

User satisfaction survey - 2009

In the period from 1 July to 31 December 2009, the seventh user satisfaction survey of users of statistical outputs of the Czech Statistical Office (CZSO) was carried out. Since the previous user satisfaction surveys had a decreasing response rate, the Top Quality Management (TQM) Committee decided on 17 June 2009 to newly create a link [Surveys](#) on the website of the CZSO where a questionnaire in an electronic form would be available to users during the whole year. The user satisfaction survey will be evaluated for individual quarters and for the whole year. The submitted analysis includes the second half-year of 2009.

The survey (inquiry) took place in an electronic form. The questionnaire has not been modified in any sense compared to the one from the previous year and therefore the results can be compared in a time series. Questions were divided into thirteen thematic groups (including an opportunity to add further comments or suggestions).

We received 227 valid questionnaires in total. Compared to the previous year, it was by two questionnaires less; however, the period for which the survey (inquiry) was taking place was longer. However, the survey captures only one half-year; starting from 2010, it will cover the whole year and therefore it can be assumed that the total number of responses will be higher.

The user satisfaction survey brought good results in all surveyed areas. Comments of respondents regarding what they are missing in statistical services and products have been factual (objective) and they also contained praise for helpfulness and expert assistance (professional help) of individual employees of the CZSO. The following belong to the key results of the 2009 user satisfaction survey (inquiry):

- The number of responses to be processed remained on the same level as in the previous year, i.e. 227 (it was 229 in 2008); however, the way of data collection changed from an ad hoc event lasting for about 2 months to an ongoing one while for the year 2009 responses are only available for half a year.
- The total mark for satisfaction with products and services of the CZSO is 1.97, which is a better result than in the 2008 user satisfaction survey (the average mark of 2.10).
- Users-respondents from a professional group of analysts, academics, employees in research and development are the most satisfied with provided statistical information (mark 1.72) as well as representatives of the state administration and local administration (mark 1.76). Respondents from "other" professional groups and students are the least satisfied (marks 2.17 and 2.14, respectively).
- As for the structure of respondents, a professional group of students increased (35% in 2009 compared to 18% in 2008); there was a decrease in the group of the state administration and local administration (17% in 2009, 26% in 2008). It is possible that the high proportion of students in the structure of respondents is owing to their higher willingness to participate in the survey (inquiry), which it was also possible to fill in for a longer period of time.
- A quarter of the respondents uses statistical information for their school projects / coursework / thesis, further for research and analysis (22%) or as a matter of interest / for information (20%).
- Most of the respondents can be considered regular users of statistical outputs (78% of respondents search for information on a daily / weekly / monthly / annual basis); however, the number of respondents only searching for data as an exception increased by 13%. In total, respondents use data less frequently than in the previous year.
- Almost 60% of the respondents consider statistical information to be accessible in an excellent or a very good way, another 30% of users consider it to be well accessible. Accessibility is assessed the best by weekly users. The average mark for accessibility of information is 2.35 (in 2008 it was 2.38).
- Employees of the CZSO are assessed by respondents in a very positive way. The average mark for professional competence of employees is 1.54 (it was 1.63 in 2008) and the mark for helpfulness of employees is 1.35 (it was 1.48 in 2008). Professional

competence and expertise of employees is assessed by the respondents the best by those who use statistical information annually.

- Over a half of the respondents uses time series and the most update data. Concurrently, their satisfaction with them is also above average. The average satisfaction with statistical information is on the level of 91%.
- Most of all, the respondents would like to have a higher number of analytical studies and information that is more understandable for the lay public.