of CBS statistics and users. It was expected to collect 300 sample data from Kathmandu valley, 800 from outside Kathmandu and 100 sample from registered users by email.

1.8 SURVEY TOOLS

1.8.1 Questionnaire

The survey employs three methods of data collection: 1. Traditional paper questionnaire, 2. IT based CAPI (Computer-assisted personal interviewing), and 3. PDF fill-in eQuestionnaire. The paper questionnaires are used in districts outside Kathmandu, CAPI is used in Kathmandu valley and the PDF fill-in eQuestionnaire is sent to registered users located inside and outside of the country via email. The questionnaire is divided into 7 sections as follows:

- Section 1. Personal information of respondent
- Section 2. Use of CBS data and publication
- Section 3. Quality of CBS statistics
- Section 4. User perspective in CBS website
- Section 5. User perspective on CBS statistical services
- Section 6. Services of CBS statistics office in district
- Section 7. User's feedback

The questionnaires were developed both in English and Nepali versions.

1.8.2 Data entry application

A CSPro 6.3 based data entry program was designed for PC and sent to Statistics Offices in districts along with the paper questionnaires. The SOs were asked to conduct data entry of the filled-in questionnaires and send both filled-in questionnaires and data files to CBS. The data entry program was found to be very useful for immediate quality and consistency checks of data in field level.

1.9 PRE-SURVEY ACTIVITY

1.9.1 Pre-test of questionnaire

An initial pre-test of the paper questionnaire was took place in Kavre district where 15 questionnaires were filled-up. The comments and feedback received from users during the field test were accommodated in preparing the final version of both paper and CAPI questionnaires. The pre-test of the CAPI was done in Kathmandu valley.

1.9.2 Enumerator training

A 3-day training program for enumerators was held in Chitawan where selected participants from all Statistics Offices including CBS were participated. Since the satisfaction survey is a first of its kind, first the concepts and definition of the survey was provided to the participants. During the period, along with the contents of the questionnaire, hands-on trainings on using questionnaire, manual, and data entry application were also provided to the enumerators.

In addition, specific one-day training on using Tablet for CAPI was also given to the selected enumerators who were assigned to data collection in Kathmandu valley. Altogether six enumerators from CBS and SO Kathmandu were participated to the CAPI training in CBS.

1.10 FIELD WORK

Data collection took place over a period of about 3 months from 15 February to 15 May 2017. A total of 35 interviewers, 30 supervisors were participated in the field work from Statistics Offices and CBS. The field work in districts were managed and supervised by respective SO in district and it was jointly handled by SO Kathmandu and CBS in the three districts of Kathmandu valley. For the registered users, an eQuestionnaire was sent by email and asked to return the filled-up

questionnaire by two weeks' time. Each enumerator took on an average 20 minutes to fill-in the questionnaire.

1.11 DATA MANAGEMENT

The data management work of the survey is designed in four steps: 1. data entry in SOs, 2. CAPI based data compilation, 3. filled-in eQuestionnaire, and 4. final editing and analysis of data using STATA and SPSS.

A data entry program using CSPro was developed and installed to each computer of SOs outside of Kathmandu. The data entry work in field level was useful to instantly check incompleteness, mis-reporting and inconsistency in filled-in data. Similarly, the CAPI based data collection in Kathmandu valley enabled the data collection faster and errorless. The PDF fill-in feature of the eQuestionnaire itself was able to control mistakes from respondents and made the data migration quicker to central compilation.

Further editing and consistency checks were performed using STATA in CBS after final compilation of data in center. Appropriate coding and re-coding were done to the qualitative information collected in the survey and the final dataset was used to produce survey outputs in CBS using statistical analytical software STATA and SPSS.

1.12 ENUMERATION STATUS

The survey was able to collect information from 1020 users out of 1200 users expected. It shows about 15% unresponse in total. The higher non-response was occurred in eQuestionnaire sent to registered users through email. It was expected to collect 100 questionnaires by email corresponding but only 36 filled-in questionnaires are received. In contrary, the face-to-face interviews with paper questionnaire in districts outside of Kathmandu valley (711 out of purposed 800 users) and CAPI in three districts of Kathmandu (273 out of purposed 300 users) were found very successful in collecting information from users.

It was expected to collect survey information from all 33 Statistics Offices covering all 75 districts, but due to Local Elections held in April and May only 29 SOs were able to participate in the survey and collected survey information from 49 districts covering all 7 provinces. The final distribution of sample/users with responses by province and agency type is given in Table 2.

Table 2: Final distribution of users who have responded to questionnaire.

| Agency Type | Province | | | | | | | Abroad | Total |
|-------------------------------|----------|-------|--------|-------|--------|-------|-------|--------|--------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| Government/semi-government | 26 | 15 | 76 | 16 | 20 | 13 | 13 | 1 | 180 |
| % | 14.4 | 8.3 | 42.2 | 8.9 | 11.1 | 7.2 | 7.2 | 0.6 | (17.7) |
| NGO/INGO/Int'l dev partners | 30 | 22 | 75 | 17 | 34 | 13 | 14 | 0 | 205 |
| % | 14.6 | 10.7 | 36.6 | 8.3 | 16.6 | 6.3 | 6.8 | 0.0 | (20.1) |
| Academic/Research institutes | 36 | 23 | 137 | 24 | 42 | 14 | 18 | 4 | 298 |
| % | 12.1 | 7.7 | 46.0 | 8.1 | 14.1 | 4.7 | 6.0 | 1.3 | (29.2) |
| Commercial organizations | 14 | 11 | 43 | 12 | 20 | 8 | 7 | 1 | 116 |
| % | 12.1 | 9.5 | 37.1 | 10.3 | 17.2 | 6.9 | 6.0 | 0.9 | (11.4) |
| Media/Press | 18 | 11 | 42 | 9 | 19 | 11 | 8 | 0 | 118 |
| % | 15.3 | 9.3 | 35.6 | 7.6 | 16.1 | 9.3 | 6.8 | 0.0 | (11.6) |
| Political party/civil society | 15 | 11 | 38 | 7 | 16 | 9 | 7 | 0 | 103 |
| % | 14.6 | 10.7 | 36.9 | 6.8 | 15.5 | 8.7 | 6.8 | 0.0 | (10.1) |
| Total | 139 | 93 | 411 | 85 | 151 | 68 | 67 | 6 | 1,020 |
| % | (13.6) | (9.1) | (40.3) | (8.3) | (14.8) | (6.7) | (6.6) | (0.6) | (100) |

1.13 LIMITATIONS

The survey is based on a non-random purposive sample method, therefore the outcomes are not fully representative and could not be generalized for any specific geographic area like province, Nepal, or any specific category like gender, or occupation level of users. The results only represent the evaluation and views of users who have participated in the survey under different domains.

Although the users are selected based on their affiliation to a particular agency, the views expressed in the survey are their own and do not reflect the views of the organization.

It is very difficult to get a perfect user of CBS products and services. A user who has used CBS publication of population statistics may not be using CBS website or statistics related to national accounts. Therefore, the survey output for a particular product or service is based on the number of responses from users who have used the product/service. The number of users could be vary from product to product, or from one service to another service.

A very high non-response is observed in eQuestionnaire sent through email. The registered users are found less enthusiastic to online survey response system, which limits CBS initial expectation of receiving allocated number of responses from international users.

CBS statistics are mostly concentrated to social and demographic sectors from population censuses and household surveys. Although statistics of some other sectors like agriculture, health, industry, national accounts are also produced, they could be limited to size, content or nature of similar statistics produced by related agencies of NSS. Therefore, the statistics of different sectors mentioned in the survey are only limited to those statistics produced by CBS whatever the size and contents.

1.14 ORGANIZATION OF REPORT

This report is organized in three chapters. The first **Chapter 1** is the introductory part of the report, which includes the introduction of the survey, methodology adopted and organization of filed work and data management as described above. The **Chapter 2** presents analytical results of the survey in different seven themes including users' feedback. The final **Chapter 3** provides the conclusion and the recommendations of the survey. Apart from the three main chapters the report is preceded with executive summary at the beginning and succeeded with survey questionnaire as Appendix at the end.

CHAPTER 2: ANALYTICAL RESULTS

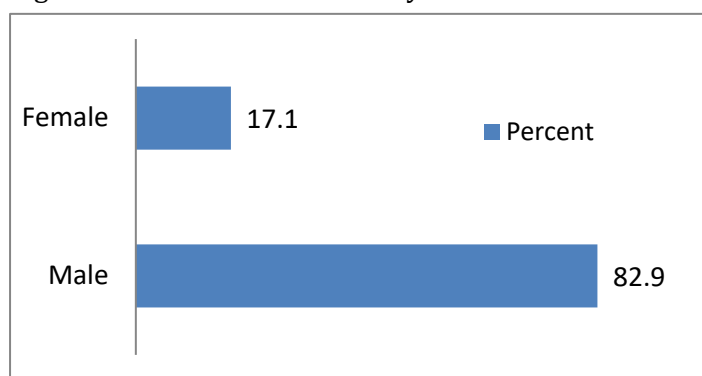
2.1 USER'S INFORMATION

2.1.1 Introduction

The Statistical User Satisfaction Survey 2017 has used six categories for the selection of the users to be interviewed. The six categories are the statistical users affiliated to: 1. Governmental and semi-governmental organizations, 2. NGO/INGO and international development partners, 3. Academic and research institutes, 4. Financial/business/commerce and trade sectors, 5. Media and press sectors, and 6. Political party and civil society organizations. Based on the main six categories, the survey was administrated along all seven provinces of Nepal with specific focus to those places where more users of CBS publications and statistics are located. The following demographic and geographical distribution of users are observed after the successful completion of the survey.

2.1.2 Distribution of users by sex and age

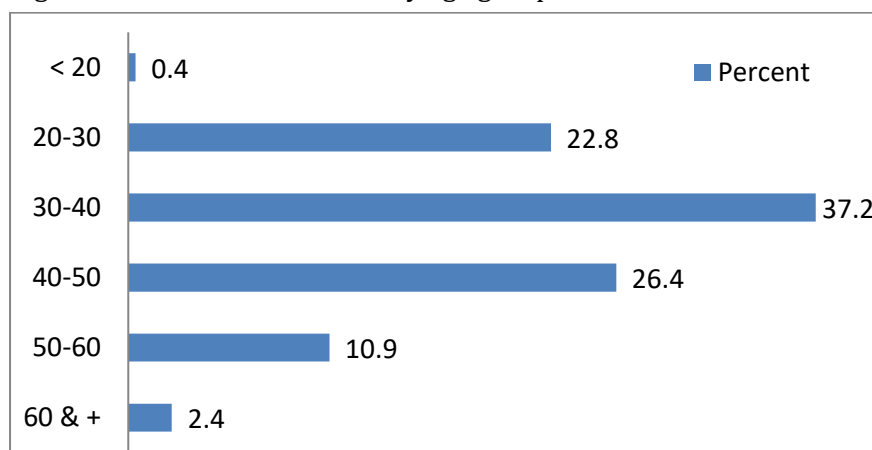
Figure 1. Distribution of users by sex



Although there was an equal chance of participating both male and female users, the **Figure 1** shows that more male users (82.9%) were found to be participated in the survey than female users (17.1%). This does not mean that there are less female users of CBS statistics than male. It may be the case that more male users are engaged to the selected six categories and were

easily available to respond at the survey period. Likewise, the age distribution of users reveals predominance of adult and higher aged person with age more than 30 years (**Figure 2**). Since the survey respondents are mostly employed persons and researchers in any one of the six categories, the obtained age composition of the users is justifiable.

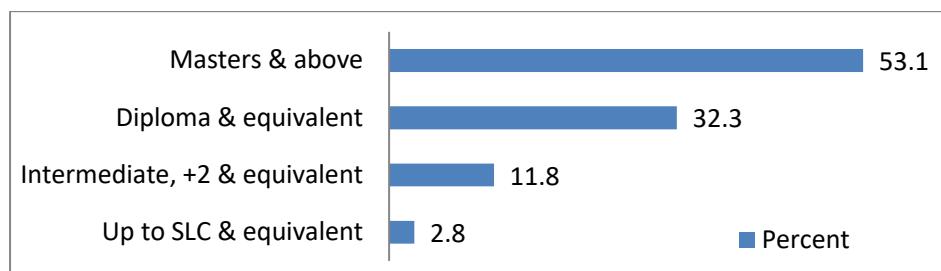
Figure 2. Distribution of users by age group



2.1.3 Distribution of users by education level and agency type

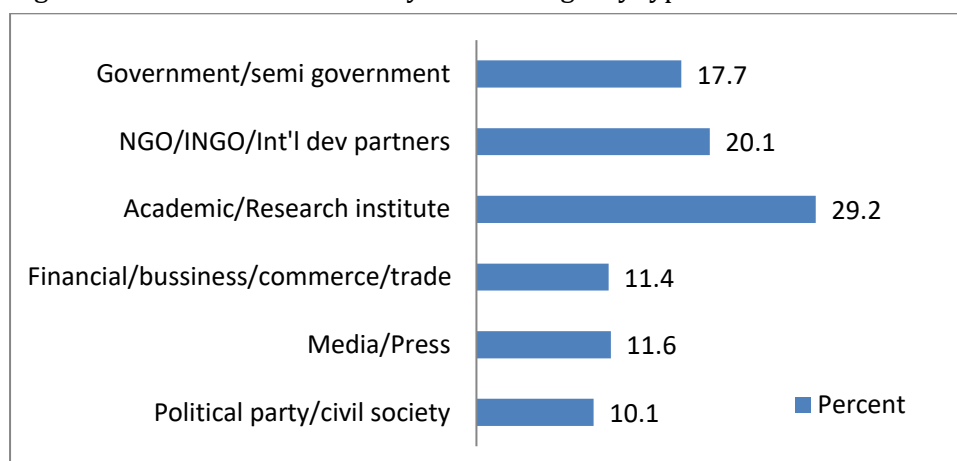
The survey was focused particularly on employed or affiliated person to any one of the sampled six categories who are an active user of CBS statistics and can provide a good assessment and feedback to CBS publications and statistics. Therefore, most of the users are found to be highly educated. The **Figure 3** shows more than a half of the users (53.1%) have acquired education level of Master degree or above followed by Diploma and equivalent level, 32.3%, Intermediate, +2 and equivalent, 11.8%, and the least 2.8% are Up to SLC and equivalent level.

Figure 3. Distribution of users by education level



According to sampling schedule the purposed users from each category are: Government/semi-government organizations (15%), NGO/INGO/international development partners (20%), Academic and research institutes (30%), Financial/business/ commerce and trade sectors (12.5%), Media and press sectors (12.5%) and Political party and civil society organizations (10%). At the end, about 15% sample are un-responded, that is, information are collected only from 1020 users out of purposed 1200 users. Among them, a 100% response was obtained from users of Government and semi-government organizations. But, the responses from other sectors recorded a slight lower in number ranging from 14.2% to 22.7% less. The **Figure 4** shows the final distribution of users based on the final sample size of 1020 respondents.

Figure 4. Distribution of users by affiliated agency type

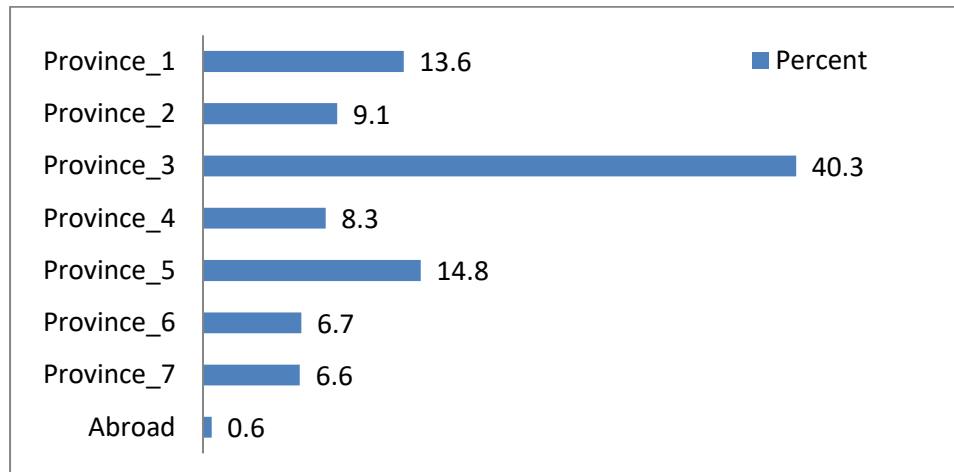


2.1.4 Geographical distribution of users

In term of geographical distribution, the users are spread over 49 districts of all over the country. About 14% users are located in 7 districts of Province 1, 9.1% users in 6 districts of Province 2, 40.3% users in 10 districts of Province 3, 8.3% users in 7 districts of Province 4, 14.8% users in 10 districts of Province 5, 6.7% users in 3 districts of Province 6, and 6.6% users in 5 districts of Province 7. The survey questionnaires were also sent to registered users of abroad by email and

6 foreign users (0.6% of total) were responded back to CBS with filled-up survey e-questionnaire. Since a large number of organization under all six categories are located in districts of Province 3 including Kathmandu, a higher portion of users are also selected from Province 3 (40.3%). A complete list of the selected districts under each Province is provided on the methodology part of the report.

Figure 5. Distribution of users by province



2.1.5 Conclusion

The demographic and geographic distribution of the statistical users of CBS publications and data reveals that most of the users are located in Province 3, especially in Kathmandu with higher level of education aged 20 years and above. The higher rate of users from academic and research institutes indicates that CBS statistics are mainly used in teaching and research purposes which is also justified by the result of CBS data use in Section 2, Figure 8.

2.2 USE OF CBS DATA AND PUBLICATIONS

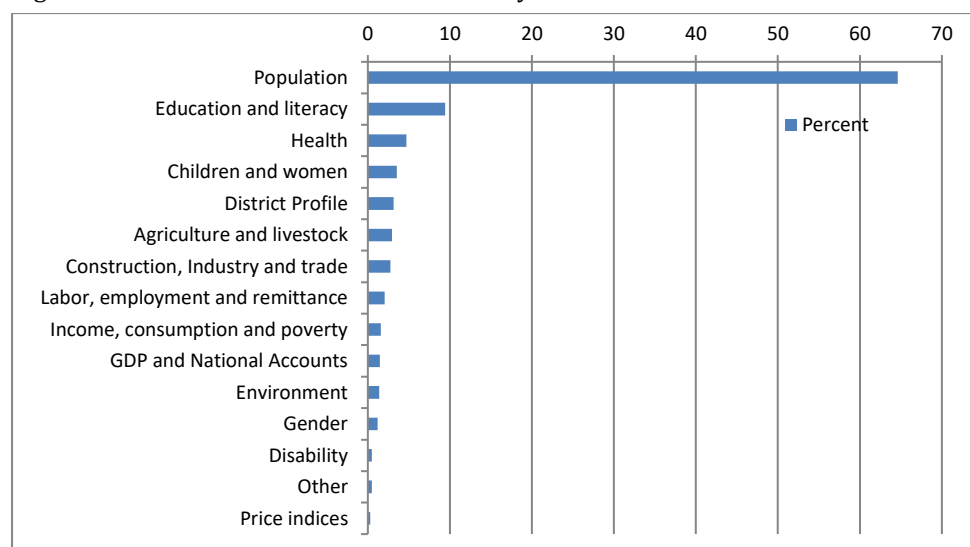
2.2.1 Introduction

This section deals about user's perspectives on use of CBS data and publications. The CBS produces statistics of various sectors through surveys and censuses and makes it accessible to users through publications, website and in other electronic forms like CD-ROMs. Half of its publications are freely available to users as first come first serve basis and the rest of the publications are served with a nominal charge to control unnecessary and excessive distribution. However, the pdf files of all publications are freely available to download from its website. In addition to the published data, the CBS also provides microdata of some major surveys and censuses with a different rate to users according to the size of data and category of user fixed by the price committee of CBS.

2.2.2 Main sector of statistics of user's needs

Users are asked to provide the main sector of statistics produced by CBS that they have used and have been using. **Figure 6** shows that the Population statistics is found to be the most preferred or required sector of statistics of most of the users (64.6%) followed by Education and literacy (9.4%) and Health (4%). In fact, the caste and ethnicity and geographical distribution of the population are the most sought statistics by users in recent years probably due to the recent restructuring of country in provinces and local levels.

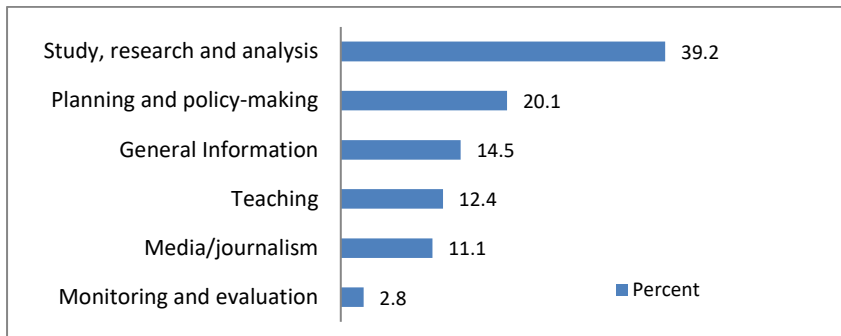
Figure 6: The main sector of statistics used by users



2.2.3 Main purpose of using CBS statistics

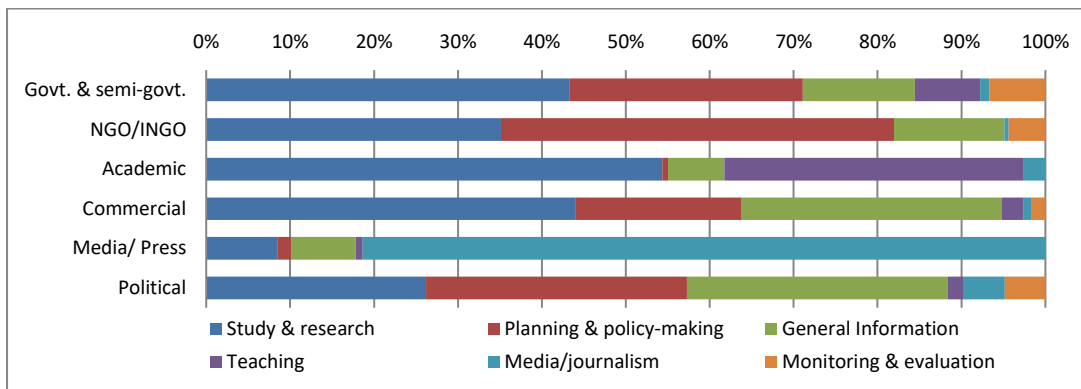
The Figure 7 reveals that a higher number of users (39.2%) use CBS statistics for Study, Research and Analysis purposes followed by Planning and Policy-making (20.1%) and General information (14.5%). Since the monitoring and evaluation procedure in Nepal is still weak in many sectors, only 2.8% users use CBS statistics for the Monitoring and Evaluation purposes. The other uses of CBS statistics are for Teaching and Media and Journalism, however those are most limited to users of that particular sectors.

Figure 7. Main purpose of using statistics produced by CBS



The Figure 8 shows sectoral breakdown of statistics use by agency type. In this case, a higher percentage of NGOs & INGOs use CBS statistics for planning and policy-making followed by political party and government and semi-government agencies. Whereas, as their nature of works, the academic institutes mainly use the statistics for study and research (54.4%) and teaching (35.6%) purposes, and the Media and Press use for media and journalism (81.4%) purposes.

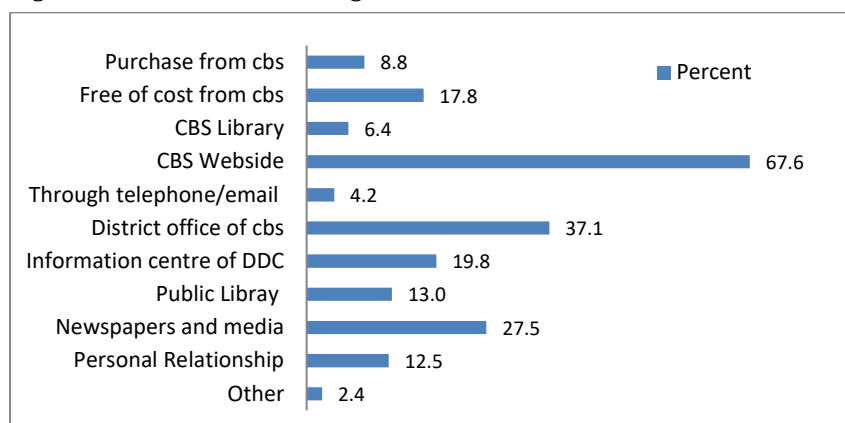
Figure 8. Main purpose of using statistics produced by CBS by agency type



2.2.4 Medium for obtaining CBS statistics

The Figure 9 below shows choices of users for obtaining statistics produced by CBS. The statistics could be in the form of publications, CD-ROMs or from CBS website. The outcomes below are based on multiple choices of users as means for obtaining CBS statistics. It shows that the CBS website (67.6%) is the most popular medium for obtaining CBS statistics followed by District Statistics Offices (37.1%), Newspapers & Media (27.5%), Information centre of District Development Committee (19.8%), and Free of cost from CBS (17.8%).

Figure 9. Medium for obtaining CBS statistics



When regional convenience in obtaining CBS statistics is considered, the Table 3 below still shows that the CBS website is most preferred medium for users of many provinces. Probably due to proximity and higher number of users located, the users from Province 3 where CBS is situated are most likely to obtain statistics from CBS premises, either free of cost, or purchase, or from CBS library as compared to other provinces. Whereas the users from other Provinces mostly depend on district office of CBS, or information centre of DDC, or newspapers and media as the mediums for obtaining CBS statistics.

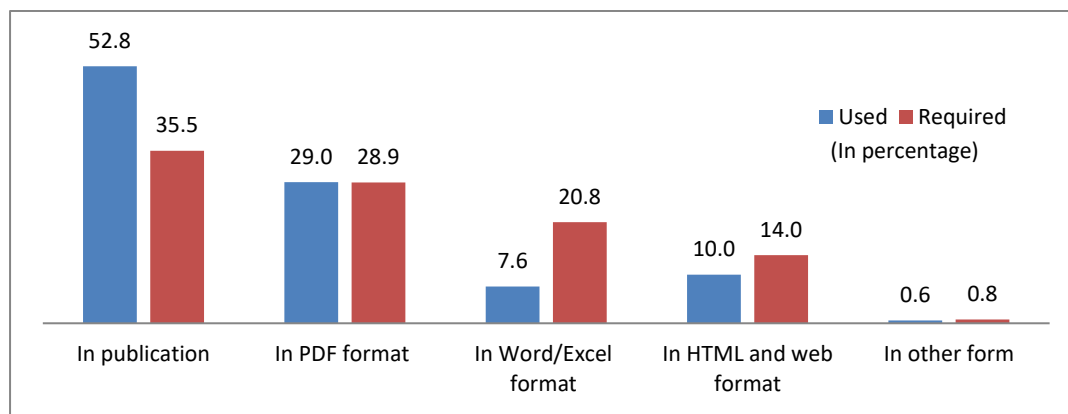
Table 3. Medium for obtaining the statistics produced by CBS by province.

| Province | Medium for obtaining statistics produced by CBS | | | | | | | | | | |
|------------|---|-----------------------|-------------|-------------|------------------|------------------------|---------------------------|----------------|----------------------|-----------------------|-------|
| | Purchase from cbs | Free of cost from cbs | CBS Library | CBS Webside | Telephone /email | District office of cbs | Information centre of DDC | Public library | Newspapers and media | Personal relationship | Other |
| Province 1 | 9.4 | 13.7 | 4.3 | 74.1 | 3.6 | 37.4 | 30.9 | 14.4 | 28.1 | 19.4 | 2.9 |
| Province 2 | 1.1 | 1.1 | 1.1 | 47.3 | 2.2 | 52.7 | 21.5 | 9.7 | 49.5 | 18.3 | 7.5 |
| Province 3 | 14.6 | 28.5 | 12.2 | 74.9 | 6.1 | 13.6 | 8.5 | 10.7 | 21.7 | 10.5 | 0.2 |
| Province 4 | 7.1 | 10.6 | 1.2 | 67.1 | 2.4 | 45.9 | 25.9 | 8.2 | 21.2 | 9.4 | 1.2 |
| Province 5 | 1.3 | 12.6 | 1.3 | 57.6 | 1.3 | 69.5 | 31.8 | 15.9 | 30.5 | 16.6 | 5.3 |
| Province 6 | 1.5 | 8.8 | 2.9 | 58.8 | 2.9 | 66.2 | 38.2 | 22.1 | 25 | 2.9 | 1.5 |
| Province 7 | 7.5 | 9.0 | 4.5 | 70.1 | 6.0 | 47.8 | 11.9 | 20.9 | 37.3 | 6.0 | 3.0 |

2.2.5 Main format of published data

When users were asked to report the main format of published data that they have used from CBS the majority of them (53%) reported that they have used CBS publications to get the required data followed by data in pdf version (29%) obtained through CD-ROMs and website (Figure 10). Whereas when they are asked to express the desirable format to receive the published data still a higher number of users want in publications and pdf formats. However, the data users of publications and pdf format are decreasing. Instead, a considerable percentage of users demand the published data in machine readable formats - either Word/Excel (29%), or in HTML/web format (14%).

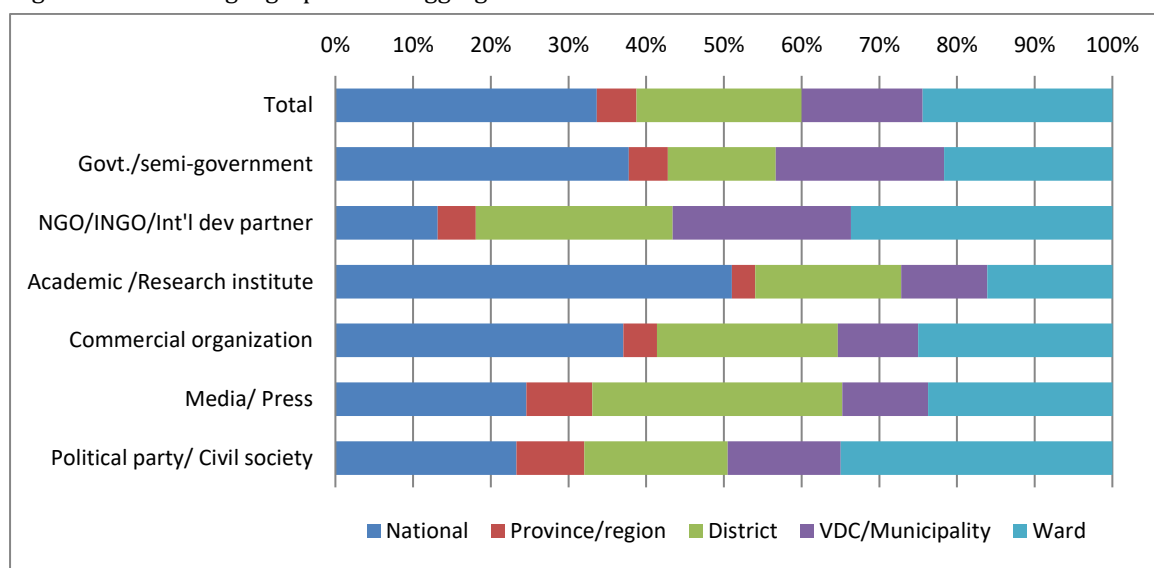
Figure 10. Main format of published data used, or would like to acquire from CBS.



2.2.6 Geographical disaggregation of data

When users were asked their desirable type of geographical disaggregated data, the survey results show that the demands for national (33.6%), ward (24.4%) and district (21.3%) level data are high. The demand for VDC/Municipality level data is considerable (16%), but unexpectedly a low user demand has reported for province/regional level data (5%). The agency-wise analysis of disaggregated data demand seems that Academic/Research institute, Government/semi-government and Commercial organization prefer national level data. Whereas the Political parties and NGOs/INGOs prefer to have ward level disaggregated data from CBS (Figure 11).

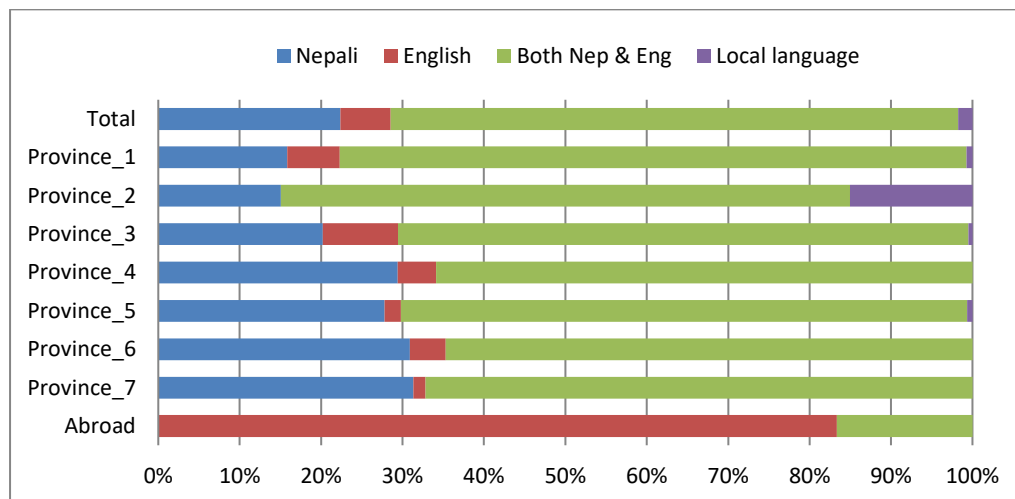
Figure 11. Level of geographical disaggregation that users wish to obtain data from CBS.



2.2.7 Language in CBS publications

The Figure 12 reveals that the majority of the users wish to have the CBS publications in both Nepali and English languages (69.7%) followed by only in Nepali (22.4%), only in English (6.2%) and very few of them want in Local language (2%). However, a considerable demand of CBS publications with local language (15%) is observed in Province 2. And, as expected a higher demand of publications with English language is received from users living abroad.

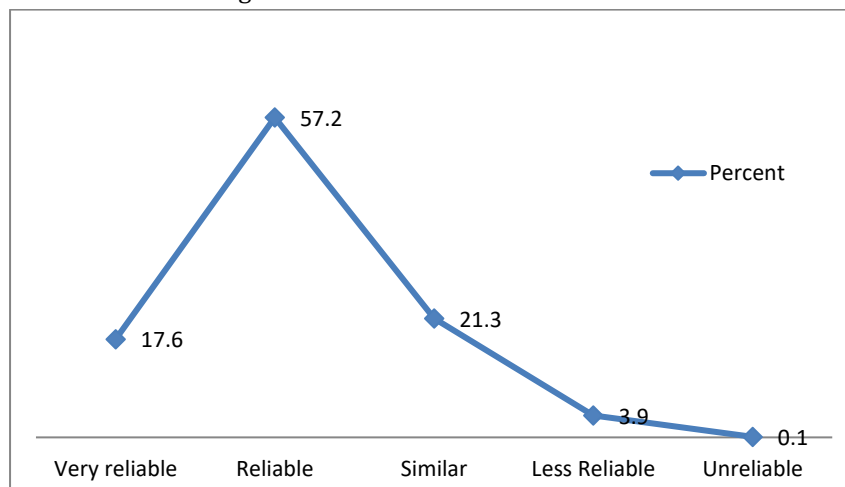
Figure 12. Language that user wishes to have in CBS publications.



2.2.8 Comparison of CBS statistics with similar statistics produced in NSS

It is good to notice that about 75% users consider the quality of statistics produced by CBS is good and reliable than similar statistics produced by other related government agencies (Figure 13). This shows users' trust on CBS statistics. The percentages of users who think the CBS statistics are less or unreliable is only about 4%.

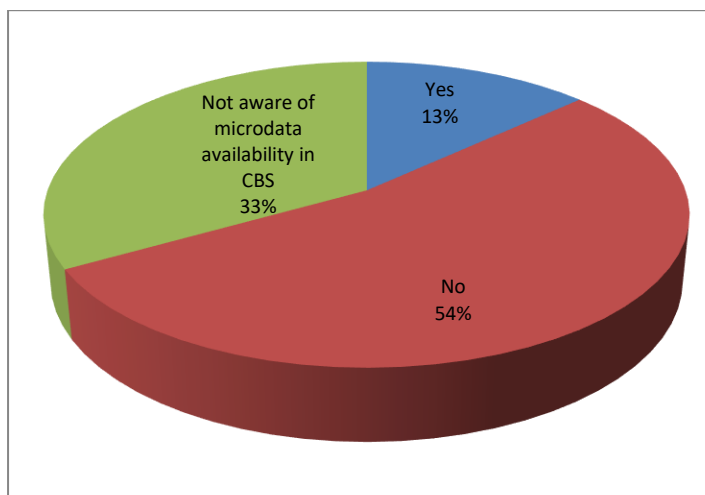
Figure 13. Evaluation of CBS statistics with similar statistics produced by other Government agencies.



2.2.9 Use of microdata

The CBS provides microdata of recent surveys and censuses to all potential users with price as determined by the price committee of the bureau. A whole data set of eight household surveys and two agriculture censuses (NSCA, 2001/02 & 2011/12) and a sampled data set of last population census (PHC, 2011) are available to all users once they complete the procedure set by the bureau. However, the practice of microdata use in Nepal is very low. Among the total, 1020 surveyed users only 135 (13.2%) users said that they have used microdata of at least one survey or census from CBS (Figure 14).

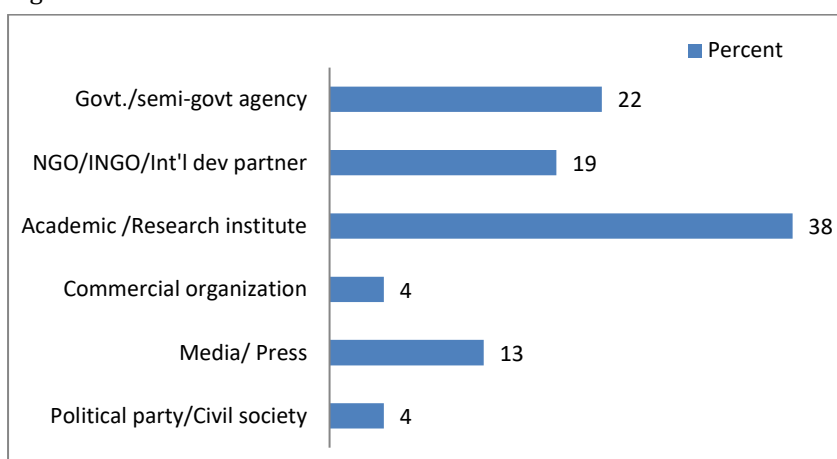
Figure 14. Use of microdata produced by CBS.



2.2.10 Microdata users

Among 135 microdata users most of them are found affiliated to academic and research institutes (38%). Since using microdata needs a high analytical skill, the students, teachers and professors are the major users of survey and census microdata in Nepal and abroad.

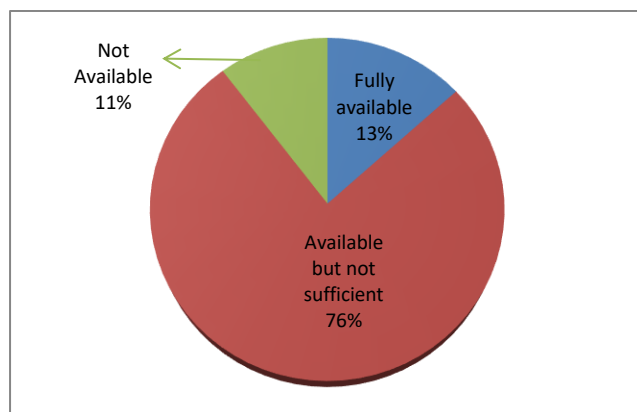
Figure 15. Microdata Users.



2.2.11 Adequacy of microdata

When users are asked about the availability of microdata of surveys and censuses of their needs, most of them (76%) think they are having microdata of their needs from CBS but not sufficient - they need microdata of more surveys and censuses.

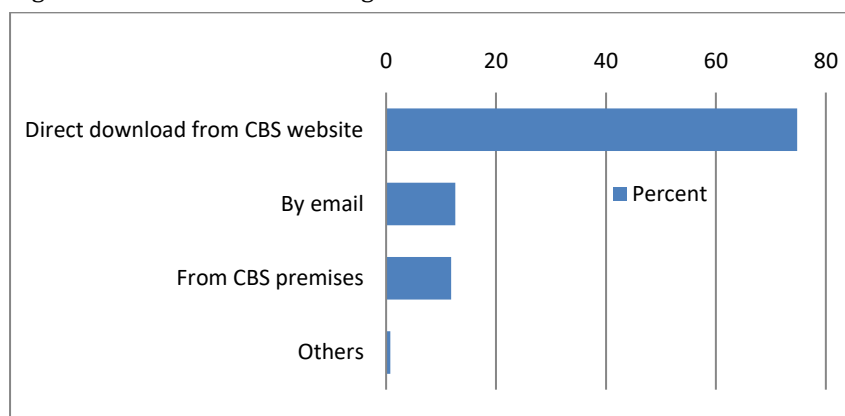
Figure 16. Adequacy of microdata.



2.2.12 Medium to receive microdata

The microdata of major surveys and censuses are mainly available from CBS premises, however they could be obtained by email or other online mediums when the user completes the microdata request procedure. The survey results show a direct download from CBS website (75%) would be the best option for obtaining the microdata. In fact, the CBS has been preparing an online data delivery procedure from its data portal called National Data Archive (NADA) which would be ready to use soon in coming few months.

Figure 17. Medium for receiving microdata.



2.2.13 Conclusion

The CBS statistics of various sectors are accessible to users through publications, CD-ROMs and website. It also provides the microdata of some major surveys and censuses to bona fide users with conditions. However, the users of microdata are found limited as compared to the published data. Among published data the population statistics is recorded as the most preferred sector among users. It is good to notice that most of the users consider the statistics provided by CBS is good and reliable than similar statistics produced by other related government agencies. But, they have also suggested CBS to make improvements in its statistics dissemination procedure - language, geographical disaggregation, and dissemination format.

2.3 QUALITY OF CBS STATISTICS

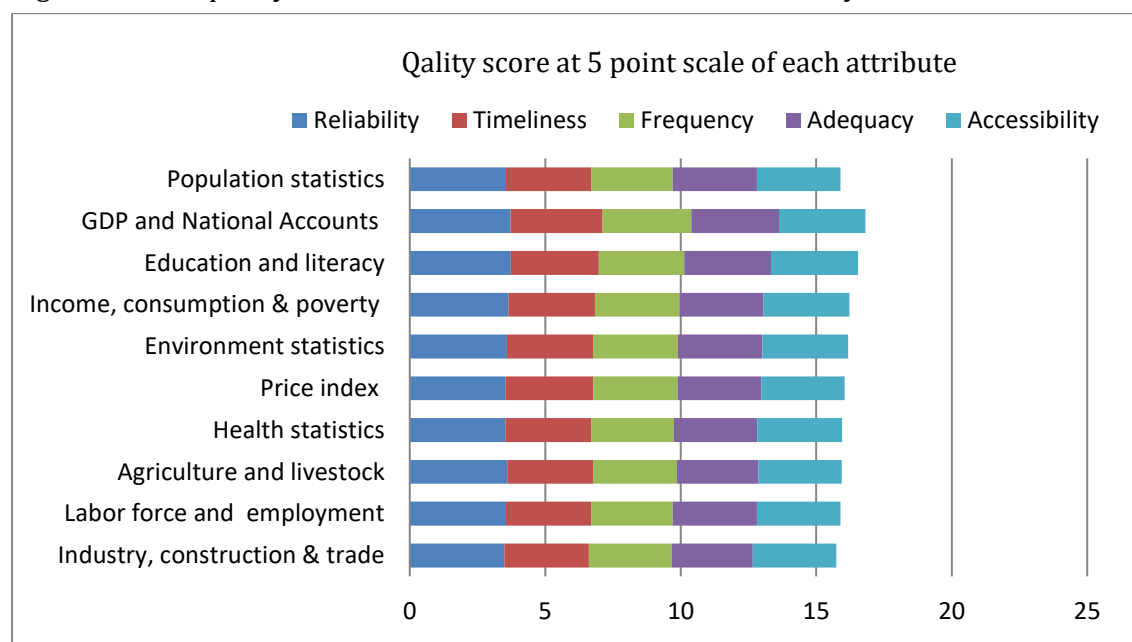
2.3.1 Statistical Quality Assessment Procedure

The quality of statistics produced by CBS for the purpose of this survey is measured in five dimensions: 1. Reliability, 2. Timeliness, 3. Frequency, 4. Adequacy, and 5. Accessibility. Likewise, the quality of some highly demanded and circulated five publications is measured by four attributes: 1. Reliability, 2. Timeliness, 3. User-friendly, and 4. Accessibility. In both cases a 5 point scale of rating is used to evaluate the quality of each dimension/attribute, i.e. 1. Very poor, 2. Poor, 3. Ok, 4. Good, and 5. Very poor. A mean value of the 5 point scale represents an average quality score of that statistical sector. For example, a mean value less than 3 shows poor and more than 3 shows better quality statistics. The quality measurement procedure is also same for the publication - 3 is the middle point of quality score.

2.3.2 Quality of Statistics

The statistical quality of 10 sectors produced by CBS is measured in 5 dimensions: reliability, timeliness, frequency, adequacy and accessibility. Each dimension is supposed to receive 5 points in maximum and an idea quality statistics sector could have a chance to get 25 points in total - 5 points for each for 5 dimensions. The **Figure 18** below shows that none of the statistics sector has received 25 points in total. The total value for each of the sector is around 16 to 17 points and each dimension received value around middle of scale, i.e. 3 points. It indicates an average value of each dimension and the quality of the CBS statistics is on the average range - not very good and not very bad.

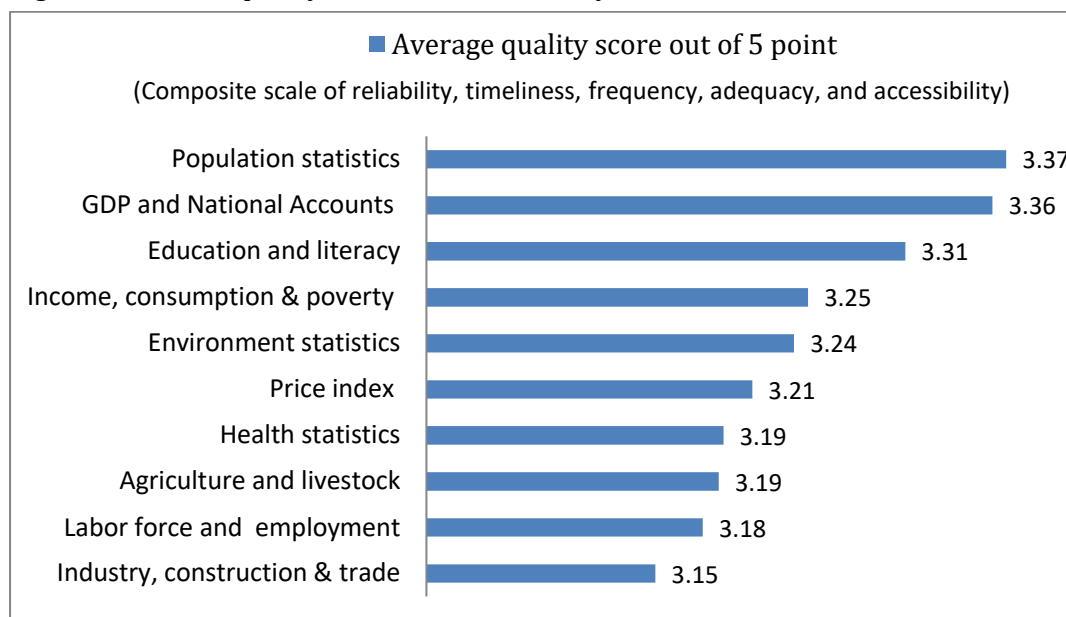
Figure 18: The quality of various dimensions of the CBS statistics by sector



The **Figure 19** is based on the composite index derived from the average value of 5 dimensions of each statistics. Value 5 represents the best and value 1 represents the worst quality statistics. The figure below shows the Population statistics with average quality score 3.37 has comparatively better quality followed by GDP and National Accounts, 3.36, Education and Literacy, 3.31 and the Industry/Construction/Trade, 3.15 at the last. But, it should be noted that

each statistics sector has value around the average quality score, 3 which, in principle, calls for the quality improvement of CBS statistics.

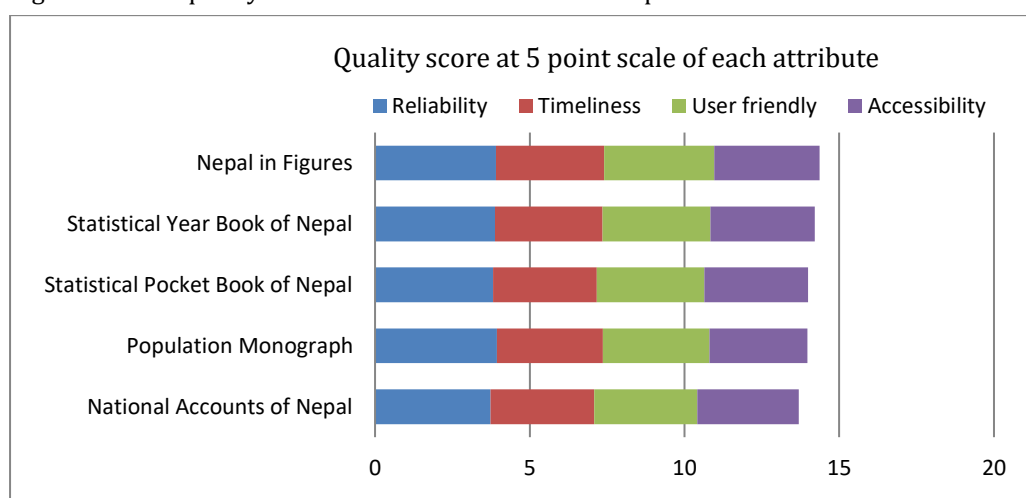
Figure19: Overall quality of the CBS statistics by sector



2.3.3 Quality of Publication

The survey has measured quality of 5 highly circulated CBS publications: Nepal in Figures (Nepalko Tathyankiya Jhalak in Nepali version), Statistical Year Book of Nepal, Statistical Pocket Book of Nepal, Population Monograph, and National Accounts of Nepal in 5 attributes: reliability, timeliness, user-friendly, and accessibility. The Nepal in Figures (English, Nepali) and National Accounts of Nepal are published each year, whereas the Statistical Year book and Statistical Pocket Books are published in alternate year. The Population Monograph is published once in 10 years from the decennial population census findings.

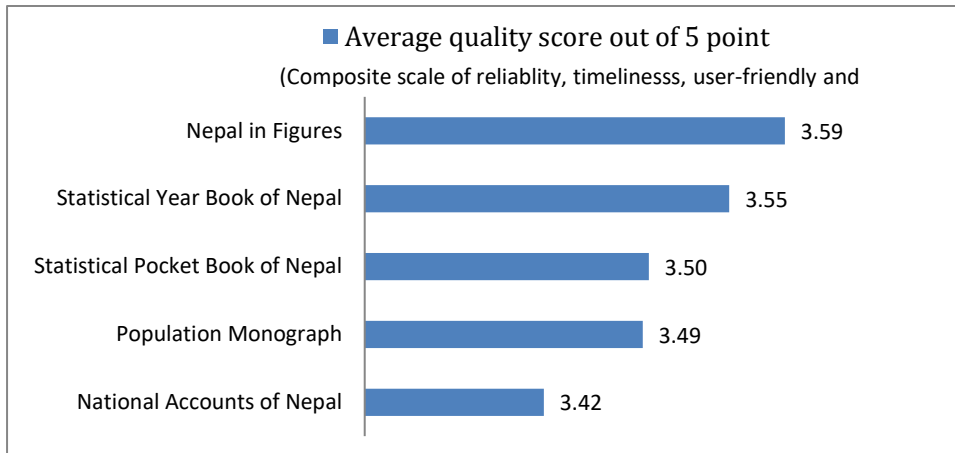
Figure 20: The quality of various dimensions of the CBS publications.



Similarly to the 5 quality dimensions of statistics, none of the quality attributes of the publication received a full quality score 5 (Figure 20). Comparatively the accessibility of Population monograph and user-friendliness of National Accounts of Nepal are lower than other

publications. However, all attributes have received value around average score 3 and there is no any such notable difference among the quality of attributes. Unlike the similarities in attributes' values, a slight difference can be observed in the overall quality score of each publication derived from composite quality index (**Figure 21**). The figure below shows that the overall quality of Nepal in Figures is the best followed by Statistical Year Book, Statistical Pocket Book, Population Monograph and the National Accounts of Nepal at the least. However, the overall quality of each publication is still around the middle point (3) and urges for the improvement.

Figure 21: Overall quality of some CBS publications based on different quality dimensions



2.3.4 Conclusion

The assessment of quality of the CBS statistics and publications is the main purpose of this survey. The survey findings indicate that both publications and statistics received an average quality rating from the users and thus urges for improvement with betterment of different dimensions.

2.4 USER PERSPECTIVE ON CBS WEBSITE

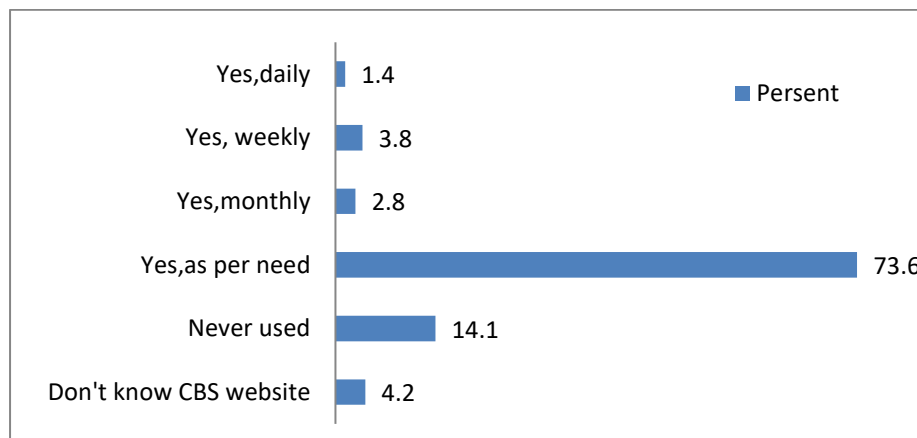
2.4.1 Introduction

The CBS website: www.cbs.gov.np is one of the main platforms for gathering and disseminating CBS statistics and information to users. The statistical materials published in CBS website are freely available to users for browse, search and download. The Statistics User Satisfaction Survey 2017 has examined whether users of CBS products had ever visited or accessed the website. The users who have visited the CBS website were asked about the frequency of their visits to the website, the purpose of using website and their views on the quality and performance of the website.

2.4.2 Use of CBS website

The result as presented in Figure 22 indicates that 81.7 percent of users have ever visited or accessed the CBS website. However, out of the total users, 73.6 % reported that they have visited the CBS website as per their needs. Only 8 percent users are found as regular users - daily, weekly or monthly of CBS website. The lower percentage of regular viewers could be due to lack of dissemination calendar of CBS publications and data. On the other side, it is also observed that 14.1% of users never visited or access the website, and 4.2% of users reported that they do not even know about CBS website.

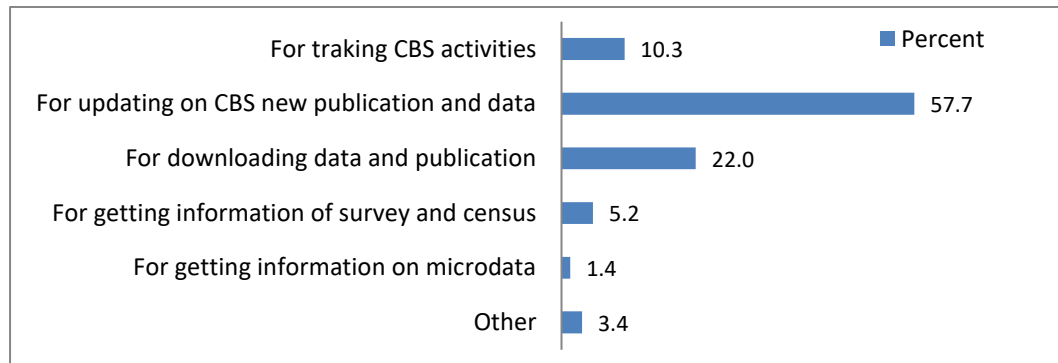
Figure 22. How often do you use CBS website?



2.4.3 Purpose of using CBS website

The Figure 23 below shows that the main purposes of using CBS website is for updating on CBS new publication and data (57.7%), followed by for downloading data and publication (22%). It reveals that about 80% of total users want CBS publications and data through its website. The low percentage of users (1.4%) looking for microdata indicate that most of the website users prefer to have published data on the website.

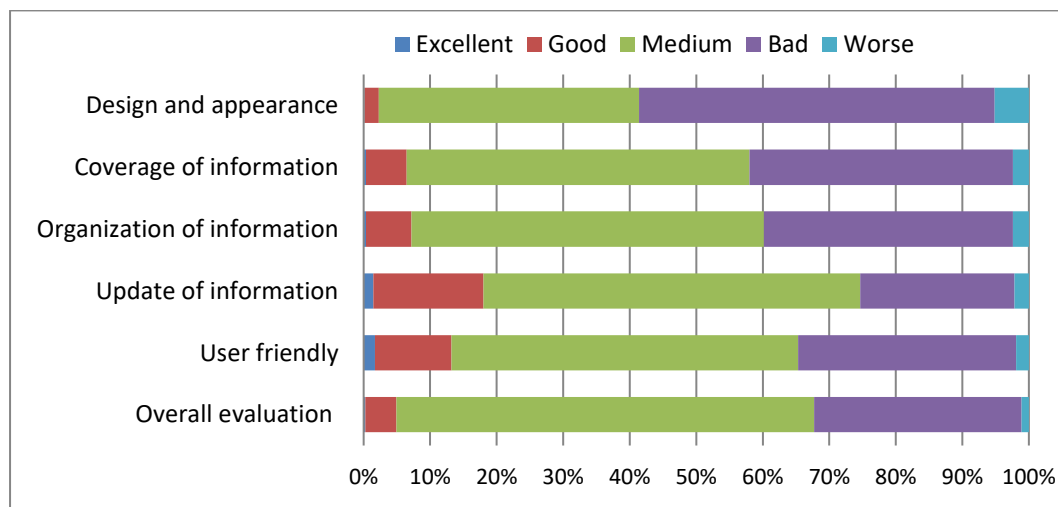
Figure 23. Main purpose of using CBS website



2.4.4 Evaluation of CBS website

Users were also asked to provide their views on the CBS website regarding design and appearance, coverage of information and statistics, organization of information, timely update of the information and statistics, and user-friendliness. The Figure 24 below shows that about 62.8% users in total find the overall quality of website is good. However, more than half of the users (58.6%) rated the design and appearance of the website is bad or worse. Likewise more than 37% users think that the coverage and organization of information in CBS website is not good. Similarly, about 33% users consider the website is not user-friendly. Overall, the users suggest CBS to make necessary improvements in its website.

Figure 24. Evaluation of CBS website on different attributes



2.4.5 Conclusion

In total surveyed users about 82% users have used CBS website mainly for updating and downloading CBS publications and data. The higher percentage of website users shows the importance of CBS website in disseminating data and information. A timely updated user-friendly website is a fundamental quality of a good website of any organization. The users' evaluation of CBS website shows a medium quality of standard considering different aspects of the website like its design and appearance, coverage and organization of the information and user-friendliness. That is, it urges CBS to improve the quality of its website considering the different attributes as suggested by the users.

2.5 USER PERSPECTIVE ON CBS STATISTICAL SERVICES

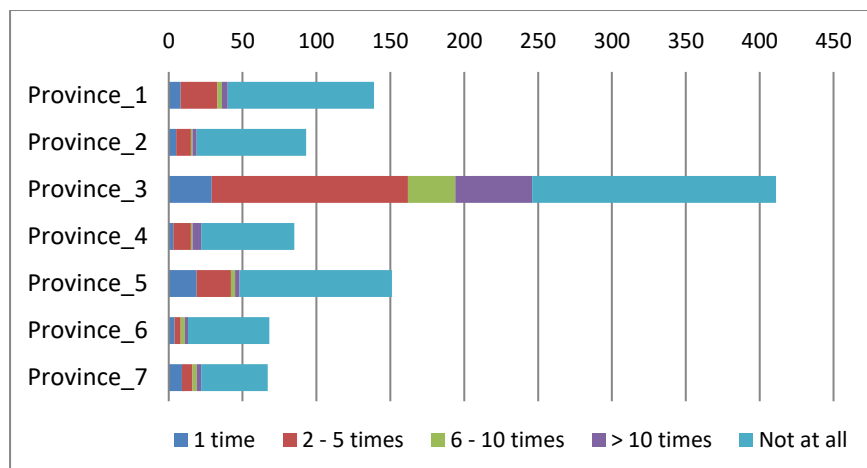
2.5.1 Introduction

The CBS statistical services refer to (1) distribution of publications and data, (2) public use of CBS statistics library, and (3) providing statistical consultancy (technical guidance and suggestion) to intended users. This section examines how often the intended users visited or contacted CBS for any of the services and their views on the quality of the services and staff behaviour towards users for using the services.

2.5.2 Visits to CBS for statistical services

When users are asked how often do they have visited or contacted to CBS in last 5 years for obtaining at least one of the statistical services, only about 40% users either physically visited or contacted CBS by email or phonecall. The rest 60% users could have used CBS statistics from other places or other mediums. Due to the location of CBS premises in Kathmandu, the Figure 25 shows that most of the users who visited or contacted CBS for at least one or more time are found from Province 3. Among the CBS visitors about 60% of them from Province 3 contacted CBS as opposed to about 20% each from Province 6 or Province 2.

Figure 25. Visits and contacts to CBS in last 5 years in number.

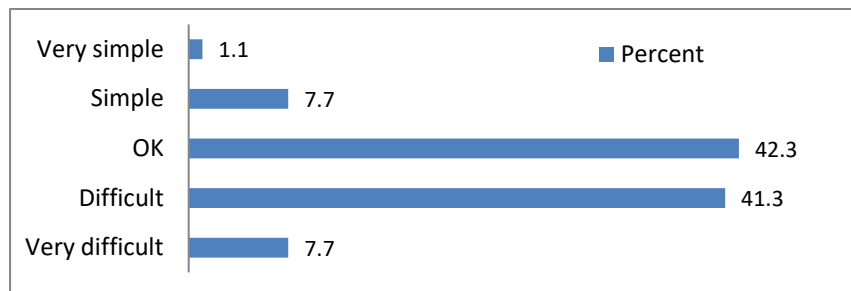


Note: the users from abroad are omitted from this chart due to their small numbers.

2.5.3 Procedure for obtaining CBS publications

The CBS provides half of its publications free of charge as first come first serve basis and the other half are served with minimum prices in order to control excessive distribution or misuse of the publications. When the users were asked to provide their views on the procedure for obtaining the publications (either free or with price), the Figure 26 shows a mixed opinion, i.e. about half of them (51%) found the procedure is easier or just OK and the other half (49%) found difficult or very difficult.

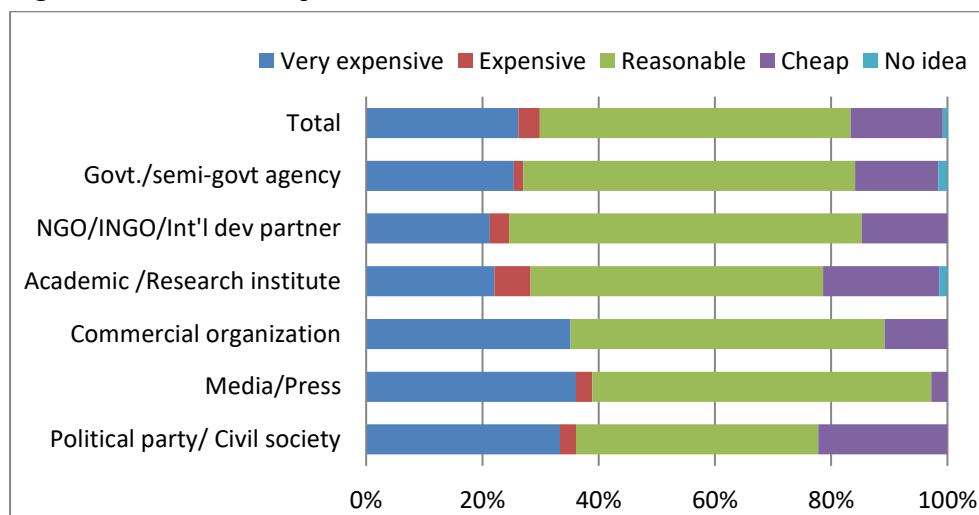
Figure 26. Evaluation of service for obtaining CBS publications



2.5.4 Price of CBS publications

The CBS practices two modes of distribution procedure of its statistical publications. It serves half of its publications free of charges to users with first come first serve basis. The rest half of the publications are provided to users with minimal charges as decided by the pricing committee of CBS. The Figure 27 below also supports that the purchasing prices of CBS publications are not expensive as about 53% users think that the prices of publications are reasonable.

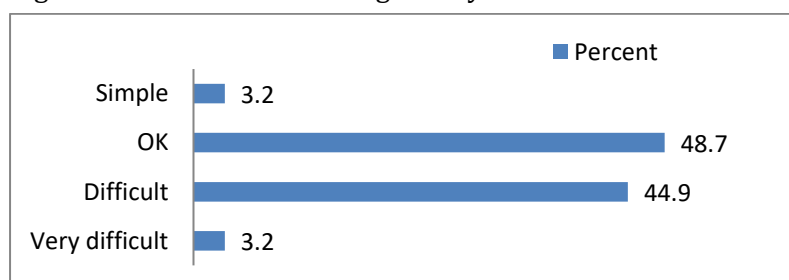
Figure 27. Price of CBS publications



2.5.5 Procedure for using CBS statistical library

A statistical library is located at CBS central office and it is opened to all concerned users for statistical references. The use of the library is free but the user has to follow certain procedures for using the library. The users opinions on the procedure for using library is mixed, i.e. almost half of them found it is easier and the other half found difficult (Figure 28). The finding urges CBS to take necessary steps to make the procedure simple and easier for using the library.

Figure 28. Procedure for using library



2.5.6 Organization of statistical publications and materials in CBS library

The CBS library follows international standard for accessioning, classification, leveling and shelving of the publications and statistical materials. It has both paper and web-based cataloging systems for browsing and searching the publications, so that the users can easily find the document of their needs. The Figure 29 also supports the well arrangement of the statistical materials in CBS library, i.e. over 92% users found that the organization of the publications and documents is either good (48.1%) or satisfactory (44.3%).

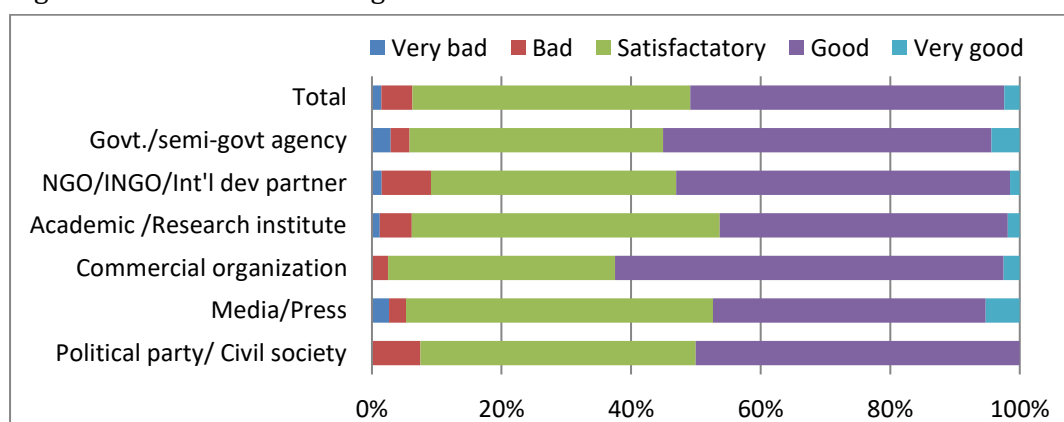
Figure 29. Organization of publications and statistical materials in CBS library.



2.5.7 Staff behaviour in general

Staff behaviour is measured in terms of staff availability in CBS for responding user's queries, distribution of publications and providing technical suggestions and comments to statistical advice seekers. The Figure 30 below shows that the users are mostly satisfied with the CBS staff behaviour in general - about 48% users found good and 43% found satisfactory.

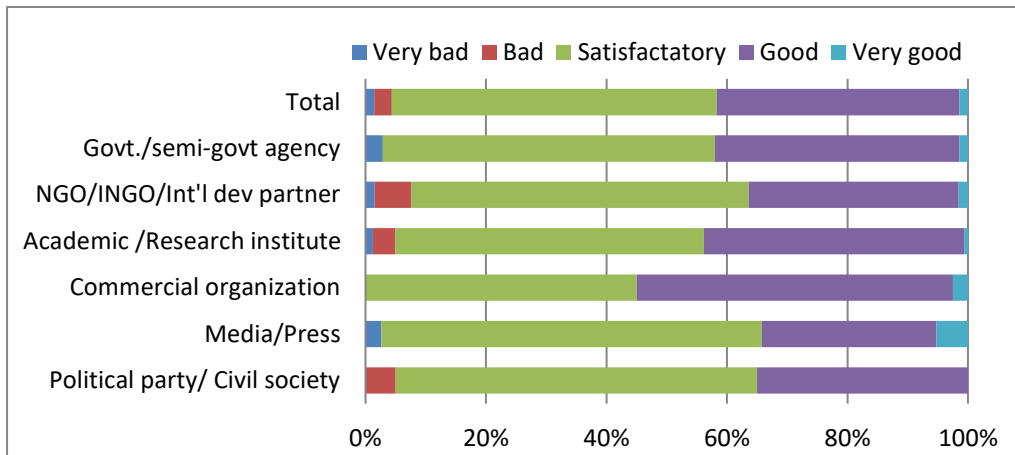
Figure 30. Staff behaviour in general



2.5.8 Overall quality of the services

The quality of CBS services in general refer to the quality of CBS statistics and publications, the dissemination and distribution procedures of publications and data, and response to users queries and demands. The Figure 31 below shows a very positive view on the overall quality to the CBS services. In total, about 40% users found that the CBS services good and 54% of them found satisfactory. The evaluation of the quality of services by categories of users is also provided in the given figure.

Figure 31. Overall quality of the services



2.5.9 Conclusion

The users' perspectives on CBS statistical services are measured in four dimensions: (1) distribution of publications and data, (2) use of library, and (3) statistical advices and consultations, and (4) staff behaviour with users. The outcome of statistical advices is not presented in this report due to small number of users taking the service. The users' views on CBS services based on other three dimensions show that the users find the overall quality of CBS service and staff behaviour are good, but they wish to have improvements on the procedures for obtaining publications and data and using CBS library.

2.6 SERVICES OF CBS STATISTICS OFFICES IN DISTRICT

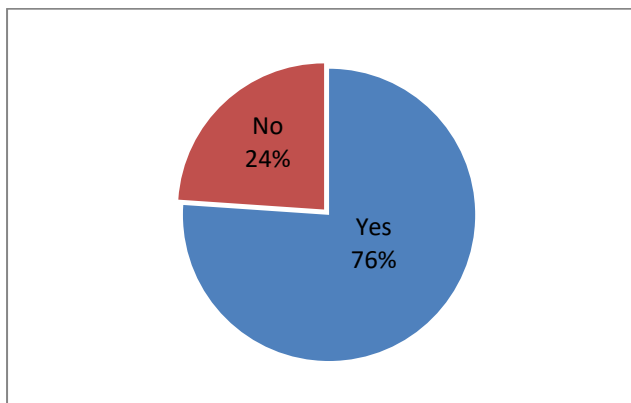
2.6.1 Introduction

The CBS has 33 branch Statistics Offices (SOs) in districts covering all 75 districts of the country for the statistical activities. Each Statistics Office is assigned either two districts (24 SOs) or three districts (9 SOs) under them as working areas for carrying out the statistics activities. The statistics offices are authorized to compile data from their working areas for national survey and census and report to CBS, collect data at local areas of their statistical boundary, conduct analysis and produce reports for public use, distribute available CBS publications to local users, and provide free statistical consultancy and help to required users. The findings below show how much local statistical users are familiar with the presence of CBS statistics offices in districts and their opinions on the various services that have been provided by the statistics offices in districts to local users.

2.6.2 Aware of CBS's branch office in district

The Figure 32 shows that majority of the respondents (76%) are aware of CBS's branch office in district. Since the survey was administered only with the CBS users, the higher percentage of positive responses could be because of the known users in respective district who have already visited the Statistics Offices.

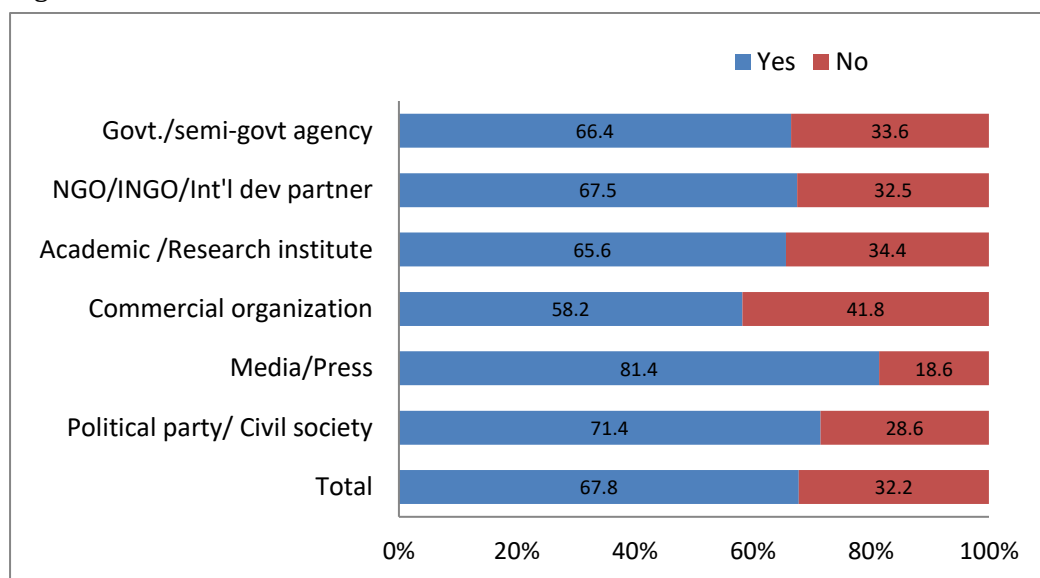
Figure 32. User's awareness on CBS's branch office in districts



2.6.3 Any kind of statistical service taken from CBS branch office in districts

Among the respondents who were familiar with the CBS Statistics Offices in districts, about 68% of them were said that they have taken any kind of statistical services from the branch offices. The media and press at the local level were stood up on the top (81.4%) to take the statistical services followed by political parties and civil societies (71.4%), NGOs/INGOs working at the local areas (67.5%) and other as shown in Figure 33.

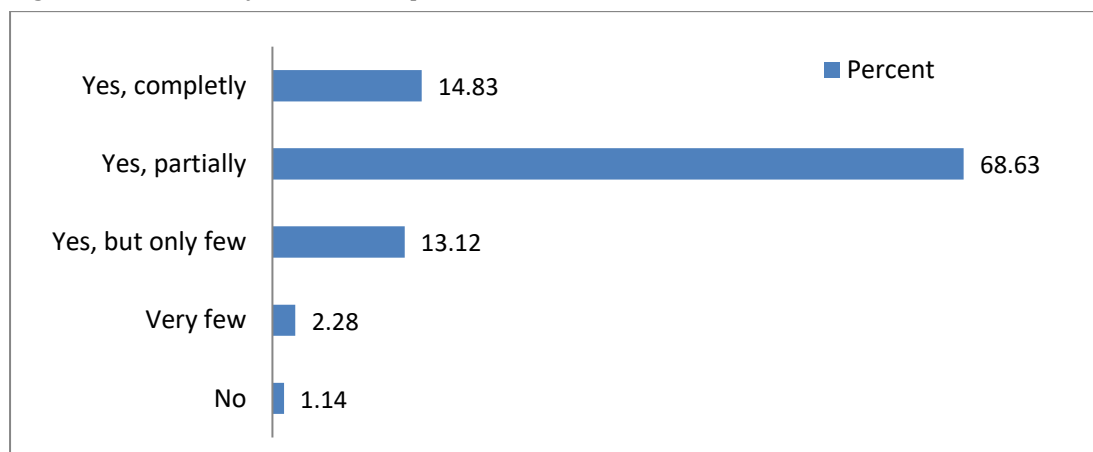
Figure 33. Statistical service taken from CBS branch office in district



2.6.4 Availability of statistical publications of user needs in CBS branch offices in districts

When the users who have visited the Statistics Offices in districts were asked whether they have found the statistical publications or data of their needs, the results (Figure 34) show a majority of them (68.6%) found the statistics of their needs but partially. Only about 15% of the users were satisfied with the available statistical publications in the district offices.

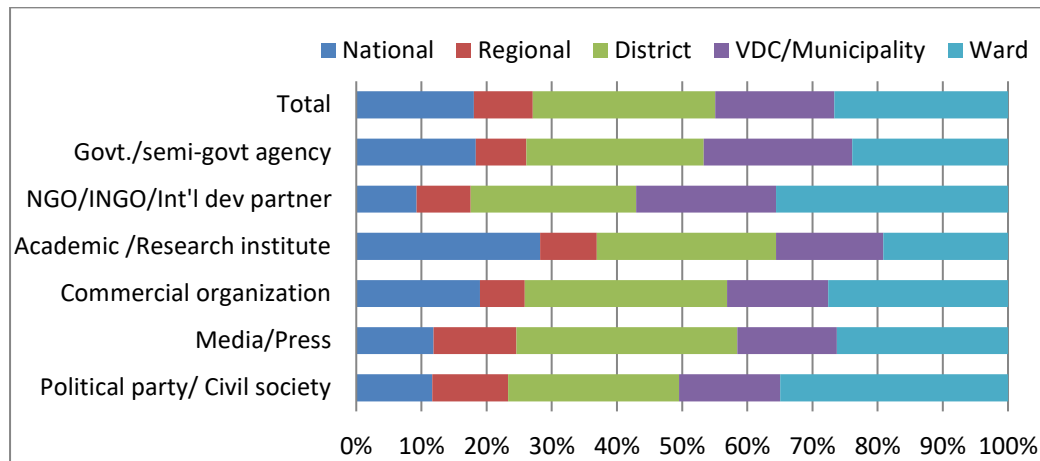
Figure 34. Availability of statistical publications of user needs in CBS branch offices in districts



2.6.5 Geographical disaggregated statistics that users wish to obtain from branch office in districts

The Figure 35 below shows that most of the users in district level want either district level (28%) or ward level (26.7%) statistics. When the distribution by user categories is considered the media and press (34%) and commercial organization (31%) want more district level statistics. On the other hand, the NGOs/INGOs working in local level (35.6%) and political parties and civil societies (35%) need more ward level data. On contrary, the academic and research institutions (28.2%) wish to have comparatively more national level statistics.

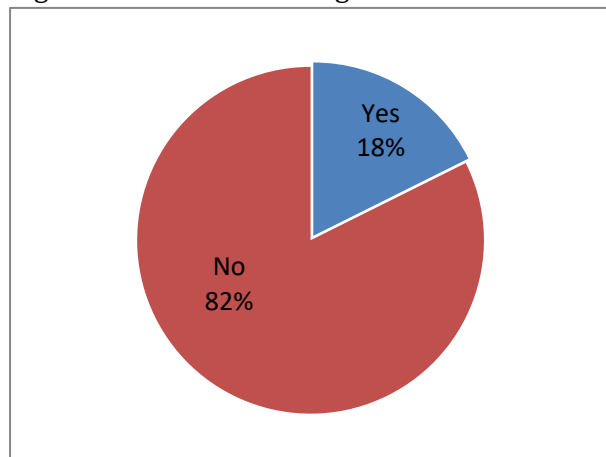
Figure 35. Disaggregated statistics that users wish to obtain from branch office in districts



2.6.6 User's information on CBS-cell in district where CBS's branch office is not located

In last few years the CBS has established CBS-cells in 42 districts where the CBS's branch offices are not located. The CBS-cell is a separate place in library room with collection of CBS publications and statistical materials provided to information center of District Development Committee office and a public or college library situated at a convenient place of users' visit. The main purpose of the CBS-cell is to provide an easy access to CBS statistics to local users where the CBS's branch office is not located. The users could use the CBS publications at CBS-cell freely as resource materials. However, the Figure 36 shows that only 18% of the surveyed users are familiar with the CBS-cell. It may be because of insufficient information about CBS-cell provided to local users by CBS.

Figure 36. User's knowledge on CBS-cell in district



2.6.7 Conclusion

The users' knowledge on CBS branch offices in districts and their views on the statistical services by the branch offices reveal that most of the surveyed users are aware of CBS's Statistics Office in districts and had visited for using statistical publications and data. But, the statistics available in the district level statistics offices are only of the users' partial fulfillments. It indicates that the branch Statistics Offices should have more statistical publications and resources related to local level for the local users' needs.

2.7 USER'S FEEDBACK

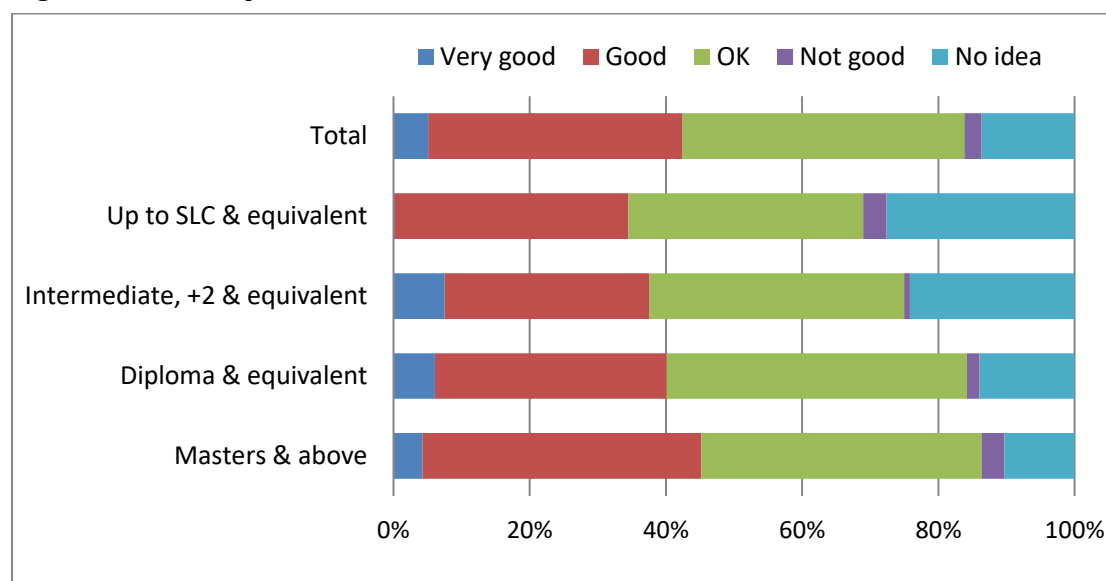
2.7.1 Introduction

A number of questions were asked to users to receive their comments and feedback regarding the quality of CBS's statistical products and services, the mode and frequency of dissemination and the use of statistics. The users were also asked to provide their additional data needs if the statistics they are looking for has not been produced by CBS. The main aim of this section is to find out users' feedback and inputs for the improvement of quality and coverage of CBS products and services.

2.7.2 Dissemination practices

The CBS has been using different mode of dissemination of final results of survey, census and national accounts estimates. The most common modes of statistical dissemination in CBS are press release and media, website, publications, seminar and stakeholder meetings. When users were asked to express their opinions on the process and mode of statistical dissemination in CBS the following Figure 37 shows that most of the users find that the CBS dissemination practices are good and fine to them. Although there are very few users (2.6%) who do not find the CBS dissemination is good, there are still about 14% users who are either unaware or have no idea about the CBS dissemination. The percentage of users who do not have any idea on CBS dissemination goes on increasing with decreasing of their education level.

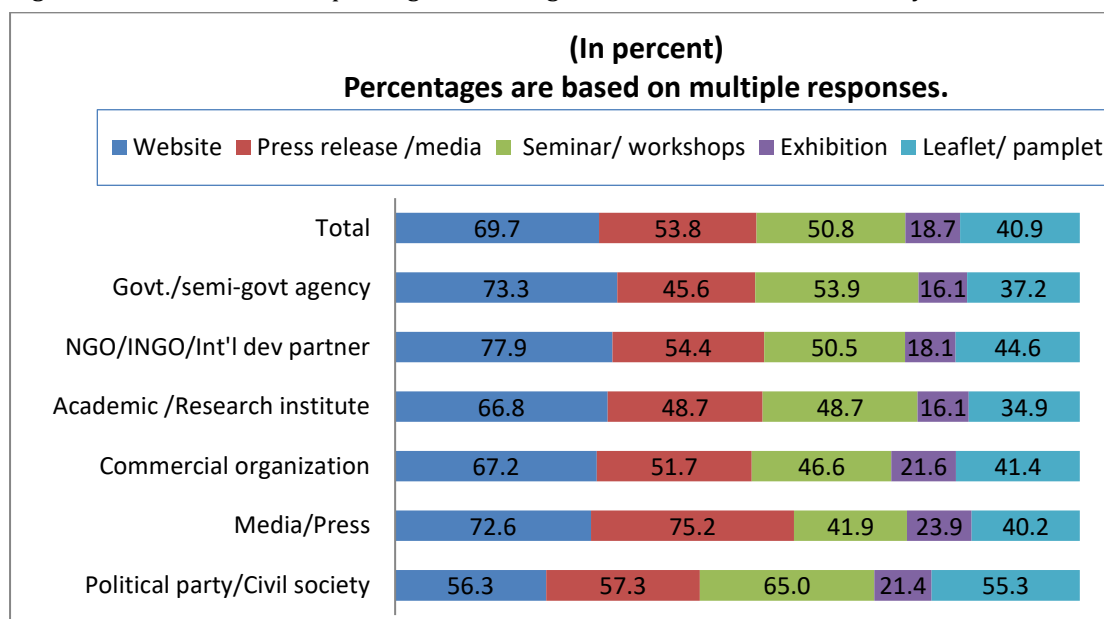
Figure 37. User's opinion on statistical dissemination of CBS.



2.7.3 Dissemination practices

The Figure 38 below shows users' feedback in improving CBS dissemination system and making it more effective. The result is based on multiple responses of the users, i.e. the users were allowed to suggest more than one options for improving CBS dissemination. The findings show that the most preferred method by users is the website (69.7%) followed by press release and media (53.8%), seminar and workshop (50.8%), leaflet and pamphlet (40.9%) and the least is exhibition (18.7%).

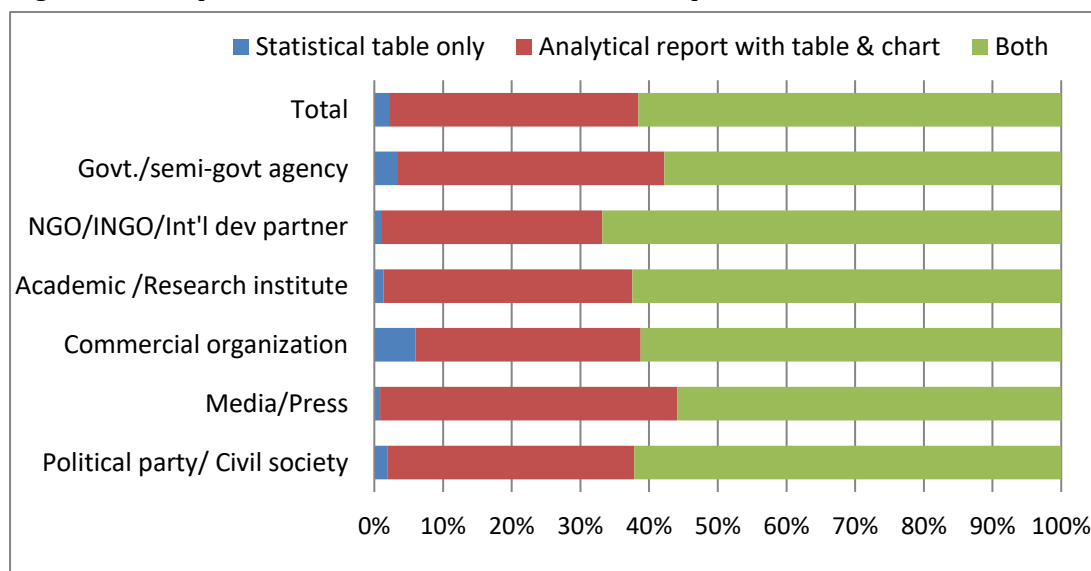
Figure 38. User's view on improving and making more effective dissemination system in CBS



2.7.4 Presentation format of statistics in publication

The CBS publications are mostly contained with statistical tables with a simple statistical description. However, the Figure 39 shows that most of the users (61.6%) wish to have the CBS statistical reports and publications with more analytical description including tables, charts and appropriate figures.

Figure 39. The presentation format of statistics in CBS publications



2.7.5 User's feedback for making surveys and censuses more informative and effective

The users are given different options to indicate their opinions for making surveys and censuses, that have been conducted by CBS or will be conducted in future, more informative and useful to users. Table 4 shows that most of the users suggest CBS to discuss with stakeholders (71.6%) followed by coordinate with similar data producers (65.6%), identify users' needs (54.6%) and

design survey and census which could provide more disaggregated data to local level (44.3%). The priorities of users by their sectoral engagement and profession are presented in detail in the Table 4.

Table4. User's suggestion to make the surveys and censuses more informative and effective. **(Percent)**

| Agency type | Discuss with stakeholders | Coordinate with similar data producers | Identify users' needs | Provide more disaggregated data for the lowest level | Others |
|--------------------------------|---------------------------|--|-----------------------|--|--------|
| Total | 71.6 | 65.6 | 54.6 | 44.3 | 2.6 |
| Govt./semi-govt agency | 61.1 | 68.9 | 56.1 | 45.6 | 1.7 |
| NGO/INGO/Int'l dev partner | 73.7 | 72.2 | 59.0 | 52.7 | 2.9 |
| Academic /Research institute | 75.2 | 59.4 | 51.7 | 34.9 | 3.0 |
| Commercial organization | 71.6 | 59.5 | 52.6 | 48.3 | 2.6 |
| Media/Press | 70.3 | 72.0 | 63.6 | 37.3 | 0.8 |
| Political party/ Civil society | 76.7 | 64.1 | 43.7 | 56.3 | 4.9 |

* Based on multiple responses.

2.7.6 Use of statistics

The users were asked to provide their opinions on how to promote the uses of statistics produced by CBS so that the maximum uses of statistics are possible in study, research and evidence-based policy makings. The results in Table 5 shows that 62% users suggest CBS to timely update them about the new release and availability of statistics in CBS, so that they could know what and when the data from CBS are available to their use. Likewise, 57.5% users want digital copies of data and publications in website for easy download and use followed by statistical literary and advocacy program (46.6%), availability of CBS publications and data in public libraries (45.8%), include official statistics in curriculum of university (29.4%), specific training for data analysis and use (26.8%), and provide CBS publications from private book sellers in different part of the country (19.1%). User categories and their specific priorities and opinions are provided in detail in following Table 5.

Table 5: Activities to promote the use of statistics produced by CBS **(Percent)**

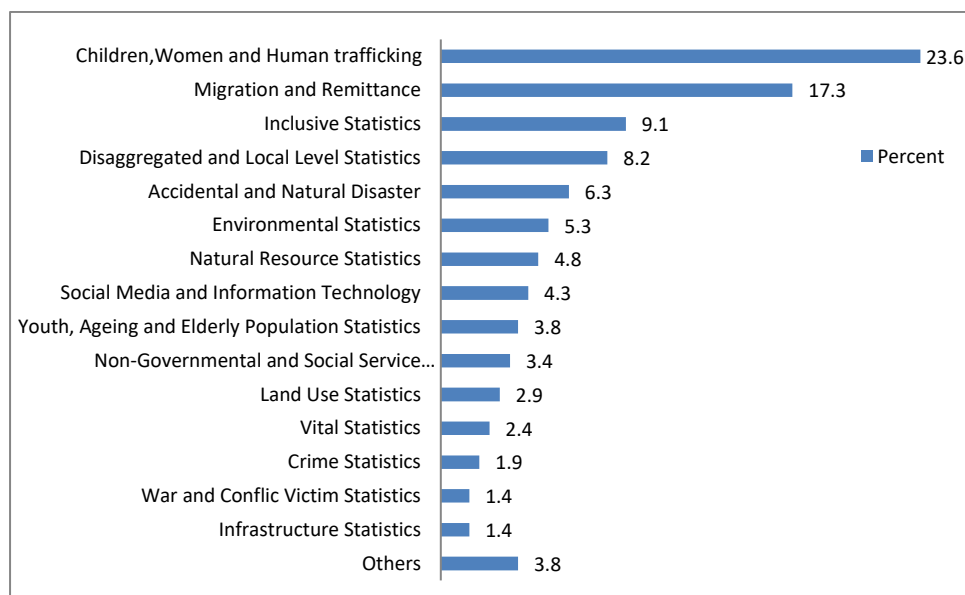
| Agency type | Timely Update users on CBS new data & publication | Provide statistical literacy and advocacy program | Provide specific training for using statistics and data | Provide digital copy of publications and data on website | Provide CBS publications and data from public libraries | Provide CBS publications from local private book sellers | Include official statistics in curriculum of university edu |
|--------------------------------|---|---|---|--|---|--|---|
| Total | 62.0 | 46.6 | 26.8 | 57.5 | 45.8 | 19.1 | 29.4 |
| Govt./semi-govt agency | 55.0 | 42.8 | 29.4 | 58.9 | 50.0 | 22.2 | 27.8 |
| NGO/INGO/Int'l dev partner | 64.4 | 42.9 | 28.8 | 66.8 | 46.8 | 17.1 | 28.8 |
| Academic /Research institute | 56.7 | 46.0 | 26.8 | 55.0 | 43.3 | 18.1 | 33.9 |
| Commercial organization | 59.5 | 54.3 | 22.4 | 57.8 | 37.1 | 20.7 | 31.0 |
| Media/Press | 74.6 | 48.3 | 22.9 | 55.1 | 49.2 | 18.6 | 21.2 |
| Political party/ Civil society | 72.8 | 51.5 | 27.2 | 45.6 | 49.5 | 19.4 | 28.2 |

* Based on multiple responses.

2.7.7 Statistics of users' demands

The Figure 40 below shows the additional area of statistics that the users want to get from CBS. Although, some of the statistics of users' demands have been producing by CBS since long, the users may want the statistics in details with wider coverage and disaggregation to local levels. The additional areas of statistics of users' demands are presented in Figure 41.

Figure 40. Additional area of statistics of users demands.



2.7.8 Conclusion

The section provides users' feedback and suggestions for the improvement of CBS products and services, especially the dissemination format and practices. The findings shows most of the users are agreed with the current mode of dissemination of CBS statistics, but they have suggested for maximizing the use of website in CBS dissemination. The users wish to have more data and information in digital form directly downloadable from CBS website. They have suggested that the CBS has to discuss with stakeholders and data users in designing survey and census to identity users' needs and for making the survey and census more informative and useful to wider users. Likewise the users have suggested that the CBS has to update the website regularly, provide digital copies of publications and data on website and provide statistical literacy and advocacy program to potential users to promote the use of statistics produced by CBS. Furthermore, the users have also expressed their additional data need which has to be a major concern of CBS to meet the current demands of users' needs and to make available of development data for national and international priorities.

CHAPTER 3: CONCLUSION AND RECOMMENDATIONS

- The statistical user satisfaction survey has been conducting by many National Statistics Offices (NSOs) of developing countries as a part of National Strategy for Development of Statistics (NSDS) assessment for monitoring to what extent the NSDS outputs are meeting the needs of data users. Although the NSDS (2018/19 – 2022/23) of Nepal has not been fully implemented, it has a provision to conduct a periodic User Satisfaction Survey as one of the monitoring tools for measuring progress on "Meeting users' needs". In this endeavor, the Statists User Satisfaction Survey 2017 is the first of its kind designed for and conducted by the CBS and should be administered regularly once in every 2 or 3 years.
- The demographic and geographic distribution of the statistical users of CBS publications and data reveals that most of the users are located in Province 3, especially in Kathmandu with higher level of education from academic and research institutes which indicates that CBS statistics are mainly used in teaching and research purposes. It suggests that the CBS needs to work on expanding its users beyond Kathmandu and in all sectors along with academia.
- The microdata of major surveys and censuses are mainly available from CBS premises; however the survey results suggest a direct download from CBS website would be the best option for accessing microdata to users.
- The findings from the survey show that most of the users consider that the statistics provided by CBS is good and reliable than similar statistics produced by other related government agencies. But, they have also suggested CBS to make improvements in its statistics dissemination procedure, particularly on language, geographical disaggregation, and dissemination format. Likewise, the assessment of quality of the CBS statistics and publications in different dimensions like reliability, timeliness, accessibility, user-friendliness received an average quality rating and thus urges for improvement.
- Majority of the users are found to be using CBS website mainly for updating and downloading CBS publications and data. However, the users' evaluation of CBS website shows a medium quality of standard considering its design and appearance, coverage and organization of the information and user-friendliness, which urges for the improvement of its quality.
- The users' views on CBS services based on three dimensions - distribution of publications and data, use of library, and staff behaviour with users are found positive, but they wish to have improvements on the procedures for obtaining publications and data and using CBS library.
- The statistics available in the district level statistics offices are only of the users' partial fulfillments. It indicates that the branch Statistics Offices should have more statistical publications and materials related to local level for the local users' needs.
- The findings show that most of the users are agreed with the current mode of dissemination of CBS statistics, but they have suggested for maximizing the use of website in CBS dissemination. The users want more data and information in digital format directly downloadable from CBS website.
- The users suggest CBS to discuss with stakeholders and data users in designing survey and census to identity users' needs and for making the survey and census more informative and useful to wider users. The findings from the survey urge CBS to provide statistical literacy and advocacy program to potential users to promote the use of statistics produced by CBS.
- The users have also expressed their additional data need which has to be a major concern of CBS to meet the current demands of users' needs and to supply development data for national and international priorities.

Annex 1: Questionnaire



Government of Nepal
National Planning Commission Secretariat
Central Bureau of Statistics

Statistics User Satisfaction Survey 2017

QUESTIONNAIRE

The Central Bureau of Statistics (CBS) of Nepal is conducting Statistics User Satisfaction Survey 2017 to assess data needs, satisfaction levels and perceptions of its users towards the current state of statistical products and services provided by the bureau. The users' attitudes, perception and feedback obtained from this survey will be used to take better account of users requirements and to improve its products and services in accordance with its users' needs.

The accompanying questionnaire consists of seven sections and takes about 20 minutes to complete. You, as a valued CBS's statistical user, are kindly requested to complete the questionnaire. Please complete all the questions in those sections that are relevant to you.

The CBS assures you that the information provided will be treated as strictly confidential. The confidentiality of the respondent is guaranteed as per the provision of Statistics Act 1958. The information collected through this questionnaire will be used in aggregated form only for statistical purposes.

SECTION 1: INTRODUCTION

Name of Statistics Office: Form number:

District of Enumeration: District code:

Enumerator's Name: Enumerator ID:

1.1. Personal information of respondent

| | | | | | | | | | | |
|-------|-----------------------------------|------------------------|--------------------------|-------------------------------|--------------------------|-------|----------------------|--------------------------|----------------------|----------------------|
| 1.1.1 | Name | | | | | | | | | |
| 1.1.2 | Sex (Tick on the appropriate box) | Male | <input type="checkbox"/> | Female | <input type="checkbox"/> | 1.1.3 | Age | | Years | |
| 1.1.4 | Level of Education | Up to SLC & equivalent | <input type="checkbox"/> | Intermediate, +2 & equivalent | <input type="checkbox"/> | | Diploma & equivalent | <input type="checkbox"/> | Master & above | |
| 1.1.5 | Occupation | | | | | | Occupation code | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 1.1.6 | Contact | Address | District | | | | | D. code | | |
| | | | 1. V.D.C. | | | | | VDC/Muni code | | |
| | 2. Municipality | | | | | | | | | |
| | | Tel./Mobile | | | Email | | | | | |

1.2. Respondent's affiliation¹

| | | | | | | | |
|-------|----------------|--|--|-----------------------------|--|--------------------------------|--|
| 1.2.1 | Agency Name | | | | | | |
| 1.2.2 | Type of Agency | Government/ semi-government agency | | NGO/INGO/ Int'l dev partner | | Academic/ Research institute | |
| | | Financial, banking, business & commercial organization | | Media/ Press | | Political party/ Civil society | |
| | | Other (specify): | | | | | |
| 1.2.3 | Contact | Address | | | | | |
| | | Tel./Mobile | | Website | | | |

SECTION 2: USE OF CBS DATA AND PUBLICATIONS

2.1. What are the three main sectors of statistics produced by CBS that you have used or have been using? Put number 1, 2 and 3 in appropriate boxes as your priority.

| | | | | | |
|---|---|--------------------------|----|----------------------------------|--------------------------|
| 1 | Population | <input type="checkbox"/> | 9 | Income, consumption and poverty | <input type="checkbox"/> |
| 2 | Education and literacy | <input type="checkbox"/> | 10 | Construction, industry and trade | <input type="checkbox"/> |
| 3 | Labor force, employment and remittances | <input type="checkbox"/> | 11 | GDP and National Accounts | <input type="checkbox"/> |
| 4 | Gender | <input type="checkbox"/> | 12 | Price indices | <input type="checkbox"/> |
| 5 | Disability | <input type="checkbox"/> | 13 | Environment | <input type="checkbox"/> |
| 6 | Children and women | <input type="checkbox"/> | 14 | District profile | <input type="checkbox"/> |
| 7 | Health | <input type="checkbox"/> | 15 | Others (Specify) | <input type="checkbox"/> |
| 8 | Agriculture and livestock | <input type="checkbox"/> | | | <input type="checkbox"/> |

2.2. What is your main purpose of using statistics produced by CBS?

1. Planning and policy-making 2. Study, research and analysis 3. Monitoring and evaluation
4. Teaching 5. Media/journalism 6. General Information

2.3. Which medium do you use for obtaining the statistics produced by CBS? Multiple choices.

1. Purchase from CBS 2. Free of cost from CBS 3. CBS library
4. CBS Website 5. Through telephone/fax/email to CBS 6. District offices of CBS
7. From information centre of DDC and libraries of other government offices
8. From public libraries & libraries of educational institutes 9. From newspaper & media
10. Personal contacts 11. Other (specify) _____

¹ Please note that the opinions and information provided in the questionnaire will be the respondent own as a statistical user of the Central Bureau of Statistics of Nepal and *do not* necessarily *reflect* the official opinion of the agency where the respondent works.

2.4. What is the main format of published (aggregated) data that you have used from CBS?

1. Data published in CBS publications
2. Data in PDF format provided in CD-ROMs & website
3. Data in Word/Excel format provided in CD-ROMs and website
4. Data in HTML and web format
5. Other (specify): _____

2.5. What is the main desirable format that you would like to acquire the published (aggregated) data from CBS?

1. Data published in CBS publications
2. Data in PDF format provided in CD-ROMs & website
3. Data in Word/Excel format provided in CD-ROMs and website
4. Data in HTML and web format
5. Other (specify): _____

2.6. Which level of geographical disaggregation that you wish to obtain data from CBS?

1. National
2. Provincial/ Regional
3. District
4. VDC/Municipality
5. Ward

2.7. In which main language do you wish to have CBS publications?

1. Nepali
2. English
3. Nepal & English (both)
4. Local language (specify): _____

2.8. How do you evaluate CBS statistics with the similar statistics produced by other Government agencies?

1. Very reliable
2. Reliable
3. Similar
4. Less reliable
5. Unreliable

2.9. Have you ever used microdata of survey and census produced by CBS?

1. Yes
2. No (skip to Section 3)
3. No idea about the microdata (skip to Section 3)

2.10. How do you find the price of microdata produced by CBS?

1. Expensive
2. Reasonable
3. Cheap
4. No idea about the price

2.11. How do you perceive the process of acquiring microdata from CBS?

1. Easy
2. Ok
3. Complicated

2.12. How do you think the adequacy of microdata of your needs?

1. Fully available
2. Available but not sufficient
3. Not available

2.13. What would be the preferred channel to receive microdata from CBS?

1. Direct download from website
2. Email
3. From CBS in CD-ROM/USB/Pen drive
4. Other (specify): _____

2.14. How long did it take to receive response regarding your request/query to obtain microdata from CBS?

1. Within 7 days
2. 8 to 15 days
3. 16 days to 1 month
4. More than 1 months
5. Did not receive
6. Not requested (through email/post)

SECTION 3: QUALITY OF CBS STATISTICS

3.1. If you have used statistics produced by CBS, how do you evaluate the various dimensions of quality of the CBS statistics/products in following sectors? If your answer is Yes, i.e. "1" for "Used" column, put your evaluation from a 5-point scale of rating to each box of following statistical sectors.

1. Very good 2. Good 3. OK 4. Poor 5. Very poor

| S.N. | Statistical sectors | Used (1. Yes, 2. No) | Reliability | Timeliness | Frequency | Adequacy | Accessibility |
|------|--------------------------------|-------------------------|-------------|------------|-----------|----------|---------------|
| 1 | Population statistics | | | | | | |
| 2 | Labor force and employment | | | | | | |
| 3 | Income, consumption & poverty | | | | | | |
| 4 | Agriculture and livestock | | | | | | |
| 5 | Education and literacy | | | | | | |
| 6 | Industry, construction & trade | | | | | | |
| 7 | GDP and National Accounts | | | | | | |
| 8 | Price index | | | | | | |
| 9 | Health statistics | | | | | | |
| 10 | Environment statistics | | | | | | |

3.1. If you have used following statistical publications of CBS, how do you evaluate the various dimensions of their quality? If your answer is Yes, i.e. "1" for "Used" column, put your evaluation from a 5-point scale of rating to each box of following publications.

1. Very good 2. Good 3. OK 4. Poor 5. Very poor

| S.N. | Statistical sectors | Used (1. Yes, 2. No) | Reliability | Timeliness | User friendly | Accessibility |
|------|----------------------------------|-------------------------|-------------|------------|---------------|---------------|
| 1 | Nepal in Figures | | | | | |
| 2 | Statistical Year Book of Nepal | | | | | |
| 3 | Statistical Pocket Book of Nepal | | | | | |
| 4 | National Accounts of Nepal | | | | | |
| 5 | Population Monograph | | | | | |

SECTION 4: USER PERSPECTIVE IN CBS WEBSITE

4.1. How often do you use CBS website?

1. Yes, daily 2. Yes, weekly 3. Yes, monthly 4. Yes, as per needs
 5. Never used (skip to Section 5) 6. Don't know about CBS website (skip to Section 5)

4.2. What is the main purpose of using CBS website?

1. For tracking CBS activities
2. For updating on CBS new publications and data
3. For downloading data and publications
4. For getting information on survey and census metadata
5. For getting information on survey and census microdata
6. Other (specify): _____

4.3. In your perspective how easy to download publications or data from CBS website?

1. Very easy
2. Easy
3. OK
4. Difficult
5. Very difficult

4.4. How do you evaluate CBS website on following attributes? Put tick mark (✓) in appropriate cell.

| S.N. | Attribute | Excellent | Good | Medium | Bad | Worse |
|------|--|-----------|------|--------|-----|-------|
| 1 | Design and appearance | | | | | |
| 2 | Coverage of information/statistics | | | | | |
| 3 | Organization of information/statistics | | | | | |
| 4 | Update of information/statistics | | | | | |
| 5 | User friendly | | | | | |
| 6 | Overall evaluation of the website | | | | | |

SECTION 5: USER PERSPECTIVE ON CBS STATISTICAL SERVICES

5.1. In last 5 years how many times did you contact (visit or call) to CBS?

1. 1 time
2. 2 to 5 times
3. 6 to 10 times
4. More than 10 times
5. Not at all (skip to Section 6)

5.2. If you have taken following services from CBS, how do you evaluate the quality of the services and staff behaviour? If your answer is Yes, i.e. "1. Service taken" for the given category, select an appropriate option from a 5-point scale of each box of following statistical services.

| 1 | For obtaining publications and data | 1. Service taken, 2. Service not taken (skip to 2) | | | | |
|-----|---|--|--------------|-----------------|--------------|------------------------------|
| 1.1 | Procedure for obtaining publication | 1. Very simple | 2. Simple | 3. OK | 4. Difficult | 5. Very difficult |
| 1.2 | Price of publications | 1. Very expensive | 2. Expensive | 3. Reasonable | 4. Cheap | 5. No idea/ Got free of cost |
| 1.3 | Staff availability for the services | 5. Very good | 4. Good | 3. Satisfactory | 2. Bad | 1. Very bad |
| 2 | For library use | 1. Service taken, 2. Service not taken (skip to 3) | | | | |
| 2.1 | Availability of CBS publications and data in CBS library | 5. Very good | 4. Good | 3. Satisfactory | 2. Bad | 1. Very bad |
| 2.2 | Organization of publications and statistical products in the library | 5. Very good | 4. Good | 3. Satisfactory | 2. Bad | 1. Very bad |
| 2.3 | Procedure for using library | 1. Very simple | 2. Simple | 3. OK | 4. Difficult | 5. Very difficult |
| 3 | For obtaining statistical consultancy | 1. Service taken, 2. Service not taken (skip to 4) | | | | |
| 3.1 | Procedure for obtaining statistical consultancy (suggestion/guidance) | 1. Very simple | 2. Simple | 3. OK | 4. Difficult | 5. Very difficult |
| 3.2 | Technical skill of staffs | 5. Very good | 4. Good | 3. Satisfactory | 2. Bad | 1. Very bad |
| 4 | Staffs' behaviour in general | 5. Very good | 4. Good | 3. Satisfactory | 2. Bad | 1. Very bad |
| 5 | Overall quality of the services | 5. Very good | 4. Good | 3. Satisfactory | 2. Bad | 1. Very bad |

SECTION 6: SERVICES OF CBS STATISTICS OFFICE IN DISTRICT

6.1. Are you aware of CBS's branch office in district?

1. Yes 2. No (skip to Q. 6.6)

6.2. Have you ever taken any kind of statistical services from CBS branch office in district?

1. Yes 2. No (skip to Q. 6.6)

6.3. Have you ever found the statistics or publication of your needs from the CBS branch office in district?

1. Yes, completely 2. Yes, partially 3. Yes, but only few 4. Very few 5. No

6.4. Are you satisfied with the services from the CBS branch office in district?

1. Fully satisfied 2. Satisfied 3. Partially satisfied 4. Unsatisfied
5. Fully unsatisfied

6.5. What do you think about the location and accessibility of the CBS branch office in district?

1. Very convenient 2. Convenient 3. OK 4. Far 5. Inconvenient

6.6. Which level of geographical disaggregation that you wish to obtain data from CBS branch office in district?

1. National 2. Provincial/ Regional 3. District 4. VDC/Municipality 5. Ward

6.7. Are you aware of CBS-Cell in district where CBS branch office is not located?

1. Yes 2. No

SECTION 7: USER'S FEEDBACK

7.1. How do you find the dissemination of final results of surveys, census and national accounts estimates from CBS?

1. Very good 2. Good 3. OK 4. Not good 5. No idea

7.2. What would be the best option to improve and make more effective dissemination of statistical products of CBS? Multiple responses are possible.

1. Website 2. Press release/Media 3. Seminar/Workshop/Stakeholder meetings
4. Exhibition 5. Booklet/Leaflet/Pamphlet

7.3. What would be the best presentation format of statistics in CBS publications and statistical reports?

1. Tables only 2. Analytic report with table, chart and graph 3. Both

7.4. What should be done to make the surveys and censuses more informative and effective?

Multiple responses are possible.

1. Discuss with stakeholders
2. Coordinate with similar data producers
3. Identify users' needs
4. Provide more disaggregated data as per the lowest administrative division
5. Other (specify): _____

7.5. What should be done to promote the use of statistics produced by CBS? Multiple responses are possible, maximum three.

1. Timely inform to users about the availability of CBS statistics
2. Provide statistical literacy and advocacy program to public and potential users
3. Provide specific training for using statistics and data
4. Provide soft copies of publications and statistical data directly downloadable from the website
5. Manage to provide CBS publications and data for easy use from public libraries and the libraries of academic institutes, government offices at local level
6. Manage to purchase CBS publications from local private book sellers
7. Manage to include official statistics as a mandatory subject in the curriculum of university level education
8. Other (specify): _____

7.6. What would be the additional area(s) of statistics that the CBS should produce and what would be its frequency and disaggregation level? Provide up to three areas of statistics.

| S.N. | Additional 1. Yes 2. No | Area of Statistics | Frequency 1. Yearly, 2. Half-yearly 3. Quarterly | Disaggregated Level 1. National, 2. Regional, 3. Local |
|------|-------------------------------|--------------------|--|--|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

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