

Magenta Consulting  
Columna 86 street,  
3rd floor MD-2012,  
Chisinau,  
Republic of Moldova  
Tel: +373 22 854384  
www.consulting.md

magentaconsulting

ESOMAR  
member

# SURVEY ON THE LEVEL OF DATA USER SATISFACTION WITH THE OFFICIAL STATISTICS OF THE REPUBLIC OF MOLDOVA

**BENEFICIARY:** NATIONAL BUREAU OF STATISTICS OF THE REPUBLIC OF  
MOLDOVA  
**IMPLEMENTER:** S.C. MAGENTA CONSULTING S.R.L.

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Dumitru Slonovschi

General Director  
E-mail: d.slonovschi@consulting.md  
Tel: +373 79467559



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## INTRODUCTION

This survey was carried out by Magenta Consulting for the National Bureau of Statistics of the Republic of Moldova (NBS), as part of the European Union funded project “Technical Assistance to Support the National Bureau of Statistics of the Republic of Moldova” (ParStat).

### i.1 Aim and objectives of the survey

**Aim** of the survey:

- determine the user satisfaction with the information and statistical data provided by the NBS, as well as by other providers of official statistics;
- understand the general attitude towards the NBS and other data providers;
- determine how relevant, timely, accessible, clear, coherent and comparable is statistical information;
- identify the statistical data information sources, the frequency of their use, the level of trust, how data needs are covered, the difficulties in accessing the data and the training needs.

The results of this survey will also be used to establish the reference values of the indicators aimed at monitoring and assessment of the future Development Strategy 2022-2030 of the National Statistical System (NSS) and the Strategy Implementation Program. The following indicators have been analyzed:

- 1) The degree of access was assessed according to the users' opinion concerning several criteria:
  - 1.1 clarity (data are clear, accompanied by metadata)
  - 1.2 relevance (reflects users' informational needs)
  - 1.3 opportunity (data are disseminated at times that meet users' needs)
  - 1.4 accessibility (dissemination channels)
  - 1.5 Consistency and comparability
- 2) The degree of official statistics use by main users (central and local public authorities, NGOs, businesses, academia, etc.)
- 3) The degree of user satisfaction with the statistical information of NSS members.

The following method was applied to calculate clarity, relevance, opportunity, accessibility, coherence and comparability, the degree of user satisfaction with the statistical information indicators: In the survey, a general (average) index was calculated based on a scale from 1 to 4, where 1 is the minimum score, and 4 is the maximum score. The following formula was applied to calculate the indicator:  $(\text{the obtained average} - 1) / (4 - 1) * 100\% = \text{XX}\%$ .

The following scaling was applied to interpret the results:

- very low degree – 0-25%;
- low degree – 26-50%;
- average degree – 51-75%;
- high degree - >75%.

For the calculation of the indicator degree of official statistics use by the main users, was taken in consideration the share of people who use daily, weekly or monthly statistical data from at least one official source.

### i.2 Applied methodology

The data presented in this report were collected through quantitative and qualitative research. The following were performed:

- a survey based on 777 respondents, users of statistical data for professional or personal purposes;
- 7 in-depth interviews with professional statistical data users. The interviews were conducted by telephone or online, with representatives of the institutions in the target segments.

#### i.2.1 Sample and data collection

The distribution of the sample by the category of institutions is shown below.

Figure i.1: General sample, people

| Category of institutions   | Total sample |            | Telephone surveys / email, N | Online surveys, N |
|--|--------------|------------|------------------------------|-------------------|
|  | %            | N          |                              |                   |
| Central Public Administration  | 23.3         | 181        | 147                          | 34                |
| Local Public Administration  | 10.2         | 79         | 73                           | 6                 |
| Higher learning institution / Academia / University                        | 9.3          | 72         | 46                           | 26                |
| Research institutions / research agencies / Academy of Sciences of Moldova | 11.5         | 89         | 77                           | 12                |
| Business / commercial company / private sector                             | 14.5         | 113        | 81                           | 32                |
| Financial institutions (banks, insurance companies, etc.)                  | 4.6          | 36         | 32                           | 4                 |
| Media institution / press (including freelance journalists)                | 7.6          | 59         | 56                           | 3                 |
| Trade unions/professional associations                                     | 4.2          | 33         | 33                           | 0                 |
| NGOs / Civil Society   | 4.5          | 35         | 32                           | 3                 |
| Political party or organization  | 3.6          | 28         | 28                           | 0                 |
| International organizations  | 2.3          | 18         | 15                           | 3                 |
| Diplomatic Mission / Embassy / consulate                                   | 1.4          | 11         | 10                           | 1                 |
| Private individual / citizens / general public / students                  | 3.0          | 23         | 0                            | 23                |
| <b>Total</b>   | <b>100.0</b> | <b>777</b> | <b>630</b>                   | <b>147</b>        |

**Data collection methods:**

- filling in the questionnaire individually, the invitations were sent by email to the institutions;
- filling in the survey by telephone interview, the invitations were sent;
- filling in the questionnaire individually, the link was distributed on social media and on the official website of the NBS.

**The data collection process was performed in several stages:**

**Stage 1.** For each segment in the sample, a list of institutions or organizations was drawn up, whose representatives can participate in the survey. For example, in the case of higher learning institutions or representatives of the academia, a list of all learning institutions was prepared. In the case of CPA, a list of all ministries, government institutions and affiliated agencies was prepared. The same approach was applied to all other user segments.

**Stage 2.** Contact details (addresses, emails and telephone numbers from their websites) were collected for all main representatives of each group.

**Stage 3.** Potential respondents were contacted to participate in the survey. First of all, they received an email with an invitation to participate in the survey, with a link to the questionnaire and attached official letter from the NBS. In some cases, the institutions were called by Magenta Consulting operators to be briefed about the project and to request an email for an official letter. Once the official letter was sent, the institution was called to verify whether they received the letter and completed or not the survey. In some cases, the interview was conducted by telephone call, if that was more convenient for the respondent.

In addition to the survey intended for institutions, it also was promoted on social media and on the official website of the NBS, and people were encouraged to participate in the survey. The online survey (questionnaire), posted on the website and social media, was shorter than the survey questionnaire aimed at organizations.

The data was collected between 2 June 2022 and 24 June 2022.

**i.2.2 Questionnaire layout**

The questionnaire consisted of 26 questions that were structured in 5 sections: I. profile of data users, II. particularities of information and data use, III. opinions about statistical data sources, IV. satisfaction with NBS products and statistical data, V. users' needs of statistical data.

**i.2.3 Data analysis**

The data were analyzed using the SPSS 21 program.

**i.3 Research limits and barriers**

No limits and barriers were encountered during the survey that could have prevented its smooth conduct.

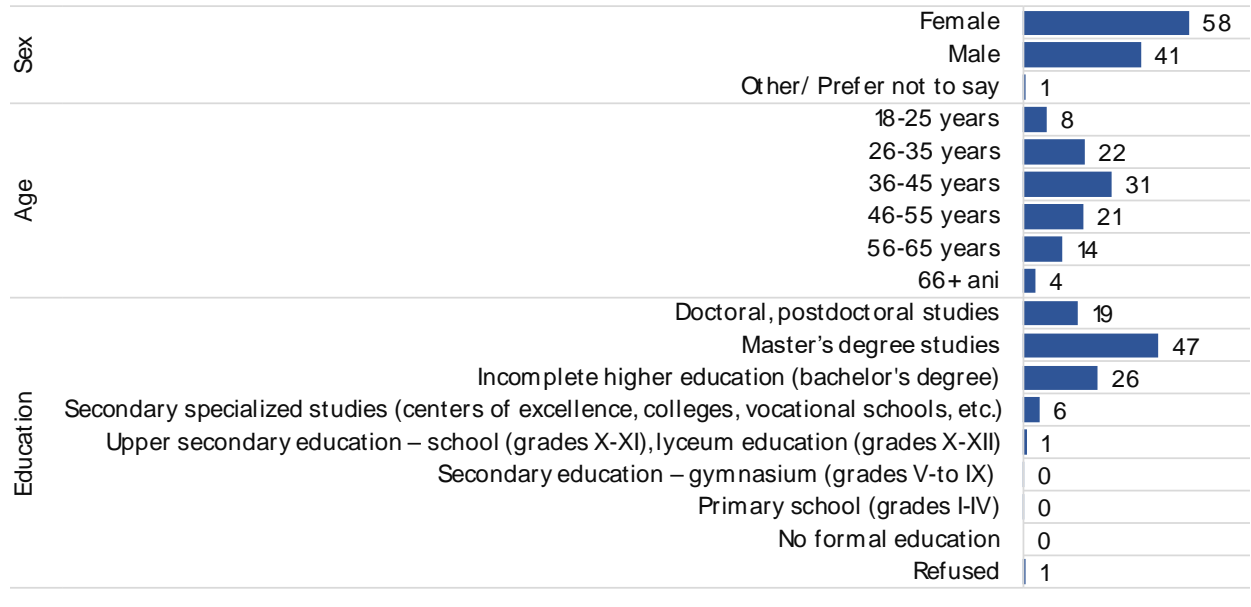
## ABBREVIATIONS

|         |  |
|---------|--|
| ASM     | Academy of Sciences of Moldova   |
| CPA     | Central Public Administration (Central Government, Ministry, Parliament, President office and other government bodies) |
| GDP     | Gross Domestic Product   |
| HI      | Hospitality Industry   |
| LPA     | Local Public Administration  |
| LRCA    | Land Relations and Cadastre Agency   |
| MAFI    | Ministry of Agriculture and Food Industry  |
| MC      | Ministry of Culture  |
| MEc     | Ministry of Economy  |
| MEnv    | Ministry of Environment  |
| MER     | Ministry of Education and Research   |
| MF      | Ministry of Finance  |
| MH      | Ministry of Health   |
| MIA     | Ministry of Internal Affairs   |
| MIRD    | Ministry of Infrastructure and Regional Development  |
| MJ      | Ministry of Justice  |
| MLSP    | Ministry of Labor and Social Protection  |
| NBM     | National Bank of Moldova   |
| NBS     | National Bureau of Statistics  |
| NGO     | Non-Governmental Organization  |
| NRAECIT | National Regulatory Agency for Electronic Communications and Information Technology                                    |
| NSIH    | National Social Insurance House  |
| p.p.    | Percentage points  |
| PHCP    | Population and Housing Census Platform   |
| PSA     | Public Services Agency   |
| SDB     | Statistical DataBank   |

## CHAPTER I: STATISTICAL DATA USER PROFILE

A total of 777 people participated in the survey, of which 58% were women and 41% were men. Most of the interviewed users have higher education (73%). Most of the survey participants are aged between 26-55 (74%).

**Figure 1.1: Socio-demographic profile of survey participants, N=777, %**





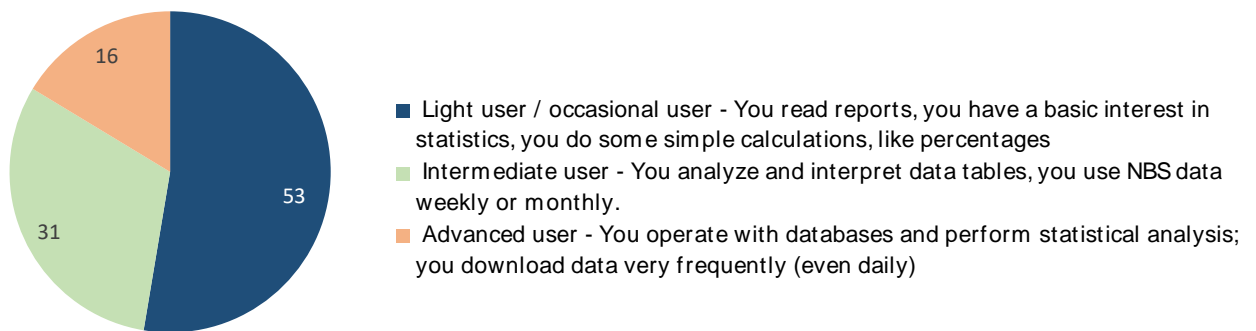
## CHAPTER II: PARTICULARITIES OF THE USE OF INFORMATION AND DATA

This chapter includes data relating to the category of users who participated in the survey, the purposes and frequency of use of the statistical data.

About half of the respondents (53%) self-identified themselves as occasional users. A share of 31% of respondents self-identified themselves as intermediate users, and 16% – as advanced users.

**Figure 2.1: Categories of statistical data users.**

"Q5. Which of the following categories of statistical data users do you belong to? (only one answer possible)", %

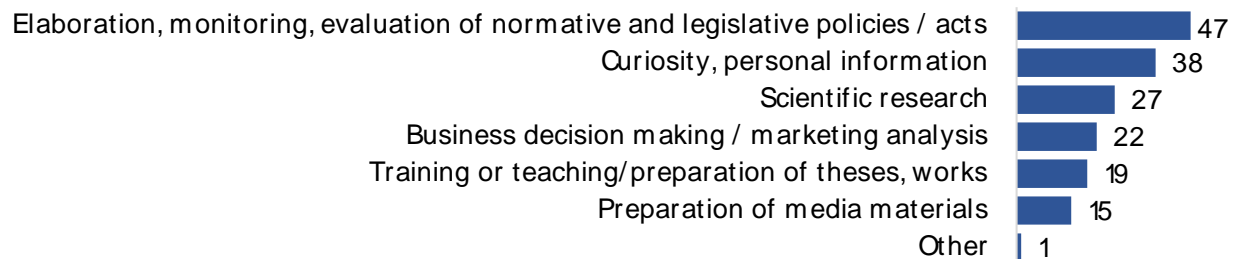


Participants in the In-Depth Interviews self-identified themselves as advanced or intermediate users of statistical data.

One in two respondents mentioned that he/she uses statistical data for the development, monitoring and evaluation of laws and regulations (47%). A share of 38% specified that they use the data for personal information or out of curiosity.

**Figure 2.2: Purposes of statistical data use.**

"Q6. What purposes do you use statistical data for? (multiple answers possible)", total sample, N=777, %



The participants in the In-Depth Interviews mentioned that they use in their work socio-demographic and socio-cultural data. In addition to the socio-demographic and socio-cultural data, they also mentioned statistical data specific to their field of activity. Thus, the representative of an international organization stated that lately the organization is interested in obtaining statistical data about refugees from Ukraine. That data helps them monitor how refugees are distributed in Moldova and coordinate the intervention to humanitarian needs, as well as ensure the access of refugees to protection mechanisms. The representative of the international organization claims that "*information is a key resource to provide adequate humanitarian support*".

One of the interviewees, working in a financial institution, reported using statistical data specific to his field of activity, concerning financial indicators, macroeconomic indicators, inflation data, etc.

## Chapter II: Particularities of the use of information and data

Media representatives, as information providers, use a variety of information and data such as: population statistics and various product data. This is done to argue and refer to a truthful source when delivering news to the population.

The representatives of educational institutions stated that they use statistical data for teaching subjects in the field of social sciences and sociology. At the same time, in higher learning institutions, statistical data are used to draw up reports.

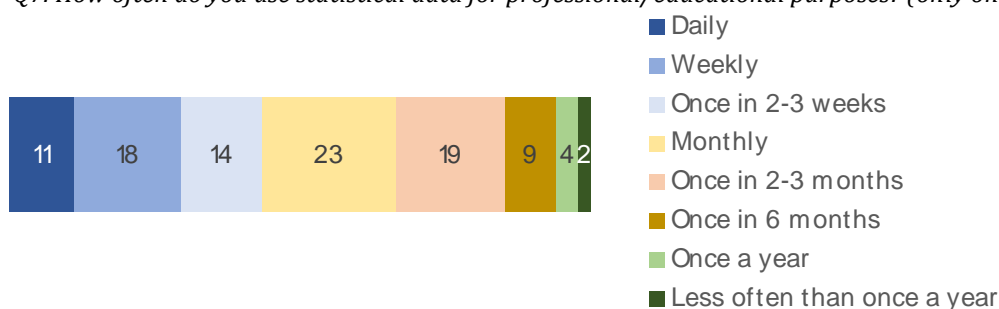
The LPA representative mentioned that the statistical data were used for developing different projects, for filling in questionnaires, etc. At the same time, it was mentioned that LPA has an intermediary role in providing statistical data to other organizations. The LPA representative stated that any organization that needs statistical data in its activity can request them from the district/local mayoralty, which later requests them from the Territorial Department/Unit of Statistics.

In the field of tourism, statistical data are used to argue certain indicators during the promotion of some projects in the field.

29% of respondents claim that they use statistical data at least once a week for professional or educational purposes.

**Figure 2.3: Frequency of use of statistical data.**

*"Q7. How often do you use statistical data for professional/educational purposes? (only one answer possible)", %*



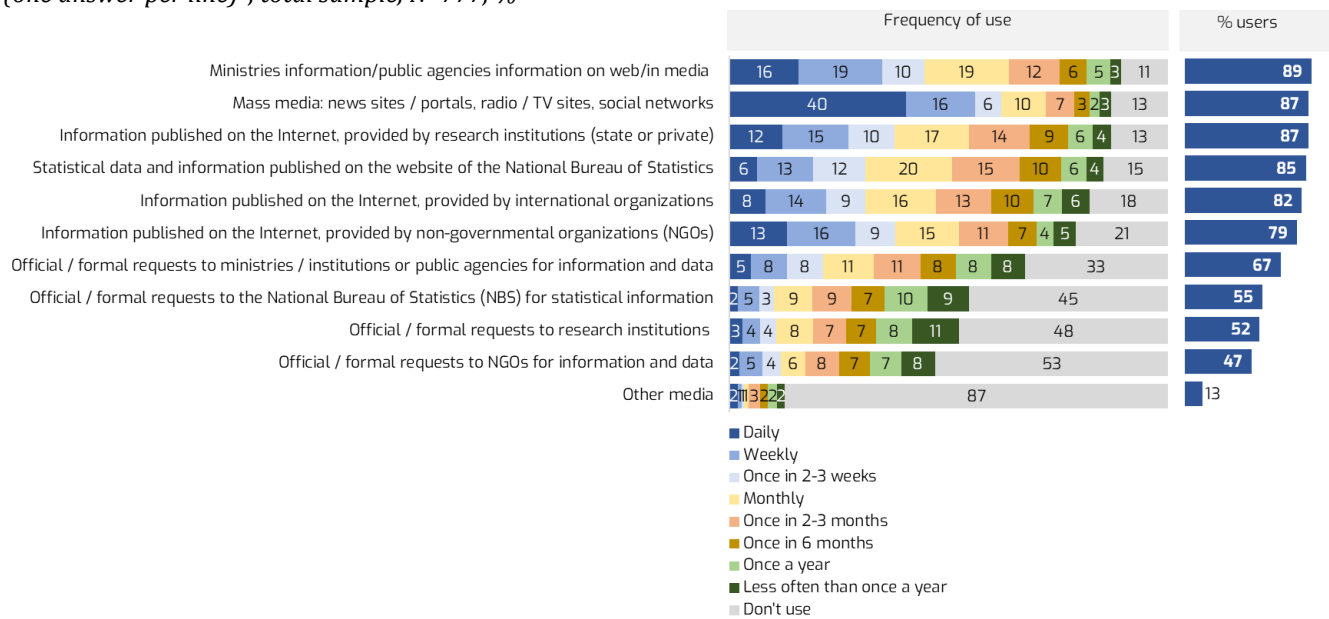
Media sources (news, radio/TV sites, social media) are the most frequently used means of information regarding statistical data needed for work or studies – 56% of respondents use them at least weekly, and 87% of respondents claim that they generally use these data. One in three respondents (35%) uses information from the web pages of ministries, institutions or public agencies weekly or oftener. 85% of respondents use statistical data and information published on the NBS website. Of the total number of respondents, 6% use statistical data and information published on the NBS website daily and 13% – weekly.

Advanced users use more and oftener statistical data and information published on the NBS website than occasional or intermediate users. Almost half of the advanced users (48%) use data published on the NBS website daily or weekly. 25% of intermediate users and 6% of occasional users use data published on the NBS website with the same frequency (see Annex 1.1).

## Chapter II: Particularities of the use of information and data

**Figure 2.4: The frequency of use of means of information on statistical data.**

"Q8. How often do you use the following means of information on statistical data for professional/study purposes: (one answer per line)", total sample, N=777, %



## CHAPTER III: OPINIONS ABOUT STATISTICAL DATA SOURCES

This chapter includes the following data obtained during the survey – the frequency of data sources and statistical information use, and the assessment of the level of confidence, relevance, opportunity, accessibility, clarity, coherence, comparability and satisfaction with each of the used sources.

In chapter III the data was analyzed according to the first 7 categories of users that had a larger share in total number of users, namely: Central public authority, local public authority, higher learning institutions / academies / universities, research institutions / research agencies / Academy of Sciences of Moldova, business / commercial company / private sector, financial institutions (banks, insurance companies, etc.), media institutions, the press (including freelance journalists).

The results for the other categories of interviewed users, namely: Trade unions/professional associations, NGOs/civil society, political party or organisation, international organisations, Diplomatic Missions/Embassies/Consulates, private individuals/citizens/general public/students, have been included in the Annexes.

### Subchapter 3.1. Frequency of use of statistical information from official data sources

**The degree of official statistics use by the main users is 77%, which represents an average degree. The degree of official statistics use was calculated by summing the share of users who use statistics at least once a month from at least one official source of statistical data.**

The National Bureau of Statistics is the main source of statistical information, statistical information issued by NBS is used by 89% of survey participants. Information from the National Bank of Moldova is used by 72% of respondents. The least used are data and statistical information from the Ministry of Culture and its subordinate authorities (50% of respondents use data from this source) and from ANCRETI (53%).

One in five respondents indicated that he/she used statistical information from the National Bank of Moldova at least once a week (20%). 17% of the respondents mentioned that they used the statistical data from the National Bank and the ministries on a weekly basis. The largest share of respondents used the statistical data from the NBS monthly (20%) or once every 2-3 months (16%).

A share of 21% of the respondents declared that they also used other sources of statistical data. Among them, 10% used statistical data from research institutions of the Republic of Moldova. Shares below 3% stated that they used data sources such as media (unspecified), TV, personal surveys or other data.

## Chapter III: Opinions about statistical data sources

**Figure 3.1: Frequency of use of statistical information from official data sources.**

*"Q9. How often do you USE statistical information from the following DATA SOURCES AND STATISTICAL INFORMATION? (one answer is possible per line)", total sample, N=777, %*

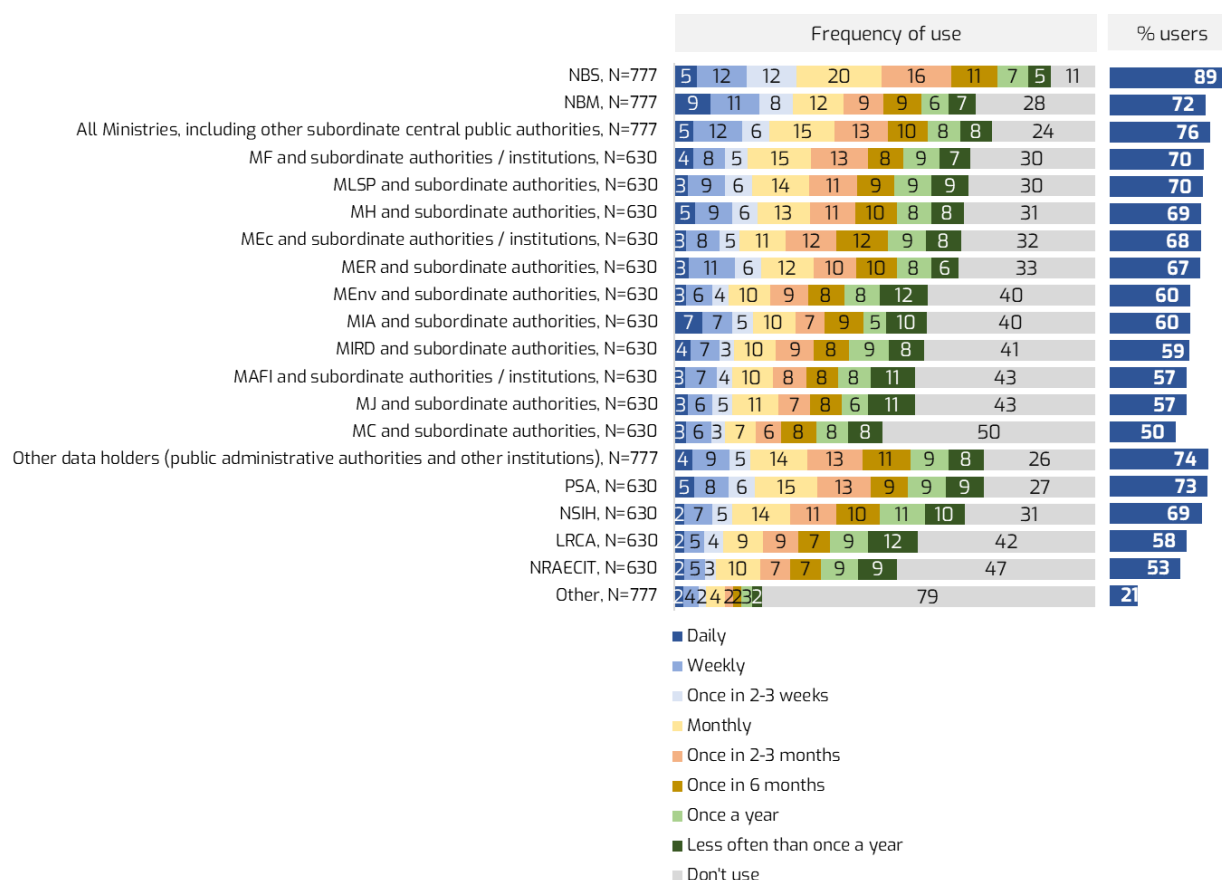


Table 3.0 contains data on the share of official statistics users by main users. The statistics issued by NBS are used by 100% of the representatives of the media institutions that participated in the survey. A share of 97% of the private sector representatives who participated in the survey indicated that they use statistical data from the NBS. At the same time, 90% of the representatives of the research institutions and CPA use the statistics from the NBS. Representatives of LPA (82%) and CPA (90%) use NBS statistical data the most. Representatives of educational institutions (89%) and research institutions (86%) use more statistical data from MER and its subordinate authorities compared to other institutions. Representatives of financial institutions use more statistical data from NBM (83%) and NBS (75%) and less statistical data from the ministries.

**Table 3.1: Share of official statistics users by user segment.**

*"Q9. How often do you USE statistical information from the following DATA SOURCES AND STATISTICAL INFORMATION? (one answer per line)", %*

| % , column         | Total,<br>N=777 | CPA,<br>N=181 | LPA,<br>N=79 | Higher<br>learning<br>institution<br>/ Academy<br>/ University,<br>N=72 | Research<br>institutions /<br>research<br>agencies /<br>Academy of<br>Sciences of<br>Moldova,<br>N=89 | Business /<br>commercial<br>company /<br>private<br>sector,<br>N=113 | Financial<br>institution,<br>N=36 | Media<br>institution<br>/ press,<br>N=59 |
|--------------------|-----------------|---------------|--------------|---|---|--|-----------------------------------|--|
| NBS                | 89              | 90            | 82           | 88  | 90  | 97   | 75                                | 100                                      |
| NBM                | 72              | 65            | 61           | 54  | 67  | 91   | 83                                | 92                                       |
| MF and sub. inst   | 70              | 74            | 74           | 48  | 66  | 70   | 59                                | 86                                       |
| MLSP and sub. inst | 70              | 70            | 70           | 65  | 68  | 67   | 28                                | 91                                       |
| MH and sub. inst   | 69              | 71            | 75           | 70  | 65  | 52   | 28                                | 89                                       |
| MEc and sub. inst  | 68              | 74            | 70           | 44  | 71  | 59   | 47                                | 88                                       |
| MER and sub. inst  | 68              | 72            | 63           | 89  | 86  | 38   | 16                                | 89                                       |
| MEnv and sub. inst | 60              | 64            | 67           | 44  | 65  | 48   | 25                                | 88                                       |
| MIA and sub. inst  | 60              | 74            | 69           | 41  | 42  | 40   | 28                                | 89                                       |
| MIRD and sub. inst | 59              | 65            | 69           | 44  | 52  | 41   | 22                                | 88                                       |
| MAFI and sub. inst | 57              | 60            | 60           | 37  | 68  | 38   | 25                                | 84                                       |
| MJ and sub. inst   | 57              | 64            | 62           | 41  | 39  | 42   | 31                                | 91                                       |
| MC and sub. inst   | 50              | 53            | 64           | 48  | 35  | 28   | 19                                | 86                                       |
| PSA                | 74              | 74            | 80           | 50  | 66  | 79   | 59                                | 96                                       |
| NSIH               | 69              | 66            | 73           | 59  | 64  | 75   | 47                                | 89                                       |
| LRCA               | 58              | 57            | 73           | 37  | 53  | 62   | 44                                | 88                                       |
| NRAECIT            | 53              | 52            | 69           | 37  | 46  | 48   | 22                                | 86                                       |
| Other              | 21              | 25            | 11           | 17  | 23  | 13   | 6                                 | 42                                       |

*The data for the other categories of users are presented in the Annexes.*

### Subchapter 3.2. The level of confidence in statistical information from official data sources

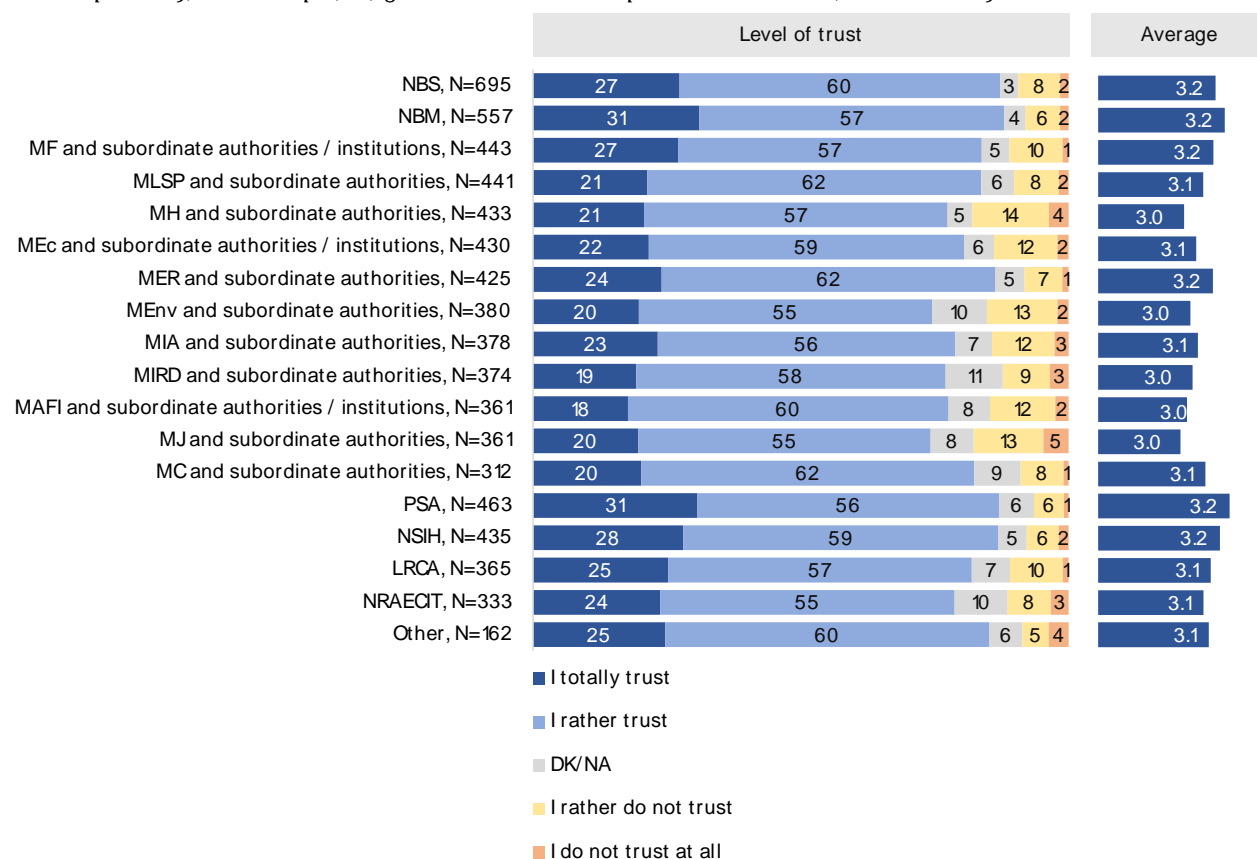
Users of data and statistical information were asked to rate each of the used sources according to the following issues – trust, relevance, opportunity, accessibility, clarity, consistency and comparability, and satisfaction.

In general, most of the users stated that they trust the statistical information provided by national sources of data and statistical information (with an average score of 3.1 points out of a maximum of 4 points). **Thus, the level of confidence in statistical information from official data sources is average – 70%.** The institutions with the highest score at the assessment of the level of trust are the National Bank of Moldova, the National Bureau of Statistics, the Ministry of Finance, the Ministry of Education and Research, the Public Services Agency, the National Social Insurance House – each accumulating a score of 3.2 points out of 4. The institutions with a lower score at the assessment of the level of trust are the Ministry of Health, the Ministry of the Environment, the Ministry of Infrastructure and Regional Development, the Ministry of Agriculture and Food Industry, the Ministry of Justice and its subordinate authorities, each accumulating a score of 3.0 points out of 4.

Almost one in three users of the statistical information from the National Bank and the Public Services Agency mentioned that they have full confidence in the information provided by these sources (31% each). 27% indicated that they have full confidence in the NBS statistics. 18% of users of data from the Ministry of Health and the Ministry of Justice specified that they rather do not trust or do not trust at all the statistical information that comes from these sources.

**Figure 3.2: The level of confidence in statistical information from official data sources.**

"Q10. How much do you *TRUST* the information that comes from the following *SOURCES* of *INFORMATION*? (one answer per line), total sample, %, (for arithmetic mean: points 1=minimum, 4=maximum)



Respondents from the Higher learning institutions, Research institutions and Financial institutions categories have the most confidence in the statistical information provided by NBS (average score 3.3 out of 4 points). The average score of confidence for the data provided by NBS is the lowest among the category Business / commercial company / private sector (3.0). Private sector representatives have the least confidence in the data provided by the Ministry of Internal Affairs (2.8). Generally, representatives of the media have less trust in statistical data, compared to other categories of users, with a total score of 3.0 points out of 4.

Users of statistical data who identified themselves as intermediate users rated the level of confidence in statistical information with a score of 3.2 out of 4 points, and occasional and advanced users – 3.1 points out of 4. Occasional users have less confidence in data coming from different data sources compared to intermediate or advanced users. Intermediate and advanced users trust the data provided by NBS, with an average trust level score of 3.2 points out of 4 (see Annex 2.2).

**Table 3.2: The level of confidence in statistical information from different data sources based on the user segment.**

"Q10. How much do you TRUST the information that comes from the following DATA SOURCES AND STATISTICAL INFORMATION?", arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | CPA        | LPA        | Higher learning institution / Academy / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press |
|--------------------|------------|------------|------------|--|--|--|-----------------------|---------------------------|
| Total              | <b>3.1</b> | <b>3.2</b> | <b>3.2</b> | <b>3.2</b>   | <b>3.1</b>   | <b>3.1</b>                                     | <b>3.2</b>            | <b>3.0</b>                |
| NBS                | <b>3.2</b> | 3.2        | 3.2        | 3.3  | 3.3  | 3.0  | 3.3                   | 3.1                       |
| NBM                | <b>3.2</b> | 3.3        | 3.2        | 3.3  | 3.3  | 3.2  | 3.4                   | 3.2                       |
| MF and sub. inst   | <b>3.2</b> | 3.2        | 3.3        | 3.4  | 3.2  | 3.2  | 3.3                   | 3.0                       |
| MLSP and sub. inst | <b>3.1</b> | 3.2        | 3.2        | 3.1  | 3.1  | 3.1  | 3.2                   | 3.0                       |
| MH and sub. inst   | <b>3.0</b> | 3.1        | 3.0        | 3.0  | 3.1  | 3.0  | 3.1                   | 3.0                       |
| MEc and sub. inst  | <b>3.1</b> | 3.2        | 3.2        | 3.2  | 3.1  | 3.0  | 3.1                   | 2.9                       |
| MER and sub. inst  | <b>3.2</b> | 3.2        | 3.2        | 3.5  | 3.2  | 3.0  | 3.0                   | 3.0                       |
| MEnv and sub.inst  | <b>3.0</b> | 3.2        | 3.2        | 3.1  | 3.1  | 2.9  | 2.9                   | 2.9                       |
| MIA and sub. inst  | <b>3.1</b> | 3.3        | 3.1        | 3.1  | 3.0  | 2.8  | 3.1                   | 3.0                       |
| MIRD and sub. inst | <b>3</b>   | 3.1        | 3.1        | 3.1  | 3.1  | 3.0  | 3.3                   | 2.9                       |
| MAFI and sub. inst | <b>3.0</b> | 3.0        | 3.1        | 2.9  | 3.2  | 2.9  | 3.0                   | 3.0                       |
| MJ and sub. inst   | <b>3.0</b> | 3.2        | 3.0        | 3.2  | 2.9  | 2.9  | 2.8                   | 2.9                       |
| MC and sub. inst   | <b>3.1</b> | 3.2        | 3.2        | 3.1  | 3.1  | 3.1  | 3.2                   | 3.1                       |
| PSA                | <b>3.2</b> | 3.3        | 3.4        | 3.4  | 3.1  | 3.3  | 3.6                   | 3.3                       |
| NSIH               | <b>3.2</b> | 3.2        | 3.4        | 3.4  | 3.2  | 3.2  | 3.3                   | 3.0                       |
| LRCA               | <b>3.1</b> | 3.2        | 3.3        | 3.4  | 3.1  | 3.2  | 3.3                   | 2.9                       |
| NRAECIT            | <b>3.1</b> | 3.2        | 3.3        | 3.1  | 3.1  | 3.1  | 3.4                   | 2.9                       |
| Other              | <b>3.1</b> | 3.0        | 2.8        | 3.3  | 3.1  | 3.2  | 3.0                   | 3.3                       |

The data for the other categories of users are presented in the Annexes.

It was observed during the interviews that most of the respondents trust the statistical information provided by NBS, mentioning that NBS is the main source of statistical data.

There were also listed issues that make users less confident in data provided by NBS:

- It was specified the differences between the data provided by NBS and data from other data sources on the reporting of general population number;
- The NBS data, which reflect the situation of the entrepreneurial field, seem to be unreliable, because, according to the LPA respondent, business entities *"initially hide the real number of employees"*, which influences the correctness of the data presented by NBS;
- The data reporting conditions for business entities in HoReCa are not clearly established – for example, guest houses that have less than ten rooms are exempt from the obligation to report data about their business – this remains at the discretion of the business entity, which makes consumers of statistical data less trustworthy because *"you can't trust data that isn't mandatory but is at the discretion of the individual"*;
- Business entities that carry out several secondary activities in addition to the basic one, do not report on them. Thus, the NBS does not get data on the actual number of employees of a business entity;
- The way data is aggregated is outdated and mechanized, but not logical. One of the respondents mentioned that the final material was presented in the classic form – in fragmented aggregations, which are not related to each other, and do not correspond to the request of the limited partner, which makes him to justify his request by explaining to the NBS employer the particularities of his domain of activity;
- According to the NGO representative, general statistical data are freely accessible on the NBS website, but they are unreliable: *"we never trust them, but we use them, because in the absence of others, we are satisfied with what we have"*.



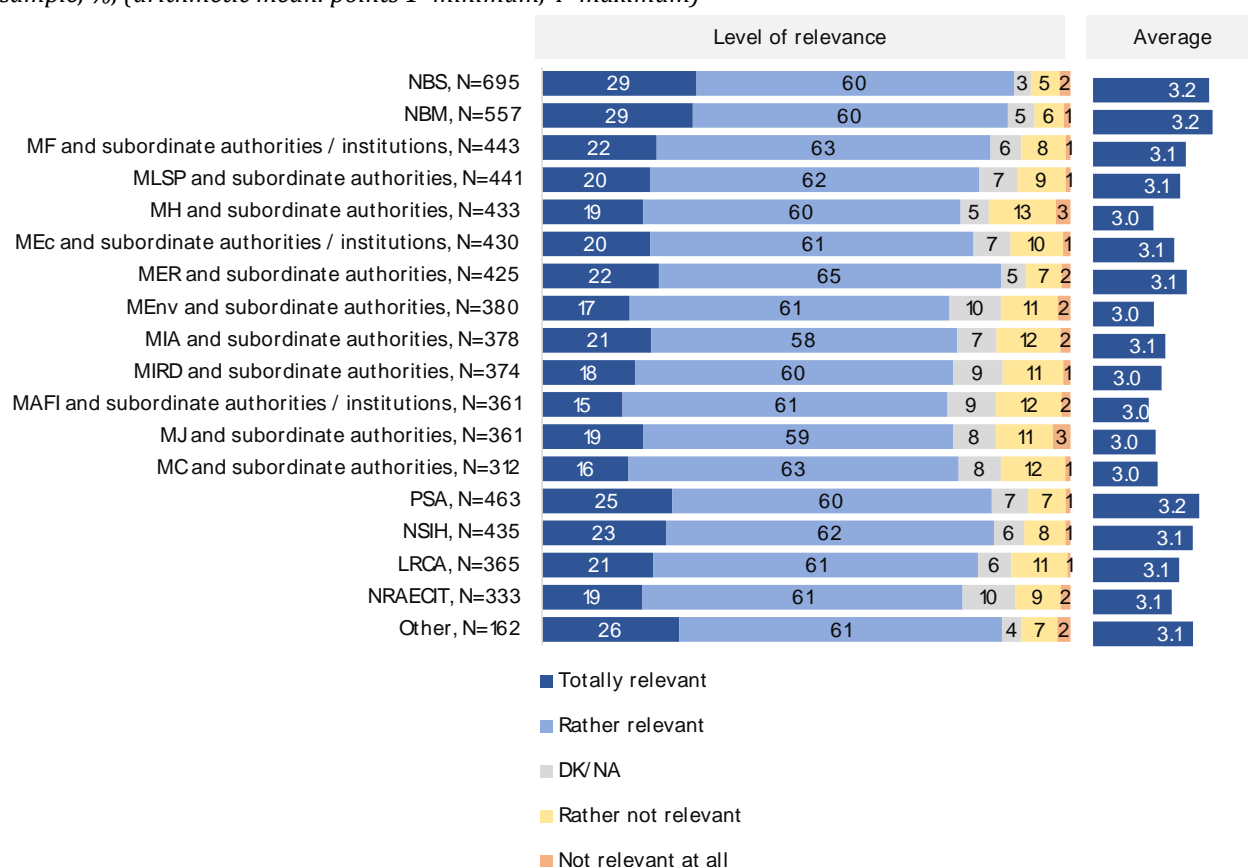
### Subchapter 3.3. The level of relevance of statistical information from official data sources

For the most part, the respondents consider that the statistical information obtained from statistical data sources is relevant, getting a score of 3.1 points out of 4. **The degree of relevance of this statistical information is average, namely 70%.** The institutions with the highest relevance level score are NBS, NBM, PSA, each accumulating an average score of 3.2 out of 4. Institutions with a lower relevance level score are MH, ML, MIRD, MAFI, MJ, MC, each accumulating a score of 3.0 out of 4.

Shares of 29% each of the users of the data from the NBS and the National Bank of Moldova consider the statistical information obtained from these sources totally relevant for practical application.

**Figure 3.3: The level of relevance of statistical information from different data sources.**

*“Q11. To what extent the statistic information you receive from the following sources is RELEVANT for practical application, i.e. to what extent does it meet your information needs? Is it useful to you? (one answer per line)” total sample, %, (arithmetic mean: points 1=minimum, 4=maximum)*



In general, the level of relevance of information was assessed with a higher score by LPA representatives, educational institutions and financial institutions – 3.2 points out of 4. A lower score for the level of relevance is found among media institutions and representatives of the business environment - 3.0 points out of 4.

Intermediate users rated the level of information relevance higher (3.2) compared to advanced (3.1) or occasional users (3.0). The most relevant data for advanced users come from the NBS (3.3) and PSA (3.3). And the less relevant data come from ML and MIA, each accumulating a score of 2.9 points (see Annex 3.2).

**Table 3.3: The level of relevance of statistical information from different data sources based on the user segment.**

*"Q11. To what extent the statistic information you receive from the following sources is RELEVANT for practical application, i.e. to what extent does it meet your information needs? Is it useful to you?" , arithmetic mean (points 1=minimum, 4=maximum)*

|                    | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press |
|--------------------|-------|-----|-----|--|--|--|-----------------------|---------------------------|
| Total              | 3.1   | 3.1 | 3.2 | 3.2  | 3.1  | 3.0  | 3.2                   | 3.0                       |
| NBS                | 3.2   | 3.2 | 3.3 | 3.3  | 3.3  | 3.0  | 3.3                   | 3.2                       |
| NBM                | 3.2   | 3.2 | 3.2 | 3.3  | 3.2  | 3.2  | 3.5                   | 3.1                       |
| MF and sub. inst   | 3.1   | 3.2 | 3.2 | 3.4  | 3.0  | 3.1  | 3.2                   | 3.0                       |
| MLSP and sub. inst | 3.1   | 3.1 | 3.3 | 3.2  | 3.0  | 3.0  | 3.3                   | 3.0                       |
| MH and sub. inst   | 3.0   | 3.0 | 3.1 | 3.1  | 3.1  | 2.9  | 3.1                   | 2.9                       |
| MEc and sub. inst  | 3.1   | 3.2 | 3.2 | 3.3  | 3.0  | 3.0  | 2.9                   | 3.0                       |
| MER and sub. inst  | 3.1   | 3.1 | 3.2 | 3.3  | 3.2  | 3.0  | 3.2                   | 3.0                       |
| MEnv and sub.inst  | 3.0   | 3.1 | 3.3 | 2.9  | 3.0  | 2.9  | 3.0                   | 2.9                       |
| MIA and sub. inst  | 3.1   | 3.2 | 3.1 | 3.1  | 2.9  | 2.8  | 3.1                   | 2.9                       |
| MIRD and sub. inst | 3.0   | 3.0 | 3.2 | 3.1  | 3.0  | 2.9  | 3.0                   | 3.0                       |
| MAFI and sub. inst | 3.0   | 2.9 | 3.1 | 2.9  | 3.1  | 2.9  | 3.1                   | 3.0                       |
| MJ and sub. inst   | 3.0   | 3.1 | 3.1 | 3.2  | 2.8  | 2.8  | 3.2                   | 3.0                       |
| MC and sub. inst   | 3.0   | 2.9 | 3.2 | 3.0  | 3.0  | 3.0  | 3.2                   | 3.1                       |
| PSA                | 3.2   | 3.2 | 3.4 | 3.3  | 3.1  | 3.1  | 3.6                   | 3.1                       |
| NSIH               | 3.1   | 3.1 | 3.4 | 3.2  | 3.2  | 3.1  | 3.5                   | 3.0                       |
| LRCA               | 3.1   | 3.0 | 3.4 | 3.3  | 3.1  | 3.1  | 3.3                   | 3.0                       |
| NRAECIT            | 3.1   | 3.1 | 3.3 | 3.2  | 3.1  | 3.0  | 3.4                   | 3.0                       |
| Other              | 3.1   | 3.0 | 3.0 | 3.3  | 3.1  | 3.3  | 3.0                   | 3.3                       |

The data for the other categories of users are presented in the Annexes.

During the In-Depth Interviews, the respondents stated that the data provided by NBS are to some extent relevant, but for some people they seem difficult for interpretation. At the same time, it was claimed that sometimes the data presented do not meet the needs of the users.

Also, the NGO representative is not satisfied that the statistical data related to tourism are inaccurate, fragmented, and do not provide an aggregated situation on the territorial profile, concerning tourism indicators. In addition, the representative of an international organization believes that the mechanism for collecting statistical data in the territory is not a suitable one, because *"not all municipalities have the same capacity to collect these data and provide them back"*.

Some of the participants stated that they had situations when they did not find the relevant statistical data they needed on the NBS platforms. The financial field respondent mentioned that he could not find GDP data at the end of the year. For the representative of the financial institution, the most relevant data would be about the macroeconomic indicator - GDP - at the end of the year *"even if nominal, expressed as purchasing power parity, its dynamic growth"*.

Another respondent states that not all data are disaggregated on the NBS website. For example, no data was found on discrimination against women at work: *"I was thinking that maybe I could check for the state controls of the labor inspection, if there are people who filed certain complaints, that they were discriminated or harassed at work. Unfortunately, such data are not available, neither on the website of the Inspection, nor on NBS website"*.

At the same time, one of the respondents, a representative of an educational institution, believes that for an advanced user it is easier to use statistical data from the NBS website, on the other hand, for students or occasional users, the data search process on the NBS website might be a burden.

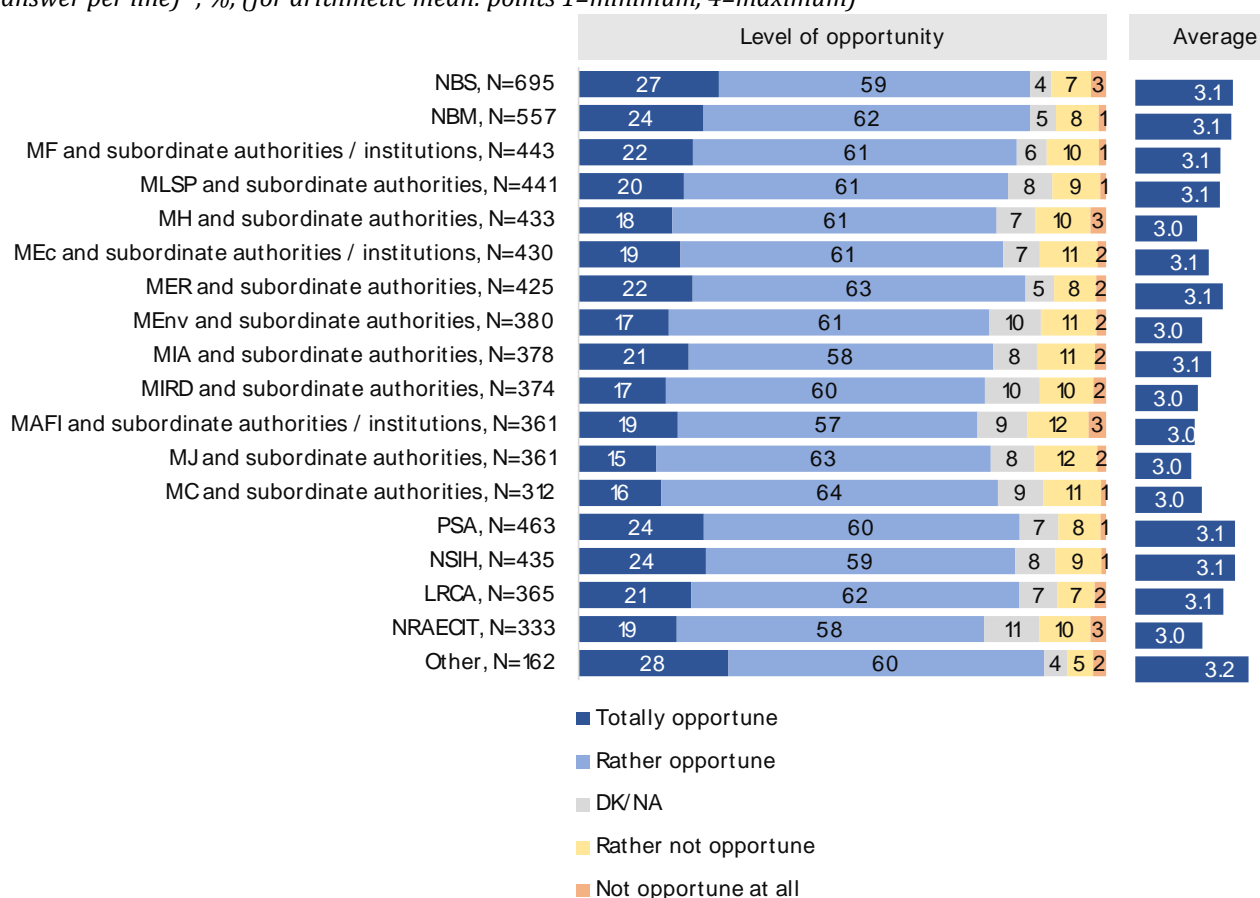
### Subchapter 3.4. The level of opportunity of statistical information from official data sources

Generally, respondents consider that the information from statistical data sources is opportune – 3.1 points out of 4. **The degree of opportunity of statistical information from official data sources is average – 66.7%.** All information sources scored a 3.0 or 3.1 when the opportunity level of statistical data was assessed.

Among the survey participants, 27% of NBS data users stated that the statistical information obtained from the NBS is fully opportune, and 59% - rather opportune.

**Figure 3.4: The level of opportunity of statistical information from different data sources.**

*“Q12. 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? (one answer per line)”, %, (for arithmetic mean: points 1=minimum, 4=maximum)*



Respondents from financial institutions considered that the statistical information provided by MIRD and PSA is mostly opportune (average score 3.6). The average score for the opportunity of the data provided by the NBS is higher among the LPA respondents (3.3), educational institutions (3.3), research institutions (3.3); and a lower score is registered among business respondents (2.9).

Depending on the user category, intermediate users offered the highest score for the NBS during the assessment of the level of opportunity (3.2) (see Annex 4.2).

**Table 3.4: The level of opportunity of statistical information from different data sources based on the user segment.**

"Q12. 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?", arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press |
|--------------------|-------|-----|-----|--|--|--|-----------------------|---------------------------|
| Total              | 3.1   | 3.1 | 3.2 | 3.2  | 3.1  | 2.9  | 3.3                   | 3.0                       |
| NBS                | 3.1   | 3.2 | 3.3 | 3.3  | 3.3  | 2.9  | 3.2                   | 3.1                       |
| NBM                | 3.1   | 3.1 | 3.1 | 3.2  | 3.2  | 3.2  | 3.5                   | 2.9                       |
| MF and sub. inst   | 3.1   | 3.2 | 3.3 | 3.2  | 3.0  | 3.0  | 3.3                   | 2.9                       |
| MLSP and sub. inst | 3.1   | 3.2 | 3.2 | 3.2  | 3.1  | 3.0  | 3.4                   | 2.9                       |
| MH and sub. inst   | 3.0   | 3.1 | 3.1 | 3.2  | 3.0  | 2.8  | 3.3                   | 2.9                       |
| MEc and sub. inst  | 3.1   | 3.1 | 3.3 | 3.2  | 3.0  | 2.9  | 3.1                   | 2.9                       |
| MER and sub. inst  | 3.1   | 3.2 | 3.2 | 3.3  | 3.2  | 3.0  | 3.4                   | 2.9                       |
| MEnv and sub. inst | 3.0   | 3.1 | 3.3 | 3.0  | 3.0  | 2.9  | 3.1                   | 3.0                       |
| MIA and sub. inst  | 3.1   | 3.3 | 3.1 | 3.1  | 3.0  | 2.6  | 3.1                   | 3.0                       |
| MIRD and sub. inst | 3.0   | 3.1 | 3.2 | 3.0  | 2.9  | 2.9  | 3.6                   | 3.0                       |
| MAFI and sub. inst | 3.0   | 3.0 | 3.2 | 2.7  | 3.1  | 2.9  | 3.3                   | 2.9                       |
| MJ and sub. inst   | 3.0   | 3.2 | 3.1 | 3.2  | 3.0  | 2.7  | 3.1                   | 3.0                       |
| MC and sub. inst   | 3.0   | 3.0 | 3.2 | 3.0  | 3.0  | 3.0  | 3.3                   | 3.0                       |
| PSA                | 3.1   | 3.2 | 3.3 | 3.3  | 3.1  | 3.0  | 3.6                   | 3.1                       |
| NSIH               | 3.1   | 3.1 | 3.4 | 3.3  | 3.2  | 3.2  | 3.4                   | 2.9                       |
| LRCA               | 3.1   | 3.1 | 3.3 | 3.4  | 3.1  | 3.0  | 3.4                   | 3.0                       |
| NRAECIT            | 3.0   | 3.1 | 3.3 | 3.2  | 3.1  | 2.8  | 3.4                   | 2.9                       |
| Other              | 3.2   | 3.1 | 3.1 | 3.3  | 3.2  | 3.2  | 3.5                   | 3.3                       |

The data for the other categories of users are presented in the Annexes.

Concerning the opportunity of the statistical information provided by the NBS, the participants in the In-Depth Interviews mentioned that certain data are issued with delay. For example, according to one respondent, data on ongoing training for 2021 are not available at the moment. Also, it was stated that GDP data are needed beginning with the second half of January, but even now, in June 2022, "there is not an accurate figure for the end of the previous year". Due to delays in statistical data provision, it is complicated to draw up reports on certain areas, especially for NGOs or international organizations.

On the other hand, the LPA respondent said that the information is opportune and even if he prefers some data to be published sooner, he does not expect it: "We know that data will not be available sooner, because from the start there are certain deadlines for the submission of the statistical reports of the statistical data".

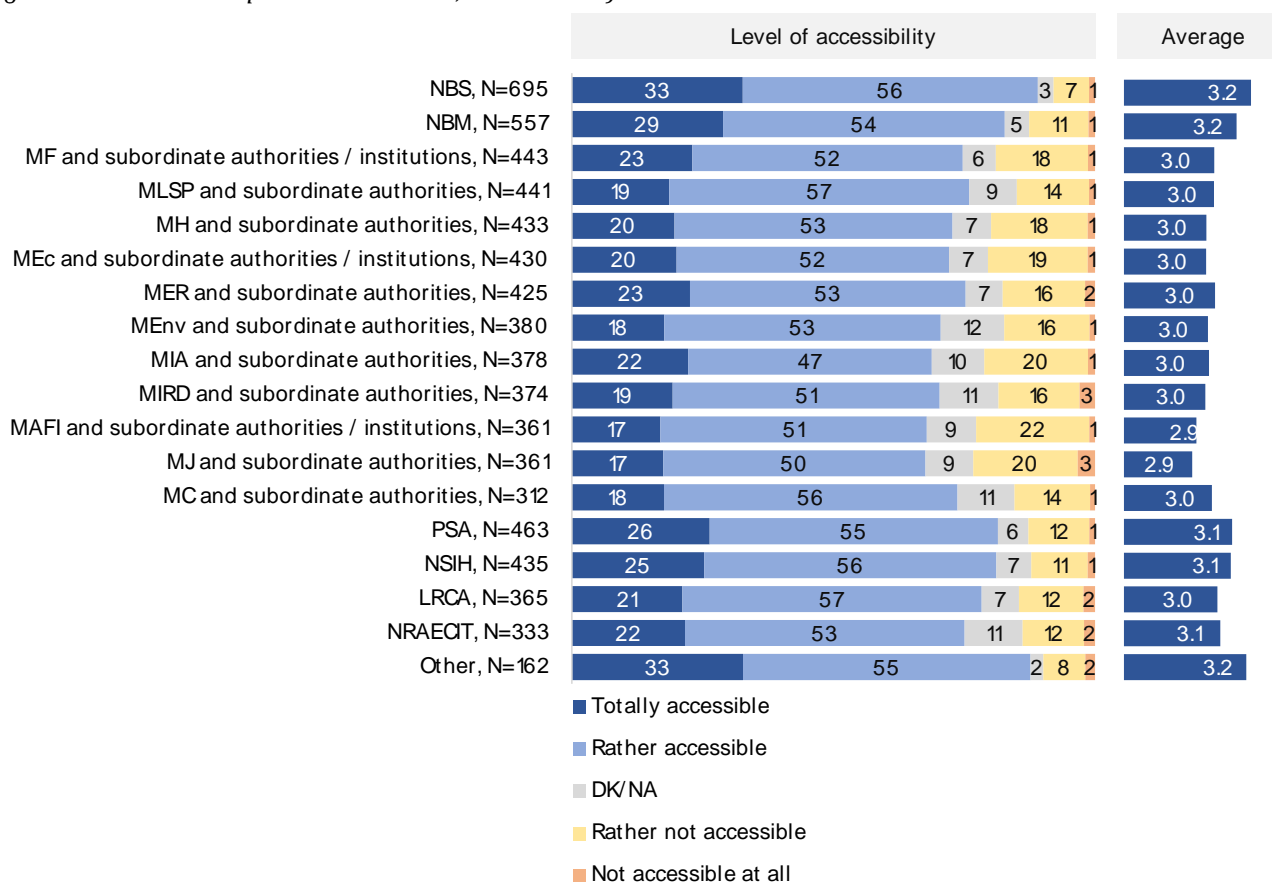
### Subchapter 3.5. The level of accessibility of statistical information from official data sources

Concerning the accessibility of information from statistical data sources, most respondents stated that the data are accessible, with a score of 3.0 out of 4 points. The results of the survey show that the **degree of accessibility of statistical information is average, with a value of 66.7%**. The institutions that have accumulated the highest score at the assessment of the level of accessibility are the NBS and the NBM with a score of 3.2. PSA and HSIH accumulated a score of 3.1 points, and the other analyzed institutions have a score of 3.0 or 2.9.

One third of the respondents who use NBS mentioned that the information from the NBS is totally accessible. At the same time, at least some of the respondents rated the information obtained from the presented sources as inaccessible. One in four users of data from the Ministry of Justice and the Ministry of Agriculture and Food Industry stated that information from these sources is generally inaccessible.

**Figure 3.5: The level of accessibility of statistical information.**

"Q13. To what extent the information from the following sources is ACCESSIBLE, i.e. how easy is it to obtain it, including on the requested media (file, database, web page, printed publications, etc.)? (an answer per line)", %, (for arithmetic mean: points 1=minimum, 4=maximum)



Respondents in the LPA category gave a higher score when the level of accessibility was assessed, in total accumulating an average score of 3.3 out of 4 points. And a lower score was given by the representatives of media institutions (2.9 points on average). Data coming from the NBS was rated higher by the LPA and educational institutions (3.4).

Intermediate and advanced users assessed the level of data accessibility with a score of 3.1 points, and occasional users – 3.0 points (see Annex 5.2).

**Table 3.5: The level of accessibility of statistical information from different data sources based on the user segment.**

*"Q13. To what extent the information from the following sources is ACCESSIBLE, i.e. how easy is it to obtain it, including on the requested media (file, database, web page, printed publications, etc.)?", arithmetic mean (points 1=minimum, 4=maximum)*

|                    | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press |
|--------------------|-------|-----|-----|--|--|--|-----------------------|---------------------------|
| Total              | 3.0   | 3.1 | 3.3 | 3.2  | 3.0  | 3.0  | 3.2                   | 2.9                       |
| NBS                | 3.2   | 3.2 | 3.4 | 3.4  | 3.2  | 3.2  | 3.3                   | 3.2                       |
| NBM                | 3.2   | 3.2 | 3.2 | 3.2  | 3.2  | 3.2  | 3.4                   | 2.8                       |
| MF and sub. inst   | 3.0   | 3.0 | 3.3 | 3.3  | 2.9  | 3.0  | 3.3                   | 2.9                       |
| MLSP and sub. inst | 3.0   | 3.0 | 3.3 | 3.3  | 3.0  | 3.0  | 3.2                   | 2.8                       |
| MH and sub. inst   | 3.0   | 3.0 | 3.2 | 3.3  | 2.9  | 3.0  | 2.9                   | 2.8                       |
| MEc and sub. inst  | 3.0   | 3.0 | 3.3 | 3.2  | 2.9  | 3.0  | 2.9                   | 2.8                       |
| MER and sub. inst  | 3.0   | 3.0 | 3.3 | 3.4  | 3.0  | 2.9  | 3.0                   | 2.7                       |
| MEnv and sub. inst | 3.0   | 3.0 | 3.3 | 3.0  | 2.9  | 2.9  | 3.4                   | 2.9                       |
| MIA and sub. inst  | 3.0   | 3.1 | 3.2 | 3.1  | 2.8  | 2.7  | 3.0                   | 2.9                       |
| MIRD and sub. inst | 3.0   | 3.0 | 3.2 | 3.2  | 2.9  | 2.8  | 3.3                   | 2.8                       |
| MAFI and sub. inst | 2.9   | 2.9 | 3.2 | 2.9  | 2.9  | 2.9  | 3.1                   | 2.8                       |
| MJ and sub. inst   | 2.9   | 3.0 | 3.1 | 3.1  | 2.8  | 2.7  | 2.9                   | 2.7                       |
| MC and sub. inst   | 3.0   | 3.0 | 3.2 | 3.2  | 3.0  | 2.9  | 3.3                   | 3.0                       |
| PSA                | 3.1   | 3.1 | 3.3 | 3.4  | 3.1  | 3.1  | 3.5                   | 2.9                       |
| NSIH               | 3.1   | 3.1 | 3.3 | 3.3  | 3.2  | 3.2  | 3.5                   | 2.9                       |
| LRCA               | 3.0   | 3.0 | 3.3 | 3.3  | 3.0  | 3.0  | 3.4                   | 2.8                       |
| NRAECIT            | 3.1   | 3.0 | 3.3 | 3.4  | 3.0  | 2.9  | 3.4                   | 2.9                       |
| Other              | 3.2   | 3.2 | 3.1 | 3.5  | 3.3  | 3.3  | 3.5                   | 3.2                       |

The data for the other categories of users are presented in the Annexes.

The opinion of the respondents was divided regarding the easiness of obtaining the data from the NBS. Some of the respondents believe that obtaining data from the NBS is easy – one can send a written request or extract the data independently from the NBS website. However, the method of direct request of the necessary statistical data is not beneficial, according to the respondent's opinion, there should be a free access to several databases which allow the extraction of the necessary data in a suitable way for everyone. It is considered that advanced users of statistical data would need free access to more statistical data, so that they do not have to wait for the response when requesting data from NBS, which may take time.

Another part of the participants in the In-Depth Interviews mention that it is quite difficult or almost impossible to obtain statistical data from the National Bureau of Statistics. According to the opinion of a representative, the information requested from the NBS is issued in a form, which is easy for extraction from the database for NBS representatives, but not in the form requested by users. At the same time, the NGO representative mentioned that if there was any problem in the data extraction, he always received help from the NBS to solve the problem. Also, it was noted that it was more difficult to obtain data from the NBS upon request. The respondent shared his experience when the data requested from the NBS arrived with 3 months delay.

### Subchapter 3.6. The level of clarity of statistical information from official data sources

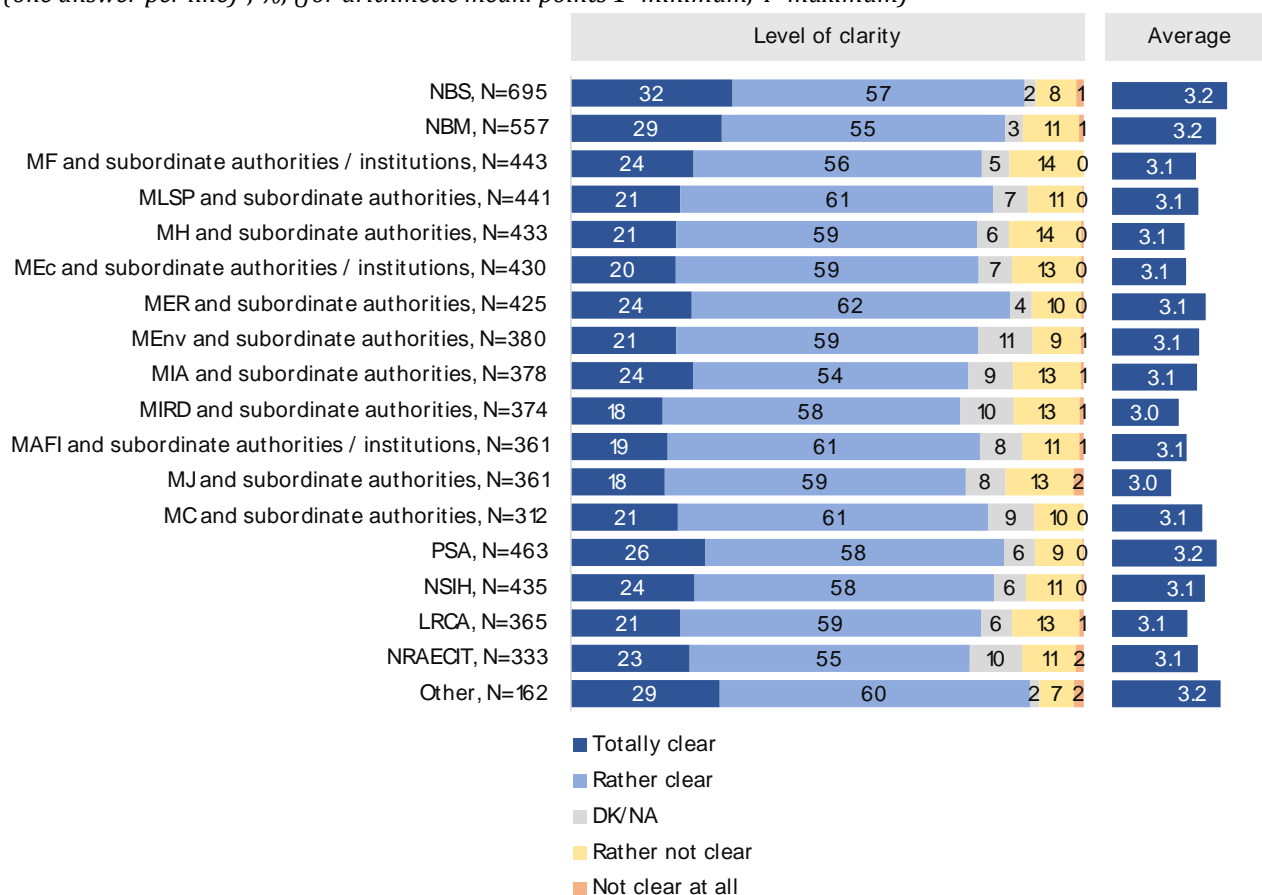
Most of the respondents assessed the information from the statistical data sources as clear (score of 3.1 out of 4). **Thus, the degree of clarity of statistical information from official data sources is average with a value of 70%.** The institutions that have registered the highest score at the assessment of the level of clarity are NBS (3.2), BNM (3.2), PSA (3.2). The institutions that got a lower score at the assessment of the level of clarity are MIRD (3.0) and MJ (3.0).

## Chapter III: Opinions about statistical data sources

Among the respondents, 32% of NBS users and 29% of National Bank of Moldova data users mentioned that the statistical information from these sources is absolutely clear.

**Figure 3.6: The level of clarity of statistical information.**

*"Q14. To what extent the information from the following sources is CLEAR, meaning that it is easy to understand? (one answer per line)", %, (for arithmetic mean: points 1=minimum, 4=maximum)*



In general, the highest score at the assessment of the level of clarity was offered by representatives of financial institutions - 3.4, and the lower score was given by media institutions - 2.9. Respondents from the Financial Institutions category assessed the statistical data provided by PSA as the clearest (3.6). Advanced users gave a higher score for the level of clarity to data coming from the NBS (3.3) compared to occasional (3.2) and intermediate users (3.2). In general, occasional users rated lower the level of information clarity, most of the data sources scoring 3.0 or 3.1 points (see Appendix 6.2).



**Table 3.6: The level of clarity of statistical information from different data sources based on the user segment.**

*"Q14. To what extent the information from the following sources is CLEAR, meaning that it is easy to understand?", arithmetic mean (points 1=minimum, 4=maximum)*

|                    | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press |
|--------------------|-------|-----|-----|--|--|--|-----------------------|---------------------------|
| Total              | 3.1   | 3.1 | 3.3 | 3.3  | 3.2  | 3.1  | 3.4                   | 2.9                       |
| NBS                | 3.2   | 3.2 | 3.4 | 3.3  | 3.3  | 3.2  | 3.4                   | 3.1                       |
| NBM                | 3.2   | 3.2 | 3.2 | 3.4  | 3.2  | 3.3  | 3.4                   | 2.9                       |
| MF and sub. inst   | 3.1   | 3.1 | 3.3 | 3.4  | 3.1  | 3.1  | 3.3                   | 3.0                       |
| MLSP and sub. inst | 3.1   | 3.2 | 3.2 | 3.2  | 3.2  | 3.1  | 3.3                   | 2.9                       |
| MH and sub. inst   | 3.1   | 3.1 | 3.2 | 3.2  | 3.2  | 3.1  | 3.3                   | 2.9                       |
| MEc and sub. inst  | 3.1   | 3.1 | 3.3 | 3.3  | 3.1  | 3.1  | 3.1                   | 2.9                       |
| MER and sub. inst  | 3.1   | 3.1 | 3.2 | 3.3  | 3.3  | 3.1  | 3.2                   | 2.9                       |
| MEnv and sub. inst | 3.1   | 3.1 | 3.3 | 3.2  | 3.1  | 3.0  | 3.5                   | 2.9                       |
| MIA and sub. inst  | 3.1   | 3.2 | 3.2 | 3.4  | 3.0  | 2.9  | 3.3                   | 2.9                       |
| MIRD and sub. inst | 3.0   | 3.1 | 3.2 | 3.1  | 3.1  | 3.0  | 3.3                   | 2.8                       |
| MAFI and sub. inst | 3.1   | 3.0 | 3.3 | 3.1  | 3.2  | 3.0  | 3.4                   | 2.9                       |
| MJ and sub. inst   | 3.0   | 3.1 | 3.1 | 3.2  | 3.0  | 2.9  | 3.3                   | 2.8                       |
| MC and sub. inst   | 3.1   | 3.1 | 3.3 | 3.3  | 3.2  | 3.2  | 3.5                   | 3.0                       |
| PSA                | 3.2   | 3.1 | 3.3 | 3.2  | 3.2  | 3.2  | 3.6                   | 3.0                       |
| NSIH               | 3.1   | 3.1 | 3.3 | 3.3  | 3.3  | 3.2  | 3.5                   | 2.9                       |
| LRCA               | 3.1   | 3.0 | 3.3 | 3.4  | 3.1  | 3.1  | 3.5                   | 2.9                       |
| NRAECIT            | 3.1   | 3.1 | 3.3 | 3.4  | 3.2  | 2.9  | 3.6                   | 2.9                       |
| Other              | 3.2   | 3.0 | 3.2 | 3.3  | 3.5  | 3.4  | 4.0                   | 3.2                       |

The data for the other categories of users are presented in the Annexes.

During the interviews, users of statistical data shared the uncertainties they have when working with the statistical data provided by the NBS:

- Several values are assigned for one and the same indicator;
- Data may be interpreted and calculated differently;
- There is a risk that for the same indicator there are different values, so the user cannot be sure when the final calculation is (in the case of the financial institution representative);
- The procedure for extraction of certain data is not explained; no explanations are provided how NBS calculates indicators, and where they can be found and extracted, which creates confusion in understanding the data;

To solve these uncertainties, institutions conduct their own surveys or call on research agencies to find out some statistical data or use data from other existing sources. It was stated that if ambiguities arise in working with statistical data, it is possible to address questions in accordance with the established procedure and obtain explanations from NBS.

### **Subchapter 3.7. The level of consistency and comparability of statistical information from official data sources**

Mostly, the respondents consider that the information coming from national statistical data sources is coherent and comparable (with a score of 3.0 points out of 4). **The degree of coherence and comparability of statistical information from official data sources is average, with a value of 66.7%.** The institutions with the highest score at the assessment of the level of coherence and comparability are NBS and the NBM, with a score of 3.1 points. Institutions with a lower score are MH, ME, MIRD, MAFI, MJ – accumulating a score of 2.9.

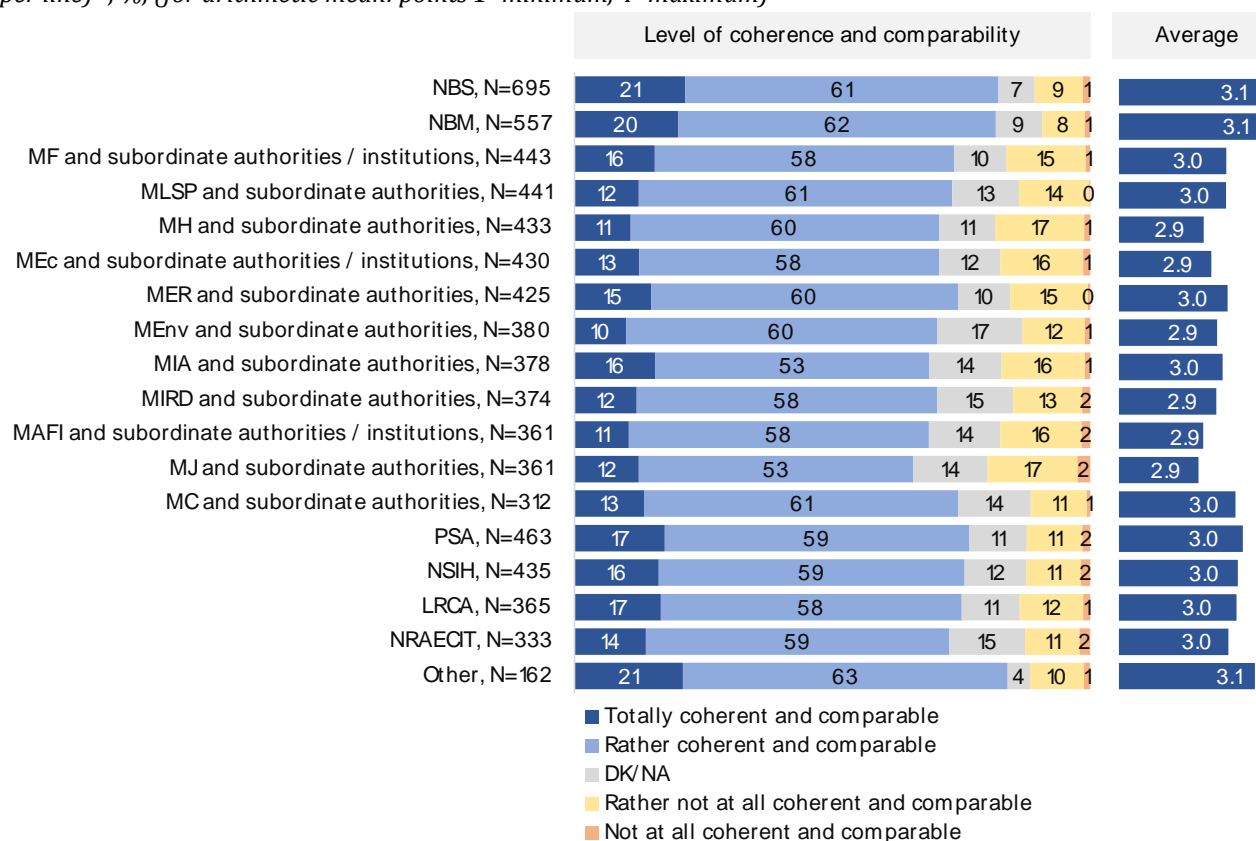


## Chapter III: Opinions about statistical data sources

One in five respondents among users of data from the NBS (21%) and the National Bank (20%) stated that the information coming from these sources is coherent and comparable.

**Figure 3.7: The level of consistency and comparability of statistical information.**

*"Q15. To 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)", %, (for arithmetic mean: points 1=minimum, 4=maximum)*



The data provided by PSA were rated as the most coherent and comparable by the respondents in the Financial Institutions category (average score 3.6). The level of consistency of the statistical data provided by NBS was assessed with an average score of 3.3 by the LPA respondents. In general, the media/press institutions offered a lower score on the overall assessment of the level of consistency and comparability of statistical information (2.8), and a higher score was given by LPA (3.2) and financial institutions (3.2). All types of users rated consistency and comparability at the same level (score 3.0)(see Annex 7.2).

**Table 3.7: The level of consistency and comparability of statistical information from different data sources based on the user segment.**

*“Q15 To 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)?”, arithmetic mean (points 1=minimum, 4=maximum)*

|                    | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press |
|--------------------|-------|-----|-----|--|--|--|-----------------------|---------------------------|
| Total              | 3.0   | 3.0 | 3.2 | 3.1  | 2.9  | 3.0  | 3.2                   | 2.8                       |
| NBS                | 3.1   | 3.1 | 3.3 | 3.2  | 3.1  | 3.1  | 3.2                   | 3.0                       |
| NBM                | 3.1   | 3.1 | 3.2 | 3.2  | 3.0  | 3.3  | 3.4                   | 2.9                       |
| MF and sub. inst   | 3.0   | 3.0 | 3.2 | 3.1  | 2.9  | 3.1  | 3.2                   | 2.9                       |
| MLSP and sub. inst | 3.0   | 3.0 | 3.2 | 3.0  | 2.9  | 3.1  | 3.2                   | 2.8                       |
| MH and sub. inst   | 2.9   | 3.0 | 3.1 | 3.0  | 2.9  | 2.9  | 2.9                   | 2.7                       |
| MEc and sub. inst  | 2.9   | 3.0 | 3.2 | 3.0  | 2.9  | 3.0  | 2.8                   | 2.7                       |
| MER and sub. inst  | 3.0   | 3.0 | 3.2 | 3.2  | 3.0  | 3.0  | 3.0                   | 2.8                       |
| MEnv and sub. inst | 2.9   | 3.0 | 3.2 | 3.0  | 2.9  | 3.0  | 3.0                   | 2.8                       |
| MIA and sub. inst  | 3.0   | 3.2 | 3.0 | 2.9  | 2.8  | 2.7  | 2.9                   | 2.9                       |
| MIRD and sub. inst | 2.9   | 3.0 | 3.1 | 3.1  | 2.8  | 3.0  | 3.0                   | 2.8                       |
| MAFI and sub. inst | 2.9   | 2.9 | 3.1 | 2.8  | 2.9  | 2.9  | 3.0                   | 2.8                       |
| MJ and sub. inst   | 2.9   | 3.0 | 3.0 | 3.1  | 2.8  | 2.8  | 3.0                   | 2.7                       |
| MC and sub. inst   | 3.0   | 3.0 | 3.2 | 3.1  | 3.0  | 3.1  | 3.2                   | 3.0                       |
| PSA                | 3.0   | 3.0 | 3.2 | 3.1  | 3.0  | 3.1  | 3.6                   | 2.9                       |
| NSIH               | 3.0   | 2.9 | 3.3 | 3.1  | 3.0  | 3.2  | 3.5                   | 2.8                       |
| LRCA               | 3.0   | 3.0 | 3.2 | 3.3  | 2.9  | 3.0  | 3.5                   | 2.8                       |
| NRAECIT            | 3.0   | 3.1 | 3.2 | 3.1  | 2.9  | 2.9  | 3.3                   | 2.9                       |
| Other              | 3.1   | 3.0 | 3.3 | 3.4  | 2.9  | 3.3  | 3.5                   | 3.0                       |

The data for the other categories of users are presented in the Annexes.

Being asked to describe to what extent statistical information from the NBS is comparable and consistent, respondents' opinions were divided. Some of the respondents believe that the statistical data they obtain from the NBS are comparable. On the other hand, most of the respondents are of the opinion that the data are neither comparable nor coherent.

Another aspect showing that some data cannot be compared with each other is that the methodology for measuring some indicators has changed. Thus, the data measured according to different methodologies cannot be compared with each other. Several respondents stated that during the year NBS provides data for an indicator, calculated according to different formulas, which makes it impossible to compare the dynamics of this indicator.

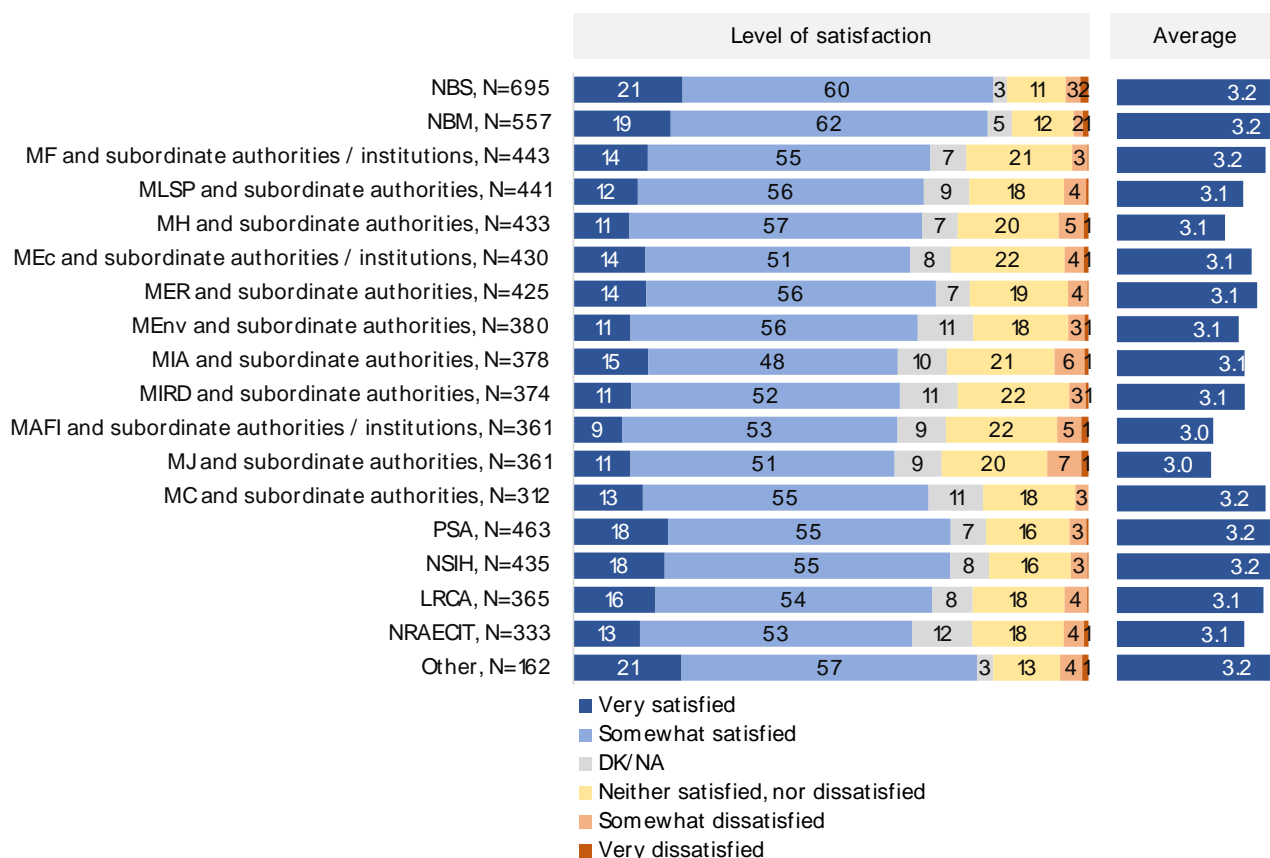
### Subchapter 3.8. Level of satisfaction with statistical information from official data sources

The majority of interviewed users are generally satisfied with the information and statistical data from the presented sources (score 3.1). **According to the results of the survey, the degree of satisfaction with the statistical information is 70%, meaning average degree.** The institutions with the highest user satisfaction score are NBS, NBM, MF, MC, PSA, NSIH, each with a score of 3.2 points. The institutions with a lower score are MAFI and MJ with a score of 3.0 points.

Every fifth respondent who uses data from the National Bureau of Statistics (21%) and the National Bank of Moldova (19%) is very satisfied with the statistical information from these sources.

**Figure 3.8: Level of satisfaction with statistical information from different data sources.**

"Q16. How SATISFIED you are with the information and statistic data from the following DATA SOURCES? (one answer per line)", %, (for arithmetic mean: points 1=minimum, 4=maximum<sup>1</sup>)



LPA respondents, educational institutions and financial institutions categories are more satisfied with the statistical information (3.2). LPA respondents are more satisfied with the statistical information from the NBS (3.4) compared to respondents from other categories. Less satisfied with the data provided by NBS are CPA representatives (3.1) and the businesses (3.1). Depending on the user category, intermediate users are statistically more satisfied (3.2) than occasional users (3.1) and advanced users (3.1). Advanced users are less satisfied with statistical information coming from MJ (2.9), and more satisfied with information from NSIH (3.3) (see Annex 8.2).

<sup>1</sup> When calculating the average, people who offered the answer "neither satisfied nor dissatisfied" were excluded.

**Table 3.8: Level of satisfaction with statistical information from different sources based on the user segment.**

*"Q16 How SATISFIED you are with the information and statistic data from the following DATA SOURCES?", arithmetic mean (points 1=minimum, 4=maximum)*

| Average, column    | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / ASM | Business / commercial company / private sector | Financial institution | Media institution / press |
|--------------------|-------|-----|-----|--|---|--|-----------------------|---------------------------|
| Total              | 3.1   | 3.1 | 3.2 | 3.2  | 3.1   | 3.1  | 3.2                   | 3.1                       |
| NBS                | 3.2   | 3.1 | 3.4 | 3.2  | 3.3   | 3.1  | 3.3                   | 3.3                       |
| NBM                | 3.2   | 3.1 | 3.3 | 3.1  | 3.2   | 3.3  | 3.4                   | 3.1                       |
| MF and sub. inst   | 3.2   | 3.2 | 3.3 | 3.3  | 3.1   | 3.1  | 3.3                   | 3.1                       |
| MLSP and sub. inst | 3.1   | 3.1 | 3.2 | 3.2  | 3.1   | 3.2  | 3.3                   | 3.0                       |
| MH and sub. inst   | 3.1   | 3.1 | 3.2 | 3.1  | 3.1   | 3.0  | 3.0                   | 3.0                       |
| MEc and sub. inst  | 3.1   | 3.1 | 3.3 | 3.3  | 3.1   | 3.1  | 3.1                   | 2.9                       |
| MER and sub. inst  | 3.1   | 3.2 | 3.2 | 3.2  | 3.1   | 3.2  | 3.0                   | 3.0                       |
| MEnv and sub.inst  | 3.1   | 3.2 | 3.3 | 3.1  | 3.1   | 3.0  | 3.0                   | 3.0                       |
| MIA and sub. inst  | 3.1   | 3.2 | 3.1 | 3.2  | 3.0   | 2.9  | 3.0                   | 3.1                       |
| MIRD and sub. inst | 3.1   | 3.2 | 3.2 | 3.2  | 3.1   | 3.2  | 3.2                   | 3.0                       |
| MAFI and sub. inst | 3.0   | 3.0 | 3.1 | 3.1  | 3.1   | 3.0  | 3.0                   | 3.1                       |
| MJ and sub. inst   | 3.0   | 3.1 | 3.1 | 3.2  | 2.9   | 2.9  | 3.1                   | 2.9                       |
| MC and sub. inst   | 3.2   | 3.2 | 3.3 | 3.2  | 3.1   | 3.2  | 3.0                   | 3.1                       |
| PSA                | 3.2   | 3.2 | 3.3 | 3.2  | 3.1   | 3.2  | 3.4                   | 3.2                       |
| NSIH               | 3.2   | 3.1 | 3.4 | 3.4  | 3.3   | 3.3  | 3.3                   | 3.1                       |
| LRCA               | 3.1   | 3.1 | 3.3 | 3.2  | 3.2   | 3.2  | 3.4                   | 3.0                       |
| NRAECIT            | 3.1   | 3.1 | 3.3 | 3.3  | 3.1   | 3.0  | 3.1                   | 2.9                       |
| Other              | 3.2   | 3.0 | 3.1 | 3.5  | 3.2   | 3.3  | 3.0                   | 3.4                       |

The data for the other categories of users are presented in the Annexes.

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## CHAPTER IV: SATISFACTION WITH NBS PRODUCTS AND STATISTICAL DATA

This chapter includes information that refers to the frequency of use of statistical data on areas offered by NBS, the level of satisfaction with these data, the frequency of use and the level of satisfaction with NBS products and services.

Data from chapter IV were analyzed according to the first 7 categories of users that had a larger share in total number of users, namely: Central public authority, local public authority, higher learning institutions / academies / universities, research institutions / research agencies / Academy of Sciences of Moldova, business / commercial company / private sector, financial institutions (banks, insurance companies, etc.), media institutions, the press (including freelance journalists).

The results for the other categories of interviewed users, namely: Trade unions/professional associations, NGOs/civil society, political party or organisation, international organisations, Diplomatic Missions/Embassies/Consulates, private individuals/citizens/general public/students, have been included in the Annexes.

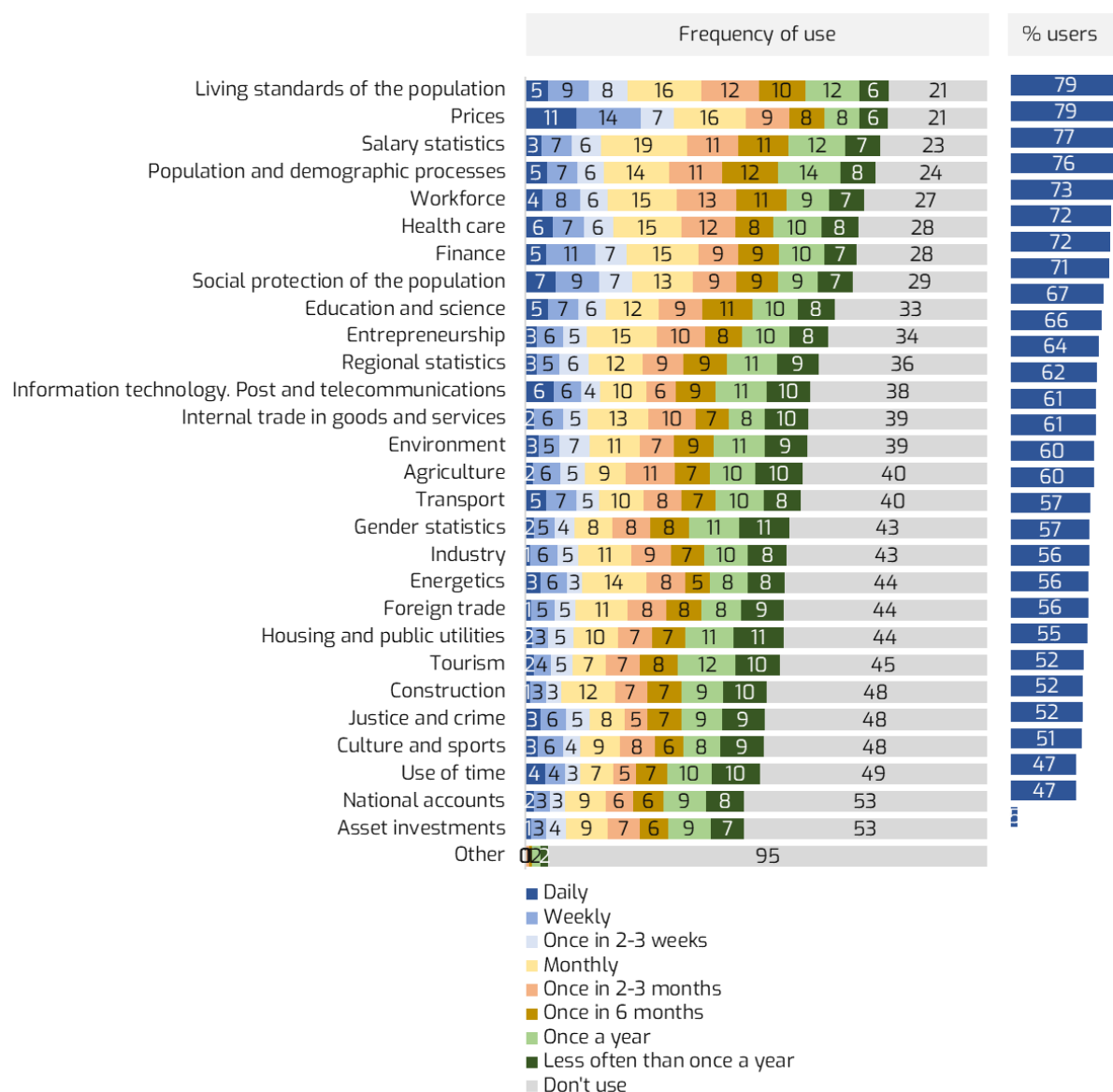
### **Subchapter 4.1. Frequency of use and level of satisfaction with statistical data by sector provided by the National Bureau of Statistics**

The most used sectors of statistical data provided by NBS are living standards of the population (79% of respondents use these data), prices (79%), salary statistics (77%), population and demographic processes (76%). Top 5 statistical sectors provided by NBS, used at least once a week by respondents – prices (25%), finance (16%), social protection (16%), living standards of the population (14%), health care (13%).

In general, advanced users use different sectors of statistics to a greater extent than intermediate or occasional users. The most used sectors by advanced users are salary statistics (87%) and living standards of the population (86%). The same sectors are used primarily among intermediate users (81%), and occasional users use prices (76%) and living standards of the population (75%).

**Figure 4.1: Frequency of use of statistical data provided by the NBS.**

"Q17. How often have you used the following statistics provided by the National Bureau of Statistics? (one answer per each line)", total sample, N=777, %

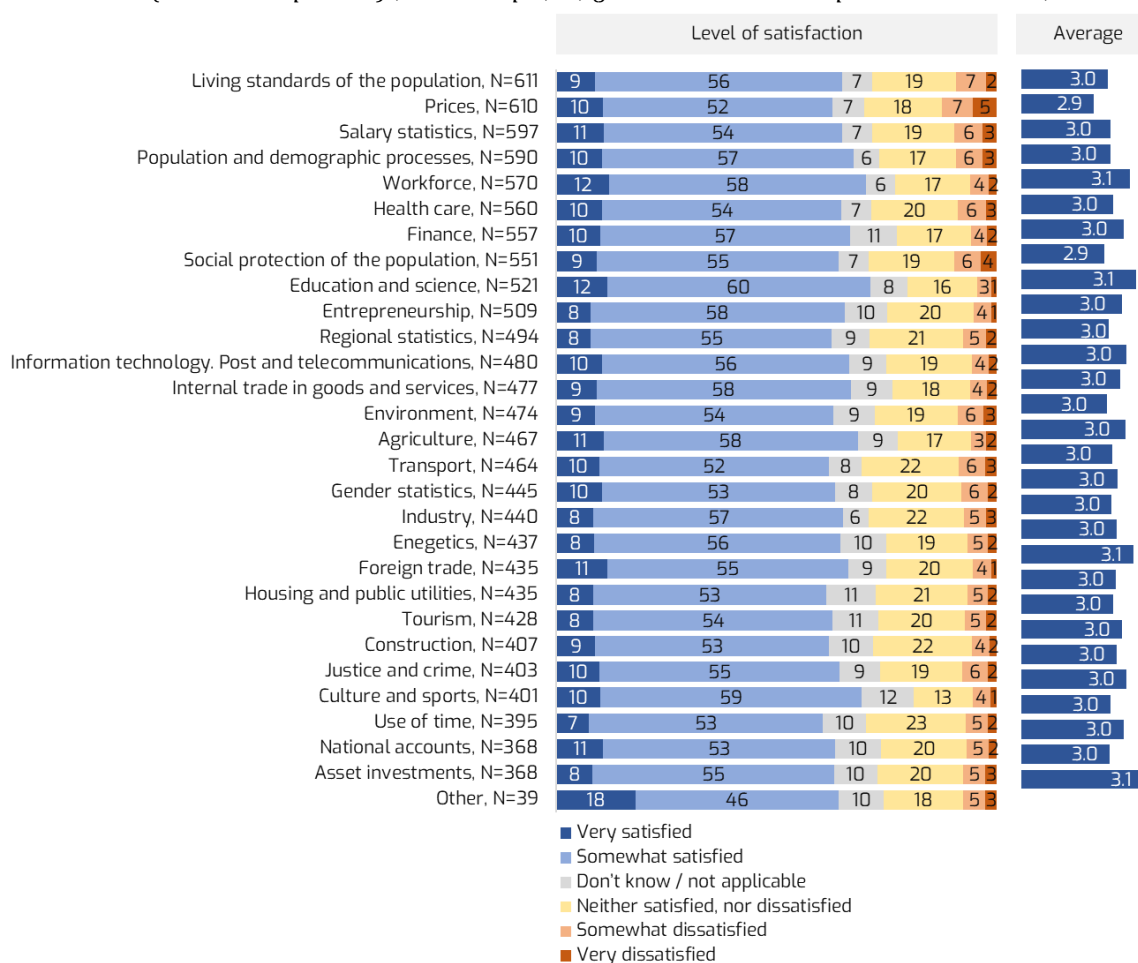


Users of statistical data provided by the NBS in the specified sectors were asked to rate how satisfied they are with these data - the majority of respondents are satisfied with the data (with a score of 3.0 out of 4 points). The statistical data with which users are very satisfied or are satisfied to a greater extent are from the following sectors - education and science (72% of respondents are satisfied with the data provided by the NBS), workforce (70%), agriculture (69 %), culture and sports (69%). The statistical data with which respondents are dissatisfied or very dissatisfied come from the following sectors - prices (12% of respondents are not satisfied), social protection of the population (10% are not satisfied).

## Chapter IV: Satisfaction with NBS products and statistical data

**Figure 4.2: Level of satisfaction with statistical data provided by the NBS.**

"Q18. How satisfied are you with the following statistical data provided by National Bureau of Statistics products and services? (one answer per line)", total sample, %, (for arithmetic mean: points 1=minimum, 4=maximum<sup>2</sup>)



On average, LPA respondents are more satisfied with the statistical data provided by the NBS (3.0). Depending on the user category, advanced users are to a lesser extent satisfied with the statistical data provided by the NBS (2.9) compared to occasional (3.0) or intermediate users (3.0) (see Annex 10.2).

<sup>2</sup> When calculating the average, people who offered the answer "neither satisfied nor dissatisfied" were excluded.

**Table 4.1: Level of satisfaction with statistical data provided by the NBS based on the user segment.**

*"Q18. How satisfied are you with the following statistical data provided by National Bureau of Statistics from the following sectors?", arithmetic mean (points 1=minimum, 4=maximum)*

|   | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / ASM | Business / commercial company / private sector | Financial institution | Media institution / press |
|---|-------|-----|-----|--|---|--|-----------------------|---------------------------|
| Total   | 3.0   | 3.0 | 3.1 | 3.0  | 3.0   | 3.0  | 3.1                   | 2.9                       |
| Living standards of the population                  | 3.0   | 3.0 | 3.1 | 3.0  | 3.0   | 3.0  | 2.9                   | 3.0                       |
| Prices  | 2.9   | 2.9 | 2.9 | 3.0  | 3.1   | 2.9  | 3.0                   | 2.9                       |
| Salary statistics                                   | 3.0   | 2.9 | 3.1 | 3.0  | 3.1   | 3.1  | 3.1                   | 2.9                       |
| Population and demographic processes                | 3.0   | 2.9 | 3.1 | 3.0  | 3.0   | 3.0  | 2.8                   | 3.0                       |
| Workforce   | 3.1   | 3.1 | 3.2 | 3.1  | 3.0   | 3.1  | 2.9                   | 3.0                       |
| Health care   | 3.0   | 3.0 | 3.2 | 3.0  | 3.0   | 2.8  | 3.2                   | 2.9                       |
| Finance   | 3.0   | 3.0 | 3.2 | 3.1  | 3.1   | 3.0  | 3.0                   | 3.0                       |
| Social protection of the population                 | 2.9   | 3.0 | 3.1 | 3.0  | 3.1   | 3.0  | 2.9                   | 2.8                       |
| Education and science                               | 3.1   | 3.1 | 3.2 | 3.2  | 3.1   | 2.9  | 3.3                   | 3.0                       |
| Entrepreneurship                                    | 3.0   | 3.0 | 3.1 | 3.0  | 3.0   | 3.0  | 3.2                   | 3.0                       |
| Regional statistics                                 | 3.0   | 3.0 | 3.1 | 3.0  | 3.0   | 3.0  | 3.2                   | 2.9                       |
| Information technology. Post and telecommunications | 3.0   | 3.0 | 3.2 | 3.1  | 3.0   | 3.1  | 3.2                   | 2.9                       |
| Internal trade in goods and services                | 3.0   | 3.0 | 2.9 | 3.0  | 3.1   | 3.1  | 3.2                   | 3.0                       |
| Environment   | 3.0   | 3.0 | 3.1 | 2.9  | 2.8   | 2.9  | 3.2                   | 2.9                       |
| Agriculture   | 3.0   | 3.0 | 3.2 | 3.1  | 3.1   | 3.0  | 3.2                   | 3.0                       |
| Transport   | 3.0   | 3.0 | 3.0 | 3.1  | 3.0   | 3.1  | 3.3                   | 2.9                       |
| Gender statistics                                   | 3.0   | 3.0 | 3.1 | 3.1  | 3.1   | 3.1  | 3.2                   | 2.9                       |
| Industry  | 3.0   | 3.0 | 3.1 | 3.0  | 2.9   | 3.0  | 2.8                   | 2.9                       |
| Energetics  | 3.0   | 3.0 | 3.0 | 2.9  | 3.0   | 3.1  | 3.2                   | 2.9                       |
| Foreign trade                                       | 3.1   | 3.0 | 3.0 | 3.1  | 3.1   | 3.1  | 3.2                   | 3.0                       |
| Housing and public utilities                        | 3.0   | 3.0 | 3.1 | 2.9  | 3.1   | 3.0  | 2.8                   | 2.9                       |
| Tourism   | 3.0   | 2.9 | 3.1 | 3.1  | 3.1   | 3.0  | 3.1                   | 2.9                       |
| Construction  | 3.0   | 3.0 | 3.1 | 2.9  | 3.1   | 3.1  | 3.2                   | 2.9                       |
| Justice and crime                                   | 3.0   | 3.1 | 3.1 | 3.0  | 3.0   | 2.9  | 3.1                   | 2.9                       |
| Culture and sports                                  | 3.0   | 2.9 | 3.2 | 3.1  | 3.0   | 3.1  | 3.3                   | 3.0                       |
| Use of time   | 3.0   | 2.9 | 3.1 | 3.0  | 3.0   | 3.0  | 3.4                   | 2.9                       |
| National accounts                                   | 3.0   | 2.9 | 3.1 | 3.0  | 3.2   | 3.1  | 3.3                   | 2.9                       |
| Asset investments                                   | 3.0   | 3.0 | 3.0 | 2.9  | 3.0   | 3.0  | 2.8                   | 2.8                       |
| Other   | 3.1   | 2.9 | 4.0 | 3.0  | 3.2   | 3.2  | 3.5                   | 3.0                       |

The data for the other categories of users are presented in the Annexes.

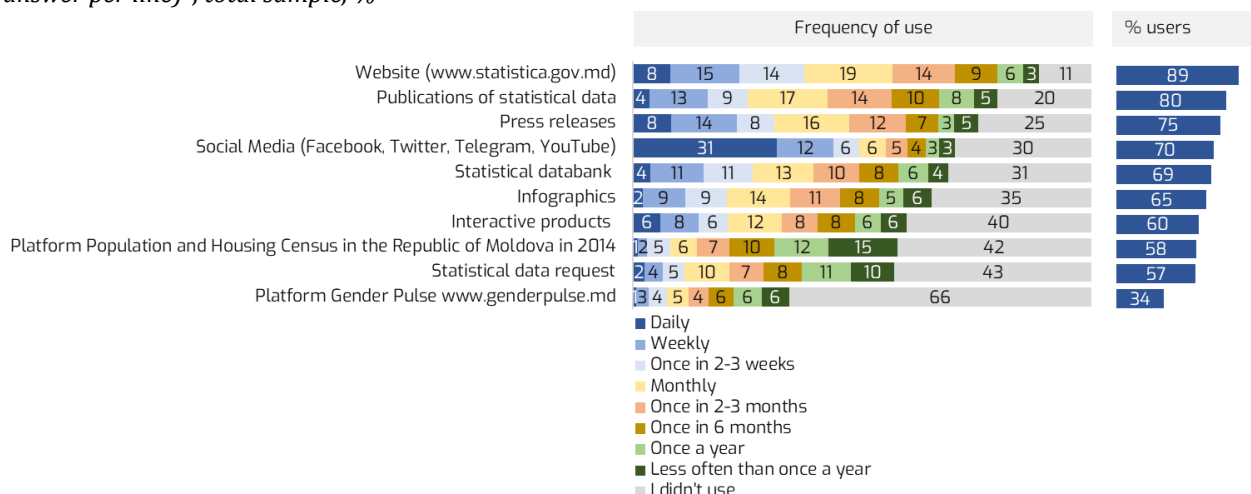


## Subchapter 4.2. Frequency of use and level of satisfaction with products and services offered by the National Bureau of Statistics

The NBS website is used by the majority of respondents – 89%. NBS social media are the most frequently used product – 31% use them daily. 23% of the respondents stated that they use the official website at least weekly, and 22% – they use the press releases provided by the NBS.

**Figure 4.3: The frequency of use of the NBS products and services.**

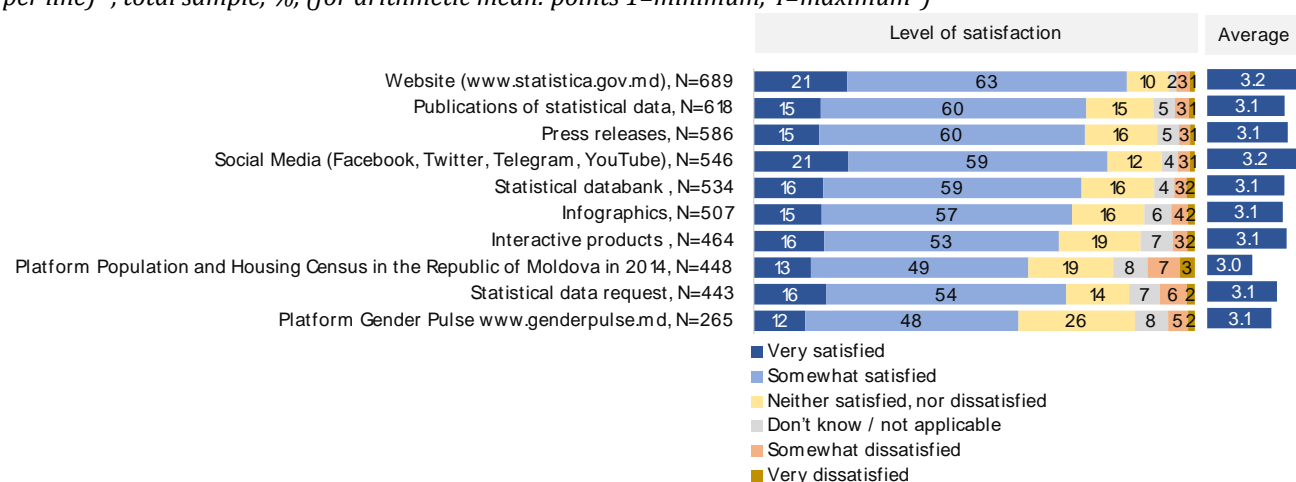
*“Q19. How often do you use the following products and services provided by the National Bureau of Statistics? (one answer per line)”, total sample, %*



For the most part, the respondents are satisfied with the products and services provided by NBS (3.1 out of 4 points). 21% of respondents who use the official website and social media mentioned that they are very satisfied with them. At the same time, one out of ten users of the 2014 Population and Housing Census Platform is dissatisfied or very dissatisfied with this product.

**Figure 4.4: Level of satisfaction with NBS products and services.**

*“Q20. How satisfied are you with the following National Bureau of Statistics products and services? (one answer per line)”, total sample, %, (for arithmetic mean: points 1=minimum, 4=maximum<sup>3</sup>)*



LPA respondents and research institutions categories, on average, are more satisfied with the products and services offered by the NBS (3.2). At the same time, advanced users are more satisfied with the products and services offered by the SNB (3.2) compared to the other categories of users (3.1) (see Appendix 11.2).

<sup>3</sup> When calculating the average, people who offered the answer "neither satisfied nor dissatisfied" were excluded.

**Table 4.2: Level of satisfaction with NBS products and services based on the user segment.**

*"Q20. How satisfied are you with the following National Bureau of Statistics products and services?", arithmetic mean (points 1=minimum, 4=maximum)*

|   | Total | CPA | LPA | Higher learning institution / Academy / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press |
|---|-------|-----|-----|--|--|--|-----------------------|---------------------------|
| Total   | 3.1   | 3.1 | 3.2 | 3.1  | 3.2  | 3.1  | 3.1                   | 3.1                       |
| Website   | 3.2   | 3.1 | 3.3 | 3.2  | 3.2  | 3.2  | 3.2                   | 3.1                       |
| Statistical databank  | 3.1   | 3.1 | 3.2 | 3.1  | 3.2  | 3.1  | 3.3                   | 3.1                       |
| Publications of statistical data  | 3.1   | 3.1 | 3.2 | 3.2  | 3.1  | 3.0  | 3.1                   | 3.2                       |
| Press releases  | 3.1   | 3.1 | 3.2 | 3.1  | 3.2  | 3.0  | 3.1                   | 3.1                       |
| Infographics  | 3.1   | 3.2 | 3.1 | 3.2  | 3.2  | 2.9  | 3.0                   | 3.0                       |
| Interactive products  | 3.1   | 3.1 | 3.4 | 3.2  | 3.3  | 3.0  | 3.0                   | 3.1                       |
| Platform Gender Pulse   | 3.1   | 2.9 | 3.1 | 3.1  | 3.1  | 3.2  | 3.0                   | 3.1                       |
| Platform Population and Housing Census in the Republic of Moldova in 2014 | 3.0   | 2.9 | 3.2 | 3.0  | 2.9  | 3.1  | 3.0                   | 3.1                       |
| Statistical data request  | 3.1   | 3.0 | 3.2 | 3.2  | 3.2  | 3.1  | 3.3                   | 3.1                       |
| Social Media (Facebook, Twitter, Telegram, YouTube)                       | 3.2   | 3.2 | 3.3 | 3.1  | 3.3  | 3.2  | 3.2                   | 3.3                       |

The data for the other categories of users are presented in the Annexes.

The participants in the In-Depth Interviews stated that they use, for the most part, all the products and services provided by the NBS.

The respondents stated that they were satisfied with the **Statistical Data Bank**. The data presentation design was also positively assessed, but at the same time, it was emphasized that this aspect can be improved. It was noted that in order to improve the quality of the data, they will need a more frequent update. Another aspect of improvement is to provide the possibility for data disaggregation. In addition to this, the respondents suggest diversifying the data according to the sector – to have more statistical data from education, agriculture, medicine areas.

Data from **statistical publications** were noted to be of good quality but difficult to use as data must be searched and gathered from different pages.

People satisfaction with the **press releases** is medium, and for their improvement, they propose the inclusion of comparative statistics between the data presented on the Republic of Moldova and other countries, as well as EU countries, for a better understanding of the data.

As for the relevance of the **infographics**, the representative of the public association states that they are helpful, because they represent a brief summary of information. On the other hand, the respondent from the tourism area is dissatisfied that in his area of activity there are insufficient data, presented in infographics form.

Among those who use the data from the Gender Pulse Platform, it was noted that some categories of data need to be updated. For example, statistics on the rate of participation in household activities are outdated, from 2012.

According to the opinion of some respondents, the **Census Platform** is easy to work with, the data are useful and the respective source can be referred to, being a credible one. As aspects which need improvement, it was recommended that population should have the possibility to monitor online (real time) the census data, the changes that are made daily. According to the representative from the higher learning institution, this possibility will increase the credibility of the data and the participation rate in the censuses.

#### Chapter IV: Satisfaction with NBS products and statistical data

A participant in the interview, from the higher education institution, mentioned that some information provided by the NBS has limited access, so it must be requested directly. This procedure must be paid additionally. Regarding this aspect, the respondent stated that it bureaucratizes the process of obtaining data.

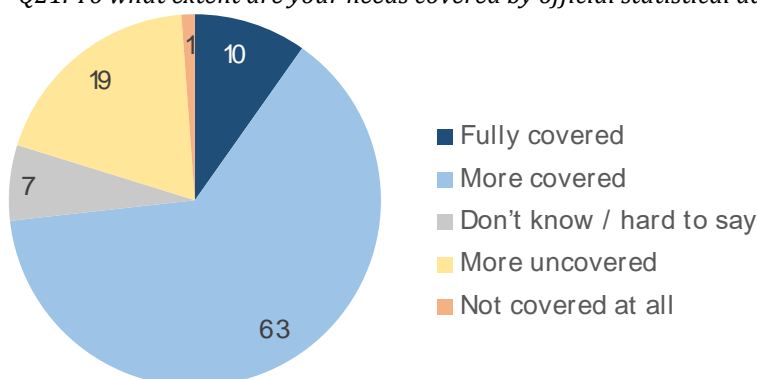
## CHAPTER V: NEEDS OF THE USERS OF STATISTICAL DATA

Chapter V includes the results of the survey that refer to the level of coverage of users' needs, the areas of statistical data that respondents need, difficulties in obtaining official statistical data, the opinion on the need for a training program on the use of data.

Most of the survey participants (73%) stated that their needs for official statistical data are completely or rather covered.

**Figure 5.1: The level of coverage of the needs of users of official statistical data.**

"Q21. To what extent are your needs covered by official statistical data? (one answer possible)", %



The participants in the discussion state that, in general, their needs for official statistical data are covered by the NBS database. But, depending on the activity they carry out, the respondents also have other needs for professional purposes.

LPA representatives (25%) and financial institutions (22%) to a greater extent than others declare that their needs for official statistical data are fully covered.

**Table 5.1: The level of coverage of the needs of users of official statistical data based on the user segment.**

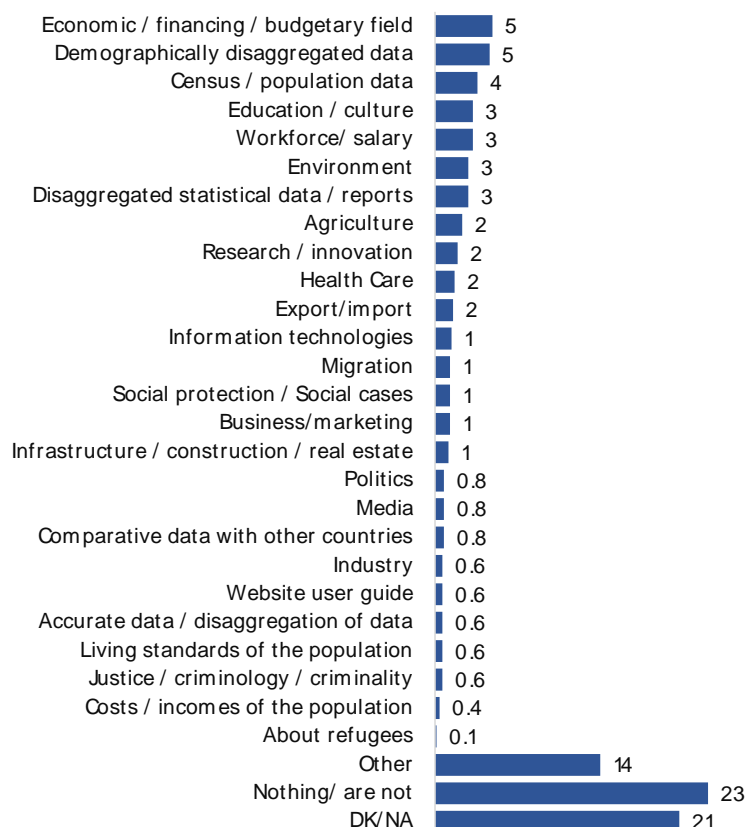
"Q21. To what extent are your needs covered by official statistical data? (one answer possible)", %

| % per line  | N          | Fully covered | More covered | More uncovered | Not covered at all | Don't know / hard to say |
|---|------------|---------------|--------------|----------------|--------------------|--------------------------|
| <b>Total</b>  | <b>777</b> | <b>10</b>     | <b>63</b>    | <b>19</b>      | <b>1</b>           | <b>7</b>                 |
| CPA   | 181        | 8             | 66           | 18             | 1                  | 8                        |
| LPA   | 79         | 25            | 57           | 10             | 1                  | 6                        |
| Higher learning institution                                 | 72         | 7             | 78           | 11             | 1                  | 3                        |
| Research institutions / research agencies / ASM             | 89         | 6             | 67           | 15             | 0                  | 12                       |
| Business / commercial company / private sector              | 113        | 10            | 67           | 19             | 2                  | 3                        |
| Financial institution                                       | 36         | 22            | 61           | 14             | 0                  | 3                        |
| Media institution / press (including freelance journalists) | 59         | 2             | 64           | 29             | 0                  | 5                        |
| Trade union / professional associations                     | 33         | 3             | 61           | 27             | 0                  | 9                        |
| NGOs/ Civil society   | 35         | 9             | 43           | 46             | 0                  | 3                        |
| Political party or organization                             | 28         | 11            | 50           | 25             | 7                  | 7                        |
| International organization                                  | 18         | 11            | 56           | 28             | 0                  | 6                        |
| Diplomatic Mission / Embassy / consulate                    | 11         | 9             | 82           | 0              | 0                  | 9                        |
| Individual  | 23         | 9             | 39           | 30             | 9                  | 13                       |

Respondents were asked what other areas or statistical data they need for professional or personal use. Thus, they indicated data from the economic area, financing, budgeting (5%); disaggregated demographic data (5%); updated population data, census (4%). A share of 25% of respondents stated that they have no other data needs than the data already available.

**Figure 5.2: Data needs/statistical areas.**

"Q22. What other data/additional statistical areas do you need for professional/study purposes? (open answer)", %



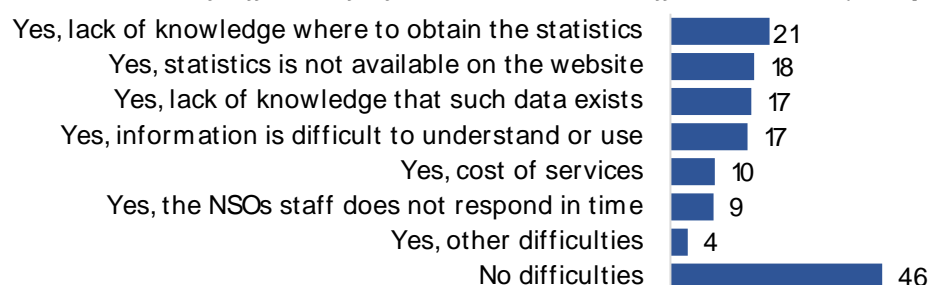
During the interviews, the following statistical data were mentioned that the respondents would need:

- statistical data on macroeconomic indicators;
- publication of financial forecasts;
- data on the consumption of non-food products, care products;
- statistical data on salaries in the Republic of Moldova;
- additional data on the costs incurred by entrepreneurs at the level of tourist destinations, territorial profile;
- data related to business entities' investments in staff training, in the quality system, in business extension activities, etc.

Almost half of the respondents stated that they have no difficulties in obtaining access to statistical data (46%). One in five respondents (21%) indicated that the lack of knowledge about where to look for official statistics represents a difficulty. Other difficulties were also mentioned – statistics are not available on the website (18%), lack of knowledge about the existence of some data (17%) and the information is difficult for understanding or use (17%). The majority of advanced users stated that the problem they face is the unavailability of statistics on the site (22%), while the majority of occasional users stated that the problem they face is the lack of knowledge of where they can get statistical data (25%) (see Annex 12).

**Figure 5.3: Difficulties in obtaining official statistical data.**

"Q23. Are there any difficulties for you to obtain access to official statistics? (multiple answers)", %



A larger share of CPA representatives (25%), higher learning institutions (28%) and financial institutions (25%) stated that the biggest difficulty they have in obtaining statistical data is the lack of knowledge about where to obtain statistics. At the same time, several LPA representatives (59%), research institutions (54%) and the private sector (50%) stated that they do not have difficulties in obtaining official statistics.

**Table 5.2: Difficulties in obtaining official statistics, based on the user segment.**

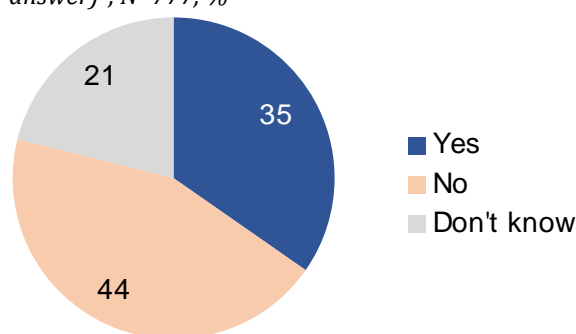
"Q23 Are there any difficulties for you to obtain access to official statistics? (multiple answers)", %

| % per line                                     | N          | Cost of service s | Lack of knowledge where to obtain the statistics | Lack of knowledge that such data exists | The NSOs staff does not respond in time | Statistics is not available on the website | Information is difficult to understand or use | Other    | No difficulties |
|--|------------|-------------------|--|---|---|--|---|----------|-----------------|
| <b>Total, %</b>                                | <b>777</b> | <b>10</b>         | <b>21</b>  | <b>17</b>                               | <b>9</b>                                | <b>18</b>                                  | <b>17</b>                                     | <b>4</b> | <b>46</b>       |
| CPA  | 181        | 6                 | 25   | 15                                      | 7                                       | 16   | 19  | 3        | 44              |
| LPA  | 79         | 11                | 11   | 11                                      | 5                                       | 11   | 11  | 1        | 59              |
| Higher learning institution                    | 72         | 13                | 28   | 26                                      | 8                                       | 18   | 14  | 4        | 36              |
| Research institutions / research agencies /ASM | 89         | 7                 | 17   | 16                                      | 8                                       | 19   | 10  | 2        | 54              |
| Business / commercial company / private sector | 113        | 10                | 22   | 17                                      | 5                                       | 10   | 15  | 4        | 50              |
| Financial institution                          | 36         | 11                | 25   | 28                                      | 11                                      | 28   | 19  | 11       | 42              |
| Media institution / press                      | 59         | 17                | 15   | 19                                      | 25                                      | 22   | 22  | 2        | 36              |
| Trade union / professional associations        | 33         | 15                | 12   | 9                                       | 18                                      | 36   | 21  | 3        | 36              |
| NGOs/ Civil society                            | 35         | 11                | 37   | 29                                      | 9                                       | 37   | 26  | 3        | 31              |
| Political party or organization                | 28         | 7                 | 21   | 14                                      | 14                                      | 18   | 18  | 4        | 46              |
| International organization                     | 18         | 11                | 22   | 22                                      | 17                                      | 39   | 28  | 11       | 28              |
| Diplomatic Mission / Embassy / consulate       | 11         | 0                 | 9  | 18                                      | 0                                       | 0  | 0   | 18       | 73              |
| Individual                                     | 23         | 9                 | 26   | 13                                      | 4                                       | 4  | 13  | 4        | 48              |

Answers regarding the need for a training program on the use of statistical data were divided. 35% of respondents state that they would need training for the use of data, and 44% - claimed that they did not need such a program.

**Figure 5.4: The need for a training program on the use of statistical data.**

"Q24. Do you think that you would need a training program on the use of statistical data? (only one possible answer)", N=777, %



CPA representatives (43%) and media institutions (42%) stated to a greater extent that they need a training program on the use of statistical data. More than half of the representatives of financial institutions (58%) and the businesses (52%) declared that they do not need a training program on the use of statistical data. A share of 54% of advanced users stated that they did not need a training program, and 32% – said that they needed a training program on the use of statistical data (see Annex 13).

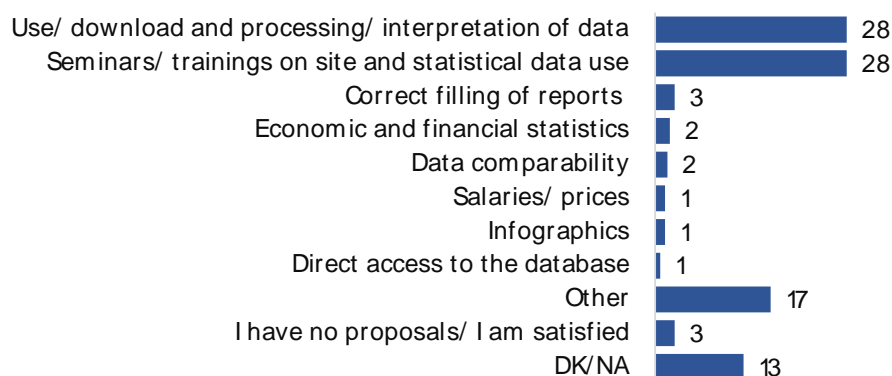
**Table 5.3: The need for a training program on the use of statistical data based on the user segment.**

"Q24. Do you think that you would need a training program on the use of statistical data? (only one possible answer)", %

| % per line   | N          | Yes       | No        | I do not know |
|--|------------|-----------|-----------|---------------|
| <b>Total</b>   | <b>777</b> | <b>36</b> | <b>43</b> | <b>21</b>     |
| CPA  | 181        | 43        | 34        | 23            |
| LPA  | 79         | 35        | 44        | 20            |
| Higher learning institution / Academia / University                        | 72         | 35        | 40        | 25            |
| Research institutions / research agencies / Academy of Sciences of Moldova | 89         | 36        | 44        | 20            |
| Business / commercial company / private sector                             | 113        | 30        | 52        | 18            |
| Financial institution (banks, insurance companies etc.)                    | 36         | 19        | 58        | 22            |
| Media institution / press (including freelance journalists)                | 59         | 42        | 44        | 14            |
| Trade union / professional associations                                    | 33         | 30        | 39        | 30            |
| NGOs/ Civil society  | 35         | 31        | 29        | 40            |
| Political party or organization  | 28         | 25        | 61        | 14            |
| International organization   | 18         | 39        | 50        | 11            |
| Diplomatic Mission / Embassy / consulate                                   | 11         | 45        | 45        | 9             |
| Private individual   | 23         | 30        | 48        | 22            |

All the participants in the discussion believe that it would be useful to organize periodically some training programs for users of statistical data. Only the representatives of an international organization mentioned that they do not need such trainings, but they are of the opinion that it is a good practice that should be applied among users of statistical data.

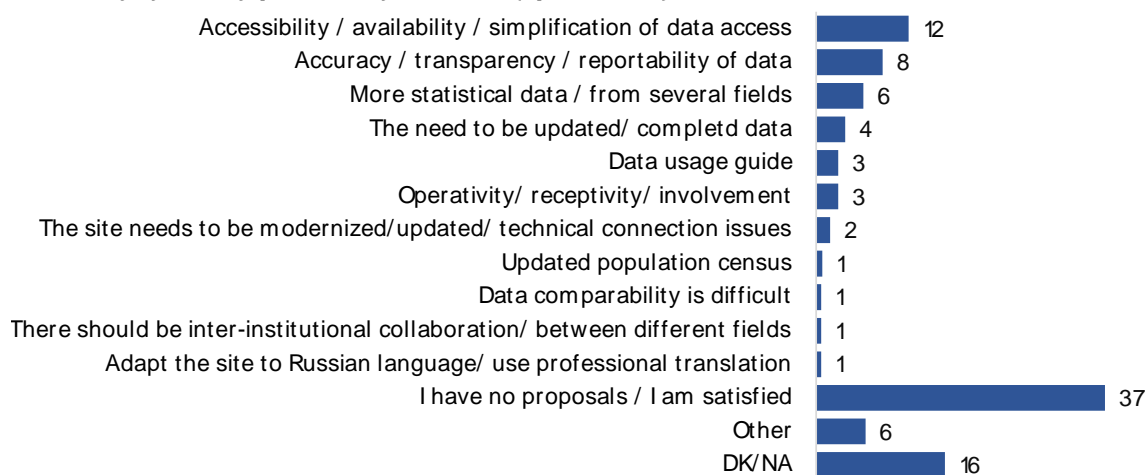
The survey participants stated that they would need training in order to use, download, process and interpret the data (28%), as well as training on the use of the NBS website and statistical data.

**Figure 5.5: Topics of interest for training on the use of statistical data.***"Q25. What topics for training could you suggest? (open answer)", %*

The participants in the In-Depth Interviews stated that they would need training on working with the database, processing data, accessing data, how they can be displayed by users, reading and interpreting data, basic elements related to statistical processing.

Concerning the format in which these trainings may be carried out, were made various recommendations: the development of a brief, ten-minute video spot, which would be posted on the home page of the NBS website, for website users, with steps how to use the site and the database. Another proposal refers to the organization of workshops, seminars in small groups, where not only the basic elements will be studied, but also the practical part, answering to the participants' questions. Such events can be divided into 5-6 sessions of one hour each. Another participant believes that the respective workshops should last a few hours to cover all the necessary aspects. There were also mentioned ideas about organizing trainings in educational institutions with teachers or business people.

Participants in the survey were encouraged to provide comments or suggestions regarding problems in the use of statistical data, or to come up with suggestions to improve the work of the country's statistics providers. Thus, most of them declared that they have no suggestions – 37%. A share of 12% participants mentioned accessibility, availability and the need to simplify the data access process. 8% of them mentioned accuracy, transparency and the need to simplify the data access process. 6% of them mentioned the need for data veracity and transparency. And 6% of respondents mentioned that they need more statistical data, from more areas.

**Figure 5.6: Comments on the problems of using official statistics and suggestions to improve the activity of the country providers of statistics.***"Q26. What additional comments do you have on the problems of using statistical data and suggestions to improve the activity of country providers of statistics? (open answer)", %*



During the In-Depth Interviews, the respondents stated that they need the NBS data to be updated in time – for example, at the end of February should be available the population statistics data for the previous year.

At the same time, according to the opinion of a respondent, the National Bureau of Statistics should include in its base all statistical data, even those collected by other agencies/sources. From his point of view, it is difficult to find certain data, which are presented by different sources and are on different online sources. To solve this problem, during the discussion it was proposed that the NBS should coordinate all official statistics, accept statistical data collected by other agencies as official and place them on its website.

Additionally, it was noted that the NBS database should work in favor of the user – the user extracting the data he/she needs, with any necessary disaggregation. In order to improve user interaction with the NBS platforms, it was proposed that the National Bureau of Statistics consult users, monitor which disaggregation is needed per area and collect the data according to the necessary disaggregation. Also, it is proposed to introduce definitions for calculated indicators - *"it would be relevant if, when we have some data or indicators that are calculated, some information appears below what that indicator represents and how it was calculated"*.

Each respondent expressed his/her opinion on the issues, which can be improved in the statistical data to meet the needs of users:

- Present statistical data on time (e.g. at the end of the year);
- Improve the design of the NBS website;
- Create user guide that would include information on how to search, access, generate data, etc.;
- Extend the keyword chain to find necessary data using more wording at the data search stage;
- Monthly dissemination of statistical data, regarding tourist indicators;
- Expand the fields in which statistical data are presented – the presentation of data on the export, import of goods, compared to the number of goods present on the shelves in the country;
- Provide data on labor investment by business entities;
- Disaggregate data on tourism in territorial profile.
- Present detailed data, according to several socio-demographic indicators (gender, age, living standards, etc.).

## CONCLUSIONS

### Statistical data user profile

777 people participated in the survey, users of statistical data, of which 58% were female and 41% were male, and 1% indicated "other / prefer not to say". Most of the respondents (74%) are aged between 26-55 years. At the same time, almost all respondents have higher education: bachelor's degree – 26%, master's degree – 47% and doctoral / postdoctoral studies – 19%.

About half of the respondents (53%) self-identified as occasional users of statistical data, 31% – as intermediate users and 16% – as advanced users.

### Purpose of statistical data use

Most of all, statistical data are used for the purpose of elaboration, monitoring, evaluation of policies, normative and legislative acts (47%). A share of 38% of respondents stated that they use statistical data for personal purposes, out of curiosity.

### Frequency of use of statistical information from official data sources

29% of survey participants use statistical data weekly for professional or personal purposes.

Survey participants mostly use statistical data provided by the NBS – 89%, compared to other providers of official statistical data. A share of 76% of users use statistical data provided by ministries, and 74% – statistical data provided by other data holders, such as PSA, ANCRETI, ALRC, NSIH. The statistical data provided by the NBM are used by 72% of the respondents.

### The level of confidence in statistical information from official data sources

In general, most of the users stated that they trust the statistical information provided by national sources of data and statistical information (average score of 3.1 points out of 4). The institutions with the highest score at the assessment of the level of trust are the National Bank of Moldova, the National Bureau of Statistics, the Ministry of Finance, the Ministry of Education and Research, the Public Services Agency, the National Social Insurance House – each accumulating a score of 3.2 points out of 4.

One in three users of the statistical information from the National Bank and the Public Services Agency mentioned that they have full confidence in the information provided by these sources (31% each). 27% indicated that they have full confidence in the NBS statistics.

It was observed during the interviews that most of the respondents trust the statistical information provided by NBS, mentioning that NBS is the main source of statistical data.

### The level of relevance of statistical information from official data sources

The respondents in the survey consider that the statistical information obtained from statistical data sources is relevant (average score 3.1 points out of 4). The average score obtained for the relevance aspect ranges between 3.0 and 3.2. According to the results of the survey, the data that were assessed better are those provided by the NBS, NBM and PSA, with a score of 3.2 points.

During the In-Depth Interviews, the respondents stated that the data provided by NBS are to some extent relevant, but for some people they seem difficult for interpretation. It was mentioned that it would be more useful for users to access a database and extract the data they need and in a form that suits them.

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**The level of opportunity of statistical information from official data sources**

Generally, respondents consider that the information from statistical data sources is opportune – 3.1 points out of 4. All information sources scored a 3.0 or 3.1 when the opportunity level of statistical data was assessed.

Concerning the opportunity of the statistical information provided by the NBS, the participants in the In-Depth Interviews mentioned that in some situations the data are issued with delay.

**The level of accessibility of statistical information from official data sources**

Concerning the accessibility of information from statistical data sources, most respondents stated that the data are accessible, with a score of 3.0 points. The institutions that have accumulated the highest score at the assessment of the level of accessibility are the NBS and the NBM with a score of 3.2. PSA and HSIH accumulated a score of 3.1 points, and the other analyzed institutions have a score of 3.0 or 2.9.

During in-depth interviews, it was mentioned that the process of obtaining data from the NBS is an easy, but situations were reported when the requested data were provided with a delay.

**The level of clarity of statistical information from official data sources**

Most of the respondents assessed the information from the statistical data sources as clear (score of 3.1 points). The institutions that have registered the highest score at the assessment of the level of clarity are NBS (3.2), BNM (3.2), PSA (3.2).

**The level of consistency and comparability of statistical information from official data sources**

Mostly, the respondents consider that the information coming from national statistical data sources is coherent and comparable (with a score of 3.0 points). The institutions with the highest score at the assessment of the level of coherence and comparability are NBS and the NBM, with a score of 3.1 points.

**Level of satisfaction with statistical information from official data sources**

The majority of interviewed users are generally satisfied with the information and statistical data from the presented sources (score 3.1). The institutions with the highest user satisfaction score are NBS, NBM, MF, MC, PSA, NSIH, each with a score of 3.2 points.

**Frequency of use and level of satisfaction with statistical data provided by the NBS**

Analyzing each area of statistical data provided by the NBS, the most used areas of statistical data are: living standards of the population (79% of respondents use these data), prices (79%), salary statistics (77%), population and demographic processes (76%), workforce (73%).

The statistical areas with which users are the most satisfied are education and science (72% of respondents are satisfied with the data provided by the NBS), workforce (70%), agriculture (69 %), culture and sports (69%).

**Frequency of use and level of satisfaction with products and services provided by the NBS**

Among the NBS products and services, the NBS social media is the most frequently used product – 31% use it daily. 23% of the respondents stated that they use the official website at least weekly, and 22% – they use the press releases provided by the NBS.

In general, among NBS products and services, the official website is used by the majority of the survey participants (89%), and the Gender Pulse Platform – is used by the least respondents (34%). For the most part,

## Conclusions

the respondents are satisfied with the products and services provided by NBS. 21% of respondents who use the official website and social media mentioned that they are very satisfied with them.

### Statistical data user needs

Most of the survey participants (73%) stated that their needs for official statistical data are completely or rather covered. At the same time, the respondents of the online survey indicated to a greater extent that their statistical data needs are not covered (20%).

Respondents were asked what other areas of statistical data they need for professional or personal use. Thus, they indicated data from the economic area, financing, budgeting (5%); disaggregated demographic data (5%); updated population data, census (4%). A share of 25% of respondents stated that they have no other data needs than the data already available.

The survey participants stated that they would need training in order to use, download, process and interpret the data (28%), as well as training on the use of the NBS website and statistical data.

Almost half of the respondents stated that they have no difficulties in obtaining access to statistical data (46%). One in five respondents (21%) indicated that the lack of knowledge about where to look for official statistics represents a difficulty. Other difficulties were also mentioned – statistics are not available on the website (18%), lack of knowledge about the existence of some data (17%) and the information is difficult for understanding or use (17%).

## ANNEXES

Annex 1.1: The frequency of use of means of information regarding statistical data based on the type of users. "Q8. How often do you use the following means of information for professional / study purposes: (1 answer per line)"

| %, per line  | Occasional user, N=409 |        |                   |         |                    |                  |             |                             |              |
|--|------------------------|--------|-------------------|---------|--------------------|------------------|-------------|-----------------------------|--------------|
|  | 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 |
| Ministries information/public agencies information on web/in media   | 12                     | 17     | 9                 | 16      | 16                 | 7                | 7           | 4                           | 12           |
| Mass media: news sites / portals, radio / TV sites, social networks  | 38                     | 15     | 5                 | 11      | 9                  | 5                | 2           | 3                           | 11           |
| Information published on the Internet, provided by research institutions (state or private)  | 9                      | 12     | 9                 | 17      | 17                 | 10               | 8           | 5                           | 14           |
| Statistical data and information published on the website of the National Bureau of Statistics                                       | 1                      | 5      | 8                 | 17      | 21                 | 13               | 9           | 6                           | 20           |
| Information published on the Internet, provided by international organizations (World Bank, International Monetary Fund, and others) | 6                      | 11     | 6                 | 15      | 15                 | 10               | 9           | 9                           | 19           |
| Information published on the Internet, provided by non-governmental organizations (NGOs)   | 10                     | 13     | 8                 | 16      | 14                 | 6                | 4           | 6                           | 23           |
| Official / formal requests to ministries / institutions or public agencies for information and data                                  | 3                      | 8      | 6                 | 9       | 11                 | 8                | 8           | 7                           | 39           |
| Official / formal requests to the National Bureau of Statistics (NBS) for statistical information                                    | 0                      | 3      | 2                 | 7       | 5                  | 7                | 10          | 9                           | 55           |
| Official / formal requests to research institutions  | 2                      | 3      | 3                 | 8       | 8                  | 5                | 8           | 11                          | 54           |
| Official / formal requests to NGOs for information and data  | 1                      | 3      | 4                 | 5       | 7                  | 6                | 8           | 9                           | 58           |
| Other media  | 0                      | 0      | 0                 | 0       | 1                  | 0                | 0           | 1                           | 97           |

## Annexes

Annex 1.2: The frequency of use of means of information regarding statistical data based on the type of users. “Q8. How often do you use the following means of information for professional / study purposes: (1 answer per line)”

| %, per line  | Intermediate user, N=241 |        |                   |         |                    |                  |             |                             |              |
|--|--------------------------|--------|-------------------|---------|--------------------|------------------|-------------|-----------------------------|--------------|
|  | 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 |
| Ministries information/public agencies information on web/in media   | 17                       | 22     | 11                | 23      | 7                  | 5                | 5           | 1                           | 10           |
| Mass media: news sites / portals, radio / TV sites, social networks  | 41                       | 16     | 6                 | 10      | 6                  | 3                | 1           | 2                           | 15           |
| Information published on the Internet, provided by research institutions (state or private)  | 14                       | 13     | 15                | 17      | 13                 | 8                | 3           | 4                           | 13           |
| Statistical data and information published on the website of the National Bureau of Statistics                                       | 6                        | 19     | 21                | 24      | 12                 | 6                | 2           | 2                           | 7            |
| Information published on the Internet, provided by international organizations (World Bank, International Monetary Fund, and others) | 9                        | 15     | 14                | 16      | 13                 | 10               | 3           | 4                           | 17           |
| Information published on the Internet, provided by non-governmental organizations (NGOs)   | 15                       | 15     | 11                | 13      | 10                 | 8                | 5           | 3                           | 20           |
| Official / formal requests to ministries / institutions or public agencies for information and data                                  | 7                        | 7      | 11                | 11      | 12                 | 7                | 7           | 9                           | 27           |
| Official / formal requests to the National Bureau of Statistics (NBS) for statistical information                                    | 2                        | 5      | 4                 | 10      | 14                 | 6                | 10          | 11                          | 39           |
| Official / formal requests to research institutions  | 4                        | 3      | 5                 | 7       | 7                  | 10               | 10          | 11                          | 43           |
| Official / formal requests to NGOs for information and data  | 4                        | 5      | 4                 | 6       | 10                 | 9                | 8           | 6                           | 48           |
| Other media  | 0                        | 0      | 0                 | 0       | 1                  | 1                | 0           | 0                           | 96           |

## Annexes

Annex 1.3: The frequency of use of means of information regarding statistical data based on the type of users. “Q8. How often do you use the following means of information for professional / study purposes: (1 answer per line)”

| %, per line  | Advanced user, N=127 |        |                   |         |                    |                  |             |                             |              |
|--|----------------------|--------|-------------------|---------|--------------------|------------------|-------------|-----------------------------|--------------|
|  | 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 |
| Ministries information/public agencies information on web/in media   | 26                   | 23     | 7                 | 21      | 8                  | 6                | 2           | 0                           | 7            |
| Mass media: news sites / portals, radio / TV sites, social networks  | 44                   | 18     | 8                 | 6       | 2                  | 0                | 3           | 2                           | 17           |
| Information published on the Internet, provided by research institutions (state or private)  | 20                   | 28     | 7                 | 17      | 6                  | 5                | 4           | 3                           | 11           |
| Statistical data and information published on the website of the National Bureau of Statistics                                       | 23                   | 25     | 8                 | 18      | 5                  | 6                | 3           | 1                           | 12           |
| Information published on the Internet, provided by international organizations (World Bank, International Monetary Fund, and others) | 15                   | 21     | 9                 | 20      | 6                  | 6                | 6           | 2                           | 15           |
| Information published on the Internet, provided by non-governmental organizations (NGOs)   | 19                   | 24     | 7                 | 14      | 4                  | 6                | 2           | 7                           | 17           |
| Official / formal requests to ministries / institutions or public agencies for information and data                                  | 7                    | 11     | 10                | 19      | 6                  | 9                | 9           | 6                           | 23           |
| Official / formal requests to the National Bureau of Statistics (NBS) for statistical information                                    | 6                    | 10     | 6                 | 11      | 12                 | 11               | 9           | 7                           | 28           |
| Official / formal requests to research institutions  | 4                    | 10     | 6                 | 13      | 7                  | 5                | 8           | 10                          | 38           |
| Official / formal requests to NGOs for information and data  | 4                    | 13     | 5                 | 7       | 7                  | 6                | 3           | 8                           | 47           |
| Other media  | 1                    | 1      | 0                 | 1       | 0                  | 0                | 1           | 1                           | 96           |

Annex 2. The frequency of use of statistical information from official data sources based on the segment of users. „Q9. How often do you **USE** statistical information from the following DATA SOURCES AND STATISTICAL INFORMATION?"

| % per column       | Total,<br>N=777 | APC,<br>N=181 | APL,<br>N=79 | Higher learning institution / Academia / University, N=72 | Research institutions / research agencies / Academy of Sciences of Moldova, N=89 | Business / commercial company / private sector, N=113 | Financial institution (banks, insurance companies etc.), N=36 | Media institution / press (including freelance journalists), N=59 | Trade union / professional associations, N=33 | NGOs / Civil society, N=35 | Political party or organization, N=28 | International organization, N=18 | Diplomatic Mission / Embassy / consulate, N=11 | Private individual / citizens / general public / students, N=23 |
|--------------------|-----------------|---------------|--------------|---|--|---|---|---|---|----------------------------|---------------------------------------|----------------------------------|--|---|
| NBS                | 89              | 90            | 82           | 88  | 90   | 97  | 75  | 100   | 97  | 97                         | 64                                    | 94                               | 100  | 78  |
| NBM                | 72              | 65            | 61           | 54  | 67   | 91  | 83  | 92  | 100   | 71                         | 54                                    | 94                               | 82   | 70  |
| MF and sub. aut.   | 70              | 74            | 74           | 48  | 66   | 70  | 59  | 86  | 97  | 72                         | 61                                    | 87                               | 80   | 0   |
| MLSP and sub. aut. | 70              | 70            | 70           | 65  | 68   | 67  | 28  | 91  | 97  | 81                         | 79                                    | 80                               | 70   | 0   |
| MH and sub. aut.   | 69              | 71            | 75           | 70  | 65   | 52  | 28  | 89  | 97  | 84                         | 75                                    | 73                               | 80   | 0   |
| ME and sub. aut.   | 68              | 74            | 70           | 44  | 71   | 59  | 47  | 88  | 97  | 72                         | 64                                    | 87                               | 80   | 0   |
| MER and sub. aut.  | 68              | 72            | 63           | 89  | 86   | 38  | 16  | 89  | 100   | 84                         | 54                                    | 80                               | 70   | 0   |
| ME and sub. aut.   | 60              | 64            | 67           | 44  | 65   | 48  | 25  | 88  | 100   | 56                         | 61                                    | 73                               | 70   | 0   |
| MIA and sub. aut.  | 60              | 74            | 69           | 41  | 42   | 40  | 28  | 89  | 100   | 66                         | 75                                    | 73                               | 90   | 0   |
| MIRD and sub. aut. | 59              | 65            | 69           | 44  | 52   | 41  | 22  | 88  | 100   | 66                         | 64                                    | 73                               | 90   | 0   |
| MAFI and sub. aut. | 57              | 60            | 60           | 37  | 68   | 38  | 25  | 84  | 100   | 66                         | 57                                    | 93                               | 70   | 0   |
| MJ and sub. aut.   | 57              | 64            | 62           | 41  | 39   | 42  | 31  | 91  | 97  | 66                         | 75                                    | 53                               | 70   | 0   |
| MC and sub. aut.   | 50              | 53            | 64           | 48  | 35   | 28  | 19  | 86  | 100   | 53                         | 57                                    | 53                               | 60   | 0   |
| PSA                | 74              | 74            | 80           | 50  | 66   | 79  | 59  | 96  | 100   | 75                         | 75                                    | 73                               | 70   | 0   |
| NSIH               | 69              | 66            | 73           | 59  | 64   | 75  | 47  | 89  | 97  | 72                         | 71                                    | 73                               | 60   | 0   |
| LRCA               | 58              | 57            | 73           | 37  | 53   | 62  | 44  | 88  | 100   | 44                         | 50                                    | 67                               | 50   | 0   |
| NRAECIT            | 53              | 52            | 69           | 37  | 46   | 48  | 22  | 86  | 100   | 56                         | 46                                    | 53                               | 50   | 0   |
| Other              | 21              | 25            | 11           | 17  | 23   | 13  | 6   | 42  | 100   | 9                          | 21                                    | 33                               | 27   | 22  |



## Annexes

Annex 2.1: informed “Q10. How much do you **TRUST** the information that comes from the following SOURCES of INFORMATION?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--------------------|------------|-------------------------------|-----------------------------|---|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total              | <b>3.1</b> | <b>3.2</b>                    | <b>3.2</b>                  | <b>3.2</b>  | <b>3.1</b>   | <b>3.1</b>                                     | <b>3.2</b>            | <b>3.0</b>                | <b>2.7</b>                              | <b>3.0</b>            | <b>2.7</b>                      | <b>3.0</b>                 | <b>3.6</b>                               | <b>2.9</b>         |
| NBS                | <b>3.2</b> | 3.2                           | 3.2                         | 3.3   | 3.3  | 3.0  | 3.3                   | 3.1                       | 2.9                                     | 3.2                   | 3.1                             | 2.9                        | 3.6                                      | 3.2                |
| NBM                | <b>3.2</b> | 3.3                           | 3.2                         | 3.3   | 3.3  | 3.2  | 3.4                   | 3.2                       | 2.9                                     | 3.1                   | 2.7                             | 3.1                        | 3.8                                      | 3.1                |
| MF and sub. aut.   | <b>3.2</b> | 3.2                           | 3.3                         | 3.4   | 3.2  | 3.2  | 3.3                   | 3.0                       | 2.7                                     | 3.0                   | 2.4                             | 3.2                        | 3.8                                      | -                  |
| MLSP and sub. aut. | <b>3.1</b> | 3.2                           | 3.2                         | 3.1   | 3.1  | 3.1  | 3.2                   | 3.0                       | 2.8                                     | 3.0                   | 2.6                             | 3.0                        | 3.6                                      | -                  |
| MH and sub. aut.   | <b>3.0</b> | 3.1                           | 3.0                         | 3.0   | 3.1  | 3.0  | 3.1                   | 3.0                       | 2.5                                     | 3.0                   | 2.5                             | 2.9                        | 3.5                                      | -                  |
| ME and sub. aut.   | <b>3.1</b> | 3.2                           | 3.2                         | 3.2   | 3.1  | 3.0  | 3.1                   | 2.9                       | 2.5                                     | 3.0                   | 2.6                             | 3.1                        | 3.6                                      | -                  |
| MER and sub. aut.  | <b>3.2</b> | 3.2                           | 3.2                         | 3.5   | 3.2  | 3.0  | 3.0                   | 3.0                       | 2.8                                     | 3.0                   | 2.7                             | 2.9                        | 3.6                                      | -                  |
| ME and sub. aut.   | <b>3.0</b> | 3.2                           | 3.2                         | 3.1   | 3.1  | 2.9  | 2.9                   | 2.9                       | 2.6                                     | 3.1                   | 2.5                             | 2.8                        | 3.6                                      | -                  |
| MIA and sub. aut.  | <b>3.1</b> | 3.3                           | 3.1                         | 3.1   | 3.0  | 2.8  | 3.1                   | 3.0                       | 2.6                                     | 3.0                   | 2.7                             | 2.9                        | 3.6                                      | -                  |
| MIRD and sub. aut. | <b>3.0</b> | 3.1                           | 3.1                         | 3.1   | 3.1  | 3.0  | 3.3                   | 2.9                       | 2.5                                     | 3.1                   | 2.6                             | 3.0                        | 3.6                                      | -                  |
| MAFI and sub. aut. | <b>3.0</b> | 3.0                           | 3.1                         | 2.9   | 3.2  | 2.9  | 3.0                   | 3.0                       | 2.6                                     | 3.2                   | 2.7                             | 2.9                        | 3.6                                      | -                  |
| MJ and sub. aut.   | <b>3.0</b> | 3.2                           | 3.0                         | 3.2   | 2.9  | 2.9  | 2.8                   | 2.9                       | 2.6                                     | 2.9                   | 2.3                             | 2.9                        | 3.7                                      | -                  |
| MC and sub. aut.   | <b>3.1</b> | 3.2                           | 3.2                         | 3.1   | 3.1  | 3.1  | 3.2                   | 3.1                       | 2.8                                     | 3.0                   | 3.0                             | 2.9                        | 3.5                                      | -                  |
| PSA                | <b>3.2</b> | 3.3                           | 3.4                         | 3.4   | 3.1  | 3.3  | 3.6                   | 3.3                       | 2.9                                     | 3.0                   | 2.9                             | 2.9                        | 3.6                                      | -                  |
| NSIH               | <b>3.2</b> | 3.2                           | 3.4                         | 3.4   | 3.2  | 3.2  | 3.3                   | 3.0                       | 2.8                                     | 3.0                   | 2.8                             | 3.1                        | 3.5                                      | -                  |
| LRCA               | <b>3.1</b> | 3.2                           | 3.3                         | 3.4   | 3.1  | 3.2  | 3.3                   | 2.9                       | 2.8                                     | 3.2                   | 3.0                             | 2.9                        | 3.4                                      | -                  |
| NRAECIT            | <b>3.1</b> | 3.2                           | 3.3                         | 3.1   | 3.1  | 3.1  | 3.4                   | 2.9                       | 2.4                                     | 2.9                   | 3.0                             | 3.0                        | 3.6                                      | -                  |
| Other              | <b>3.1</b> | 3.0                           | 2.8                         | 3.3   | 3.1  | 3.2  | 3.0                   | 3.3                       | 3.1                                     | 3.0                   | 3.2                             | 3.2                        | 3.7                                      | 2.5                |

Annex 2.2: The level of confidence in statistical information from different data sources based on the user category. “Q10. How much do you **TRUST** the information that comes from the following SOURCES of INFORMATION?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Occasional user | Intermediate user | Advanced user |
|--------------------|------------|-----------------|-------------------|---------------|
| Total              | <b>3.1</b> | <b>3.1</b>      | <b>3.2</b>        | <b>3.1</b>    |
| NBS                | <b>3.2</b> | 3.1             | 3.2               | 3.2           |
| NBM                | <b>3.2</b> | 3.2             | 3.3               | 3.2           |
| MF and sub. aut.   | <b>3.2</b> | 3.1             | 3.3               | 3.2           |
| MLSP and sub. aut. | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| MH and sub. aut.   | <b>3.0</b> | 2.9             | 3.0               | 3.0           |
| ME and sub. aut.   | <b>3.1</b> | 3.0             | 3.2               | 3.2           |
| MER and sub. aut.  | <b>3.2</b> | 3.2             | 3.1               | 3.1           |
| ME and sub. aut.   | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| MIA and sub. aut.  | <b>3.1</b> | 3.0             | 3.2               | 3.1           |
| MIRD and sub. aut. | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| MAFI and sub. aut. | <b>3.0</b> | 2.9             | 3.1               | 3.1           |
| MJ and sub. aut.   | <b>3.0</b> | 2.9             | 3.0               | 3.0           |
| MC and sub. aut.   | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| PSA                | <b>3.2</b> | 3.2             | 3.3               | 3.3           |
| NSIH               | <b>3.2</b> | 3.1             | 3.2               | 3.3           |
| LRCA               | <b>3.1</b> | 3.1             | 3.2               | 3.2           |
| NRAECIT            | <b>3.1</b> | 3.1             | 3.2               | 3.0           |
| Other              | <b>3.1</b> | 3.1             | 3.1               | 3.3           |

Annex 3.1: The level of relevance of statistical information from different sources based on the user segment. “Q11. 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?” arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--------------------|------------|-------------------------------|-----------------------------|---|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total              | <b>3.1</b> | <b>3.1</b>                    | <b>3.2</b>                  | <b>3.2</b>  | <b>3.1</b>   | <b>3.0</b>                                     | <b>3.2</b>            | <b>3.0</b>                | <b>2.8</b>                              | <b>3.2</b>            | <b>2.8</b>                      | <b>3.2</b>                 | <b>3.4</b>                               | <b>2.9</b>         |
| NBS                | <b>3.2</b> | 3.2                           | 3.3                         | 3.3   | 3.3  | 3.0  | 3.3                   | 3.2                       | 2.9                                     | 3.4                   | 2.9                             | 3.4                        | 3.6                                      | 3.1                |
| NBM                | <b>3.2</b> | 3.2                           | 3.2                         | 3.3   | 3.2  | 3.2  | 3.5                   | 3.1                       | 3.1                                     | 3.3                   | 2.7                             | 3.2                        | 3.7                                      | 3.1                |
| MF and sub. aut.   | <b>3.1</b> | 3.2                           | 3.2                         | 3.4   | 3.0  | 3.1  | 3.2                   | 3.0                       | 2.8                                     | 3.2                   | 2.6                             | 3.2                        | 3.4                                      | -                  |
| MLSP and sub. aut. | <b>3.1</b> | 3.1                           | 3.3                         | 3.2   | 3.0  | 3.0  | 3.3                   | 3.0                       | 3.0                                     | 3.2                   | 2.8                             | 3.4                        | 3.3                                      | -                  |
| MH and sub. aut.   | <b>3.0</b> | 3.0                           | 3.1                         | 3.1   | 3.1  | 2.9  | 3.1                   | 2.9                       | 2.7                                     | 3.3                   | 2.7                             | 2.9                        | 3.4                                      | -                  |
| ME and sub. aut.   | <b>3.1</b> | 3.2                           | 3.2                         | 3.3   | 3.0  | 3.0  | 2.9                   | 3.0                       | 2.8                                     | 3.0                   | 2.6                             | 3.3                        | 3.5                                      | -                  |
| MER and sub. aut.  | <b>3.1</b> | 3.1                           | 3.2                         | 3.3   | 3.2  | 3.0  | 3.2                   | 3.0                       | 2.9                                     | 3.1                   | 2.9                             | 3.1                        | 3.4                                      | -                  |
| ME and sub. aut.   | <b>3.0</b> | 3.1                           | 3.3                         | 2.9   | 3.0  | 2.9  | 3.0                   | 2.9                       | 2.6                                     | 3.2                   | 2.8                             | 2.9                        | 3.3                                      | -                  |
| MIA and sub. aut.  | <b>3.1</b> | 3.2                           | 3.1                         | 3.1   | 2.9  | 2.8  | 3.1                   | 2.9                       | 2.8                                     | 3.2                   | 2.8                             | 3.2                        | 3.3                                      | -                  |
| MIRD and sub. aut. | <b>3.0</b> | 3.0                           | 3.2                         | 3.1   | 3.0  | 2.9  | 3.0                   | 3.0                       | 2.8                                     | 3.1                   | 2.9                             | 3.3                        | 3.4                                      | -                  |
| MAFI and sub. aut. | <b>3.0</b> | 2.9                           | 3.1                         | 2.9   | 3.1  | 2.9  | 3.1                   | 3.0                       | 2.7                                     | 3.1                   | 2.9                             | 3.1                        | 3.3                                      | -                  |
| MJ and sub. aut.   | <b>3.0</b> | 3.1                           | 3.1                         | 3.2   | 2.8  | 2.8  | 3.2                   | 3.0                       | 2.9                                     | 3.1                   | 2.7                             | 3.0                        | 3.5                                      | -                  |
| MC and sub. aut.   | <b>3.0</b> | 2.9                           | 3.2                         | 3.0   | 3.0  | 3.0  | 3.2                   | 3.1                       | 2.6                                     | 3.1                   | 2.8                             | 3.3                        | 3.5                                      | -                  |
| PSA                | <b>3.2</b> | 3.2                           | 3.4                         | 3.3   | 3.1  | 3.1  | 3.6                   | 3.1                       | 3.0                                     | 3.2                   | 2.8                             | 3.0                        | 3.4                                      | -                  |
| NSIH               | <b>3.1</b> | 3.1                           | 3.4                         | 3.2   | 3.2  | 3.1  | 3.5                   | 3.0                       | 2.9                                     | 3.2                   | 2.6                             | 3.1                        | 3.3                                      | -                  |
| LRCA               | <b>3.1</b> | 3.0                           | 3.4                         | 3.3   | 3.1  | 3.1  | 3.3                   | 3.0                       | 2.6                                     | 3.3                   | 2.8                             | 3.0                        | 3.2                                      | -                  |
| NRAECIT            | <b>3.1</b> | 3.1                           | 3.3                         | 3.2   | 3.1  | 3.0  | 3.4                   | 3.0                       | 2.6                                     | 3.0                   | 3.0                             | 3.3                        | 3.4                                      | -                  |
| Other              | <b>3.1</b> | 3.0                           | 3.0                         | 3.3   | 3.1  | 3.3  | 3.0                   | 3.3                       | 3.0                                     | 3.0                   | 3.3                             | 3.3                        | 3.7                                      | 2.5                |

Annex 3.2: The level of relevance of statistical information from different sources based on the user category. “Q11. 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?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Occasional user | Intermediate user | Advanced user |
|--------------------|------------|-----------------|-------------------|---------------|
| Total              | <b>3.1</b> | <b>3.0</b>      | <b>3.2</b>        | <b>3.1</b>    |
| NBS                | <b>3.2</b> | 3.2             | 3.2               | 3.3           |
| NBM                | <b>3.2</b> | 3.2             | 3.3               | 3.2           |
| MF and sub. aut.   | <b>3.1</b> | 3.1             | 3.2               | 3.2           |
| MLSP and sub. aut. | <b>3.1</b> | 3.0             | 3.2               | 3.2           |
| MH and sub. aut.   | <b>3.0</b> | 2.9             | 3.1               | 3.0           |
| ME and sub. aut.   | <b>3.1</b> | 3.0             | 3.2               | 3.1           |
| MER and sub. aut.  | <b>3.1</b> | 3.1             | 3.1               | 3.2           |
| ME and sub. aut.   | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| MIA and sub. aut.  | <b>3.1</b> | 3.0             | 3.1               | 2.9           |
| MIRD and sub. aut. | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| MAFI and sub. aut. | <b>3.0</b> | 2.9             | 3.1               | 3.0           |
| MJ and sub. aut.   | <b>3.0</b> | 3.0             | 3.1               | 3.1           |
| MC and sub. aut.   | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| PSA                | <b>3.2</b> | 3.1             | 3.2               | 3.3           |
| NSIH               | <b>3.1</b> | 3.1             | 3.2               | 3.2           |
| LRCA               | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| NRAECIT            | <b>3.1</b> | 3.0             | 3.2               | 3.0           |
| Other              | <b>3.1</b> | 3.1             | 3.1               | 3.3           |

Annex 4.1: The level of opportunity of statistical information from different sources based on the user segment. “Q12. 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?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia /University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--------------------|------------|-------------------------------|-----------------------------|--|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total              | <b>3.1</b> | <b>3.1</b>                    | <b>3.2</b>                  | <b>3.2</b>   | <b>3.1</b>   | <b>2.9</b>                                     | <b>3.3</b>            | <b>3.0</b>                | <b>2.8</b>                              | <b>3.1</b>            | <b>2.7</b>                      | <b>3.1</b>                 | <b>3.3</b>                               | <b>3.2</b>         |
| NBS                | <b>3.1</b> | 3.2                           | 3.3                         | 3.3  | 3.3  | 2.9  | 3.2                   | 3.1                       | 2.9                                     | 3.2                   | 3.1                             | 3.1                        | 3.4                                      | 2.8                |
| NBM                | <b>3.1</b> | 3.1                           | 3.1                         | 3.2  | 3.2  | 3.2  | 3.5                   | 2.9                       | 2.9                                     | 3.2                   | 2.6                             | 3.2                        | 3.4                                      | 3.0                |
| MF and sub. aut.   | <b>3.1</b> | 3.2                           | 3.3                         | 3.2  | 3.0  | 3.0  | 3.3                   | 2.9                       | 2.8                                     | 3.2                   | 2.4                             | 3.4                        | 3.4                                      | -                  |
| MLSP and sub. aut. | <b>3.1</b> | 3.2                           | 3.2                         | 3.2  | 3.1  | 3.0  | 3.4                   | 2.9                       | 2.8                                     | 3.1                   | 2.9                             | 3.2                        | 3.3                                      | -                  |
| MH and sub. aut.   | <b>3.0</b> | 3.1                           | 3.1                         | 3.2  | 3.0  | 2.8  | 3.3                   | 2.9                       | 2.6                                     | 3.2                   | 2.8                             | 2.9                        | 3.3                                      | -                  |
| ME and sub. aut.   | <b>3.1</b> | 3.1                           | 3.3                         | 3.2  | 3.0  | 2.9  | 3.1                   | 2.9                       | 2.8                                     | 3.0                   | 2.6                             | 3.3                        | 3.4                                      | -                  |
| MER and sub. aut.  | <b>3.1</b> | 3.2                           | 3.2                         | 3.3  | 3.2  | 3.0  | 3.4                   | 2.9                       | 2.8                                     | 3.1                   | 2.6                             | 3.0                        | 3.3                                      | -                  |
| ME and sub. aut.   | <b>3.0</b> | 3.1                           | 3.3                         | 3.0  | 3.0  | 2.9  | 3.1                   | 3.0                       | 2.6                                     | 3.3                   | 2.6                             | 3.0                        | 3.2                                      | -                  |
| MIA and sub. aut.  | <b>3.1</b> | 3.3                           | 3.1                         | 3.1  | 3.0  | 2.6  | 3.1                   | 3.0                       | 2.8                                     | 3.2                   | 2.7                             | 3.1                        | 3.3                                      | -                  |
| MIRD and sub. aut. | <b>3.0</b> | 3.1                           | 3.2                         | 3.0  | 2.9  | 2.9  | 3.6                   | 3.0                       | 2.7                                     | 3.1                   | 2.8                             | 3.2                        | 3.3                                      | -                  |
| MAFI and sub. aut. | <b>3.0</b> | 3.0                           | 3.2                         | 2.7  | 3.1  | 2.9  | 3.3                   | 2.9                       | 2.9                                     | 2.9                   | 2.7                             | 3.0                        | 3.1                                      | -                  |
| MJ and sub. aut.   | <b>3.0</b> | 3.2                           | 3.1                         | 3.2  | 3.0  | 2.7  | 3.1                   | 3.0                       | 2.8                                     | 3.2                   | 2.4                             | 3.0                        | 3.5                                      | -                  |
| MC and sub. aut.   | <b>3.0</b> | 3.0                           | 3.2                         | 3.0  | 3.0  | 3.0  | 3.3                   | 3.0                       | 2.7                                     | 3.1                   | 2.7                             | 3.3                        | 3.5                                      | -                  |
| PSA                | <b>3.1</b> | 3.2                           | 3.3                         | 3.3  | 3.1  | 3.0  | 3.6                   | 3.1                       | 2.9                                     | 3.2                   | 2.8                             | 3.2                        | 3.6                                      | -                  |
| NSIH               | <b>3.1</b> | 3.1                           | 3.4                         | 3.3  | 3.2  | 3.2  | 3.4                   | 2.9                       | 2.9                                     | 3.2                   | 2.8                             | 3.2                        | 3.3                                      | -                  |
| LRCA               | <b>3.1</b> | 3.1                           | 3.3                         | 3.4  | 3.1  | 3.0  | 3.4                   | 3.0                       | 2.8                                     | 3.4                   | 2.6                             | 3.1                        | 3.2                                      | -                  |
| NRAECIT            | <b>3.0</b> | 3.1                           | 3.3                         | 3.2  | 3.1  | 2.8  | 3.4                   | 2.9                       | 2.5                                     | 3.2                   | 2.8                             | 3.1                        | 3.2                                      | -                  |
| Other              | <b>3.2</b> | 3.1                           | 3.1                         | 3.3  | 3.2  | 3.2  | 3.5                   | 3.3                       | 3.1                                     | 2.7                   | 2.8                             | 3.3                        | 3.7                                      | 3.7                |

Annex 4.2: The level of opportunity of statistical information from different sources based on the user category. “Q12. 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?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total | Occasional user | Intermediate user | Advanced user |
|--------------------|-------|-----------------|-------------------|---------------|
| Total              | 3.1   | 3.1             | 3.1               | 3.0           |
| NBS                | 3.1   | 3.1             | 3.2               | 3.1           |
| NBM                | 3.1   | 3.1             | 3.2               | 3.1           |
| MF and sub. aut.   | 3.1   | 3.0             | 3.2               | 3.1           |
| MLSP and sub. aut. | 3.1   | 3.1             | 3.1               | 3.1           |
| MH and sub. aut.   | 3.0   | 3.0             | 3.0               | 3.1           |
| ME and sub. aut.   | 3.1   | 3.0             | 3.1               | 3.0           |
| MER and sub. aut.  | 3.1   | 3.1             | 3.1               | 3.0           |
| ME and sub. aut.   | 3.0   | 3.0             | 3.1               | 2.9           |
| MIA and sub. aut.  | 3.1   | 3.1             | 3.1               | 3.0           |
| MIRD and sub. aut. | 3.0   | 3.0             | 3.1               | 2.8           |
| MAFI and sub. aut. | 3.0   | 3.0             | 3.0               | 3.0           |
| MJ and sub. aut.   | 3.0   | 3.0             | 3.1               | 3.0           |
| MC and sub. aut.   | 3.0   | 3.0             | 3.1               | 3.0           |
| PSA                | 3.1   | 3.1             | 3.2               | 3.2           |
| NSIH               | 3.1   | 3.1             | 3.2               | 3.2           |
| LRCA               | 3.1   | 3.1             | 3.1               | 3.1           |
| NRAECIT            | 3.0   | 3.0             | 3.2               | 2.8           |
| Other              | 3.2   | 3.2             | 3.2               | 3.2           |

## Annexes

Annex 5.1: Level of accessibility of statistical information from different sources based on the user segment. “Q13.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.)?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia /University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--------------------|------------|-------------------------------|-----------------------------|--|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total              | <b>3.0</b> | <b>3.1</b>                    | <b>3.3</b>                  | <b>3.2</b>   | <b>3.0</b>   | <b>3.0</b>                                     | <b>3.2</b>            | <b>2.9</b>                | <b>2.9</b>                              | <b>2.9</b>            | <b>3.0</b>                      | <b>3.0</b>                 | <b>3.3</b>                               | <b>3.1</b>         |
| NBS                | <b>3.2</b> | 3.2                           | 3.4                         | 3.4  | 3.2  | 3.2  | 3.3                   | 3.2                       | 3.1                                     | 3.2                   | 3.2                             | 2.9                        | 3.6                                      | 3.2                |
| NBM                | <b>3.2</b> | 3.2                           | 3.2                         | 3.2  | 3.2  | 3.2  | 3.4                   | 2.8                       | 2.9                                     | 3.1                   | 3.1                             | 3.1                        | 3.7                                      | 3.1                |
| MF and sub. aut.   | <b>3.0</b> | 3.0                           | 3.3                         | 3.3  | 2.9  | 3.0  | 3.3                   | 2.9                       | 2.8                                     | 2.7                   | 3.0                             | 3.0                        | 3.5                                      | -                  |
| MLSP and sub. aut. | <b>3.0</b> | 3.0                           | 3.3                         | 3.3  | 3.0  | 3.0  | 3.2                   | 2.8                       | 3.0                                     | 2.7                   | 2.9                             | 3.0                        | 3.3                                      | -                  |
| MH and sub. aut.   | <b>3.0</b> | 3.0                           | 3.2                         | 3.3  | 2.9  | 3.0  | 2.9                   | 2.8                       | 2.7                                     | 2.8                   | 3.0                             | 3.0                        | 3.1                                      | -                  |
| ME and sub. aut.   | <b>3.0</b> | 3.0                           | 3.3                         | 3.2  | 2.9  | 3.0  | 2.9                   | 2.8                       | 2.8                                     | 2.7                   | 2.9                             | 3.1                        | 3.5                                      | -                  |
| MER and sub. aut.  | <b>3.0</b> | 3.0                           | 3.3                         | 3.4  | 3.0  | 2.9  | 3.0                   | 2.7                       | 2.9                                     | 2.8                   | 3.0                             | 2.9                        | 3.1                                      | -                  |
| ME and sub. aut.   | <b>3.0</b> | 3.0                           | 3.3                         | 3.0  | 2.9  | 2.9  | 3.4                   | 2.9                       | 2.7                                     | 3.2                   | 2.9                             | 2.8                        | 3.0                                      | -                  |
| MIA and sub. aut.  | <b>3.0</b> | 3.1                           | 3.2                         | 3.1  | 2.8  | 2.7  | 3.0                   | 2.9                       | 2.8                                     | 2.9                   | 2.9                             | 2.9                        | 3.3                                      | -                  |
| MIRD and sub. aut. | <b>3.0</b> | 3.0                           | 3.2                         | 3.2  | 2.9  | 2.8  | 3.3                   | 2.8                       | 2.8                                     | 3.0                   | 2.8                             | 2.9                        | 3.3                                      | -                  |
| MAFI and sub. aut. | <b>2.9</b> | 2.9                           | 3.2                         | 2.9  | 2.9  | 2.9  | 3.1                   | 2.8                       | 2.7                                     | 2.9                   | 3.1                             | 2.8                        | 3.1                                      | -                  |
| MJ and sub. aut.   | <b>2.9</b> | 3.0                           | 3.1                         | 3.1  | 2.8  | 2.7  | 2.9                   | 2.7                       | 2.7                                     | 2.9                   | 2.7                             | 2.9                        | 3.4                                      | -                  |
| MC and sub. aut.   | <b>3.0</b> | 3.0                           | 3.2                         | 3.2  | 3.0  | 2.9  | 3.3                   | 3.0                       | 2.8                                     | 2.9                   | 3.0                             | 3.0                        | 3.0                                      | -                  |
| PSA                | <b>3.1</b> | 3.1                           | 3.3                         | 3.4  | 3.1  | 3.1  | 3.5                   | 2.9                       | 3.0                                     | 2.9                   | 3.0                             | 3.1                        | 3.3                                      | -                  |
| NSIH               | <b>3.1</b> | 3.1                           | 3.3                         | 3.3  | 3.2  | 3.2  | 3.5                   | 2.9                       | 2.9                                     | 3.0                   | 3.0                             | 3.0                        | 3.0                                      | -                  |
| LRCA               | <b>3.0</b> | 3.0                           | 3.3                         | 3.3  | 3.0  | 3.0  | 3.4                   | 2.8                       | 2.9                                     | 3.1                   | 3.1                             | 2.9                        | 2.8                                      | -                  |
| NRAECIT            | <b>3.1</b> | 3.0                           | 3.3                         | 3.4  | 3.0  | 2.9  | 3.4                   | 2.9                       | 2.9                                     | 2.8                   | 3.3                             | 3.0                        | 3.2                                      | -                  |
| Other              | <b>3.2</b> | 3.2                           | 3.1                         | 3.5  | 3.3  | 3.3  | 3.5                   | 3.2                       | 3.1                                     | 2.7                   | 2.8                             | 3.2                        | 3.7                                      | 3.0                |

Annex 5.2: Level of accessibility of statistical information from different sources based on the user category. “Q13.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.)?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Occasional user | Intermediate user | Advanced user |
|--------------------|------------|-----------------|-------------------|---------------|
| Total              | <b>3.0</b> | <b>3.0</b>      | <b>3.1</b>        | <b>3.1</b>    |
| NBS                | <b>3.2</b> | 3.2             | 3.3               | 3.3           |
| NBM                | <b>3.2</b> | 3.1             | 3.2               | 3.2           |
| MF and sub. aut.   | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| MLSP and sub. aut. | <b>3.0</b> | 3.0             | 3.0               | 3.2           |
| MH and sub. aut.   | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| ME and sub. aut.   | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| MER and sub. aut.  | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| ME and sub. aut.   | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| MIA and sub. aut.  | <b>3.0</b> | 3.0             | 3.0               | 3.1           |
| MIRD and sub. aut. | <b>3.0</b> | 2.9             | 3.0               | 3.0           |
| MAFI and sub. aut. | <b>2.9</b> | 2.9             | 3.0               | 2.9           |
| MJ and sub. aut.   | <b>2.9</b> | 2.9             | 2.9               | 2.9           |
| MC and sub. aut.   | <b>3.0</b> | 3.0             | 3.1               | 3.1           |
| PSA                | <b>3.1</b> | 3.1             | 3.1               | 3.2           |
| NSIH               | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| LRCA               | <b>3.0</b> | 3.0             | 3.1               | 3.1           |
| NRAECIT            | <b>3.1</b> | 3.0             | 3.1               | 3.0           |
| Other              | <b>3.2</b> | 3.2             | 3.2               | 3.3           |



Annex 6.1: Level of clarity of statistical information from different sources based on the user segment. “Q14. To what extent the information from the following sources is **CLEAR**, meaning that it is easy to understand?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--------------------|------------|-------------------------------|-----------------------------|---|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total              | <b>3.1</b> | <b>3.1</b>                    | <b>3.3</b>                  | <b>3.3</b>  | <b>3.2</b>   | <b>3.1</b>                                     | <b>3.4</b>            | <b>2.9</b>                | <b>2.9</b>                              | <b>3.0</b>            | <b>3.0</b>                      | <b>3.0</b>                 | <b>3.3</b>                               | <b>2.8</b>         |
| NBS                | <b>3.2</b> | 3.2                           | 3.4                         | 3.3   | 3.3  | 3.2  | 3.4                   | 3.1                       | 3.0                                     | 3.2                   | 3.1                             | 2.9                        | 3.4                                      | 2.8                |
| NBM                | <b>3.2</b> | 3.2                           | 3.2                         | 3.4   | 3.2  | 3.3  | 3.4                   | 2.9                       | 2.9                                     | 3.1                   | 2.9                             | 3.1                        | 3.4                                      | 2.9                |
| MF and sub. aut.   | <b>3.1</b> | 3.1                           | 3.3                         | 3.4   | 3.1  | 3.1  | 3.3                   | 3.0                       | 2.7                                     | 2.9                   | 2.9                             | 3.0                        | 3.4                                      | -                  |
| MLSP and sub. aut. | <b>3.1</b> | 3.2                           | 3.2                         | 3.2   | 3.2  | 3.1  | 3.3                   | 2.9                       | 3.0                                     | 2.9                   | 3.0                             | 3.2                        | 3.3                                      | -                  |
| MH and sub. aut.   | <b>3.1</b> | 3.1                           | 3.2                         | 3.2   | 3.2  | 3.1  | 3.3                   | 2.9                       | 2.7                                     | 3.0                   | 2.9                             | 2.8                        | 3.3                                      | -                  |
| ME and sub. aut.   | <b>3.1</b> | 3.1                           | 3.3                         | 3.3   | 3.1  | 3.1  | 3.1                   | 2.9                       | 2.8                                     | 2.9                   | 2.9                             | 3.2                        | 3.4                                      | -                  |
| MER and sub. aut.  | <b>3.1</b> | 3.1                           | 3.2                         | 3.3   | 3.3  | 3.1  | 3.2                   | 2.9                       | 3.0                                     | 2.9                   | 2.9                             | 3.1                        | 3.3                                      | -                  |
| ME and sub. aut.   | <b>3.1</b> | 3.1                           | 3.3                         | 3.2   | 3.1  | 3.0  | 3.5                   | 2.9                       | 2.9                                     | 3.2                   | 2.9                             | 3.0                        | 3.3                                      | -                  |
| MIA and sub. aut.  | <b>3.1</b> | 3.2                           | 3.2                         | 3.4   | 3.0  | 2.9  | 3.3                   | 2.9                       | 2.9                                     | 3.1                   | 2.9                             | 3.0                        | 3.4                                      | -                  |
| MIRD and sub. aut. | <b>3.0</b> | 3.1                           | 3.2                         | 3.1   | 3.1  | 3.0  | 3.3                   | 2.8                       | 2.8                                     | 3.0                   | 3.0                             | 3.1                        | 3.3                                      | -                  |
| MAFI and sub. aut. | <b>3.1</b> | 3.0                           | 3.3                         | 3.1   | 3.2  | 3.0  | 3.4                   | 2.9                       | 2.9                                     | 2.9                   | 3.1                             | 3.1                        | 3.3                                      | -                  |
| MJ and sub. aut.   | <b>3.0</b> | 3.1                           | 3.1                         | 3.2   | 3.0  | 2.9  | 3.3                   | 2.8                       | 2.9                                     | 2.9                   | 2.8                             | 2.9                        | 3.3                                      | -                  |
| MC and sub. aut.   | <b>3.1</b> | 3.1                           | 3.3                         | 3.3   | 3.2  | 3.2  | 3.5                   | 3.0                       | 2.8                                     | 3.0                   | 3.1                             | 3.0                        | 3.2                                      | -                  |
| PSA                | <b>3.2</b> | 3.1                           | 3.3                         | 3.2   | 3.2  | 3.2  | 3.6                   | 3.0                       | 2.9                                     | 3.0                   | 3.1                             | 3.0                        | 3.4                                      | -                  |
| NSIH               | <b>3.1</b> | 3.1                           | 3.3                         | 3.3   | 3.3  | 3.2  | 3.5                   | 2.9                       | 2.9                                     | 3.2                   | 2.8                             | 3.1                        | 3.3                                      | -                  |
| LRCA               | <b>3.1</b> | 3.0                           | 3.3                         | 3.4   | 3.1  | 3.1  | 3.5                   | 2.9                       | 2.8                                     | 3.1                   | 2.9                             | 2.9                        | 3.2                                      | -                  |
| NRAECIT            | <b>3.1</b> | 3.1                           | 3.3                         | 3.4   | 3.2  | 2.9  | 3.6                   | 2.9                       | 2.8                                     | 3.0                   | 3.0                             | 3.0                        | 3.2                                      | -                  |
| Other              | <b>3.2</b> | 3.0                           | 3.2                         | 3.3   | 3.5  | 3.4  | 4.0                   | 3.2                       | 3.1                                     | 3.0                   | 3.0                             | 3.3                        | 3.7                                      | 2.8                |

Annex 6.2: Level of clarity of statistical information from different sources based on the user category. “Q14. To what extent the information from the following sources is **CLEAR**, meaning that it is easy to understand?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Occasional user | Intermediate user | Advanced user |
|--------------------|------------|-----------------|-------------------|---------------|
| Total              | <b>3.1</b> | <b>3.1</b>      | <b>3.1</b>        | <b>3.1</b>    |
| NBS                | <b>3.2</b> | 3.2             | 3.2               | 3.3           |
| NBM                | <b>3.2</b> | 3.2             | 3.2               | 3.2           |
| MF and sub. aut.   | <b>3.1</b> | 3.0             | 3.1               | 3.2           |
| MLSP and sub. aut. | <b>3.1</b> | 3.1             | 3.1               | 3.2           |
| MH and sub. aut.   | <b>3.1</b> | 3.0             | 3.0               | 3.2           |
| ME and sub. aut.   | <b>3.1</b> | 3.0             | 3.1               | 3.1           |
| MER and sub. aut.  | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| ME and sub. aut.   | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| MIA and sub. aut.  | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| MIRD and sub. aut. | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| MAFI and sub. aut. | <b>3.1</b> | 3.0             | 3.1               | 3.1           |
| MJ and sub. aut.   | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| MC and sub. aut.   | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| PSA                | <b>3.2</b> | 3.2             | 3.2               | 3.3           |
| NSIH               | <b>3.1</b> | 3.1             | 3.2               | 3.2           |
| LRCA               | <b>3.1</b> | 3.0             | 3.2               | 3.0           |
| NRAECIT            | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| Other              | <b>3.2</b> | 3.1             | 3.3               | 3.2           |

Annex 7.1: The level of consistency and comparability of statistical information from different sources based on the user segment. “Q15 To 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)?” arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--------------------|------------|-------------------------------|-----------------------------|---|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total              | <b>3.0</b> | <b>3.0</b>                    | <b>3.2</b>                  | <b>3.1</b>  | <b>2.9</b>   | <b>3.0</b>                                     | <b>3.2</b>            | <b>2.8</b>                | <b>2.8</b>                              | <b>2.9</b>            | <b>2.8</b>                      | <b>3.0</b>                 | <b>3.2</b>                               | <b>3.0</b>         |
| NBS                | <b>3.1</b> | 3.1                           | 3.3                         | 3.2   | 3.1  | 3.1  | 3.2                   | 3.0                       | 2.9                                     | 3.1                   | 3.0                             | 3.1                        | 3.4                                      | 2.9                |
| NBM                | <b>3.1</b> | 3.1                           | 3.2                         | 3.2   | 3.0  | 3.3  | 3.4                   | 2.9                       | 2.9                                     | 3.1                   | 2.8                             | 3.1                        | 3.4                                      | 3.0                |
| MF and sub. aut.   | <b>3.0</b> | 3.0                           | 3.2                         | 3.1   | 2.9  | 3.1  | 3.2                   | 2.9                       | 2.5                                     | 2.9                   | 2.6                             | 2.9                        | 3.3                                      | -                  |
| MLSP and sub. aut. | <b>3.0</b> | 3.0                           | 3.2                         | 3.0   | 2.9  | 3.1  | 3.2                   | 2.8                       | 2.8                                     | 2.8                   | 2.8                             | 3.0                        | 3.1                                      | -                  |
| MH and sub. aut.   | <b>2.9</b> | 3.0                           | 3.1                         | 3.0   | 2.9  | 2.9  | 2.9                   | 2.7                       | 2.5                                     | 2.8                   | 2.9                             | 2.8                        | 3.1                                      | -                  |
| ME and sub. aut.   | <b>2.9</b> | 3.0                           | 3.2                         | 3.0   | 2.9  | 3.0  | 2.8                   | 2.7                       | 2.7                                     | 2.8                   | 2.6                             | 3.1                        | 3.3                                      | -                  |
| MER and sub. aut.  | <b>3.0</b> | 3.0                           | 3.2                         | 3.2   | 3.0  | 3.0  | 3.0                   | 2.8                       | 2.7                                     | 2.8                   | 2.8                             | 2.9                        | 3.1                                      | -                  |
| ME and sub. aut.   | <b>2.9</b> | 3.0                           | 3.2                         | 3.0   | 2.9  | 3.0  | 3.0                   | 2.8                       | 2.8                                     | 3.1                   | 2.8                             | 3.0                        | 2.8                                      | -                  |
| MIA and sub. aut.  | <b>3.0</b> | 3.2                           | 3.0                         | 2.9   | 2.8  | 2.7  | 2.9                   | 2.9                       | 2.8                                     | 2.9                   | 2.8                             | 2.9                        | 3.3                                      | -                  |
| MIRD and sub. aut. | <b>2.9</b> | 3.0                           | 3.1                         | 3.1   | 2.8  | 3.0  | 3.0                   | 2.8                       | 2.7                                     | 3.1                   | 2.8                             | 3.1                        | 3.1                                      | -                  |
| MAFI and sub. aut. | <b>2.9</b> | 2.9                           | 3.1                         | 2.8   | 2.9  | 2.9  | 3.0                   | 2.8                       | 2.7                                     | 2.9                   | 2.8                             | 3.0                        | 3.0                                      | -                  |
| MJ and sub. aut.   | <b>2.9</b> | 3.0                           | 3.0                         | 3.1   | 2.8  | 2.8  | 3.0                   | 2.7                       | 2.8                                     | 2.8                   | 2.6                             | 2.9                        | 3.4                                      | -                  |
| MC and sub. aut.   | <b>3.0</b> | 3.0                           | 3.2                         | 3.1   | 3.0  | 3.1  | 3.2                   | 3.0                       | 2.8                                     | 3.0                   | 2.9                             | 2.8                        | 3.2                                      | -                  |
| PSA                | <b>3.0</b> | 3.0                           | 3.2                         | 3.1   | 3.0  | 3.1  | 3.6                   | 2.9                       | 2.8                                     | 3.0                   | 2.9                             | 3.0                        | 3.3                                      | -                  |
| NSIH               | <b>3.0</b> | 2.9                           | 3.3                         | 3.1   | 3.0  | 3.2  | 3.5                   | 2.8                       | 2.7                                     | 3.0                   | 2.9                             | 3.0                        | 3.3                                      | -                  |
| LRCA               | <b>3.0</b> | 3.0                           | 3.2                         | 3.3   | 2.9  | 3.0  | 3.5                   | 2.8                       | 2.7                                     | 3.2                   | 2.8                             | 3.0                        | 3.2                                      | -                  |
| NRAECIT            | <b>3.0</b> | 3.1                           | 3.2                         | 3.1   | 2.9  | 2.9  | 3.3                   | 2.9                       | 2.7                                     | 2.9                   | 3.0                             | 2.9                        | 2.8                                      | -                  |
| Other              | <b>3.1</b> | 3.0                           | 3.3                         | 3.4   | 2.9  | 3.3  | 3.5                   | 3.0                       | 3.2                                     | 3.0                   | 3.0                             | 3.0                        | 3.7                                      | 3.0                |

Annex 7.2: The level of consistency and comparability of statistical information from different sources based on the user category. “Q15 To 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)?” arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Occasional user | Intermediate user | Advanced user |
|--------------------|------------|-----------------|-------------------|---------------|
| Total              | <b>3.0</b> | <b>3.0</b>      | <b>3.0</b>        | <b>3.0</b>    |
| NBS                | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| NBM                | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| MF and sub. aut.   | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| MLSP and sub. aut. | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| MH and sub. aut.   | <b>2.9</b> | 2.9             | 2.9               | 2.9           |
| ME and sub. aut.   | <b>2.9</b> | 2.9             | 3.0               | 2.9           |
| MER and sub. aut.  | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| ME and sub. aut.   | <b>2.9</b> | 2.9             | 3.0               | 2.9           |
| MIA and sub. aut.  | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| MIRD and sub. aut. | <b>2.9</b> | 2.9             | 3.0               | 2.9           |
| MAFI and sub. aut. | <b>2.9</b> | 2.9             | 3.0               | 2.9           |
| MJ and sub. aut.   | <b>2.9</b> | 2.9             | 2.9               | 2.8           |
| MC and sub. aut.   | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| PSA                | <b>3.0</b> | 3.0             | 3.1               | 3.1           |
| NSIH               | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| LRCA               | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| NRAECIT            | <b>3.0</b> | 2.9             | 3.1               | 2.9           |
| Other              | <b>3.1</b> | 3.1             | 3.1               | 3.1           |

## Annexes

Annex 8.1: Level of satisfaction with statistical information from different sources based on the user segment. „Q16 How **SATISFIED** you are with the information and statistic data from the following DATA SOURCES?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia /University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--------------------|------------|-------------------------------|-----------------------------|--|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total              | <b>3.1</b> | <b>3.1</b>                    | <b>3.2</b>                  | <b>3.2</b>   | <b>3.1</b>   | <b>3.1</b>                                     | <b>3.2</b>            | <b>3.1</b>                | <b>2.9</b>                              | <b>3.0</b>            | <b>2.8</b>                      | <b>3.2</b>                 | <b>3.3</b>                               | <b>3.2</b>         |
| NBS                | <b>3.2</b> | 3.1                           | 3.4                         | 3.2  | 3.3  | 3.1  | 3.3                   | 3.3                       | 3.0                                     | 3.0                   | 3.0                             | 3.1                        | 3.6                                      | 3.1                |
| NBM                | <b>3.2</b> | 3.1                           | 3.3                         | 3.1  | 3.2  | 3.3  | 3.4                   | 3.1                       | 3.1                                     | 3.2                   | 2.8                             | 3.1                        | 3.4                                      | 3.1                |
| MF and sub. aut.   | <b>3.2</b> | 3.2                           | 3.3                         | 3.3  | 3.1  | 3.1  | 3.3                   | 3.1                       | 2.9                                     | 2.8                   | 2.8                             | 3.4                        | 3.3                                      | -                  |
| MLSP and sub. aut. | <b>3.1</b> | 3.1                           | 3.2                         | 3.2  | 3.1  | 3.2  | 3.3                   | 3.0                       | 2.9                                     | 2.9                   | 2.7                             | 3.2                        | 3.2                                      | -                  |
| MH and sub. aut.   | <b>3.1</b> | 3.1                           | 3.2                         | 3.1  | 3.1  | 3.0  | 3.0                   | 3.0                       | 2.6                                     | 3.0                   | 2.7                             | 3.1                        | 3.3                                      | -                  |
| ME and sub. aut.   | <b>3.1</b> | 3.1                           | 3.3                         | 3.3  | 3.1  | 3.1  | 3.1                   | 2.9                       | 2.8                                     | 2.8                   | 2.9                             | 3.5                        | 3.4                                      | -                  |
| MER and sub. aut.  | <b>3.1</b> | 3.2                           | 3.2                         | 3.2  | 3.1  | 3.2  | 3.0                   | 3.0                       | 3.0                                     | 2.9                   | 2.9                             | 3.2                        | 3.2                                      | -                  |
| ME and sub. aut.   | <b>3.1</b> | 3.2                           | 3.3                         | 3.1  | 3.1  | 3.0  | 3.0                   | 3.0                       | 2.8                                     | 3.2                   | 2.8                             | 3.2                        | 3.2                                      | -                  |
| MIA and sub. aut.  | <b>3.1</b> | 3.2                           | 3.1                         | 3.2  | 3.0  | 2.9  | 3.0                   | 3.1                       | 2.8                                     | 3.3                   | 2.9                             | 3.0                        | 3.5                                      | -                  |
| MIRD and sub. aut. | <b>3.1</b> | 3.2                           | 3.2                         | 3.2  | 3.1  | 3.2  | 3.2                   | 3.0                       | 2.9                                     | 2.9                   | 2.7                             | 3.1                        | 3.3                                      | -                  |
| MAFI and sub. aut. | <b>3.0</b> | 3.0                           | 3.1                         | 3.1  | 3.1  | 3.0  | 3.0                   | 3.1                       | 2.7                                     | 2.9                   | 3.0                             | 3.0                        | 3.2                                      | -                  |
| MJ and sub. aut.   | <b>3.0</b> | 3.1                           | 3.1                         | 3.2  | 2.9  | 2.9  | 3.1                   | 2.9                       | 2.8                                     | 3.1                   | 2.7                             | 3.0                        | 3.3                                      | -                  |
| MC and sub. aut.   | <b>3.2</b> | 3.2                           | 3.3                         | 3.2  | 3.1  | 3.2  | 3.0                   | 3.1                       | 2.8                                     | 3.1                   | 2.9                             | 3.2                        | 3.2                                      | -                  |
| PSA                | <b>3.2</b> | 3.2                           | 3.3                         | 3.2  | 3.1  | 3.2  | 3.4                   | 3.2                       | 2.9                                     | 2.9                   | 2.8                             | 3.4                        | 3.7                                      | -                  |
| NSIH               | <b>3.2</b> | 3.1                           | 3.4                         | 3.4  | 3.3  | 3.3  | 3.3                   | 3.1                       | 2.8                                     | 3.0                   | 2.7                             | 3.4                        | 3.4                                      | -                  |
| LRCA               | <b>3.1</b> | 3.1                           | 3.3                         | 3.2  | 3.2  | 3.2  | 3.4                   | 3.0                       | 2.7                                     | 3.3                   | 2.8                             | 3.1                        | 3.3                                      | -                  |
| NRAECIT            | <b>3.1</b> | 3.1                           | 3.3                         | 3.3  | 3.1  | 3.0  | 3.1                   | 2.9                       | 2.8                                     | 3.2                   | 2.9                             | 3.2                        | 3.2                                      | -                  |
| Other              | <b>3.2</b> | 3.0                           | 3.1                         | 3.5  | 3.2  | 3.3  | 3.0                   | 3.4                       | 3.1                                     | 2.5                   | 2.8                             | 3.2                        | 3.7                                      | 3.5                |

Annex 8.2: Level of satisfaction with statistical information from different sources based on the user category. “Q16 How **SATISFIED** you are with the information and statistic data from the following DATA SOURCES?”, arithmetic mean (points 1=minimum, 4=maximum)

|                    | Total      | Occasional user | Intermediate user | Advanced user |
|--------------------|------------|-----------------|-------------------|---------------|
| Total              | <b>3.1</b> | <b>3.1</b>      | <b>3.2</b>        | <b>3.1</b>    |
| NBS                | <b>3.2</b> | 3.2             | 3.2               | 3.2           |
| NBM                | <b>3.2</b> | 3.2             | 3.2               | 3.2           |
| MF and sub. aut.   | <b>3.2</b> | 3.1             | 3.2               | 3.2           |
| MLSP and sub. aut. | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| MH and sub. aut.   | <b>3.1</b> | 3.0             | 3.1               | 3.1           |
| ME and sub. aut.   | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| MER and sub. aut.  | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| ME and sub. aut.   | <b>3.1</b> | 3.0             | 3.2               | 3.1           |
| MIA and sub. aut.  | <b>3.1</b> | 3.1             | 3.1               | 3.0           |
| MIRD and sub. aut. | <b>3.1</b> | 3.1             | 3.2               | 3.0           |
| MAFI and sub. aut. | <b>3.0</b> | 3.0             | 3.1               | 3.1           |
| MJ and sub. aut.   | <b>3.0</b> | 3.1             | 3.0               | 2.9           |
| MC and sub. aut.   | <b>3.2</b> | 3.2             | 3.2               | 3.1           |
| PSA                | <b>3.2</b> | 3.2             | 3.2               | 3.2           |
| NSIH               | <b>3.2</b> | 3.1             | 3.2               | 3.3           |
| LRCA               | <b>3.1</b> | 3.1             | 3.2               | 3.1           |
| NRAECIT            | <b>3.1</b> | 3.1             | 3.2               | 3.0           |
| Other              | <b>3.2</b> | 3.2             | 3.2               | 3.2           |

Annex 9. Share of users of statistical data provided by the NBS, by sector, based on the user category, %.

| % of users, per column                                | Total, N=777 | Occasional user, N=409 | Intermediate user, N=241 | Advanced user, N=127 |
|---|--------------|------------------------|--------------------------|----------------------|
| Living standards of the population                    | 79           | 75                     | 81                       | 86                   |
| Prices  | 79           | 76                     | 80                       | 83                   |
| Salary statistics                                     | 77           | 71                     | 81                       | 87                   |
| Population and demographic processes                  | 76           | 71                     | 80                       | 83                   |
| Workforce   | 73           | 67                     | 80                       | 82                   |
| Health care   | 72           | 68                     | 77                       | 76                   |
| Finance   | 72           | 66                     | 78                       | 78                   |
| Social protection of the population                   | 71           | 65                     | 76                       | 82                   |
| Education and science                                 | 67           | 63                     | 73                       | 69                   |
| Entrepreneurship                                      | 66           | 59                     | 72                       | 73                   |
| Regional statistics                                   | 64           | 56                     | 71                       | 72                   |
| Informational technology. Post and telecommunications | 62           | 57                     | 68                       | 65                   |
| Internal trade in goods and services                  | 61           | 54                     | 66                       | 75                   |
| Environment   | 61           | 55                     | 67                       | 69                   |
| Agriculture   | 60           | 54                     | 65                       | 69                   |
| Transports  | 60           | 53                     | 65                       | 72                   |
| Gender statistics                                     | 57           | 51                     | 66                       | 61                   |
| Industry  | 57           | 49                     | 63                       | 69                   |
| Power   | 56           | 49                     | 65                       | 64                   |
| Foreign trade   | 56           | 49                     | 61                       | 69                   |
| Housing and public utilities                          | 56           | 51                     | 61                       | 63                   |
| Tourism   | 55           | 50                     | 60                       | 63                   |
| Construction  | 52           | 45                     | 60                       | 61                   |
| Justice and crime                                     | 52           | 49                     | 56                       | 52                   |
| Culture and sports                                    | 52           | 47                     | 59                       | 53                   |
| Use of time   | 51           | 45                     | 57                       | 57                   |
| National accounts                                     | 47           | 39                     | 54                       | 64                   |
| Asset investments                                     | 47           | 39                     | 55                       | 60                   |
| Other   | 5            | 5                      | 6                        | 5                    |

## Annexes

Annex 10.1: Level of satisfaction with statistical data provided by the NBS based on the user segment. “Q18. How satisfied or dissatisfied are you with the following statistical data provided by National Statistical Office products and services?”, arithmetic mean (points 1=minimum, 4=maximum)

|   | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia / University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGO-s / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|---|------------|-------------------------------|-----------------------------|---|--|--|-----------------------|---------------------------|---|-----------------------|---------------------------------|----------------------------|--|--------------------|
| Total   | <b>3.0</b> | <b>3.0</b>                    | <b>3.1</b>                  | <b>3.0</b>  | <b>3.0</b>   | <b>3.0</b>                                     | <b>3.1</b>            | <b>2.9</b>                | <b>2.8</b>                              | <b>3.0</b>            | <b>2.8</b>                      | <b>2.9</b>                 | <b>3.6</b>                               | <b>2.8</b>         |
| Living standards of the population              | <b>3.0</b> | 3.0                           | 3.1                         | 3.0   | 3.0  | 3.0  | 2.9                   | 3.0                       | 2.8                                     | 2.9                   | 2.5                             | 3.0                        | 3.5                                      | 2.8                |
| Prices  | <b>2.9</b> | 2.9                           | 2.9                         | 3.0   | 3.1  | 2.9  | 3.0                   | 2.9                       | 2.7                                     | 2.9                   | 2.5                             | 3.0                        | 3.6                                      | 2.5                |
| Salary statistics                               | <b>3.0</b> | 2.9                           | 3.1                         | 3.0   | 3.1  | 3.1  | 3.1                   | 2.9                       | 2.9                                     | 2.9                   | 2.9                             | 3.1                        | 3.5                                      | 2.5                |
| Population and demographic processes            | <b>3.0</b> | 2.9                           | 3.1                         | 3.0   | 3.0  | 3.0  | 2.8                   | 3.0                       | 2.8                                     | 3.0                   | 2.7                             | 2.9                        | 3.4                                      | 2.9                |
| Workforce                                       | <b>3.1</b> | 3.1                           | 3.2                         | 3.1   | 3.0  | 3.1  | 2.9                   | 3.0                       | 3.0                                     | 2.9                   | 3.0                             | 3.0                        | 3.6                                      | 2.7                |
| Health care                                     | <b>3.0</b> | 3.0                           | 3.2                         | 3.0   | 3.0  | 2.8  | 3.2                   | 2.9                       | 2.7                                     | 2.9                   | 2.8                             | 3.0                        | 3.5                                      | 2.7                |
| Finance   | <b>3.0</b> | 3.0                           | 3.2                         | 3.1   | 3.1  | 3.0  | 3.0                   | 3.0                       | 2.9                                     | 3.0                   | 2.7                             | 3.0                        | 3.5                                      | 2.9                |
| Social protection of the population             | <b>2.9</b> | 3.0                           | 3.1                         | 3.0   | 3.1  | 3.0  | 2.9                   | 2.8                       | 2.8                                     | 2.9                   | 2.6                             | 3.1                        | 3.4                                      | 2.2                |
| Education and science                           | <b>3.1</b> | 3.1                           | 3.2                         | 3.2   | 3.1  | 2.9  | 3.3                   | 3.0                       | 3.0                                     | 3.0                   | 3.0                             | 3.0                        | 3.5                                      | 3.3                |
| Entrepreneurship                                | <b>3.0</b> | 3.0                           | 3.1                         | 3.0   | 3.0  | 3.0  | 3.2                   | 3.0                       | 2.9                                     | 3.1                   | 2.9                             | 3.0                        | 3.6                                      | 2.9                |
| Regional statistics                             | <b>3.0</b> | 3.0                           | 3.1                         | 3.0   | 3.0  | 3.0  | 3.2                   | 2.9                       | 2.7                                     | 2.8                   | 2.8                             | 2.9                        | 3.5                                      | 2.6                |
| Informational technology. Post and telecommuni. | <b>3.0</b> | 3.0                           | 3.2                         | 3.1   | 3.0  | 3.1  | 3.2                   | 2.9                       | 2.7                                     | 2.8                   | 3.1                             | 2.9                        | 3.7                                      | 2.5                |
| Internal trade in goods and services            | <b>3.0</b> | 3.0                           | 2.9                         | 3.0   | 3.1  | 3.1  | 3.2                   | 3.0                       | 2.8                                     | 3.0                   | 2.9                             | 3.0                        | 3.6                                      | 3.0                |
| Environment                                     | <b>3.0</b> | 3.0                           | 3.1                         | 2.9   | 2.8  | 2.9  | 3.2                   | 2.9                       | 2.9                                     | 3.1                   | 2.7                             | 2.8                        | 3.6                                      | 2.9                |
| Agriculture                                     | <b>3.0</b> | 3.0                           | 3.2                         | 3.1   | 3.1  | 3.0  | 3.2                   | 3.0                       | 2.9                                     | 3.1                   | 2.8                             | 3.0                        | 3.4                                      | 2.8                |
| Transports                                      | <b>3.0</b> | 3.0                           | 3.0                         | 3.1   | 3.0  | 3.1  | 3.3                   | 2.9                       | 2.8                                     | 2.8                   | 2.8                             | 2.7                        | 3.6                                      | 2.6                |
| Gender statistics                               | <b>3.0</b> | 3.0                           | 3.1                         | 3.1   | 3.1  | 3.1  | 3.2                   | 2.9                       | 2.6                                     | 2.9                   | 3.1                             | 2.9                        | 3.5                                      | 2.4                |
| Industry  | <b>3.0</b> | 3.0                           | 3.1                         | 3.0   | 2.9  | 3.0  | 2.8                   | 2.9                       | 2.8                                     | 2.9                   | 2.6                             | 2.9                        | 3.5                                      | 2.9                |
| Power   | <b>3.0</b> | 3.0                           | 3.0                         | 2.9   | 3.0  | 3.1  | 3.2                   | 2.9                       | 2.8                                     | 3.1                   | 2.9                             | 2.9                        | 3.4                                      | 2.8                |
| Foreign trade                                   | <b>3.1</b> | 3.0                           | 3.0                         | 3.1   | 3.1  | 3.1  | 3.2                   | 3.0                       | 2.8                                     | 3.1                   | 3.0                             | 3.0                        | 3.8                                      | 3.2                |
| Housing and public utilities                    | <b>3.0</b> | 3.0                           | 3.1                         | 2.9   | 3.1  | 3.0  | 2.8                   | 2.9                       | 2.7                                     | 3.0                   | 2.8                             | 3.0                        | 3.6                                      | 2.8                |
| Tourism   | <b>3.0</b> | 2.9                           | 3.1                         | 3.1   | 3.1  | 3.0  | 3.1                   | 2.9                       | 2.9                                     | 2.8                   | 3.0                             | 2.7                        | 3.6                                      | 3.0                |
| Construction                                    | <b>3.0</b> | 3.0                           | 3.1                         | 2.9   | 3.1  | 3.1  | 3.2                   | 2.9                       | 2.8                                     | 3.0                   | 3.0                             | 3.0                        | 3.7                                      | 3.0                |
| Justice and crime                               | <b>3.0</b> | 3.1                           | 3.1                         | 3.0   | 3.0  | 2.9  | 3.1                   | 2.9                       | 2.7                                     | 2.9                   | 2.8                             | 2.9                        | 3.7                                      | 3.0                |
| Culture and sports                              | <b>3.0</b> | 2.9                           | 3.2                         | 3.1   | 3.0  | 3.1  | 3.3                   | 3.0                       | 3.0                                     | 3.1                   | 2.9                             | 2.9                        | 3.7                                      | 3.1                |
| Use of time                                     | <b>3.0</b> | 2.9                           | 3.1                         | 3.0   | 3.0  | 3.0  | 3.4                   | 2.9                       | 2.8                                     | 2.8                   | 3.0                             | 2.7                        | 3.7                                      | 3.0                |
| National accounts                               | <b>3.0</b> | 2.9                           | 3.1                         | 3.0   | 3.2  | 3.1  | 3.3                   | 2.9                       | 2.7                                     | 3.0                   | 3.0                             | 3.0                        | 3.6                                      | 2.7                |
| Asset investments                               | <b>3.0</b> | 3.0                           | 3.0                         | 2.9   | 3.0  | 3.0  | 2.8                   | 2.8                       | 2.8                                     | 3.0                   | 3.0                             | 3.0                        | 3.6                                      | 2.7                |
| Other   | <b>3.1</b> | 2.9                           | 4.0                         | 3.0   | 3.2  | 3.2  | 3.5                   | 3.0                       | 2.0                                     | 3.0                   | -                               | -                          | 3.5                                      | -                  |



Annex 10.2: Level of satisfaction with statistical data provided by the NBS based on the user category. “Q18. How satisfied or dissatisfied are you with the following statistical data provided by National Statistical Office products and services?”, arithmetic mean (points 1=minimum, 4=maximum)

|   | Total      | Occasional user | Intermediate user | Advanced user |
|---|------------|-----------------|-------------------|---------------|
| Total   | <b>3.0</b> | <b>3.0</b>      | <b>3.0</b>        | <b>2.9</b>    |
| Agriculture   | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| Entrepreneurship  | <b>3.0</b> | 3.1             | 3.1               | 2.9           |
| Foreign trade   | <b>3.1</b> | 3.1             | 3.1               | 3.0           |
| Internal trade in goods and services                    | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| Construction  | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| National accounts                                       | <b>3.0</b> | 3.1             | 3.0               | 3.0           |
| Culture and sports                                      | <b>3.0</b> | 3.0             | 3.1               | 3.0           |
| Power   | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| Finance   | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| Workforce   | <b>3.1</b> | 3.0             | 3.1               | 3.0           |
| Industry  | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| Asset investments                                       | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| Education and science                                   | <b>3.1</b> | 3.1             | 3.1               | 3.1           |
| Justice and crime                                       | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| Housing and public utilities                            | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| Environment   | <b>3.0</b> | 3.0             | 2.9               | 2.9           |
| Living standards of the population                      | <b>3.0</b> | 2.9             | 3.0               | 3.0           |
| Health care   | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| Population and demographic processes                    | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| Prices  | <b>2.9</b> | 2.9             | 3.0               | 2.9           |
| Social protection of the population                     | <b>2.9</b> | 2.9             | 3.0               | 3.0           |
| Gender statistics                                       | <b>3.0</b> | 2.9             | 3.1               | 3.0           |
| Regional statistics                                     | <b>3.0</b> | 3.0             | 3.0               | 3.0           |
| Salary statistics                                       | <b>3.0</b> | 2.9             | 3.0               | 3.0           |
| Informational technologies. Post and telecommunications | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| Transports  | <b>3.0</b> | 3.0             | 3.0               | 2.9           |
| Tourism   | <b>3.0</b> | 3.0             | 3.1               | 2.9           |
| Use of time   | <b>3.0</b> | 3.0             | 3.1               | 2.8           |
| Other   | <b>3.1</b> | 3.0             | 3.2               | 3.2           |

## Annexes

Annex 11.1: Level of satisfaction with NBS products and services based on the user segment . “Q20. How satisfied or dissatisfied are you with the following National Statistical Office products and services?” arithmetic mean (points 1=minimum, 4=maximum)

|  | Total      | Central Public Administration | Local Public Administration | Higher learning institution / Academia /University | Research institutions / research agencies / Academy of Sciences of Moldova | Business / commercial company / private sector | Financial institution | Media institution / press | Trade union / professional associations | NGOs / Civil society | Political party or organization | International organization | Diplomatic Mission / Embassy / consulate | Private individual |
|--|------------|-------------------------------|-----------------------------|--|--|--|-----------------------|---------------------------|---|----------------------|---------------------------------|----------------------------|--|--------------------|
| Total  | <b>3.1</b> | <b>3.1</b>                    | <b>3.2</b>                  | <b>3.1</b>   | <b>3.2</b>   | <b>3.1</b>                                     | <b>3.1</b>            | <b>3.1</b>                | <b>3.0</b>                              | <b>3.1</b>           | <b>3.0</b>                      | <b>3.0</b>                 | <b>3.6</b>                               | <b>3.0</b>         |
| Website ( <a href="http://www.statistica.gov.md">www.statistica.gov.md</a> )   | <b>3.2</b> | 3.1                           | 3.3                         | 3.2  | 3.2  | 3.2  | 3.2                   | 3.1                       | 3.1                                     | 3.1                  | 3.1                             | 3.1                        | 3.6                                      | <b>3.1</b>         |
| Statistical databank <a href="http://stat-bank.statistica.md">http://stat-bank.statistica.md</a> (online interactive tool)                                   | <b>3.1</b> | 3.1                           | 3.2                         | 3.1  | 3.2  | 3.1  | 3.3                   | 3.1                       | 3.0                                     | 3.1                  | 3.0                             | 3.1                        | 3.9                                      | <b>2.8</b>         |
| Publications of statistical data   | <b>3.1</b> | 3.1                           | 3.2                         | 3.2  | 3.1  | 3.0  | 3.1                   | 3.2                       | 3.0                                     | 3.1                  | 3.1                             | 3.2                        | 3.7                                      | <b>2.9</b>         |
| Press releases   | <b>3.1</b> | 3.1                           | 3.2                         | 3.1  | 3.2  | 3.0  | 3.1                   | 3.1                       | 3.0                                     | 3.1                  | 3.1                             | 3.1                        | 3.7                                      | <b>3.1</b>         |
| Infographics   | <b>3.1</b> | 3.2                           | 3.1                         | 3.2  | 3.2  | 2.9  | 3.0                   | 3.0                       | 3.1                                     | 3.2                  | 2.8                             | 3.0                        | 3.5                                      | <b>3.0</b>         |
| Interactive products (Consumer Price Index Calculator, View financial statements etc.)   | <b>3.1</b> | 3.1                           | 3.4                         | 3.2  | 3.3  | 3.0  | 3.0                   | 3.1                       | 3.1                                     | 2.9                  | 3.2                             | 3.0                        | 3.6                                      | <b>2.8</b>         |
| Platform Gender Pulse <a href="http://www.genderpulse.md">www.genderpulse.md</a>   | <b>3.1</b> | 2.9                           | 3.1                         | 3.1  | 3.1  | 3.2  | 3.0                   | 3.1                       | 3.0                                     | 3.1                  | 2.8                             | 2.5                        | 3.5                                      | <b>3.8</b>         |
| Platform Population and Housing Census in the Republic of Moldova in 2014<br><a href="http://recensamant.statistica.md">http://recensamant.statistica.md</a> | <b>3.0</b> | 2.9                           | 3.2                         | 3.0  | 2.9  | 3.1  | 3.0                   | 3.1                       | 2.8                                     | 2.8                  | 2.9                             | 3.0                        | 3.5                                      | <b>3.0</b>         |
| Statistical data request   | <b>3.1</b> | 3.0                           | 3.2                         | 3.2  | 3.2  | 3.1  | 3.3                   | 3.1                       | 2.9                                     | 2.9                  | 3.0                             | 2.9                        | 3.8                                      | <b>2.3</b>         |
| Social Media (Facebook, Twitter, Telegram, YouTube)  | <b>3.2</b> | 3.2                           | 3.3                         | 3.1  | 3.3  | 3.2  | 3.2                   | 3.3                       | 3.1                                     | 3.2                  | 2.9                             | 3.0                        | 3.5                                      | <b>3.2</b>         |

Annex 11.2: Level of satisfaction with NBS products and services based on the user category. “Q20. How satisfied or dissatisfied are you with the following National Statistical Office products and services?” arithmetic mean (points 1=minimum, 4=maximum)

|  | Total | Occasional user | Intermediate user | Advanced user |
|--|-------|-----------------|-------------------|---------------|
| Total  | 3.1   | 3.1             | 3.1               | 3.2           |
| Website ( <a href="http://www.statistica.gov.md">www.statistica.gov.md</a> )   | 3.2   | 3.2             | 3.2               | 3.2           |
| Statistical databank <a href="http://statbank.statistica.md">http://statbank.statistica.md</a> (online interactive tool) | 3.1   | 3.1             | 3.1               | 3.2           |
| Publications of statistical data   | 3.1   | 3.1             | 3.1               | 3.2           |
| Press releases   | 3.1   | 3.1             | 3.1               | 3.1           |
| Infographics   | 3.1   | 3.1             | 3.1               | 3.1           |
| Interactive products (Consumer Price Index Calculator, View financial statements etc.)                                   | 3.1   | 3.1             | 3.1               | 3.2           |
| Platform Gender Pulse <a href="http://www.genderpulse.md">www.genderpulse.md</a>   | 3.1   | 3.0             | 3.1               | 3.1           |
| Platform Population and Housing Census in the Republic of Moldova in 2014  | 3.0   | 3.0             | 2.9               | 3.0           |
| Statistical data request   | 3.1   | 3.0             | 3.2               | 3.1           |
| Social Media (Facebook, Twitter, Telegram, Youtube)  | 3.2   | 3.2             | 3.2               | 3.3           |

Annex 12. Difficulties in obtaining official statistics, based on the user category. "Q23. Are there any difficulties for you to obtain access to official statistics? multiple answers)", %

| % per column  | Total      | Occasional user | Intermediate user | Advanced user |
|---|------------|-----------------|-------------------|---------------|
| <b>Total, N</b>                                       | <b>777</b> | <b>409</b>      | <b>241</b>        | <b>127</b>    |
| Yes, lack of knowledge where to obtain the statistics | 21         | 25              | 20                | 13            |
| Yes, statistics is not available on the website       | 18         | 13              | 24                | 22            |
| Yes, lack of knowledge that such data exists          | 17         | 19              | 17                | 14            |
| Yes, information is difficult to understand or use    | 17         | 15              | 21                | 13            |
| Yes, cost of services                                 | 10         | 8               | 11                | 13            |
| Yes, the NSOs staff does not respond in time          | 9          | 7               | 11                | 13            |
| Other   | 4          | 2               | 5                 | 6             |
| No difficulties                                       | 46         | 49              | 39                | 46            |

Annex 13. The need for a training programme on the use of statistical data based on the user category. “Q24. Do you think that you would need a training program on the use of statistical data? (only one possible answer)”, %

| %, per column   | Total, %   | Occasional user | Intermediate user | Advanced user |
|-----------------|------------|-----------------|-------------------|---------------|
| <b>Total, N</b> | <b>777</b> | <b>409</b>      | <b>241</b>        | <b>127</b>    |
| Yes             | 36         | 35              | 38                | 32            |
| No              | 43         | 41              | 42                | 54            |
| I do not know   | 21         | 24              | 20                | 13            |