

Public opinion survey on user satisfaction with official statistical data

Hello,

Magenta Consulting conducts a survey among users of statistical data in the Republic of Moldova, the results of which will be used by the National Bureau of Statistics for the further development of national statistics. The purpose of this survey is to determine the data users' opinion on the preferred media and data sources, as well as the level of satisfaction with the statistics provided by them.

Your opinion is very important, as it will help to improve the products and statistics provided by the National Bureau of Statistics and other data producers, taking into account the current users' needs. The questionnaire takes up to 15 minutes to complete. We assure you that your answers will be treated with the utmost confidentiality. We are counting on your answers and thank you in advance for your feedback.

INSTRUCȚIUNI PROGRAMARE

Chapter 1: The data user profile

1. What is your age? (one answer)

Please indicate the exact age:

2. What is your gender? (one answer)

Female	1
Male	2
Other	3
Prefer not to say	4

3. What is your highest level of education attained? (one answer)

Doctoral, postdoctoral studies	1
Master's degree studies	2
Incomplete higher education (bachelor's degree)	3
Secondary specialized studies (centers of excellence, colleges, vocational schools, etc.)	4
Upper secondary education – school (grades X-XI), lyceum education (grades X-XII)	5
Secondary education – gymnasium (grades V-to IX)	6
Primary school (grades I-IV))	7
No formal education	8
Refused	99

4. From which category of users do you belong to? (one response)

Central Public Administration (Central Government, Ministry, Parliament, President office and other government bodies)	1	
Local Public Administration	2	
Higher learning institution / Academia / University	3	
Research institutions / research agencies / Academy of Sciences of Moldova	4	
Business / commercial company / private sector	5	
Financial institution (banks, insurance companies etc.)	6	
Media institution / press (including freelance journalists)	7	
Trade union / professional associations	8	
International organization	9	
Political party or organization	10	
International organization	11	
Diplomatic Mission / Embassy / consulate	12	
Private individual / citizens / general public / students	13	Doar pentru sondaj online
Other, please specify _____		

Chapter 2: Particularities of information and data use

5. Which of the following categories of statistical data users suits for you? (one response)

Light user / occasional user - You read reports, you have a basic interest in statistics, you do some simple calculations, like percentages	1
Intermediate user - You analyze and interpret data tables, you use NBS data weekly or monthly.	2
Advanced user - You operate with databases and perform statistical analysis; you download data very frequently (even daily)	3
I am not a user of statistical data	4 – stop

6. For which purposes do you use statistics? (select all that apply)

Elaboration, monitoring, evaluation of normative and legislative policies / acts	1
Scientific research	2
Preparation of media materials	3
Business decision making / marketing analysis	4
Formarea sau predarea/pregătirea tezelor, lucrărilor	5
Curiosity, personal information	6
Other, please specify _____	99

7. How often do you use statistics for professional / study purposes? (only one possible answer)

Daily	8	
Weekly	7	
Once in 2-3 weeks	6	
Monthly	5	
Once in 2-3 months	4	
Once in 6 months	3	
Once a year	2	
Less often than once a year	1	
I didn't use	99	Stop

8. How often do you use the following means of information for professional / study purposes: (1 answer per line)

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Means of information	Daily	Weekly	Once in 2-3 weeks	Monthly	Once in 2-3 months	Once in 6 months	Once a year	Less often than once a year	I didn't use
Statistical data and information published on the website of the National Bureau of Statistics	8	7	6	5	4	3	2	1	99
Official / formal requests to the National Bureau of Statistics (NBS) for statistical information	8	7	6	5	4	3	2	1	99
Ministries information/public agencies information on web/in media	8	7	6	5	4	3	2	1	99
Official / formal requests to ministries / institutions or public agencies for information and data	8	7	6	5	4	3	2	1	99
Information published on the Internet, provided by international organizations (World Bank, International Monetary Fund, and others)	8	7	6	5	4	3	2	1	99
Mass media: news sites / portals, radio / TV sites, social networks	8	7	6	5	4	3	2	1	99
Information published on the Internet, provided by non-	8	7	6	5	4	3	2	1	99

governmental organizations (NGOs)									
Official / formal requests to NGOs for information and data	8	7	6	5	4	3	2	1	99
Information published on the Internet, provided by research institutions (state or private)	8	7	6	5	4	3	2	1	99
Official / formal requests to research institutions	8	7	6	5	4	3	2	1	99
Other media, please indicate	8	7	6	5	4	3	2	1	99

Chapter 3: Opinion about the sources of information

9. How often do you **USE** statistical information from the following DATA SOURCES AND STATISTICAL INFORMATION? (one answer at a time)

Data sources	Daily	Weekly	Once in 2-3 weeks	Monthly	Once in 2-3 months	Once in 6 months	Once a year	Less often than once a year	I didn't use
National Bureau of Statistics	8	7	6	5	4	3	2	1	99
National Bank of Moldova	8	7	6	5	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>									
Ministry of Finance and subordinate authorities / institutions	8	7	6	5	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	8	7	6	5	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	8	7	6	5	4	3	2	1	99
Ministry of Environment and subordinate authorities	8	7	6	5	4	3	2	1	99
Ministry of Health and subordinate authorities	8	7	6	5	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	8	7	6	5	4	3	2	1	99
Ministry of Justice and subordinate authorities	8	7	6	5	4	3	2	1	99
Ministry of Education and Research and subordinate authorities	8	7	6	5	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	8	7	6	5	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	8	7	6	5	4	3	2	1	99

Ministry of Culture and subordinate authorities	8	7	6	5	4	3	2	1	99
<i>Other data holders (public administrative authorities and other institutions)</i>									
Public Services Agency	8	7	6	5	4	3	2	1	99
National Regulatory Agency for Electronic Communications and Information Technology	8	7	6	5	4	3	2	1	99
Land Relations and Cadastre Agency	8	7	6	5	4	3	2	1	99
National Social Insurance House	8	7	6	5	4	3	2	1	99
Other, please specify	8	7	6	5	4	3	2	1	99

Instrucțiune programare: la Q 10 – 17, apar doar instituțiile utilizate la Q9 (cod 1-8 la Q9)

10. How much do you **TRUST** the information that comes from the following SOURCES of INFORMATION? (one possible answer per line)

Data sources	I totally trust	I rather trust	I rather do not trust	I do not trust at all	DK/NA
National Bureau of Statistics	4	3	2	1	99
National Bank of Moldova	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>					
Ministry of Finance and subordinate authorities / institutions	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	4	3	2	1	99
Ministry of Environment and subordinate authorities	4	3	2	1	99
Ministry of Health and subordinate authorities	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	4	3	2	1	99
Ministry of Justice and subordinate authorities	4	3	2	1	99
Ministry of Education and Research and subordinate authorities	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	4	3	2	1	99
Ministry of Culture and subordinate authorities	4	3	2	1	99
<i>Other data holders (public administrative authorities and other institutions)</i>	4	3	2	1	99
Public Services Agency	4	3	2	1	99
National Regulatory Agency for Electronic Communications and Information Technology	4	3	2	1	99
Land Relations and Cadastre Agency	4	3	2	1	99
National Social Insurance House	4	3	2	1	99
Other, please specify					

11. To what extent the statistic information you receive from the following sources is **RELEVANT** for practical application, ie to what extent does it meet your information needs? Is it useful to you?

Data sources	Totally relevant	Rather relevant	Rather not relevant	Not relevant at all	DK/NA
National Bureau of Statistics	4	3	2	1	99
National Bank of Moldova	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>					
Ministry of Finance and subordinate authorities / institutions	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	4	3	2	1	99
Ministry of Environment and subordinate authorities	4	3	2	1	99
Ministry of Health and subordinate authorities	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	4	3	2	1	99
Ministry of Justice and subordinate authorities	4	3	2	1	99
Ministry of Education and Research and subordinate authorities	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	4	3	2	1	99
Ministry of Culture and subordinate authorities	4	3	2	1	99
<i>Other data holders (public administrative authorities and other institutions)</i>					
Public Services Agency	4	3	2	1	99
National Regulatory Agency for Electronic Communications and Information Technology	4	3	2	1	99
Land Relations and Cadastre Agency	4	3	2	1	99
National Social Insurance House	4	3	2	1	99
Other, please specify					

12. To what extent the information that comes from the following sources, is **OPPORTUNE**, meaning to what extent the information is available to you during the period in which it remains useful for its main purposes?

Data sources	Totally opportune	Rather opportune	Rather not opportune	Not opportune at all	DK/NA
National Bureau of Statistics	4	3	2	1	99
National Bank of Moldova	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>					
Ministry of Finance and subordinate authorities / institutions	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	4	3	2	1	99
Ministry of Environment and subordinate authorities	4	3	2	1	99
Ministry of Health and subordinate authorities	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	4	3	2	1	99
Ministry of Justice and subordinate authorities	4	3	2	1	99

Ministry of Education and Research and subordinate authorities	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	4	3	2	1	99
Ministry of Culture and subordinate authorities	4	3	2	1	99
<i>Other data holders (public administrative authorities and other institutions)</i>					
Public Services Agency	4	3	2	1	99
National Regulatory Agency for Electronic Communications and Information Technology	4	3	2	1	99
Land Relations and Cadastre Agency	4	3	2	1	99
National Social Insurance House	4	3	2	1	99
Other, please specify					

13. To what extent the information from the following sources is **ACCESSIBLE**, ie how easy is it to obtain it, including on the requested media (file, database, web page, printed publications, etc.)? (One possible answer per line)

Data sources	Totally accessible	Rather accessible	Rather not accessible	Not accessible at all	DK/NA
National Bureau of Statistics	4	3	2	1	99
National Bank of Moldova	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>					
Ministry of Finance and subordinate authorities / institutions	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	4	3	2	1	99
Ministry of Environment and subordinate authorities	4	3	2	1	99
Ministry of Health and subordinate authorities	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	4	3	2	1	99
Ministry of Justice and subordinate authorities	4	3	2	1	99
Ministry of Education and Research and subordinate authorities	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	4	3	2	1	99
Ministry of Culture and subordinate authorities	4	3	2	1	99
<i>Other data holders (public administrative authorities and other institutions)</i>					
Public Services Agency	4	3	2	1	99
National Regulatory Agency for Electronic Communications and Information Technology	4	3	2	1	99
Land Relations and Cadastre Agency	4	3	2	1	99
National Social Insurance House	4	3	2	1	99
Other, please specify					

14. To what extent the information from the following sources is **CLEAR**, meaning that it is easy to understand (one answer per line)?

Data sources	Totally clear	Rather clear	Rather not clear	Not clear at all	DK/NA
National Bureau of Statistics	4	3	2	1	99
National Bank of Moldova	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>					
Ministry of Finance and subordinate authorities / institutions	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	4	3	2	1	99
Ministry of Environment and subordinate authorities	4	3	2	1	99
Ministry of Health and subordinate authorities	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	4	3	2	1	99
Ministry of Justice and subordinate authorities	4	3	2	1	99
Ministry of Education and Research and subordinate authorities	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	4	3	2	1	99
Ministry of Culture and subordinate authorities	4	3	2	1	99
<i>Other data holders (public administrative authorities and other institutions)</i>					
Public Services Agency	4	3	2	1	99
National Regulatory Agency for Electronic Communications and Information Technology	4	3	2	1	99
Land Relations and Cadastre Agency	4	3	2	1	99
National Social Insurance House	4	3	2	1	99
Other, please specify					

15. The what extent the information from the following sources is **COHERENT** and **COMPARABLE**, (assumes that consistent information can be validly combined and used together; geographical or other areas)? (one answer per line)

Data sources	Totally coherent and comparable	Rather coherent and comparable	Rather not at all coherent and comparable	Not at all coherent and comparable	DK/NA
National Bureau of Statistics	4	3	2	1	99
National Bank of Moldova	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>					
Ministry of Finance and subordinate authorities / institutions	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	4	3	2	1	99

Ministry of Environment and subordinate authorities	4	3	2	1	99
Ministry of Health and subordinate authorities	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	4	3	2	1	99
Ministry of Justice and subordinate authorities	4	3	2	1	99
Ministry of Education and Research and subordinate authorities	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	4	3	2	1	99
Ministry of Culture and subordinate authorities	4	3	2	1	99
<i>Other data holders (public administrative authorities and other institutions)</i>					
Public Services Agency	4	3	2	1	99
National Regulatory Agency for Electronic Communications and Information Technology	4	3	2	1	99
Land Relations and Cadastre Agency	4	3	2	1	99
National Social Insurance House	4	3	2	1	99
Other, please specify					

16. How **SATISFIED** you are with the information and statistic data from the following DATA SOURCES? (one answer per line)

Data sources	Very satisfied	Somewhat satisfied	Neither satisfied, nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	DK/NA
National Bureau of Statistics	5	4	3	2	1	99
National Bank of Moldova	5	4	3	2	1	99
<i>Ministries, including other subordinate central public authorities</i>						
Ministry of Finance and subordinate authorities / institutions	5	4	3	2	1	99
Ministry of Economy and subordinate authorities / institutions	5	4	3	2	1	99
Ministry of Agriculture and Food Industry and subordinate authorities / institutions	5	4	3	2	1	99
Ministry of Environment and subordinate authorities	5	4	3	2	1	99
Ministry of Health and subordinate authorities	5	4	3	2	1	99
Ministry of Internal Affairs and subordinate authorities	5	4	3	2	1	99
Ministry of Justice and subordinate authorities	5	4	3	2	1	99
Ministry of Education and Research and subordinate authorities	5	4	3	2	1	99
Ministry of Labor and Social Protection and subordinate authorities	5	4	3	2	1	99
Ministry of Infrastructure and Regional Development and subordinate authorities	5	4	3	2	1	99

Ministry of Culture and subordinate authorities
Other data holders (public administrative authorities and other institutions)
 Public Services Agency
 National Regulatory Agency for Electronic Communications and Information Technology
 Land Relations and Cadastre Agency
 National Social Insurance House
 Other, please specify

5	4	3	2	1	99
5	4	3	2	1	99
5	4	3	2	1	99
5	4	3	2	1	99
5	4	3	2	1	99

Chapter 4: Satisfaction with NBS products and statistics data

17. How often have you used the following statistical data provided by National Statistics Office? (one answer per line)

Statistic domain	Daily	Weekly	Once in 2-3 weeks	Monthly	Once in 2-3 months	Once in 6 months	Once a year	Less often than once a year	I didn't use
Agriculture	8	7	6	5	4	3	2	1	99
Entrepreneurship	8	7	6	5	4	3	2	1	99
Foreign trade	8	7	6	5	4	3	2	1	99
Internal trade in goods and services	8	7	6	5	4	3	2	1	99
Construction	8	7	6	5	4	3	2	1	99
National accounts	8	7	6	5	4	3	2	1	99
Culture and sports	8	7	6	5	4	3	2	1	99
Power	8	7	6	5	4	3	2	1	99
Finance	8	7	6	5	4	3	2	1	99
Workforce	8	7	6	5	4	3	2	1	99
Industry	8	7	6	5	4	3	2	1	99
Asset investments	8	7	6	5	4	3	2	1	99
Education and science	8	7	6	5	4	3	2	1	99
Justice and crime	8	7	6	5	4	3	2	1	99
Housing and public utilities	8	7	6	5	4	3	2	1	99
Environment	8	7	6	5	4	3	2	1	99
Living standards of the population	8	7	6	5	4	3	2	1	99
Health care	8	7	6	5	4	3	2	1	99
Population and demographic processes	8	7	6	5	4	3	2	1	99
Prices	8	7	6	5	4	3	2	1	99
Social protection of the population	8	7	6	5	4	3	2	1	99
Gender statistics	8	7	6	5	4	3	2	1	99
Regional statistics	8	7	6	5	4	3	2	1	99
Salary statistics	8	7	6	5	4	3	2	1	99
Information technology. Post and telecommunications	8	7	6	5	4	3	2	1	99
transport	8	7	6	5	4	3	2	1	99
Tourism	8	7	6	5	4	3	2	1	99
Use of time	8	7	6	5	4	3	2	1	99
Other, _____	8	7	6	5	4	3	2	1	99

La întrebarea 18 apar domeniile statistice utilizate (Q17, COD 8-1)

18. How satisfied or dissatisfied are you with the following statistical data provided by National Statistical Office products and services / (one answer per line)

	Very satisfied	Somewhat satisfied	Neither satisfied, nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know / not applicable
Agriculture	5	4	3	2	1	99
Entrepreneurship	5	4	3	2	1	99
Foreign trade	5	4	3	2	1	99
Internal trade in goods and services	5	4	3	2	1	99
Construction	5	4	3	2	1	99
National accounts	5	4	3	2	1	99
Culture and sports	5	4	3	2	1	99
Power	5	4	3	2	1	99
Finance	5	4	3	2	1	99
Workforce	5	4	3	2	1	99
Industry	5	4	3	2	1	99
Asset investments	5	4	3	2	1	99
Education and science	5	4	3	2	1	99
Justice and crime	5	4	3	2	1	99
Housing and public utilities	5	4	3	2	1	99
Environment	5	4	3	2	1	99
Living standards of the population	5	4	3	2	1	99
Health care	5	4	3	2	1	99
Population and demographic processes	5	4	3	2	1	99
Prices	5	4	3	2	1	99
Social protection of the population	5	4	3	2	1	99
Gender statistics	5	4	3	2	1	99
Regional statistics	5	4	3	2	1	99
Salary statistics	5	4	3	2	1	99
Information technology. Post and telecommunications	5	4	3	2	1	99
transport	5	4	3	2	1	99
Tourism	5	4	3	2	1	99
Use of time	5	4	3	2	1	99
Other, _____	5	4	3	2	1	99

19. How often do you use the following National Statistical Office products and services? (one answer per line)

	Daily	Weekly	Once in 2-3 weeks	Monthly	Once in 2-3 months	Once in 6 months	Once a year	Less often than once a year	I didn't use
Website (www.statistica.gov.md)	8	7	6	5	4	3	2	1	99
Statistical databank http://statbank.statistica.md (online interactive tool)	8	7	6	5	4	3	2	1	99
Publications of statistical data	8	7	6	5	4	3	2	1	99
Press releases	8	7	6	5	4	3	2	1	99
Infographics	8	7	6	5	4	3	2	1	99
Interactive products (Consumer Price Index Calculator, View financial statements etc.)	8	7	6	5	4	3	2	1	99
Platform Gender Pulse www.genderpulse.md	8	7	6	5	4	3	2	1	99

P Platform Population and Housing Census in the Republic of Moldova in 2014 http://recensamant.statistica.md	8	7	6	5	4	3	2	1	99
Statistical data request	8	7	6	5	4	3	2	1	99
Social Media (Facebook, Twitter, Telegram, YouTube)	8	7	6	5	4	3	2	1	99

La întrebarea Q20, apar produsele si serviciile selectate la Q19 (Q19, cod 8-1)

20. How satisfied or dissatisfied are you with the following National Statistical Office products and services (one answer per line)

	Very satisfied	Somewhat satisfied	Neither satisfied, nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know / not applicable
Website (www.statistica.gov.md)	5	4	3	2	1	99
Statistical databank http://statbank.statistica.md (online interactive tool)	5	4	3	2	1	99
Publications of statistical data	5	4	3	2	1	99
Press releases	5	4	3	2	1	99
Infographics	5	4	3	2	1	99
Interactive products (Consumer Price Index Calculator, View financial statements etc.)	5	4	3	2	1	99
Platform Gender Pulse www.genderpulse.md	5	4	3	2	1	99
P Platform Population and Housing Census in the Republic of Moldova in 2014 http://recensamant.statistica.md	5	4	3	2	1	99
Statistical data request	5	4	3	2	1	99
Social Media (Facebook, Twitter, Telegram, YouTube)	5	4	3	2	1	99

Chapter 5: Statistical data users' needs

21. To what extent are your official statistical data needs covered? (only one possible answer)

Fully covered	4
More covered	3
More uncovered	2
Not covered at all	1
Don't know / hard to say	99

22. What other additional data / statistics do you need for professional / study purposes? (open answer)

23. Are there any difficulties for you to obtain access to official statistics? (select all that apply)

Yes, cost of services	1
Yes, lack of knowledge where to obtain the statistics	2

Yes, lack of knowledge that such data exists	3
Yes, the NSOs staff does not respond in time	5
Yes, statistics is not available on the website	6
Yes, information is difficult to understand or use	7
Yes, other difficulties, please specify _____	8
No difficulties	99

24. Do you think that you would need a training program on the use of statistical data? (only one possible answer)

Yes	1
No	2
I do not know	3

Întrebarea Q25 apare pentru acei care au spus DA la întrebarea Q24. (Q24 = 1)

25. What training topics could you suggest? (open answer)

26. What additional comments do you have on the use of statistical data and proposals for improving the work of statistical producers in the country? (open answer)

Thank you!