

Notes:

- – you can choose just one answer
- – you can choose many answers
- * – mandatory field
- Red text – explanation text not included in the questionnaire



User survey „User satisfaction with NBS products and services”

Introduction

Dear user,

To find out your degree of satisfaction with products and services provided by National Bureau of Statistics we invite you to fill in the following questionnaire that lasts up to 10 minutes. Your opinion is very important to us in order to improve our products and services and offer you those that best meet your needs.

We assure you that your individual answers will be dealt with in strict confidence.

We rely on your feedback and wish to thank you in advance for your input.

User type

1) * To which user group do you belong?

- Representative of central public authority
- Representative of local public authority
- Representative of public or private enterprise
- Representative of financial, banking or insurance institution
- Representative of NGO, consulting company or analytical group
- Representative of mass-media
- Representative of research Institution
- Representative of higher education institution
- Representative of primary, secondary or postsecondary education institution
- Representative of international organization, embassy or consulate
- Master or doctoral student
- Pupil or student
- Other category

Please specify

2) * What type of user of statistical data are you?

- Light user
e.g. use data visualisations, graphs and statistical articles which are easy to read to get interpreted data; use data to support opinions in discussions, share data on social media, use data in class or

want to explore what is available out of curiosity; visit the NBS website on occasional basis; have a medium to low statistical literacy and computer proficiency.

- Intermediate user
e.g. look for raw data / predefined tables or work with existing data visualisations and ready-to-use interpretations in publications/reports to support work, for personal interest (e.g. to verify data in news articles) or to get a basic understanding of what is available for future reference; use NBS data on a weekly to monthly basis; have a medium statistical literacy and computer proficiency.
- Advanced user
e.g. use the database to mainly obtain raw data and adjust table and data to their needs; draw their own conclusions based on specific data for their job; download data very frequently (even daily); have a high statistical literacy and computer proficiency.

3) * Some information about you, to know you better. What is your...

a. Sex

- Male
- Female

b. Age

- Under 16
- 16 - 29
- 30 - 49
- 50 - 64
- 65 and over

c. Education level

- Incomplete secondary general education
- Secondary general education
- Secondary vocational education
- Postsecondary vocational education
- Higher education (including cycle I)
- Master's degree (including cycle II and integrated higher education, residency)
- Doctorate, postdoctorate

Use of statistical data

4) * Which statistical data do you mainly use?

- Agriculture
- Constructions
- Culture and sport
- Domestic trade and services
- Dwellings and public utilities
- Earnings statistics
- Education and science
- Energy statistics
- Entrepreneurship
- Environment
- External trade
- Finance
- Gender statistics
- Health protection
- Industry
- Information technologies. Post and telecommunications
- Investments in assets
- Justice and crime
- Labour force

- Living standard of the population
- National Accounts
- Population and demographic processes
- Population social assistance
- Prices
- Regional statistics
- Time use
- Tourism
- Transport
- Other

Please specify

5) * What is the purpose of using statistical data?

- Policy monitoring
- Development of normative and legislative acts
- Long term and short term decision making
- Analysis or scientific research
- Preparation of media materials
- Regional / local comparisons
- Marketing analysis
- Preparation of courses, theses, bachelor's theses
- Training or teaching
- Curiosity, personal information
- Other

Please specify

Use of products and services

6) * What NBS products and services do you use?

- Official website
- Statistical databank
- Publications
- Press releases
- Infographics
- Interactive apps (CPI calculator, Life expectancy calculator, Visualisation of financial statements etc.)
- Gender Pulse platform
- Census platform
- Request of statistical data
- Social media (Facebook, Twitter, Youtube)
- Greenline

7) * How often do you use NBS products and services?

(Only the products and services selected in the question 6 should appear in the table below)

Very often (several times	Often (more than once	Sometimes (at least once per month)	Rarely (some times a year)	Very rarely (once in
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	per week)	per month)			several years)
Official website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical databank	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Press releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infographics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive apps (CPI calculator, Life expectancy calculator, Visualisation of financial statements etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender Pulse platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Census platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request of statistical data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (Facebook, Twitter, Youtube)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Greenline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8) * How satisfied are you with NBS products and services?

(Only the products and services selected in the question 6 should appear in the table below)

	Very satisfied	Satisfied	Somehow satisfied	Not satisfied at all	No opinion
Official website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical databank	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistical publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Press releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infographics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive apps (CPI calculator, Life expectancy calculator, Visualisation of financial statements etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender Pulse platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Census platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request of statistical data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Social media
(Facebook, Twitter,
Youtube)

○ ○ ○ ○ ○

Greenline

○ ○ ○ ○ ○

9) What improvements for the products and services you use would you suggest?
(Only the products and services selected in the question 6 should appear in the table below)

Official website

Statistical databank

Statistical publications

Press releases

Infographics

Interactive apps (CPI calculator, Life expectancy calculator, Visualisation of financial statements etc.)

Gender Pulse platform

Census platform

Request of statistical data

Social media (Facebook, Twitter, Youtube)

Greenline

10) What new products and services that NBS does not provide at present you would like to use?

11) * In general, how much do you trust the statistical data disseminated via NBS products and services?

- Trust them greatly
- Tend to trust them
- Tend not to trust them
- Distrust them greatly
- No opinion

and the last question

12) How did you found out about this survey?

- E-mail from NBS
- NBS website
- Social media (Facebook, Twitter)
- Recommendation from an NBS employee
- Recommendation from a friend/colleague
- Other

Please specify

YOU HAVE SUCCESSFULLY COMPLETED OUR QUESTIONNAIRE!

Thank you for taking time to answer our questionnaire. We sincerely appreciate your honest opinion and will take your input into consideration while improving our products and services in the near future.