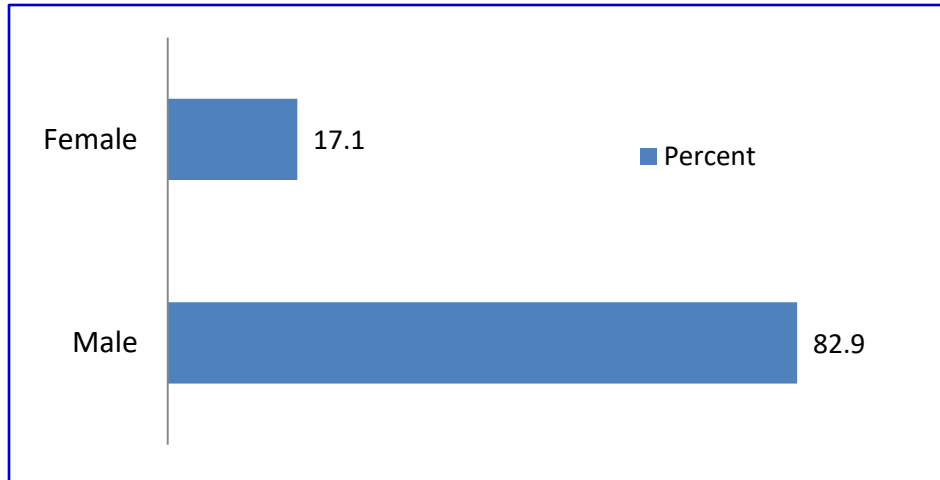


# **Statistical User Satisfaction Survey 2017**

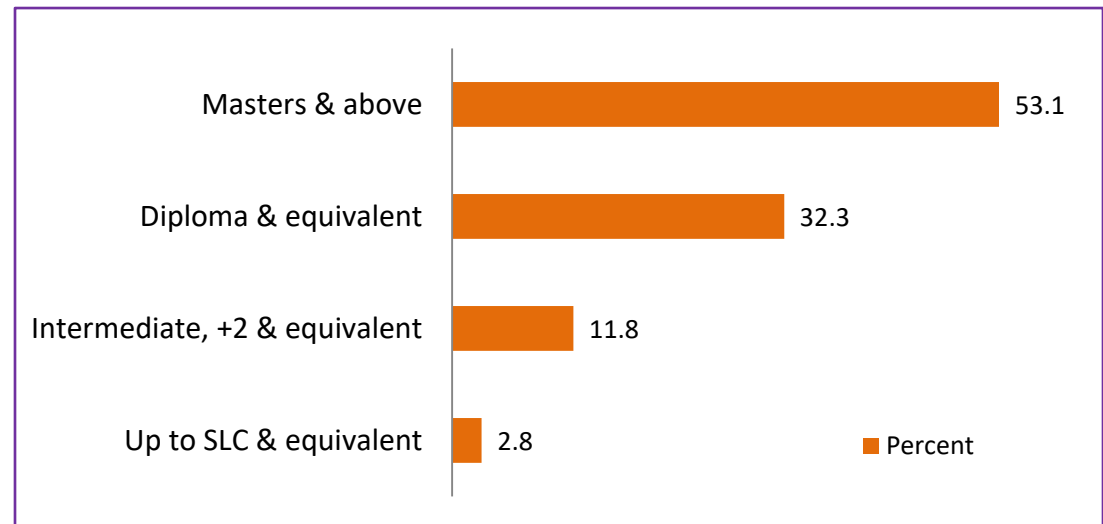
## **(Main findings)**

# 1. Distribution of users



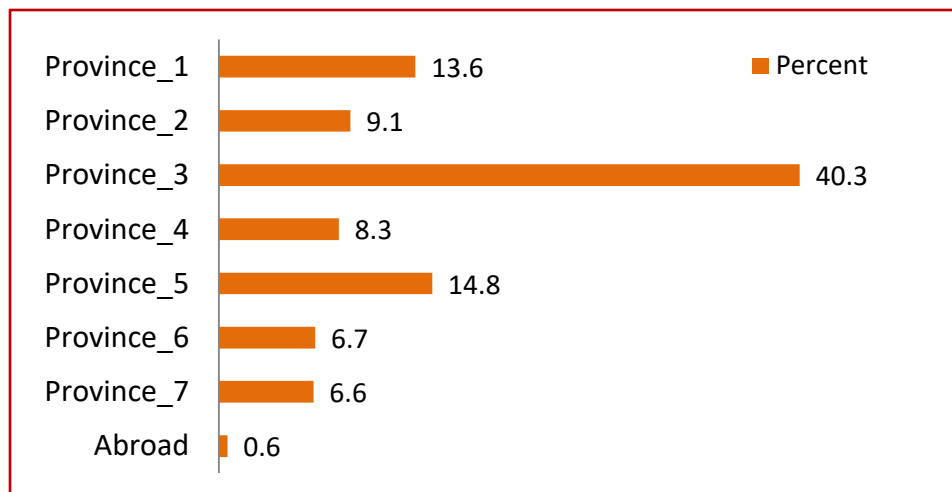
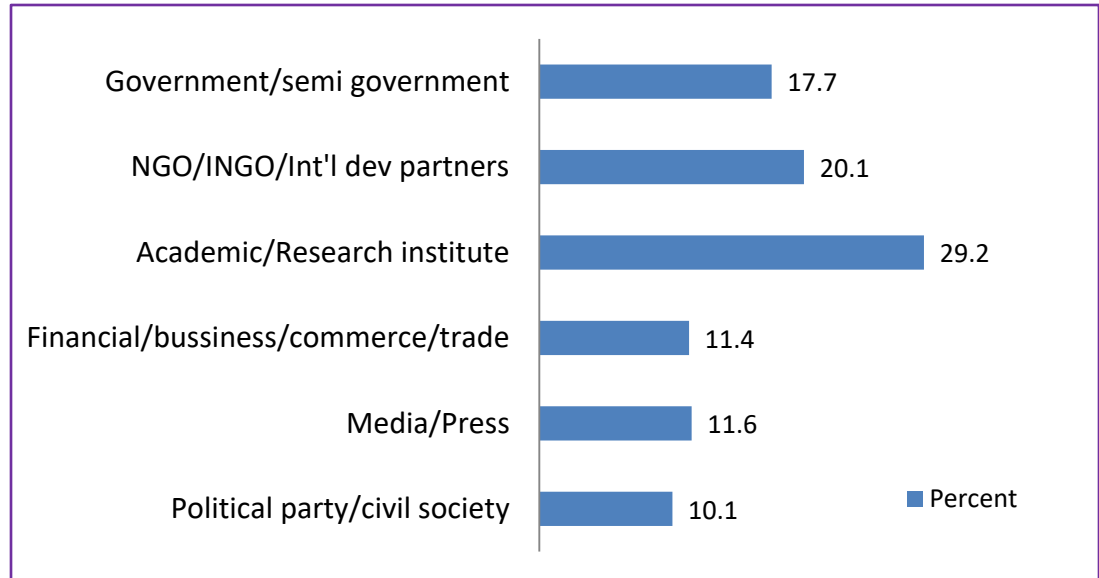
← Table 1. Distribution of users by sex.

Table 2. Distribution of users by education level.



# 1. Distribution of users (cont.)

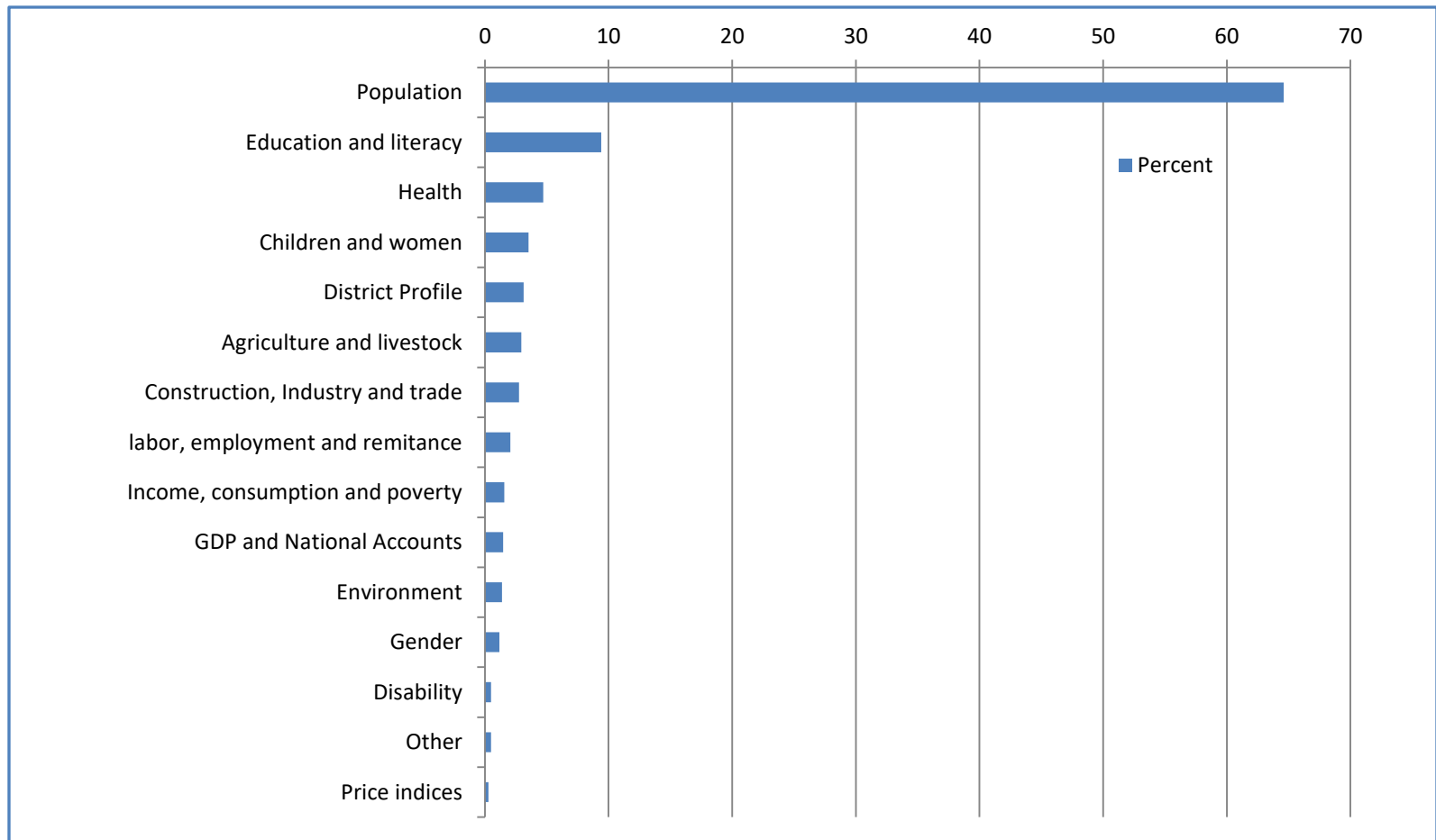
Table 3. Distribution of users by affiliated agency type. →



← Table 4. Distribution of users by province.

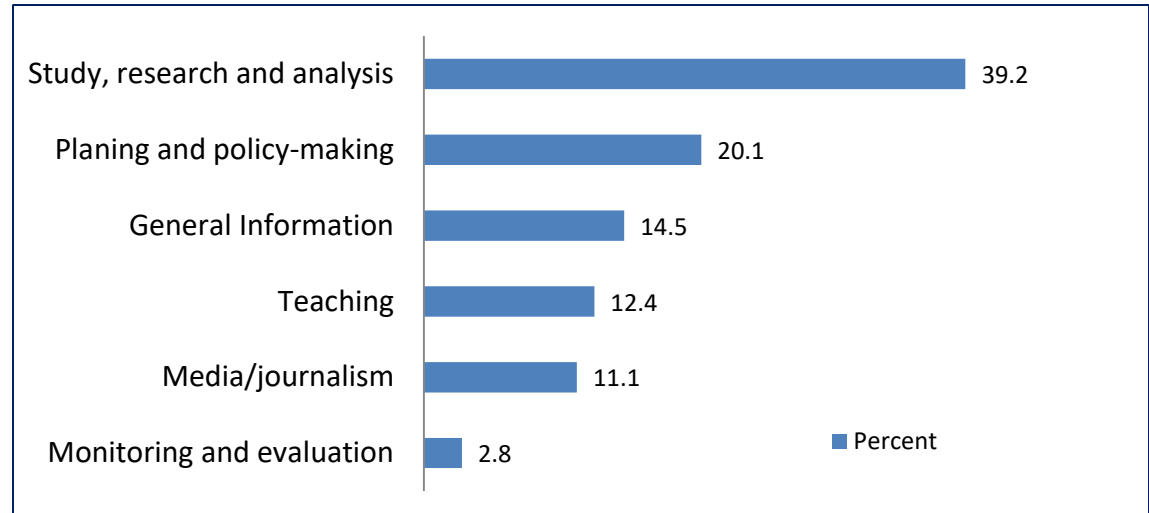
## 2. Use of CBS Data and Publications

2.1: Use of CBS statistics by users.

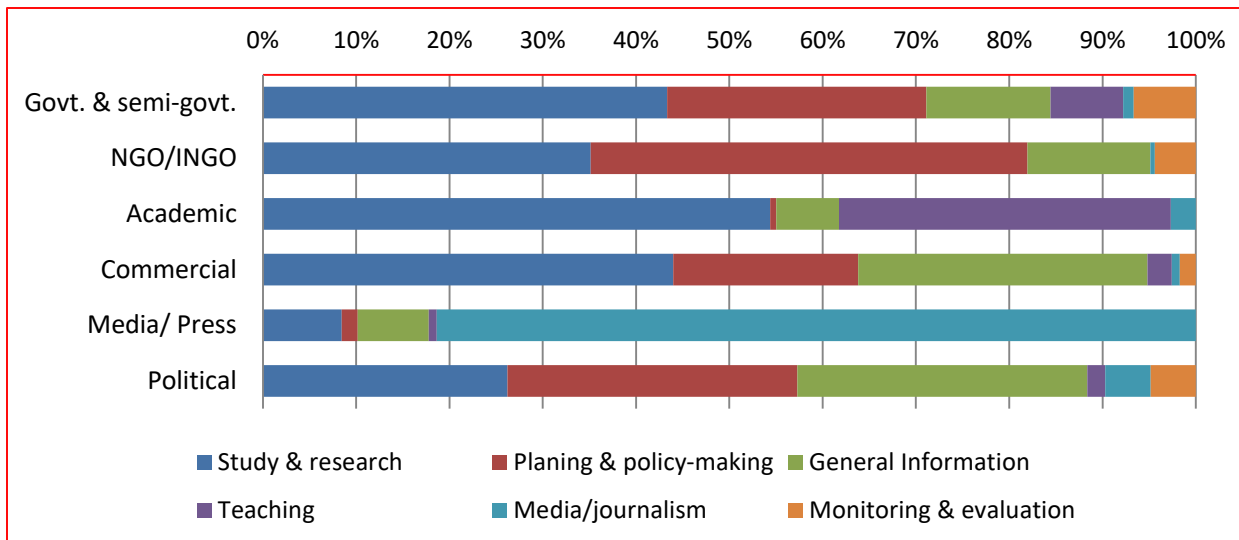


## 2. Use of CBS Data and Publications (cont.)

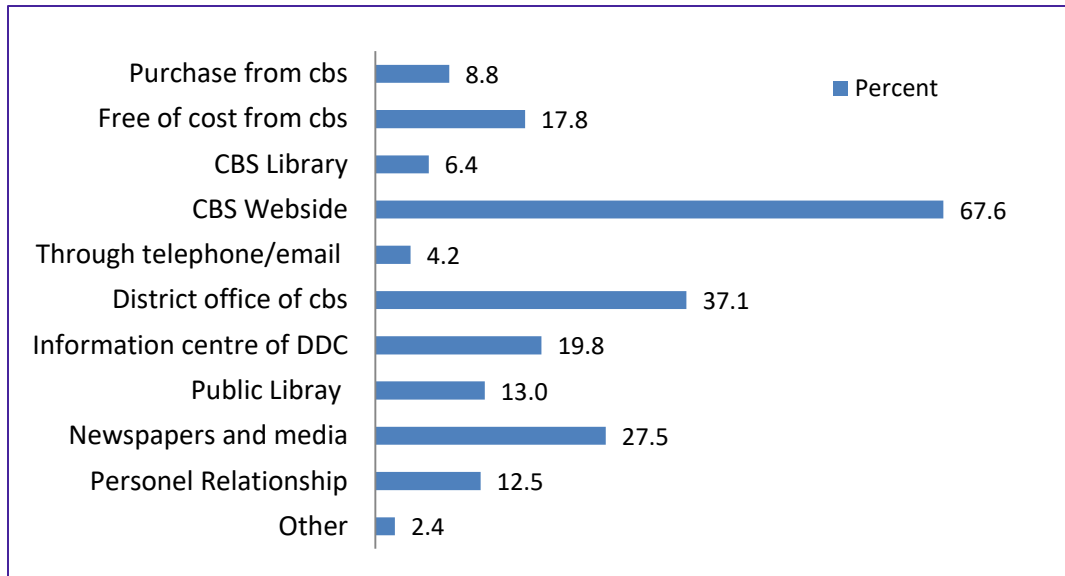
Table 2.2: Main purpose of using statistics.



By agency-type.

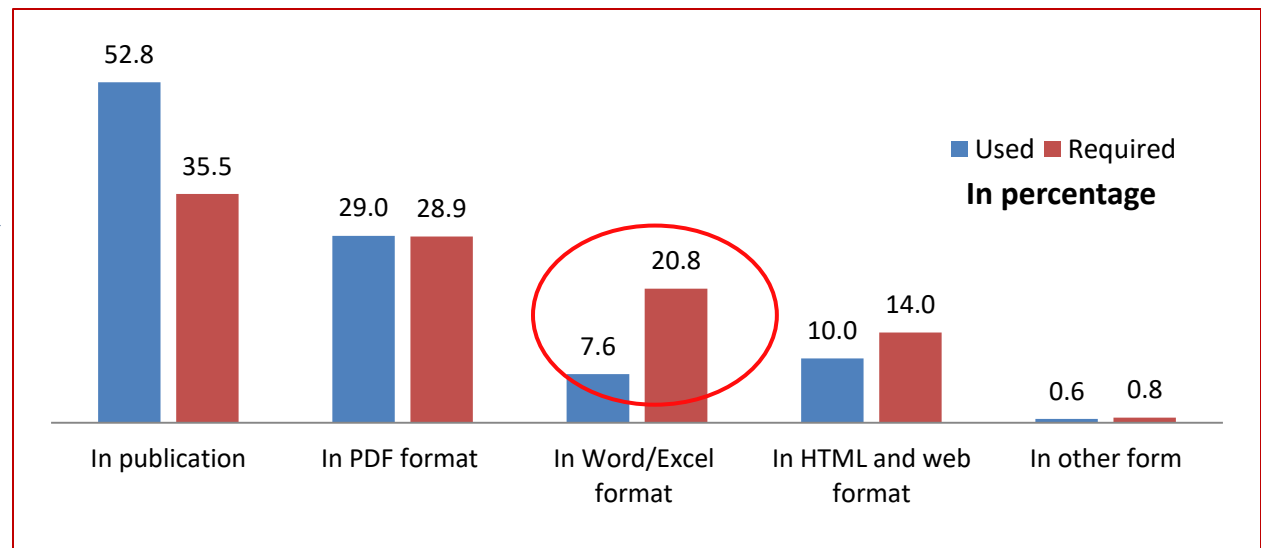


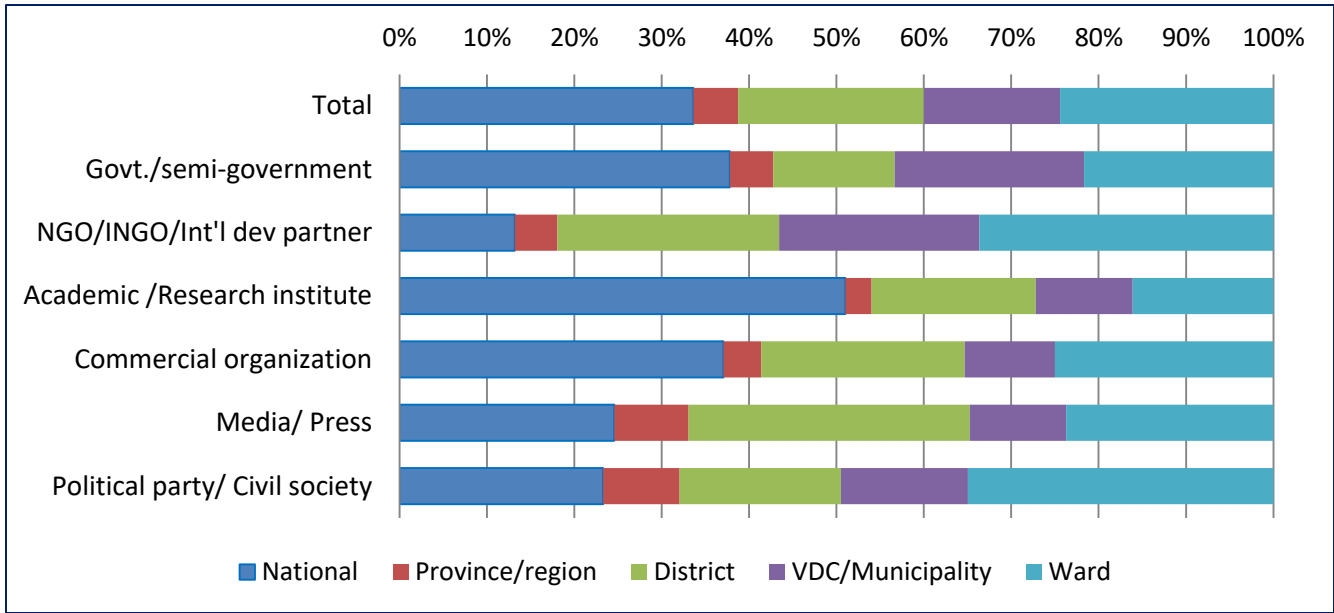
## 2. Use of CBS Data and Publications (cont.)



← Table 2.3: Medium for obtaining CBS statistics.

Table 2.4: Used and required format of published data.





2.5: Level of geographical disaggregation that users wish to obtain data from CBS.

2.6: Language that user wishes to have in CBS publications.

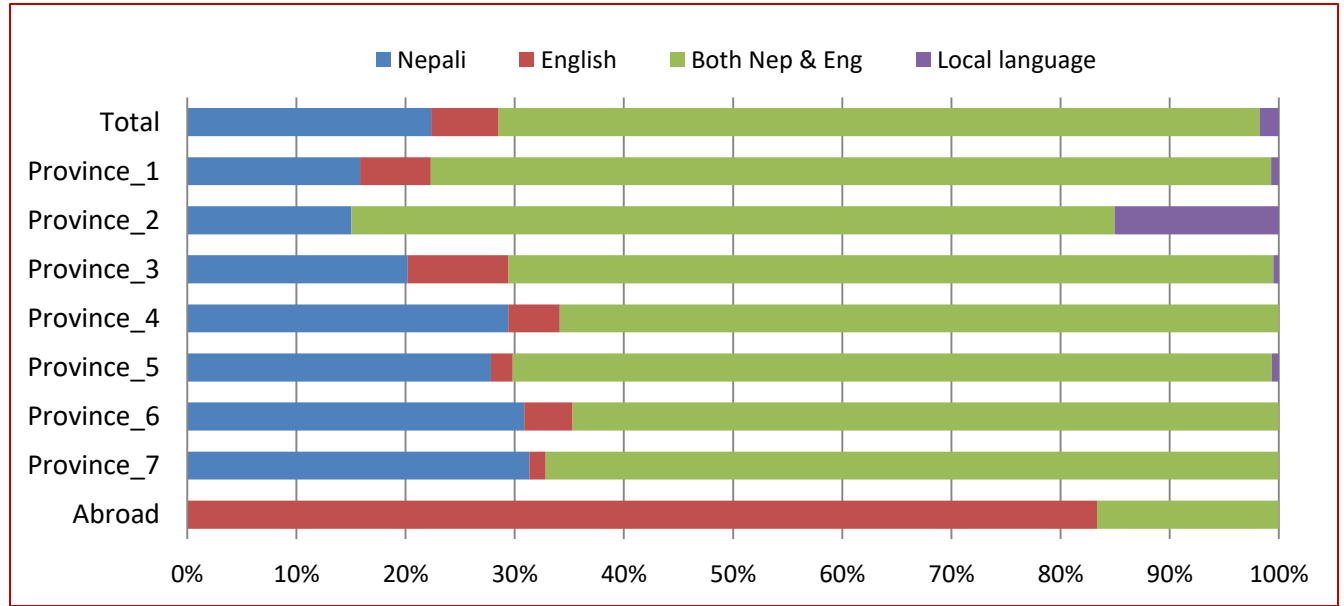
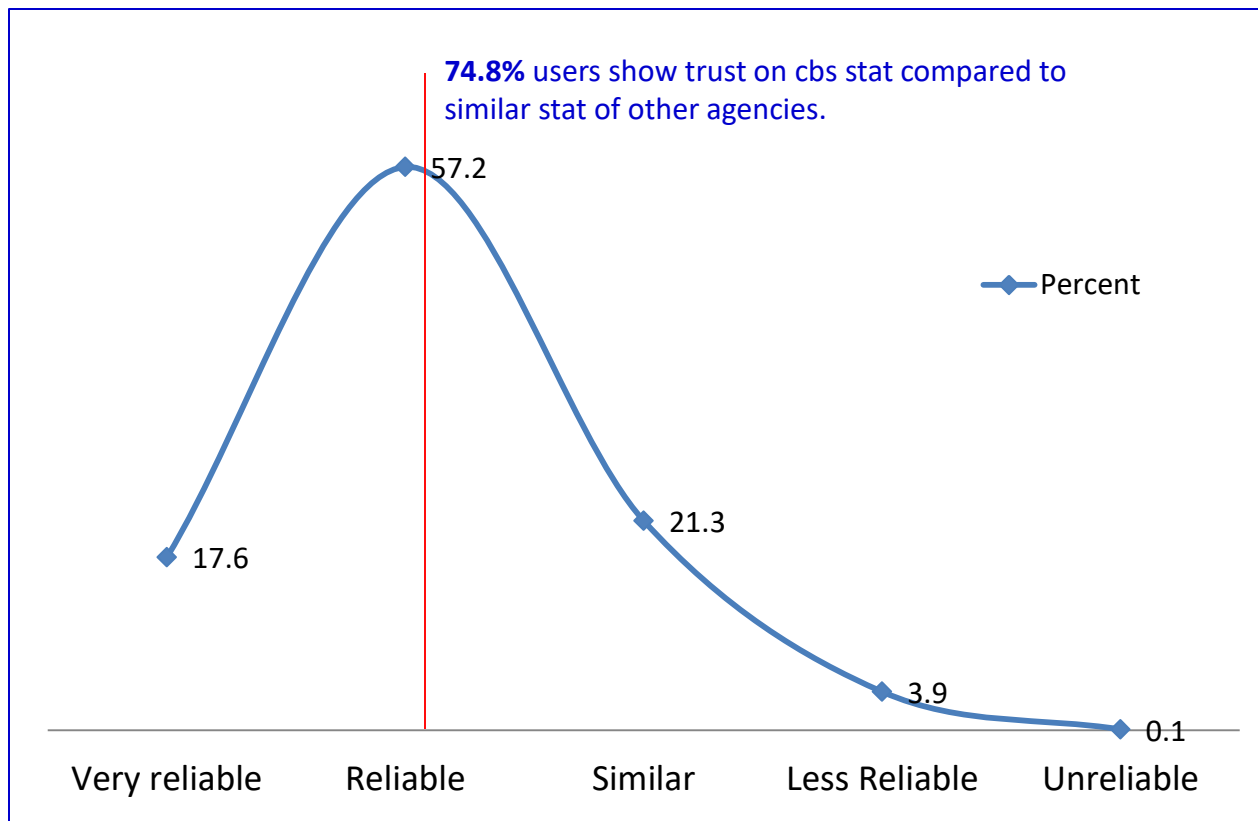
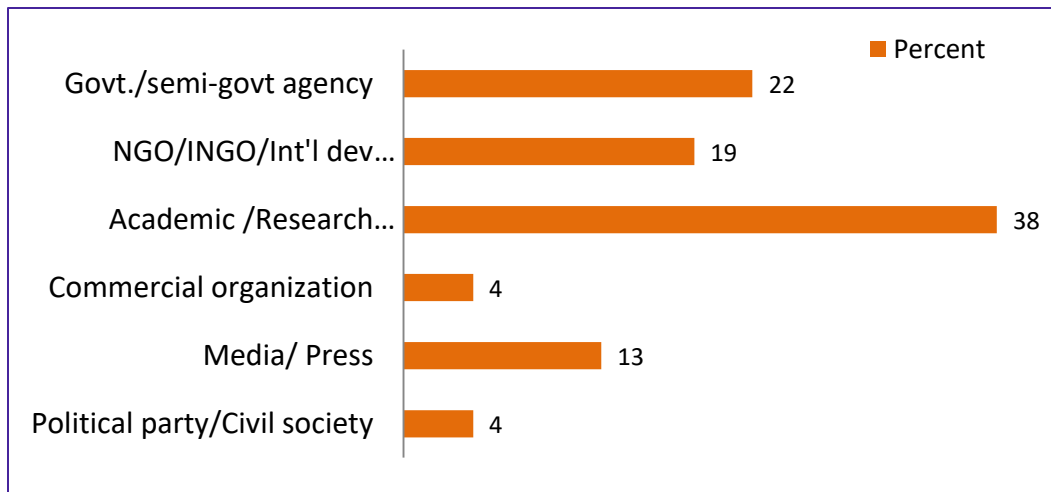
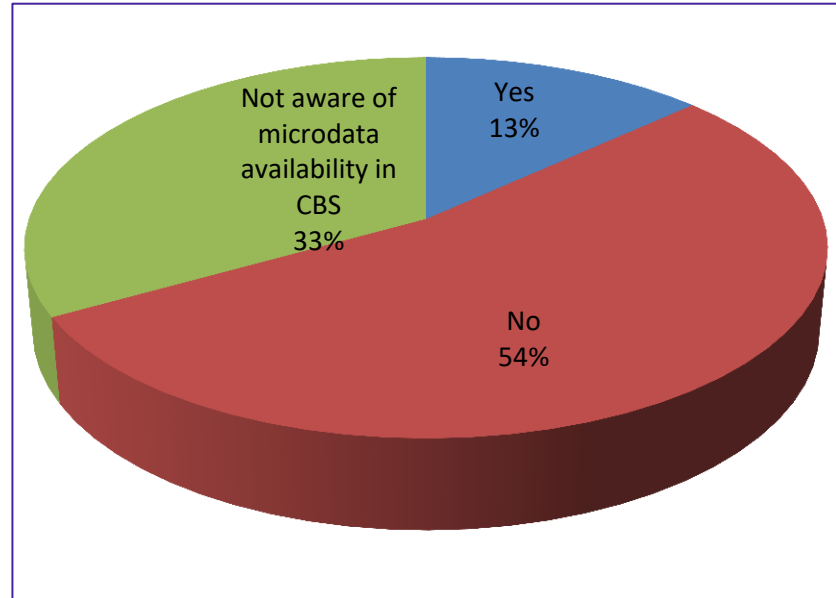


Table 2.7: Evaluation of CBS statistics with similar statistics produced by other Govt. agencies.

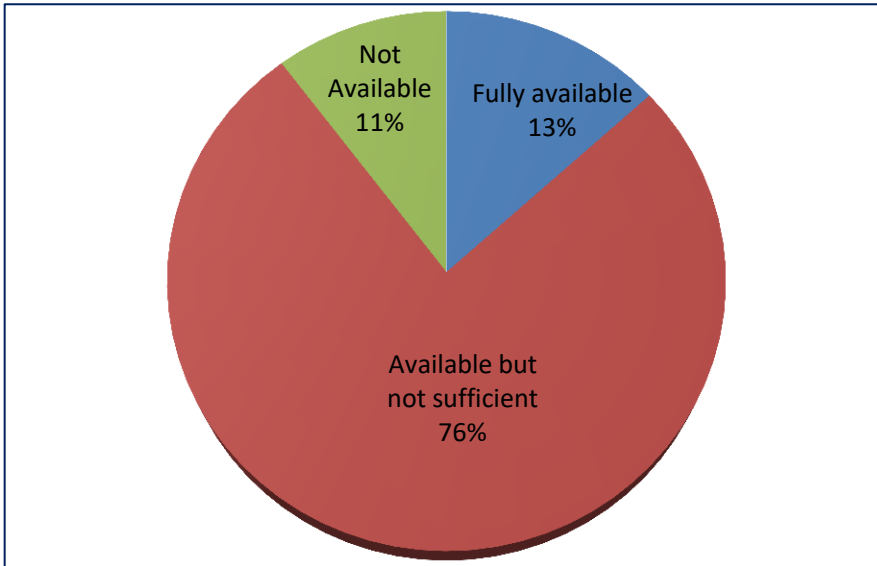


# 3. Use of Microdata

3.1: Use of microdata of CBS survey and census.

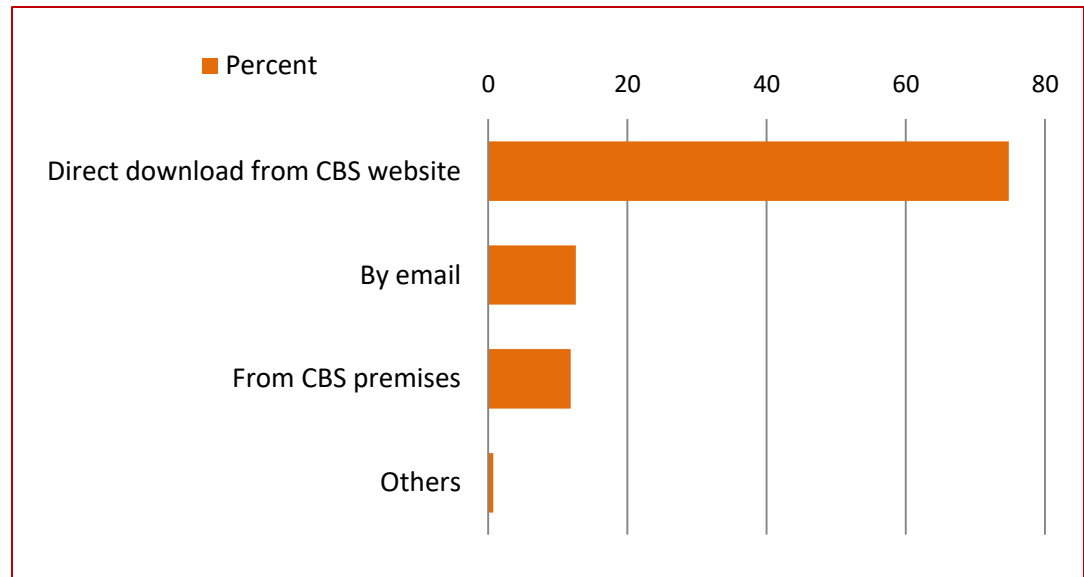


3.2: Microdata users.



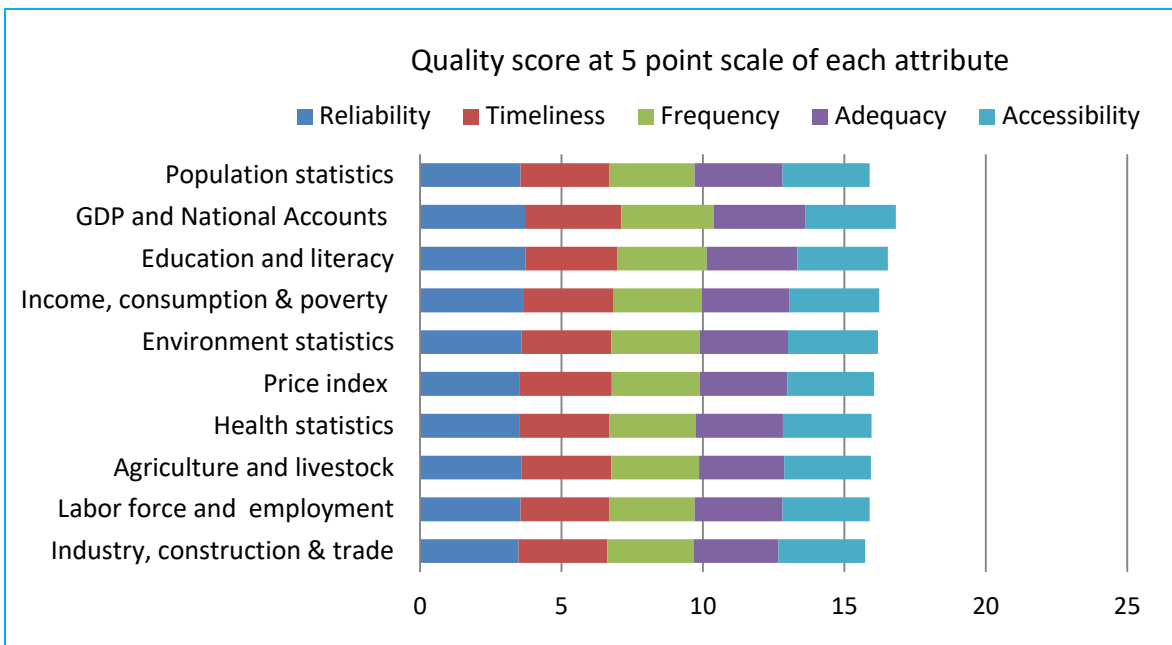
← 3.3: The adequacy of microdata of user needs.

3.4: Preferred channel to receive microdata from CBS. →



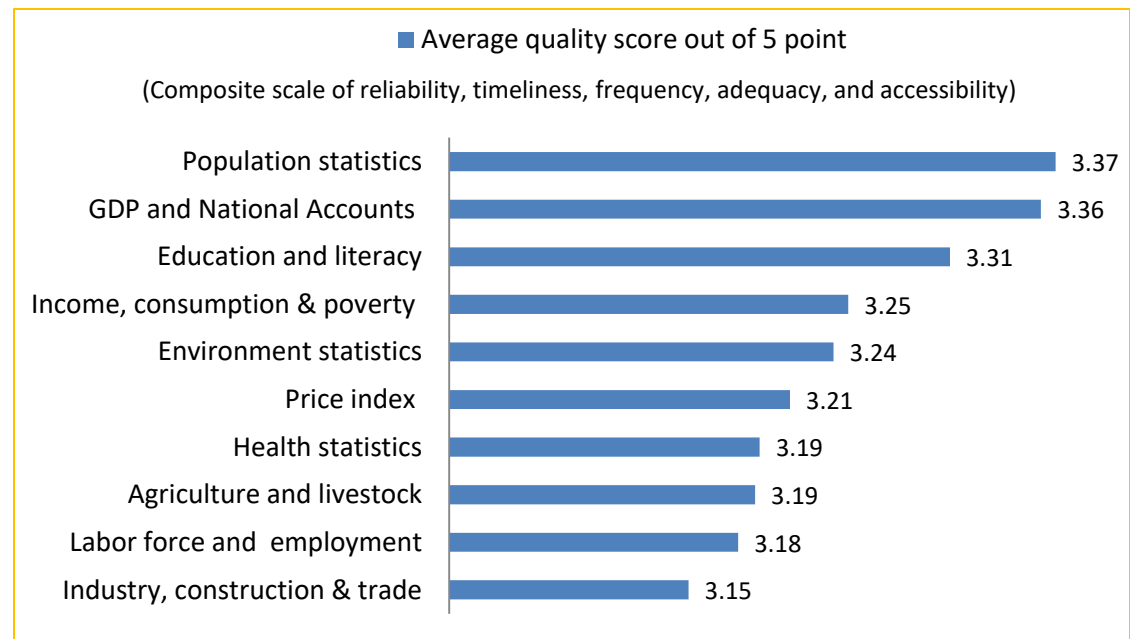
## 4. Quality of CBS Statistics

- Stat qualities are measures in 5 dimensions
  - Reliability, Timeliness, Frequency, Adequacy and Accessibility
- A 5 point scale of rating is used to evaluate the quality of each attribute
  - 1. Very poor    2. Poor    3. OK    4. Good    5. Very good
- Mean value of the 5 point scale represents quality score of that stat sector, i.e.
  - Value  $< 3$  shows poor and  $> 3$  shows better quality statistics.

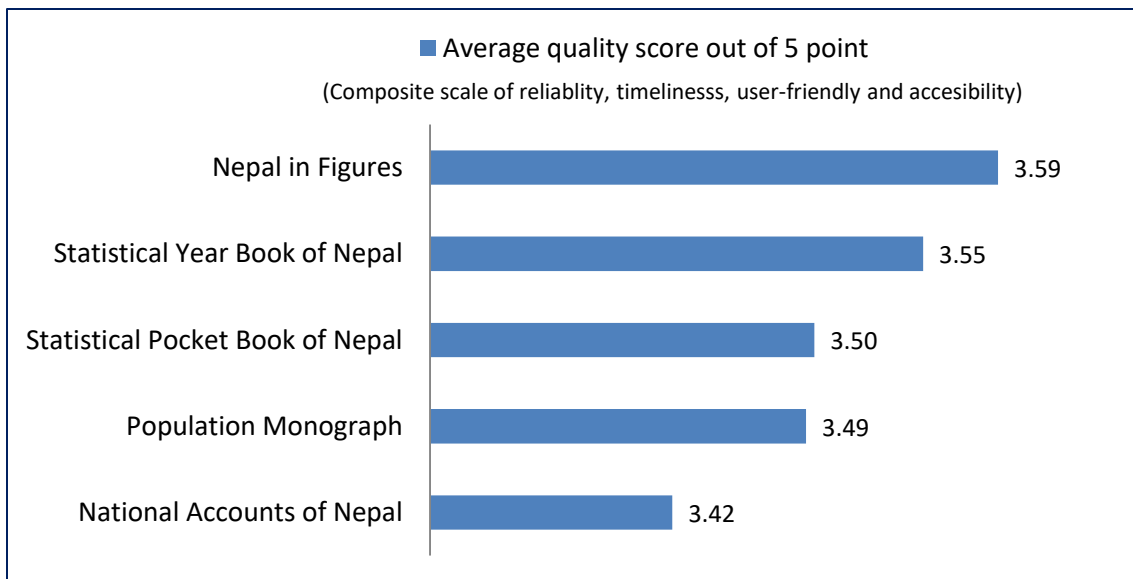
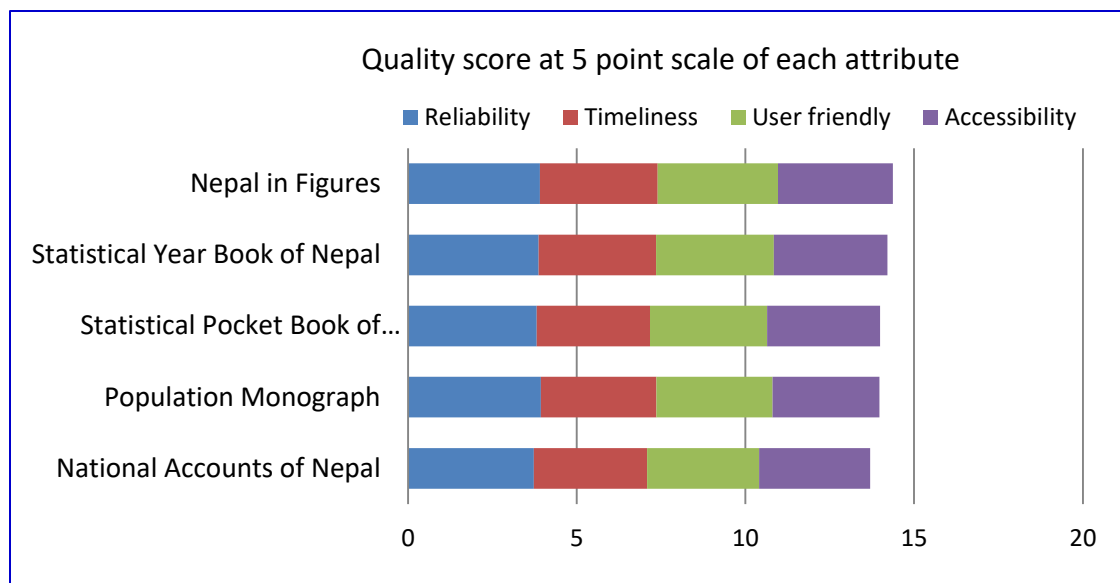


← 4.1: The quality of CBS statistics in various dimensions by sector.

4.2: Overall quality of the CBS statistics of the sector.

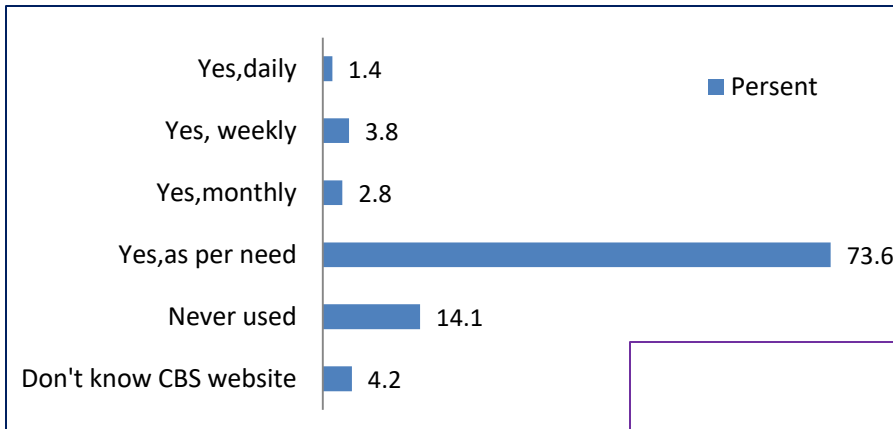


4.3: The quality of some CBS publications in various dimensions.



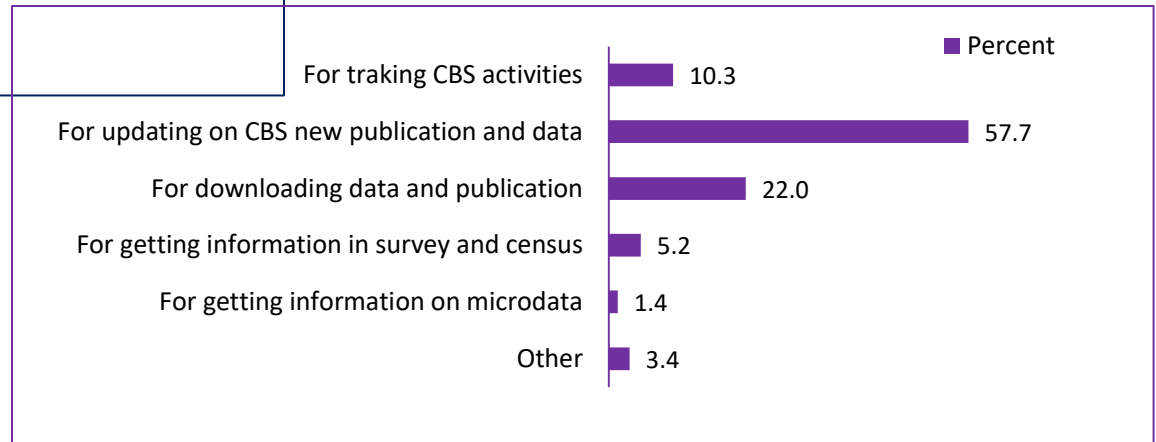
4.4: Overall quality of some CBS publications based on different quality dimensions.

# 5. CBS website



← 5.1: Use of CBS website.

5.2: Purpose of use.

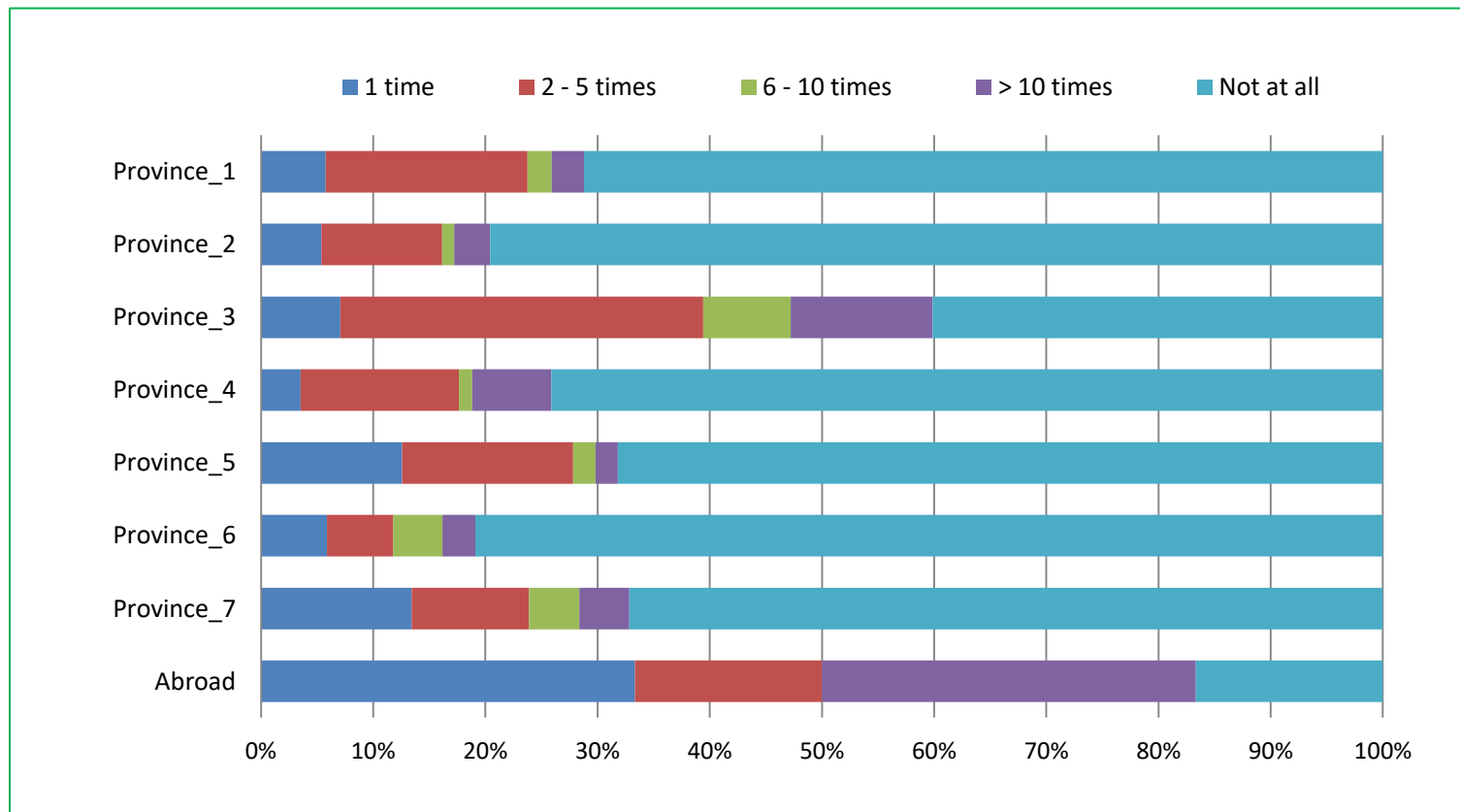


5.3: Evaluation of CBS website on different attributes.



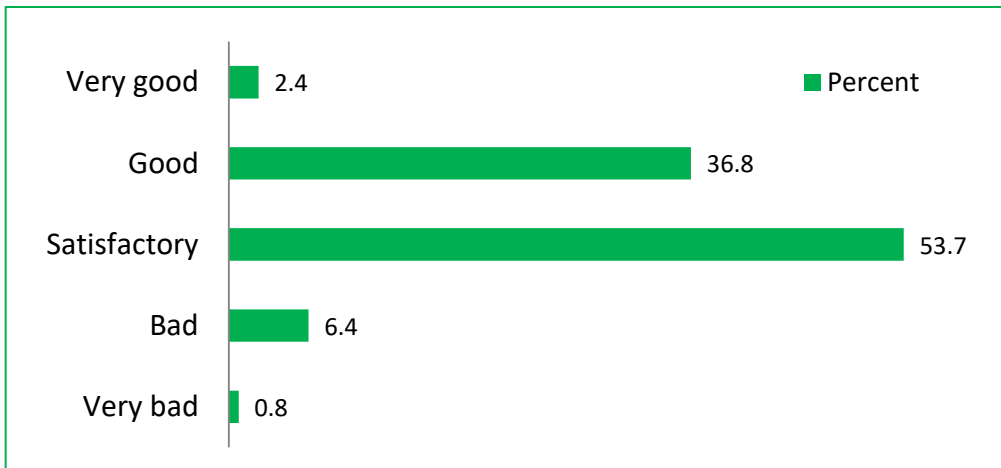
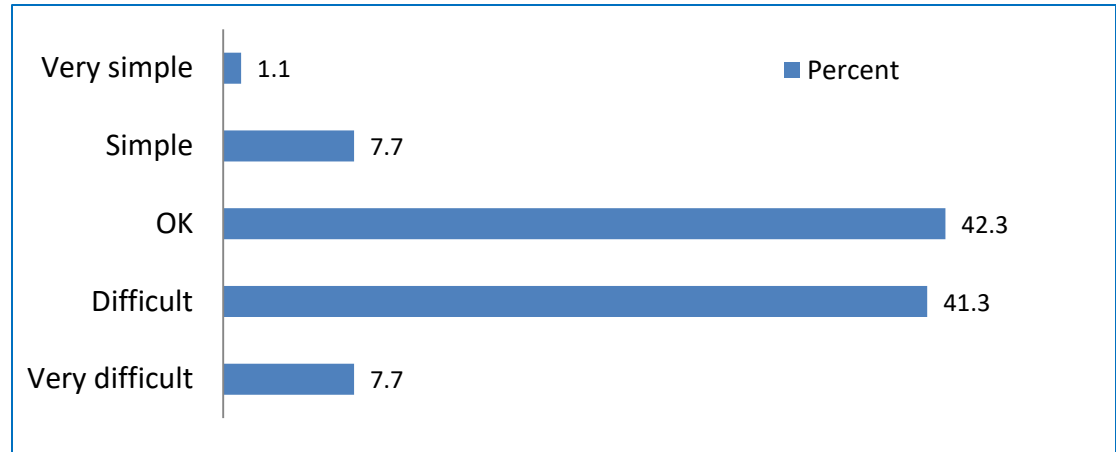
# 6. Statistical services

6.1: In last 5 years how many times did you visit or contact to CBS?



# 6.1: Distribution of publications

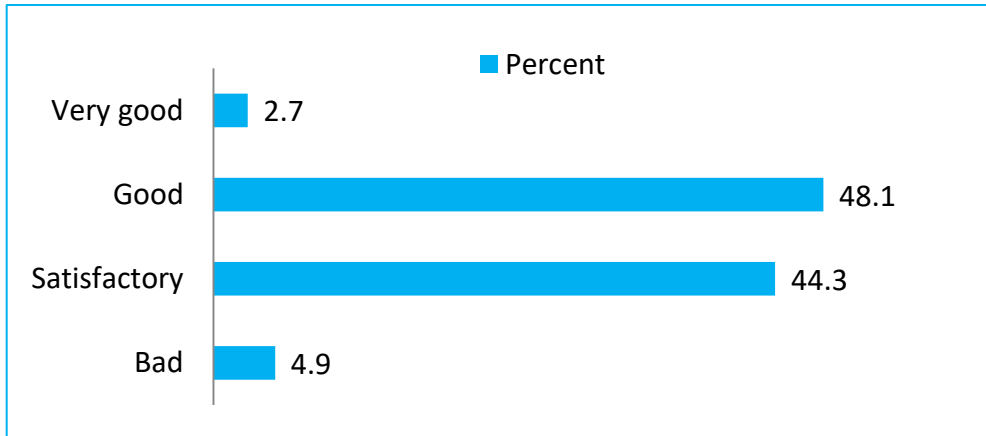
6.1.1: Procedure for obtaining publication.



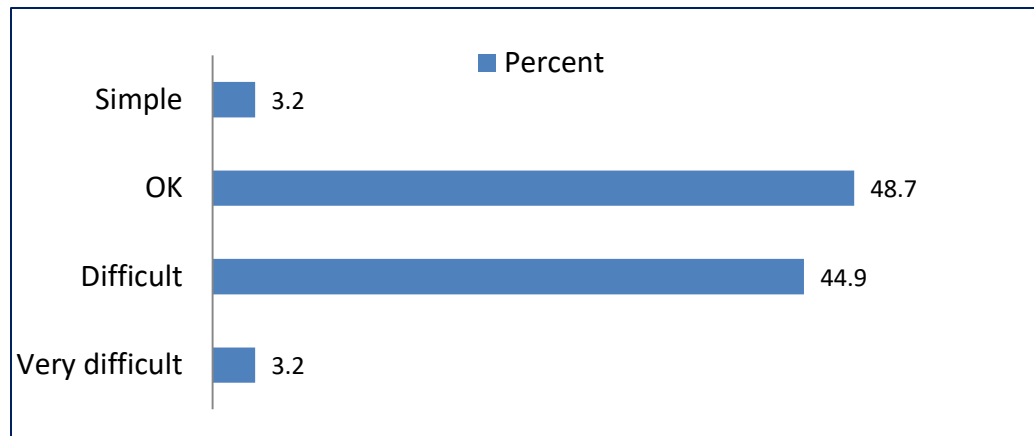
6.1.2: Staff availability for distributing publications.

# 6.2: Library use

6.2.1: Organization of publications, books and documents in library.

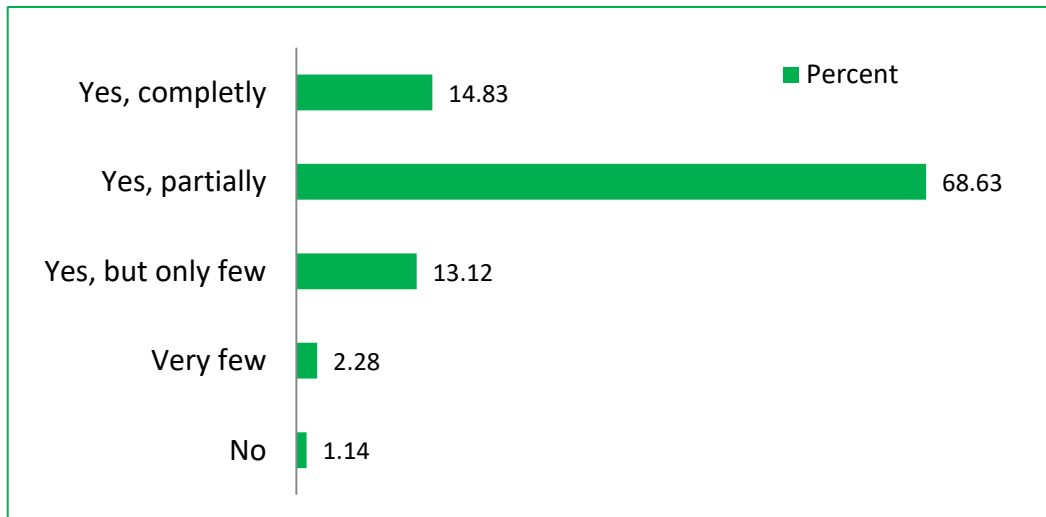
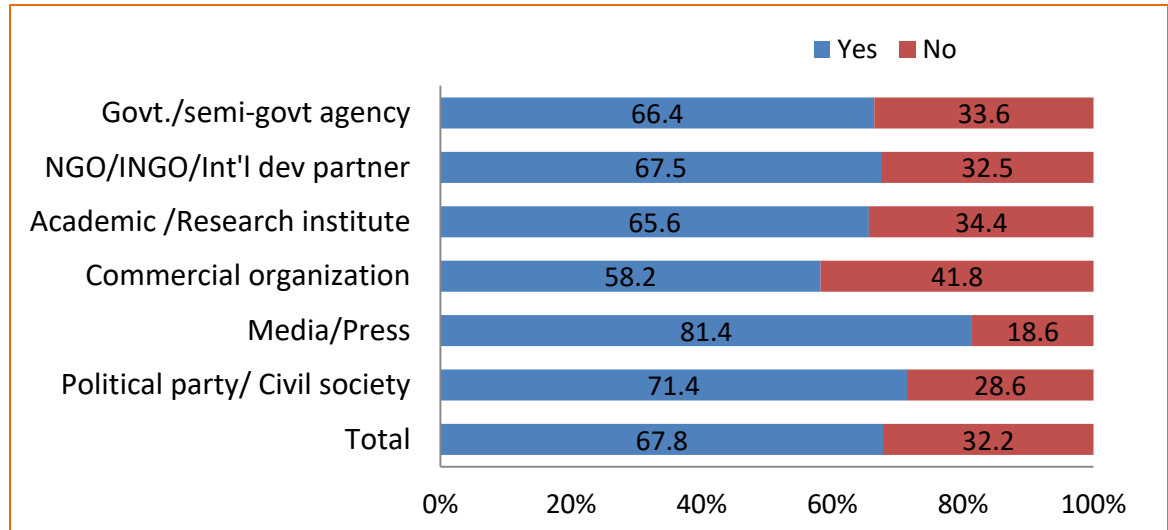


6.2.2: Procedure for using library.



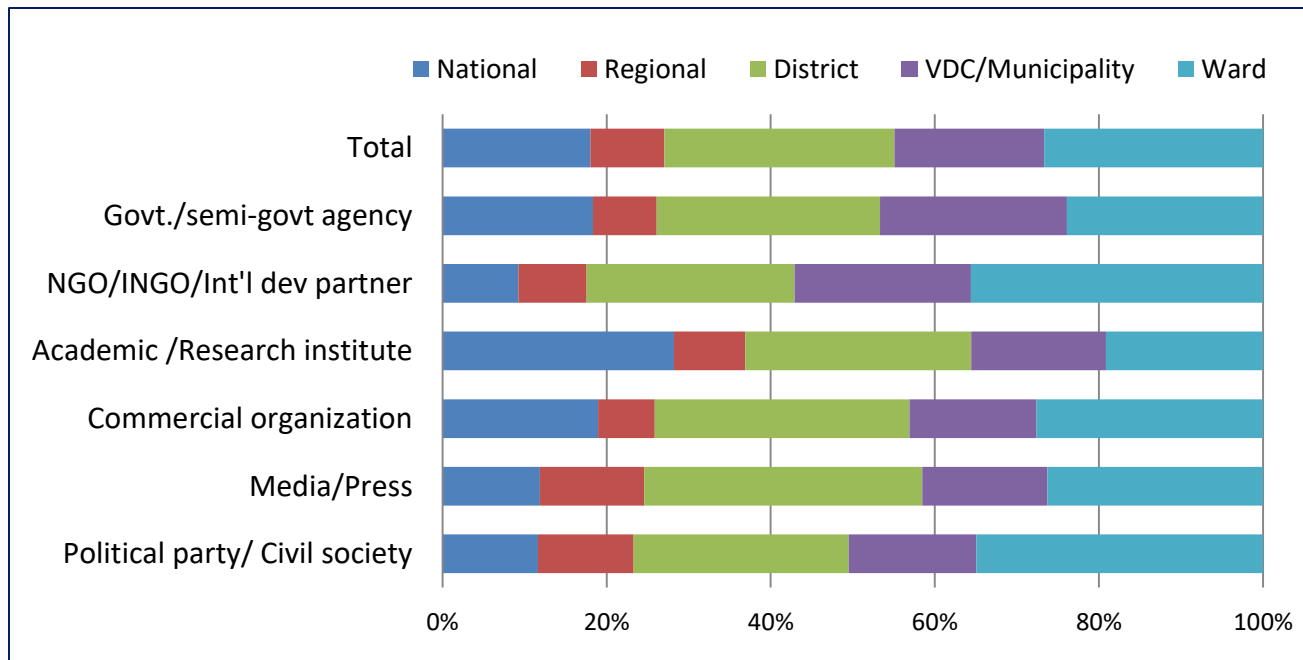
# 7: Service of Statistics Office in district

7.1: Any kind of statistical service taken from SO in districts.



7.2: Availability of statistics/publication of user needs in SO in districts.

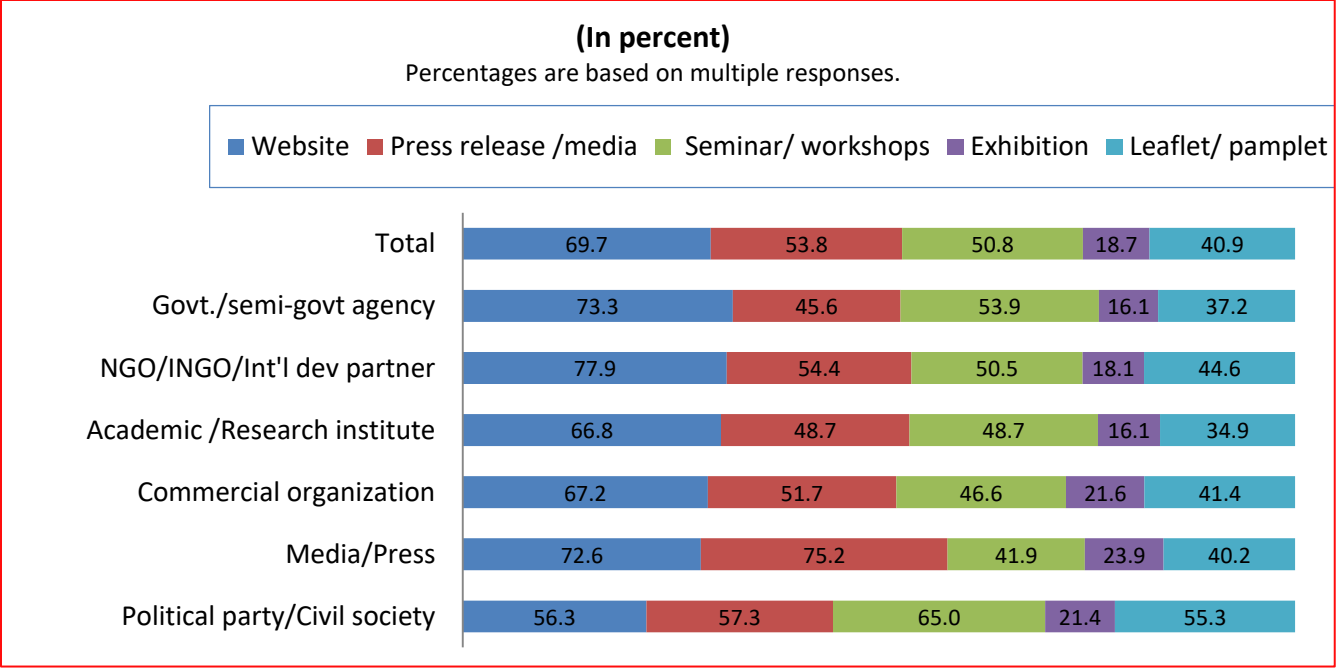
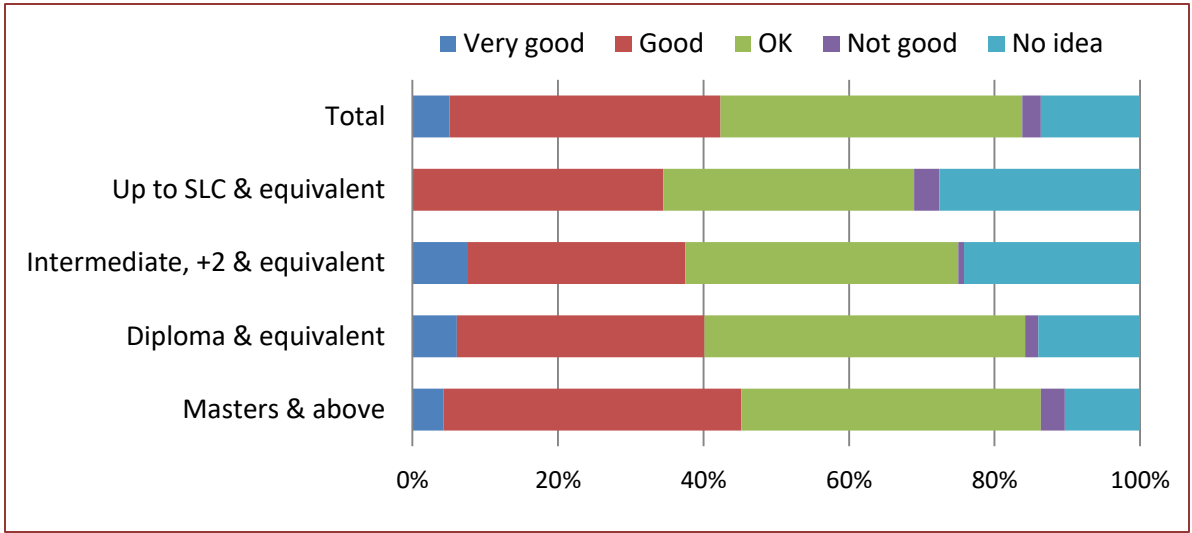
### 7.3: Geographical disaggregated statistics that users wish to obtain from Statistics Office in districts.



# 8. User's Feedback

8.1: Users perspective on dissemination of final results of survey, census and national accounts estimates from CBS.

8.2: Best option to improve and make more effective dissemination system in CBS.



### 8.3: What should be done to make the surveys and censuses more informative and effective?

(In Percentage)

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.

### 8.4: What should be done to promote the use of statistics produced by CBS?

(In Percentage)

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.

## 8.5: Additional area of statistics of users demands.

