User Satisfaction Survey
2014

Banja Luka, December 2014

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1. Introduction

An increasing number of official statistics producers nowadays recognize and acknowledge the importance of putting users and their needs in the focus of business. Production of high-quality statistics that corresponds to users' needs (fit for purpose) is a mission of all statistical institutions which seek constant development and improvement of their products and services.

User orientation and commitment to quality are values the Institute is committed to constantly while carrying out its mission. The Institute agreed to comply with these values by adopting and applying the European Statistics Code of Practice. Since a serious and professional approach to the importance of satisfied users implies objective measuring of the degree of their satisfaction, the Institute carried out a user satisfaction survey over the period 7th July – 9th October 2014. The main aim of the survey was to measure user satisfaction with the quality of statistical products and services, while specific aims involved the following:

- To obtain better knowledge about users of statistics and to check the existing practice of meeting their needs;
- Survey results will be used to identify priority fields in terms of possible improvements;
- To set targets for improving services and products and to develop mechanisms for progress monitoring;
- To compare the Institute's achievements with other statistical institutions in the region and beyond;
- To design methods and instruments for future surveys of this type.

2. Method and instruments

Given the importance of modern information technologies in communication with users, as well as their increasing use, data collection within this survey was conducted online, through an open online questionnaire at the Institute's website.

The survey questionnaire was designed to provide information about four key aspects:
- demographic characteristics of users;
- users' needs and habits;
- users' attitudes towards various dissemination channels and methods;
- assessment of the quality of the Institute's products and services, overall and by specific quality components.

The survey was carried out through an online questionnaire. All interested users who visited the Institute's website during the survey implementation period were able to fill out this questionnaire. Concerning known users, based on the existing records of users registered for receiving regular statistical publications and based on records of those who sent requests for data to the Institute via email during 2013 and in the first six months of 2014, invitations for participation were sent to email addresses of 1,085 users. Ten days before the end of the survey, users received a reminder to fill out the questionnaire, as well as a letter of thanks for participating in the survey. The questionnaire was completed by 311 users.

3. Main outcomes

- There were 311 users who took part in the survey, 57.6% female and 42.4% male. Most respondents belong to the age group between 30 and 39 years (33.1%). On the average, respondents completed high education, while slightly over one fifth of them have a postgraduate degree. Place of residence of 82.3% of users is Republika Srpska. By type of users, most respondents were users from administrative and local self-government bodies (28.0%), scientists, researchers and analysts (12.5%) and users from business entities (11.3%).

- Most respondents, almost a third of them (31.5%), use statistical data on a monthly basis, while 21.9% of them use these data weekly. The least numerous group of users look for statistical data on a quarterly level (9.6%).

- For the question referring to the purpose for which the Institute's data are used, multiple answers were allowed. Most respondents indicated that they use statistical data for studies and analyses (42.8%) and to obtain background information (42.1%). Approximately one in four users use data for the purposes of education and vocational training (25.1%) and for policy and strategy making and implementation monitoring (24.1%).

- Respondents indicated that they use most the data from the fields of labour – wages, employment, labour force and labour costs (50.8%), population (40.5%) and prices (39.2%). Users also expressed a strong interest in data in the fields of education (28.9%), industry (28.6%) and gross fixed capital formation (26.7%).

- Majority of respondents use electronic dissemination channels. The most popular sources of statistics were statistical publications at the Institute's website (77.2%) and in the on-line database (42.1%). Almost a third of respondents (31.5%) find data through requests for data addressed to the Institute, while 14.5% of respondents use printed publications of the Institute.

- Users were asked a set of five questions referring to attitudes towards dissemination of statistical data. There were 81.9% of respondents who thought that statistical data and information were clearly presented at the website pages. Presentation of statistical data in the database at the website was positively assessed by 74.0% of respondents. On the other hand, 81.4% of respondents were satisfied with the presentation of data in statistical releases. In terms of clarity of data presentation, statistical bulletins were positively assessed by 80.0% and requests for data by 77.6% of respondents. Concerning the total result for attitudes of respondents towards all dissemination channels, the most satisfied respondents were those from administrative bodies and local self-government and scientists, researchers and analysts, while the least satisfied were those from the printed and electronic media.

- The overall quality of the Institute's products and services was found to be satisfactory by 83.9% of respondents. Almost a third of respondents, namely 30.5% of them, indicated that they were very satisfied, while more than half of respondents (53.4%) were mostly satisfied. The quality of the Institute's products and services was found to be unsatisfactory by 4.6% of respondents.

- Almost a quarter of respondents (24.1%) were very satisfied with the degree to which available data meet their needs, while 59.3% were mostly satisfied. Over 80% of respondents were satisfied with the reliability of statistical data. Timeliness and punctuality aspect was positively assessed by 74.5% respondents, while 67.7% of them found the level of detail to be satisfactory. Accessibility and clarity were positively assessed by 81.7% of respondents, while 68.9% of them rated the data comparability as satisfactory. The analysis of total user satisfaction with the quality of data by user group and by all quality components showed that the most satisfied were users from the group of scientists, researchers and analysts, while the least satisfied were respondents from the group of users from the media.

4. Demographic characteristics of surveyed users

Survey results obtained through questions about demographic characteristics of users served to learn more about the population of users of the Institute's products and services and to profile an average user.

The survey covered 311 users, 57.6% female and 42.4% male.

By age, respondents were classified into six age groups: 19 years of age and under, between 20 and 29 years, between 30 and 39, between 40 and 49, between 50 and 59 years, and 60 years of age and older. Most respondents, almost a third of them (33.1%), belong to the age group between 30 and 39 years of age, followed by users aged between 40 and 49, namely 25.7% of them, and users aged between 50 and 59, 18.6% of them. The smallest number of users belongs to the age group 19 years of age and under, namely 1.6% of them belong to this group.

Graph 1. Users by sex (%)
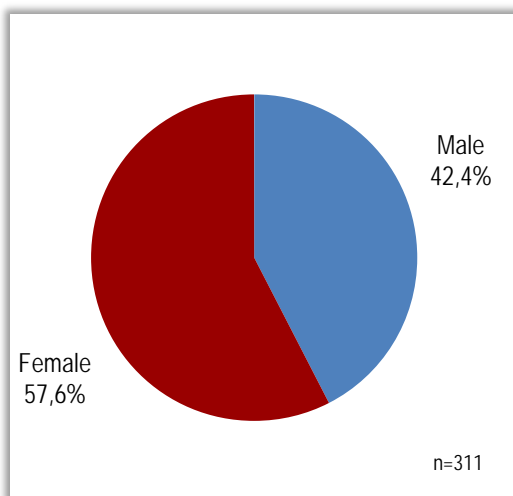
Graph 2. Users by age (%)
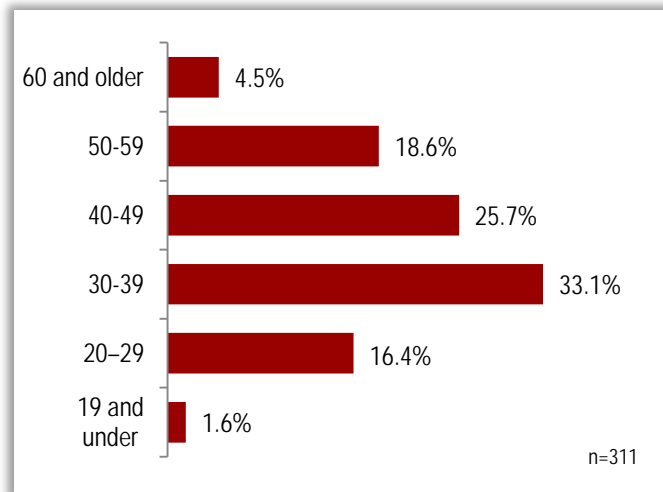
Of the total number of respondents, 79.4% completed higher education. Among them, 22.2% or more than a fifth have a postgraduate degree. The smallest number of respondents completed primary or lower education (1.0%) and high education (6.8%).

Graph 3. Users by education (%)

Most respondents were domestic users, namely 91.6%, of which 82.6% from Republika Srpska. There were 8.4% foreign users, most of them from Serbia, 2.9%. Some of the countries of respondents residing abroad are Bulgaria, Great Britain, Denmark, Russia, and Sweden.

Graph 4. Users by place of residence (%)

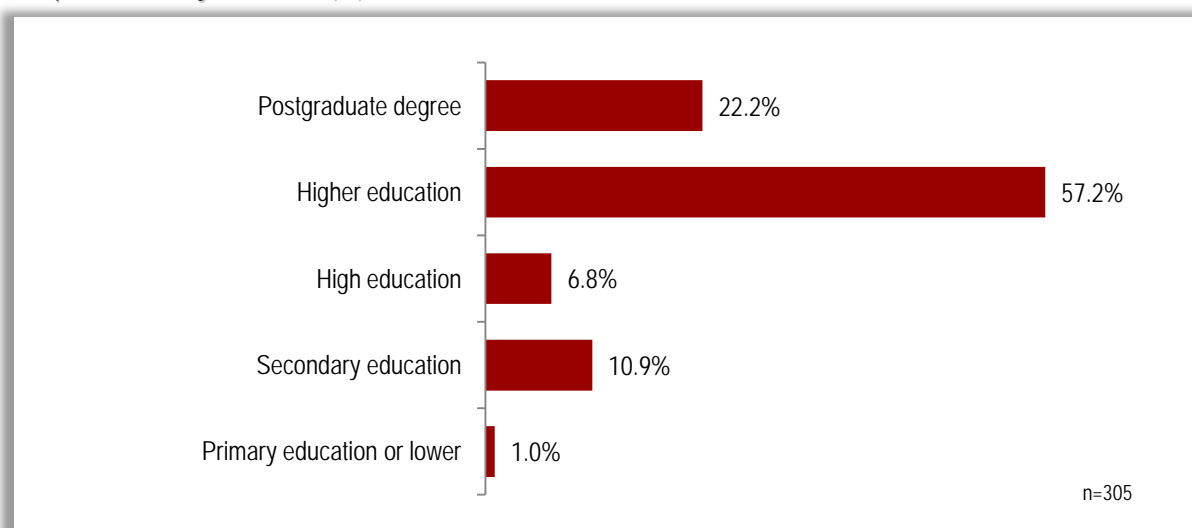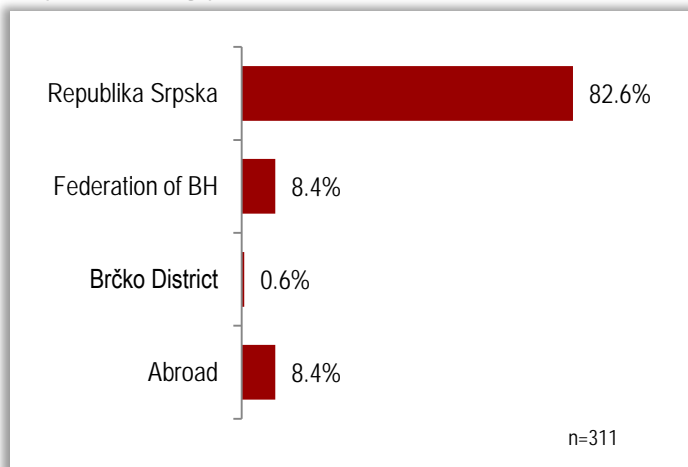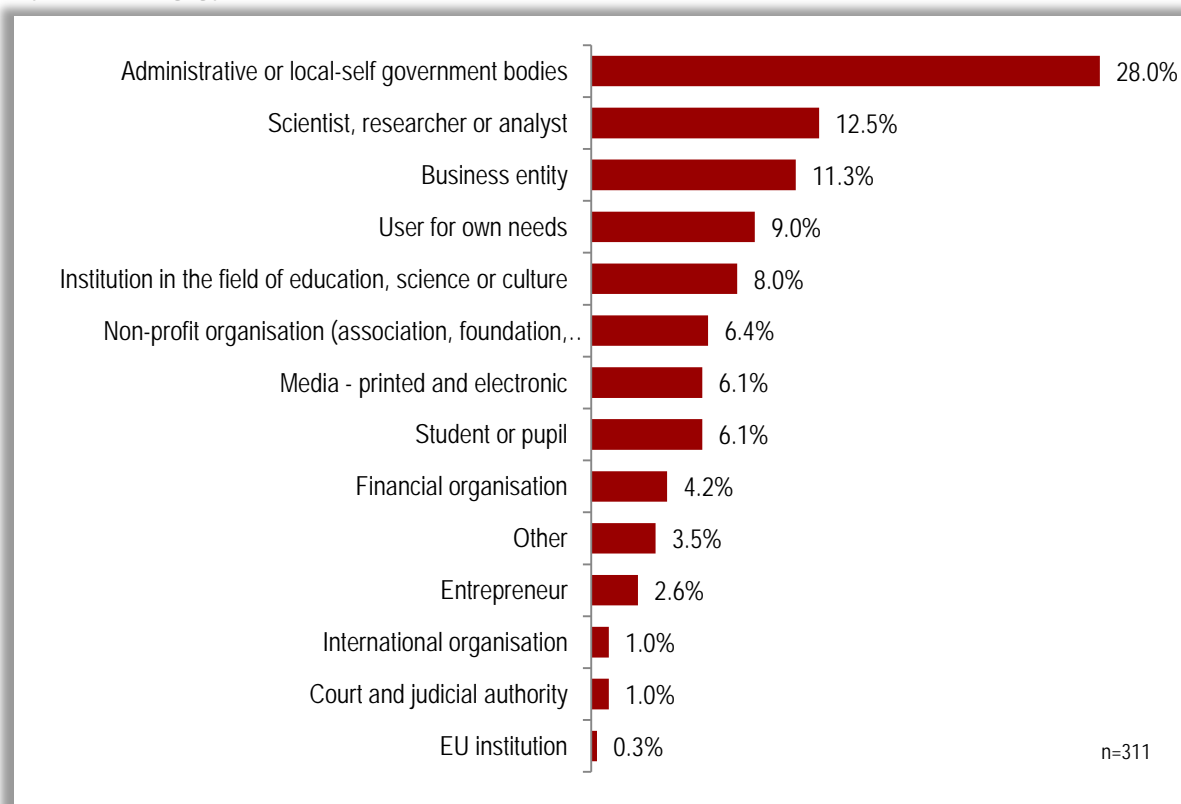| Place of residence	Percentage
Republika Srpska	82.6%
Federation of BH	8.4%
Brčko District	0.6%
Abroad	8.4%

n=311

The most numerous group of respondents were users from administrative and local-self government bodies, 28.0%, followed by scientists, researchers and analysts, 12.5%, and users from business entities, 11.3%. The Institute's data were used for own needs by 9.0% of respondents, 8.0% of users were those from institutions in the field of education, culture or science, while 6.4% of respondents represented non-profit organisations. The percentage of users from the printed and electronic media amounted to 6.1%, while the percentage of users from the group of students and pupils was also 6.1%.

Graph 5. Users by type (%)

Type	Percentage
Administrative or local-self government bodies	28.0%
Scientist, researcher or analyst	12.5%
Business entity	11.3%
User for own needs	9.0%
Institution in the field of education, science or culture	8.0%
Non-profit organisation (association, foundation,…	6.4%
Media - printed and electronic	6.1%
Student or pupil	6.1%
Financial organisation	4.2%
Other	3.5%
Entrepreneur	2.6%
International organisation	1.0%
Court and judicial authority	1.0%
EU institution	0.3%

n=311

The following characteristics reflect the profile of an average user of the Institute's products and services: female, aged between 30 and 39, with completed higher education, residing in Republika Srpska and employed in an administrative or local self-government body.

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5. Users' needs and habits

Respondents were asked how often they use statistical data, for what purposes and from which statistical fields. They were also given an opportunity to answer the question where they usually find required statistical data.

Most respondents, almost a third of them (31.5%) use statistical data on a monthly basis, while 21.9% of respondents use them weekly. There are 15.4% of respondents who use statistics annually or less frequently, while more than 10% of them use statistical data biannually or on a daily basis. The smallest number of respondents reported that they require statistical data on a quarterly basis, namely 9.6% of them.

Statistical data are usually used on a daily basis by respondents from the media (31.6%) and from administrative and local self-government bodies (20.7%), as well as by scientists, researchers and analysts (20.5%). Respondents from the printed and electronic media are those who usually use statistics on a weekly basis (42.1%), followed by administrative and local self-government bodies (34.5%) and scientists, researchers and analysts (20.5%). Users from courts and judicial authorities are those who usually require statistics on a monthly basis (66.7%), followed by institutions in the field of education, science or culture (56.0%), non-profit organisations (45.0%), business entities (40.0%) and financial organisations (30.8%). International organisations use statistical data on a weekly, quarterly and biannual basis (33.3%) equally. Statistical data are usually used annually or less frequently by students and pupils (47.4%) and by users for own needs (32.1%).

Graph 6. How often do you use statistical data? (%)
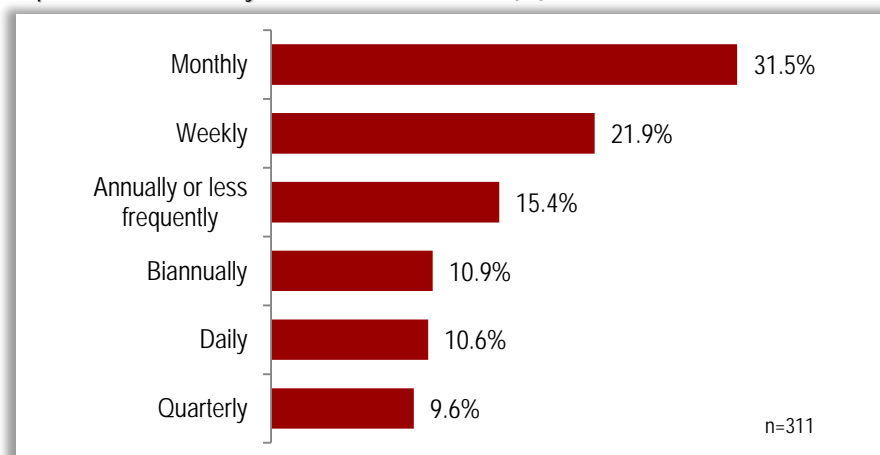
In the question referring to the purpose for which the Institute's data are used, respondents were provided with an opportunity to choose one or more from a multiple range of purposes. Most respondents use statistical data for studies and analyses (42.8%) and to obtain background information (42.1%). Approximately a quarter of respondents use data for the purposes of education and vocational training (25.1%) and for policy and strategy making and implementation monitoring (24.1%). Statistical data are used in the preparation of laws and regulations by 10% of respondents.

Purpose for which data are used varies among different types of surveyed users. Statistical data are usually used for studies and analyses by scientists, researchers and analysts (69.2%), users from administrative and local-self government bodies (55.2%) and users from financial (61.5%) and non-profit organizations (65.0%). Entrepreneurs usually use data to obtain background information (75.0%), which is also the case with users for own needs (67.9%), while 78.9% of students and pupils and 44.0% users from institutions in the field of education, science or culture use data for the purposes of education and vocational training. Policy and strategy making and implementation monitoring was most often marked as the purpose for which statistical data are used by administrative and local self-government bodies (49.4%) and non-profit organizations (45.0%). For business decision-making these were most often used by courts and judicial authorities (66.7%) and business entities (57.1%). Respondents from the media usually use data to present data to the public through the media (78.9%), while international organizations equally often use data to prepare laws and regulations and for international projects (33.3%), as well as administrative and local self-government bodies (25.3%).

Graph 7. For what purposes do you use statistical data of the Republika Srpska Institute of Statistics? (multiple answers are allowed, %)

Purpose	%
For studies and analyses	42.8%
To obtain background information	42.1%
For the purposes of education and vocational training	25.1%
For policy and strategy making and implementation monitoring	24.1%
For business decision-making	22.2%
To present data to the public through the media	16.1%
For international projects	15.1%
Other	10.3%
To prepare laws and regulations	10.0%

n=311

Respondents were also asked from which field they usually require data. Multiple answers were allowed and respondents indicated that they are the most interested in data from the fields of labour (50.8%), population (40.5%) and prices (39.2%). Users were also highly interested in data from the fields of education (28.9%), industry (28.6%) and gross fixed capital formation (26.7%). The highest percentage of respondents, namely 18.3% of them, most often use data from only one field. On the average, every respondent has chosen five fields.

Graph 8. Data from which fields do you use most frequently? (multiple answers are allowed, %)

Field	%
Labour (wages, employment, labour force, labour costs)	50.8%
Population	40.5%
Prices	39.2%
Education	28.9%
Industry	28.6%
Gross fixed capital formation	26.7%
External trade	21.2%
Household budget survey	20.6%
Tourism	20.3%
National accounts	17.7%
Agriculture and fishing	17.0%
Construction	16.4%
Short-term business statistics	16.1%
Social welfare	15.8%
Hotels and restaurants	12.9%
Energy	12.2%
Transport	11.9%
Health statistics	11.3%
Environment	10.9%
Gender statistics	10.3%
Distributive trade	9.3%
Culture and art	9.0%
Research and development and innovations	9.0%
Forestry	6.4%
Crime statistics	6.1%

n=311

If we group statistical fields into statistical areas or domains, results show that the highest percentage of respondents use data of Demographic and social statistics (80.4%), followed by Business statistics with 57.6% and Macroeconomic statistics with 48.9%.

When assessing by type of users, most respondents expressed interest in the area Demographic and social statistics, in a percentage exceeding 80%. Exceptions are financial organizations, which most often use data of Business statistics (84.6%), international organizations, that are the most interested in data of Macroeconomic statistics, and business entities, which are equally interested in the areas Demographic and social statistics and Business statistics.

Graph 9.   Data from which statistical areas do you use most frequently? (multiple answers are allowed, %)
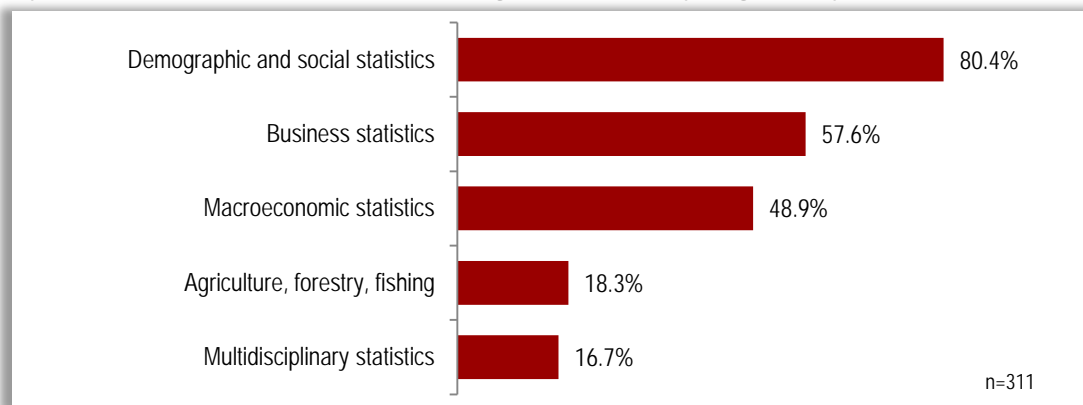
The Institute's website proved to be the main source of information and a preferred channel when it comes to the dissemination of statistical data. Most respondents indicated that they find data in statistical publications at the website (77.2%) and in the on-line database (42.1%). This is a very interesting and useful user feedback, taking into account the fact that the new website of the Institute, together with the database, became operational less than two years ago. Almost a third of respondents (31.5%) find required data through requests for data sent to the Institute, while slightly less than a fifth (19.6%) of them find statistical data in the media. The percentage of respondents who use printed publications is 14.5% and this result supports the Institute's practice of favouring electronic dissemination.

Graph 10. Where do you usually find required statistical data? (multiple answers are allowed, %)
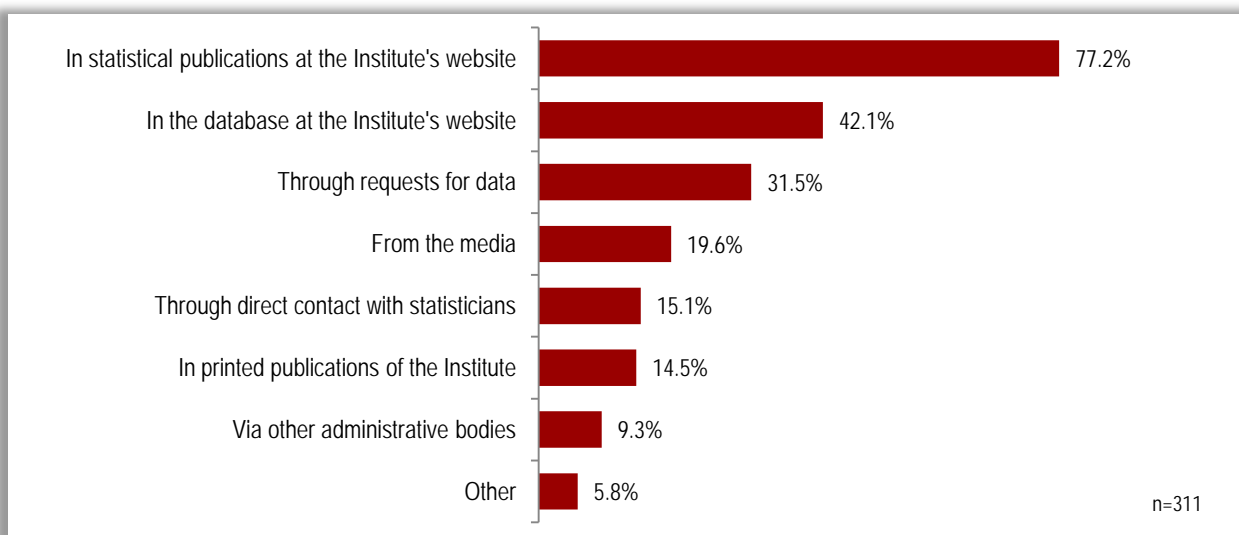
Users were also asked an open question about their needs for data. Respondents were provided with an opportunity to indicate, without restrictions, what other data and information they would like to find at the Institute's website and in its publications. This question was answered by almost every fifth respondent (19.3%). Respondents expressed interest in detailed data by municipality, as well as in detailed data on population (especially from the last Census of Population) and labour market.

6. Attitudes towards dissemination

This section of the questionnaire refers to the aspect of statistical data dissemination. Users were asked to present their views on the clarity of presented data in various dissemination channels and methods.

There are 81.9% of respondents who believe that statistical data and information are clearly presented at the website pages; 33.3% of them are completely satisfied and 48.6% mostly satisfied with the presentation of information at the website, while 14.6% of respondents are partly satisfied. On the other hand, 3.5% of respondents believe that the presentation of data and information at the website is not clear, with 1.0% of them being completely unsatisfied. Respondents whose views on the presentation of information at the website are generally positive include users from courts and judicial authorities and institutions in the field of education, science or culture, while most of those who indicated that they are unsatisfied come from the group of users from the printed and electronic media (22.2%).

Graph 11. Are the Institute's statistical data and information presented clearly at the website pages? (%)
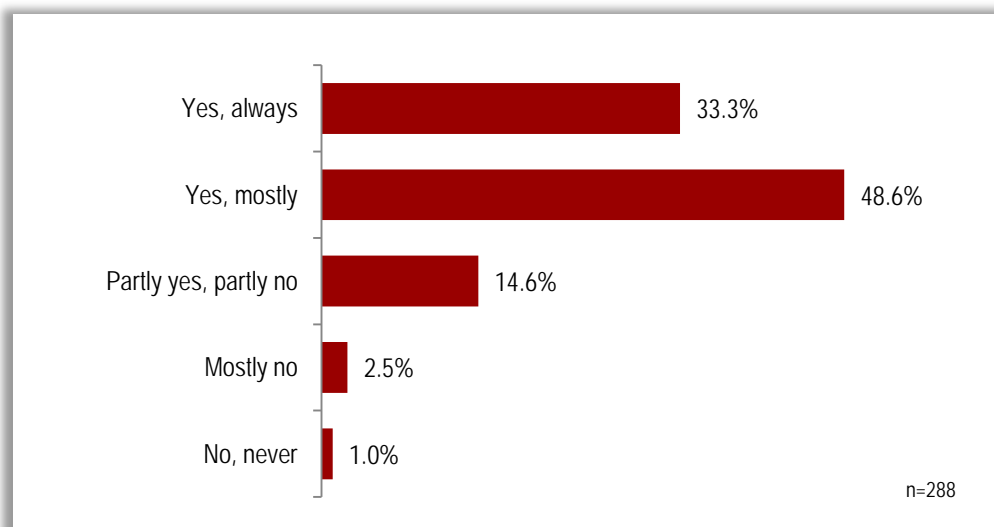
Presentation of statistical data in the database at the website was positively assessed by 74.0% of respondents who use this dissemination channel; 20.6% of them think that data are always clearly presented in the database, while slightly more than half of users indicated that they are mostly satisfied (53.4%).Slightly more than a fifth of respondents, namely 22.4% of them, are partly satisfied with the online database, while 3.6% of them are unsatisfied.

Graph 12. Are the Institute's statistical data and information presented clearly in the database at the website? (%)
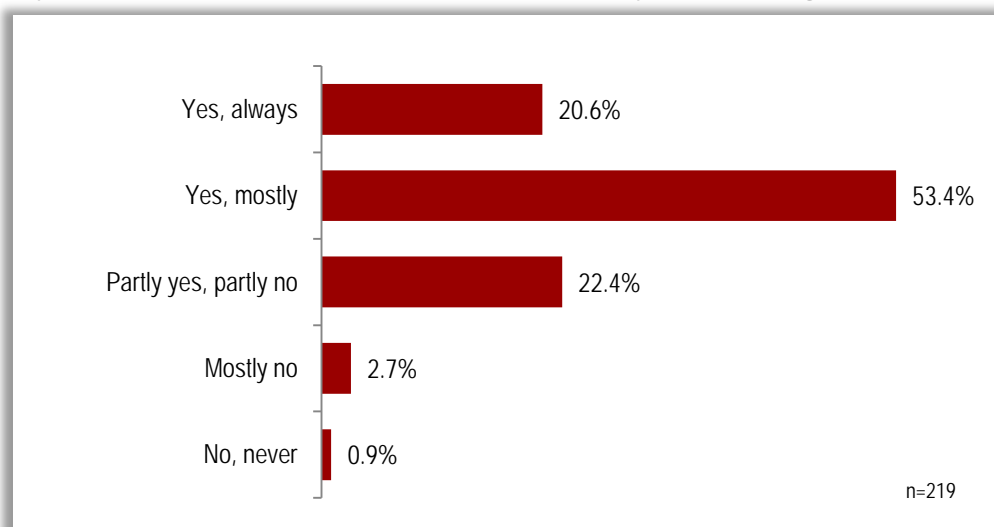
Presentation of data in statistical releases was found to be satisfactory by 81.4% of respondents, of which 27.3% were completely satisfied. On the other hand, 2.6% of respondents indicated that data are not clearly presented in statistical releases and 16.0% of them are partly satisfied with this statistical product.

Graph 13. Are the Institute's statistical data and information presented clearly in statistical releases? (%)

Yes, always	27.3%
Yes, mostly	54.1%
Partly yes, partly no	16.0%
Mostly no	2.2%
No, never	0.4%

n=231
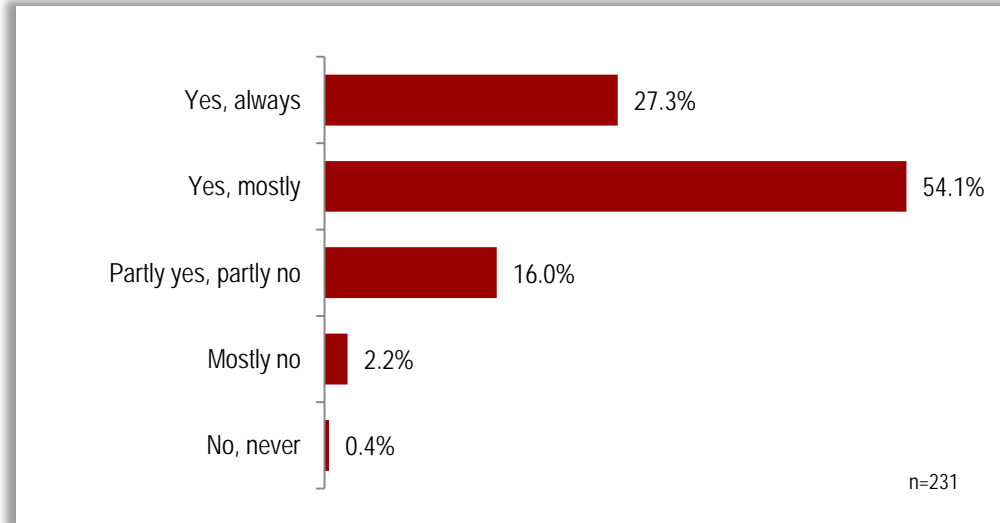
Presentation of data in statistical bulletins was found to be satisfactory by 28.0% of respondents, of which 52.0% were mostly satisfied with the presentation of data. On the other hand, approximately five percent (4.8%) of respondents indicated that data are not clearly presented in statistical bulletins.

Graph 14. Are the Institute's statistical data and information presented clearly in statistical bulletins? (%)

Yes, always	28.0%
Yes, mostly	52.0%
Partly yes, partly no	15.1%
Mostly no	4.4%
No, never	0.4%

n=225

A significant number of respondents, namely 40.1% of them, believe that statistical data and information are always clearly presented in responses to requests and views of 37.5% of them are generally positive. Slightly less than a fifth of respondents (19.3%) are partly satisfied with presented contents of responses to requests, while 3.1% of them are not satisfied.

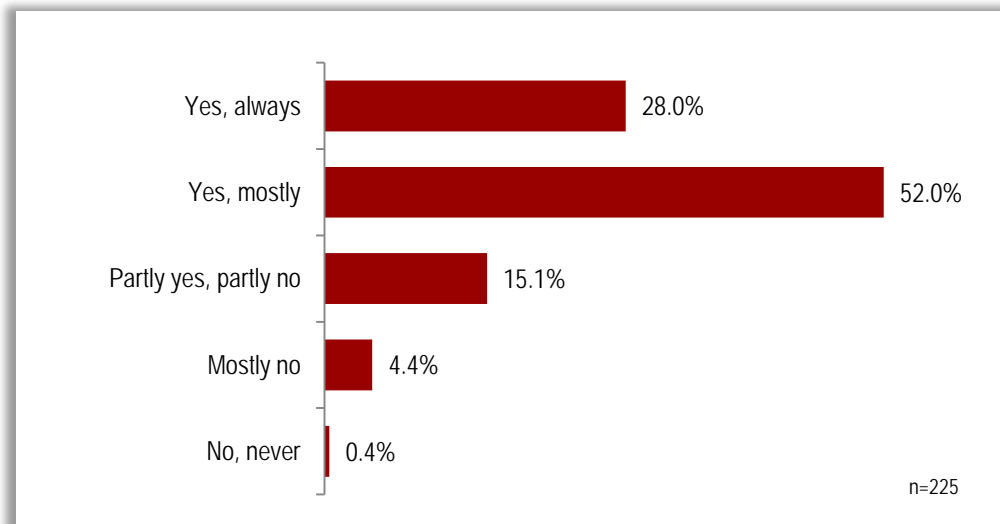Graph 15. Are the Institute's statistical data and information presented clearly in replies to requests for data? (%)

Yes, always — 40.1%
Yes, mostly — 37.5%
Partly yes, partly no — 19.3%
Mostly no — 1.0%
No, never — 2.1%

n=192
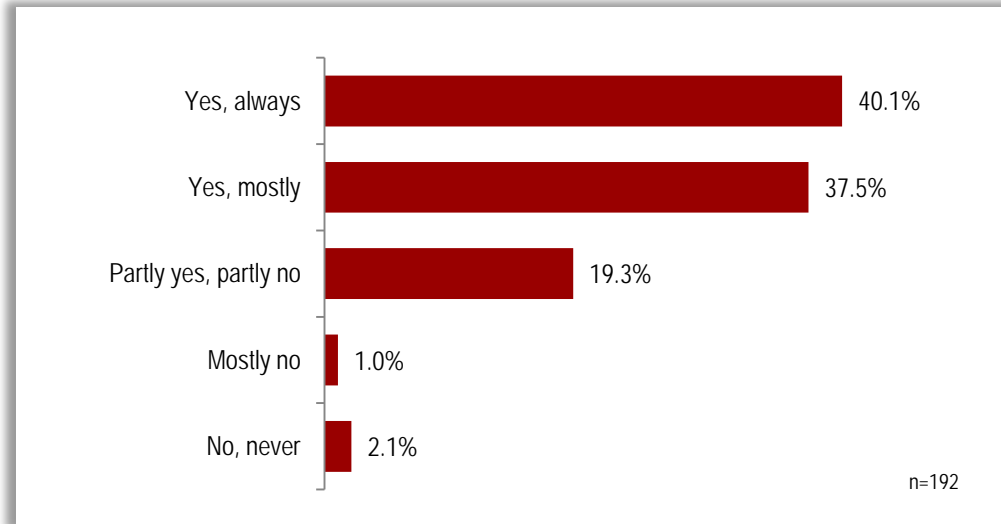
7. Satisfaction with the overall quality of the Institute's products and services

In accordance with the Institute's mission, vision and values, commitment to quality of statistical data and services is the backbone of all activities within the statistical business process. Hence, it is crucial to obtain, directly from users themselves, an assessment of quality and information about the degree of user satisfaction with the Institute's products and services.

In order to identify users' expectations in terms of different characteristics of data, we asked respondents to express the degree of their satisfaction with the overall quality, but also with selected specific components of the quality of statistical data:
- relevance,
- reliability,
- timeliness and punctuality,
- level of detail,
- accessibility and clarity,
- comparability.

7.1. Overall quality

The overall quality of the Institute's products and services was found to be satisfactory by 83.9% of respondents. Almost a third of respondents, namely 30.5% of them, indicated that they were very satisfied, while more than half of respondents (53.4%) were mostly satisfied. Approximately eleven percent of respondents could not be classified as either satisfied or unsatisfied, while 4.6% of them were unsatisfied with the quality of the Institute's products and services.

Analysis of the results obtained through this question, by user groups, shows that most of the positive assessments came from users from courts and judicial authorities and from entrepreneurs – there were no unsatisfied users in these two groups. Among those who indicated that they are very satisfied with the quality of the Institute's products and services are also scientists, researchers and analysts (92.3%), users from institutions in the field of education, science and culture (92.0%) and users from administrative and local self-government bodies (90.8%). The least satisfied are users from the media, although more than half of respondents (57.9%) from this group are satisfied, while 26.3% of them are unsatisfied.

Graph 16. How would you rate your satisfaction with the overall quality of the Institute's products and services? (%)
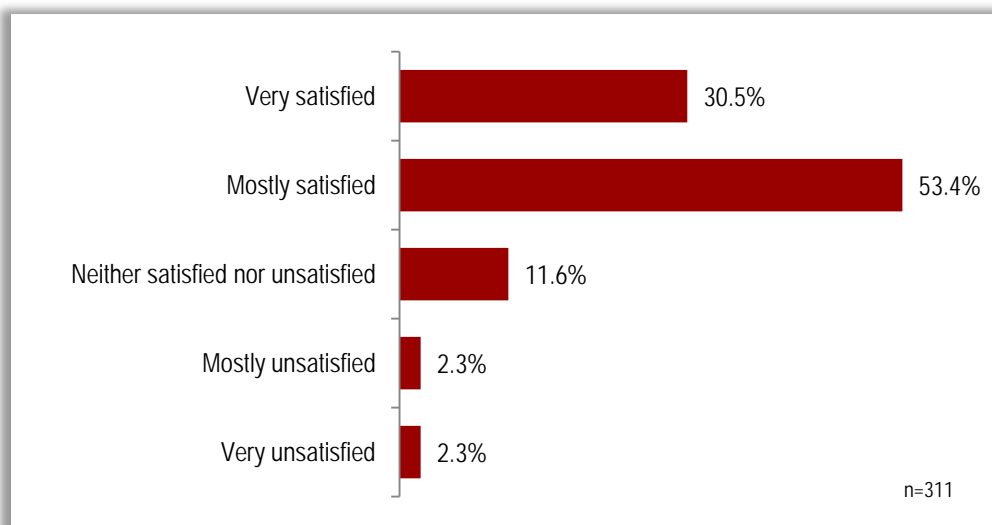
7.2. Relevance

Relevance represents the degree to which statistical data meet user needs, i.e. the extent to which produced statistics and applied concepts (definitions, variables, classifications, etc.) reflect user needs. Almost a quarter of respondents, namely 24.1% of them, are very satisfied with the degree to which available data meet their needs, while 59.3% are mostly satisfied. There were 4.1% of respondents whose assessment of this quality component was negative. In all user groups, relevance was positively assessed by over 60% of respondents, while negative assessments mostly came by respondents from the printed and electronic media (17.6%).

Graph 17. How would you rate your satisfaction with the quality of the Institute's products and services in terms of their relevance (degree to which data meet your needs)? (%)

- Very satisfied — 24.1%
- Mostly satisfied — 59.3%
- Neither satisfied nor unsatisfied — 12.4%
- Mostly unsatisfied — 3.4%
- Very unsatisfied — 0.7%

n=290
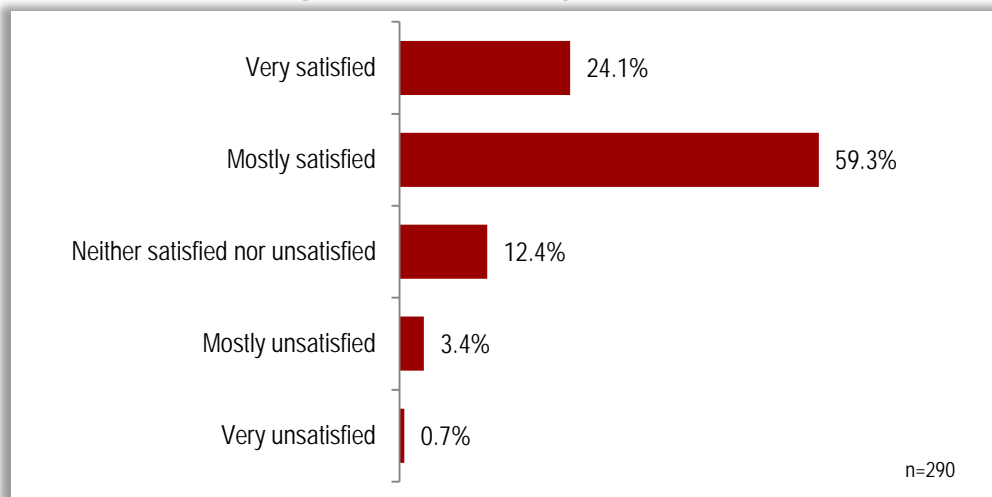
7.3. Reliability

Respondents were provided with an opportunity to express the level of their confidence in the data and their accuracy and representativeness by assessing the reliability of statistical data. Over 80% of respondents are satisfied with the reliability of statistical data, with approximately a third of them being very satisfied (30.0%). There are 17.0% of respondents who are undecided regarding the assessment of data reliability, while there are 2.6% of those whose assessment is negative. By type of users, more than two thirds of respondents in all groups are satisfied with the reliability of data.

Graph 18. How would you rate your satisfaction with the quality of the Institute's products and services in terms of their reliability? (%)

- Very satisfied — 30.0%
- Mostly satisfied — 50.4%
- Neither satisfied nor unsatisfied — 17.0%
- Mostly unsatisfied — 1.5%
- Very unsatisfied — 1.1%

n=270

7.4. Timeliness and punctuality

Timeliness and punctuality were positively assessed by 74.5% of respondents. This component of data quality was found to be unsatisfactory by 9.2% of respondents. Among the most satisfied users are those from financial organisations (90.7%) and institutions in the field of education, science or culture (87.0%). The highest percentage of respondents whose assessment of this quality component was negative are users from the media (41.2%) and users from the group others (18.2%).

Graph 19. How would you rate your satisfaction with the quality of the Institute's products and services in terms of their timeliness and punctuality? (%)

Very satisfied	29.3%
Mostly satisfied	45.2%
Neither satisfied nor unsatisfied	16.3%
Mostly unsatisfied	6.0%
Very unsatisfied	3.2%

n=283

7.5. Level of detail

Level of detail is an indicator usually described as a relation between the available statistical data and the amount of data expected by users. Statistical data are often available at higher levels of aggregation. However, users often require detailed data for specific analyses. About half of respondents (50.4%) are mostly satisfied with the level of detail of data, while 17.3% are very satisfied. Slightly over a quarter of respondents (25.5%) are neither satisfied nor unsatisfied, while an assessment given by 6.8% of them was negative. The most satisfied users were those from financial organizations (90.9%), users for own needs (79.2%) and users from business entities (78.8%), while the least satisfied were those from the media (35.3%).
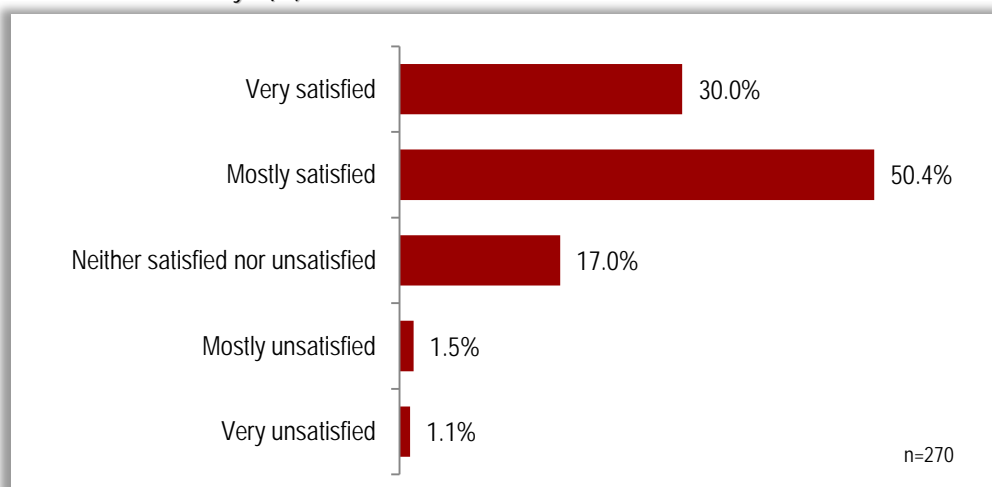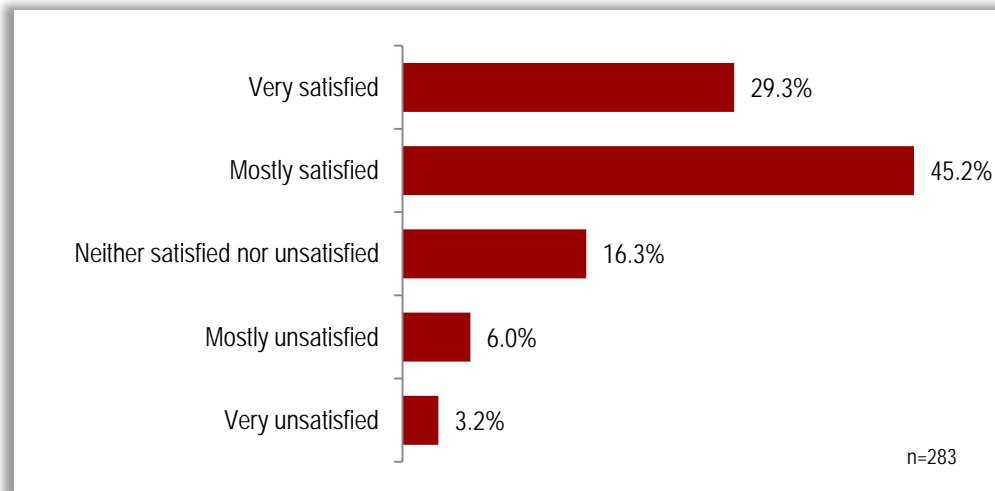
Graph 20. How would you rate your satisfaction with the quality of the Institute's products and services in terms of their level of detail? (%)

Very satisfied	17.3%
Mostly satisfied	50.4%
Neither satisfied nor unsatisfied	25.5%
Mostly unsatisfied	6.1%
Very unsatisfied	0.7%

n=278
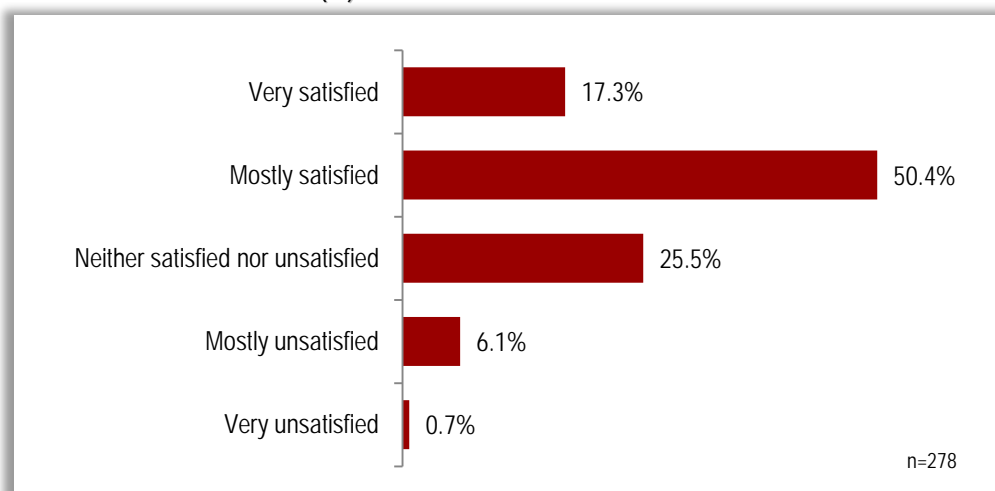
7.6. Accessibility and clarity

Data accessibility implies a simple and easy way for users to obtain statistical data. Data clarity refers to the information environment of data, i.e. whether the data are accompanied by corresponding metadata, graphs and maps, whether information about the quality of data is available and whether the statistical institution provides additional support to users for better understanding and interpretation of data.

This component was positively assessed by 81.7% of respondents, while slightly less than 30% of them are very satisfied with the accessibility and clarity of data. There are 4.6% of respondents who indicated that they are unsatisfied, while 13.6% of them are neither satisfied nor unsatisfied. Observed by user groups, the highest number of satisfied users was recorded in the group of users from institutions in the field of education, science and culture (95.0%), followed by business entities (87.5%) and scientists, researchers and analysts (83.8%). In addition to respondents from the media (22.2%), the highest number of unsatisfied users was recorded among students and pupils, namely 11.1% of them, while the highest number of users who are neither satisfied nor unsatisfied was recorded in the group of users from international organisations, 33.3%.
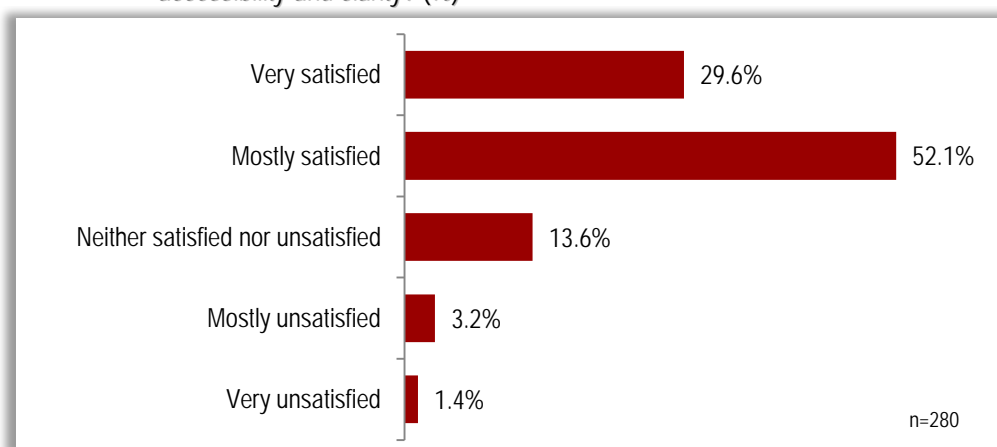
Graph 21. How would you rate your satisfaction with the quality of the Institute's products and services in terms of their accessibility and clarity? (%)

Very satisfied	29.6%
Mostly satisfied	52.1%
Neither satisfied nor unsatisfied	13.6%
Mostly unsatisfied	3.2%
Very unsatisfied	1.4%

n=280

7.7. Comparability

The European Statistics Code of Practice requires the production of statistical data which are comparable over time and geographically, between regions and countries. Comparability of data produced by the Republika Srpska Institute of Statistics was found to be satisfactory by 68.9% of respondents, while slightly less than a quarter of users, namely 23.6% of them, are neither satisfied nor unsatisfied. There are 7.5% of respondents who are not satisfied with the comparability of data. Observed by major user groups, comparability was rated satisfactory by 70.8% of respondents from administrative and local self-government bodies, by 78.1% of respondents from business entities, by 68.6% scientists, researchers and analysts, and by 76,2% of users for own needs.
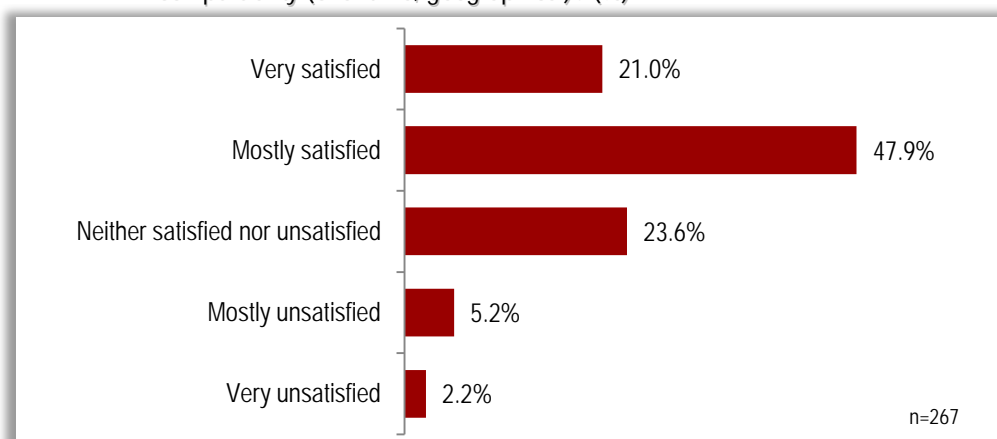
Graph 22. How would you rate your satisfaction with the quality of the Institute's products and services in terms of their comparability (over time, geographical)? (%)

Very satisfied	21.0%
Mostly satisfied	47.9%
Neither satisfied nor unsatisfied	23.6%
Mostly unsatisfied	5.2%
Very unsatisfied	2.2%

n=267

8. Messages from the users

At the end of the questionnaire, users were provided with an opportunity to leave their comments or suggestions regarding ways and areas in which the Institute could improve the quality of its products and services. Comments were provided by 17.7% of respondents. Most of the users' comments (25.5%) refer to an increased relevance and level of detail of statistics, in terms of the need for specific indicators and greater detail and disaggregation of the existing statistics.

Some of the users' messages are:
- I think there should be more information for users on how to use periodical and annual publications by areas of interest. It should also be indicated how users can use data for periods which are not available to users in the online database.
- If possible, the access to publications at the website should be improved, by reducing the number of steps necessary to access a release, bulletin or another publication.
- There should be more explanations of tables with data, for example a brief summary of the table, containing the most important data.
- A detailed analysis of the services sector.
- Make use of the Census data to improve the quality of data and indicators for which only estimates have been made so far.
- More interaction with external users.
- Improve the timeliness of releases, especially for annual data.
- I wish you much success, because you a serious institution; work on the improvement of your web presentation.
- Excellent work and very successful cooperation... Keep up the good work.

Annex : Tables

Table 1. How often do you use statistical data?

	Daily	Weekly	Monthly	Quarterly	Biannually	Annually or less frequently
SEX						
Male	17	28	41	12	14	20
Female	16	40	57	18	20	28
AGE						
19 and under	-	-	-	3	-	2
20–29	3	12	10	2	11	13
30-39	12	30	27	10	6	18
40-49	10	13	32	9	10	6
50-59	7	10	23	5	7	6
60 and older	1	3	6	1	-	3
EDUCATION						
Primary education or lower	-	-	1	1	-	1
Secondary education	1	4	11	4	6	8
High education	3	4	7	1	2	4
Higher education	19	42	64	12	16	25
Postgraduate degree	10	17	15	7	10	10
PLACE OF RESIDENCE						
Republika Srpska	27	57	89	24	28	32
Federation of BH	3	3	5	4	2	9
Brčko District	-	1	-	-	-	1
Abroad	3	7	4	2	4	6
GROUP OF USERS						
User for own needs	2	2	7	7	1	9
Scientist, researcher or analyst	5	8	7	4	7	8
Student or pupil	-	-	5	2	3	9
Entrepreneur	-	1	2	-	3	2
Administrative and local-self government bodies	18	30	27	3	7	2
Court and judicial authority	-	-	2	-	1	-
Financial organization	1	3	4	3	1	1
Institution in the field of education, science or culture	-	4	14	2	3	2
Business entity	1	1	14	4	4	11
Media – printed and electronic	6	8	3	-	1	1
Non-profit organization (association, foundation, political party)	-	8	9	2	-	1
International organization; EU institution	-	1	-	1	1	1
Other	-	2	4	2	2	1

Table 2. For what purposes do you use statistical data of the Republika Srpska Institute of Statistics? (multiple answers are allowed)

	For policy and strategy making and implementation monitoring	To draft laws and regulations	For international projects	For business decision-making	For studies and analyses	For the purposes of education and vocational training	To present data to the public through the media	To obtain background information	Other
SEX									
Male	30	12	20	33	48	26	16	57	15
Female	45	19	27	36	85	52	34	74	17
AGE									
19 and under	-	-	-	-	-	3	-	2	2
20–29	4	2	4	6	23	19	11	20	3
30-39	26	10	15	23	48	28	22	39	6
40-49	25	6	14	25	34	18	11	38	9
50-59	18	13	12	13	21	8	5	26	7
60 and older	2	-	2	2	7	2	1	6	5
EDUCATION									
Primary education or lower	-	-	-	1	-	-	-	2	2
Secondary education	3	-	2	6	5	9	4	14	2
High education	1	1	3	11	6	4	6	9	1
Higher education	46	23	25	38	76	33	32	82	21
Postgraduate degree	25	7	17	13	46	30	8	22	4
PLACE OF RESIDENCE									
Republika Srpska	69	30	40	60	109	66	44	111	26
Federation of BH	4	-	2	5	10	5	2	10	3
Brčko District	-	-	-	-	1	1	-	1	-
Abroad	2	1	5	4	13	6	4	9	3
GROUP OF USERS									
User for own needs	-	1	1	1	4	7	3	19	7
Scientist, researcher or analyst	8	3	7	2	27	19	4	10	5
Student or pupil	1	-	-	1	6	15	1	4	-
Entrepreneur	-	-	-	3	2	-	-	6	1
Administrative and local-self government bodies	43	22	22	19	48	10	14	39	5
Court and judicial authority	-	-	-	2	1	1	1	2	1
Financial organization	2	-	1	4	8	1	2	8	1
Institution in the field of education, science or culture	2	3	4	8	6	11	3	9	1
Business entity	5	-	3	20	11	5	2	11	4
Media – printed and electronic	1	-	-	1	3	2	15	6	2
Non-profit organization (association, foundation, political party)	9	1	7	6	13	5	3	8	1
International organization; EU institution	1	1	1	1	-	2	-	2	-
Other	3	-	1	1	4	-	2	7	4

Table 3. Data from which of the following fields do you use most frequently? (fields grouped by area, multiple answers are allowed)

	Demographic and social statistics	Macroeconomic statistics	Business statistics	Agriculture, forestry, fishing	Multidisciplinary statistics
SEX					
Male	103	67	81	31	24
Female	147	85	98	26	28
AGE					
19 and under	4	-	1	-	2
20–29	44	21	24	4	6
30-39	77	54	67	23	21
40-49	69	45	47	18	8
50-59	45	26	35	10	12
60 and older	11	6	5	2	3
EDUCATION					
Primary education or lower	2	-	1	-	-
Secondary education	24	16	17	7	8
High education	21	12	13	5	3
Higher education	140	80	100	30	30
Postgraduate degree	60	42	44	14	10
PLACE OF RESIDENCE					
Republika Srpska	207	130	152	49	46
Federation of BH	20	9	12	3	2
Brčko District	1	2	1	-	-
Abroad	22	11	14	5	4
GROUP OF USERS					
User for own needs	`	14	11	2	3
Scientist, researcher or analyst	34	21	24	10	7
Student or pupil	13	5	11	-	5
Entrepreneur	7	5	5	1	2
Administrative and local-self government bodies	70	42	51	20	12
Court and judicial authority	3	3	2	1	1
Financial organization	9	8	11	3	2
Institution in the field of education, science or culture	22	5	10	1	2
Business entity	23	18	23	6	4
Media – printed and electronic	18	11	14	7	8
Non-profit organization (association, foundation, political party)	17	11	14	4	4
International organization; EU institution	2	3	1	-	1
Other	9	6	2	2	1

Table 4. Where do you usually find necessary statistical data? (multiple answers are allowed)

	In statistical publications at the Institute's website	In the database at the Institute's website	In printed publications of the Institute	Through requests for data	Through direct contact with statisticians	Via other administrative bodies	From the media	Other
SEX								
Male	102	57	17	35	16	16	35	10
Female	138	74	28	63	31	13	26	8
AGE								
19 and under	4	-	1	-	1	-	1	-
20–29	32	16	4	12	3	4	13	5
30-39	82	44	15	43	20	10	14	4
40-49	65	37	14	26	13	8	22	1
50-59	47	28	8	14	5	7	8	4
60 and older	10	6	3	3	5	-	3	4
EDUCATION								
Primary education or lower	3	-	-	-	2	1	1	-
Secondary education	23	8	1	3	2	4	15	4
High education	19	11	2	3	2	1	3	1
Higher education	130	76	28	63	28	15	32	11
Postgraduate degree	59	36	14	28	13	8	9	2
PLACE OF RESIDENCE								
Republika Srpska	198	109	38	88	38	28	51	15
Federation of BH	20	9	4	3	5	-	6	1
Brčko District	2	-	-	-	-	-	-	-
Abroad	20	13	3	7	4	1	4	2
GROUP OF USERS								
User for own needs	20	8	1	3	4	2	8	-
Scientist, researcher or analyst	31	21	5	19	6	5	4	2
Student or pupil	11	4	1	1	-	1	5	2
Entrepreneur	7	5	-	1	1	1	4	-
Administrative and local-self government bodies	74	42	20	30	18	11	11	5
Court and judicial authority	3	2	-	2	-	2	1	-
Financial organization	12	6	1	3	-	-	4	1
Institution in the field of education, science or culture	14	8	5	2	1	2	6	1
Business entity	25	13	5	12	7	1	7	1
Media – printed and electronic	13	5	-	9	2	3	6	5
Non-profit organization (association, foundation, political party)	16	11	5	11	5	1	3	-
International organization; EU institution	4	1	-	2	-	-	1	-
Other	10	5	2	3	3	-	1	1

Table 5. How would you rate your satisfaction with the overall quality of the Institute's products and services?

	Very unsatisfied	Mostly unsatisfied	Neither satisfied nor unsatisfied	Mostly satisfied	Very satisfied
SEX					
Male	2	2	16	73	39
Female	5	5	20	93	56
AGE					
19 and under	-	-	-	3	2
20–29	3	3	12	25	8
30-39	3	4	15	51	30
40-49	1	-	4	47	28
50-59	-	-	4	34	20
60 and older	-	-	1	6	7
EDUCATION					
Primary education or lower	-	-	-	2	1
Secondary education	2	-	7	14	11
High education	-	1	1	13	6
Higher education	2	5	24	97	50
Postgraduate degree	3	1	3	38	24
PLACE OF RESIDENCE					
Republika Srpska	6	5	29	138	79
Federation of BH	1	-	4	16	5
Brčko District	-	-	2	-	-
Abroad	-	2	1	12	11
GROUP OF USERS					
User for own needs	1	-	3	12	12
Scientist, researcher or analyst	-	-	3	18	18
Student or pupil	2	-	5	8	4
Entrepreneur	-	-	-	7	1
Administrative and local-self government bodies	-	1	7	48	31
Court and judicial authority	-	-	-	2	1
Financial organization	-	-	2	8	3
Institution in the field of education, science or culture	-	-	2	21	2
Business entity	2	-	5	18	10
Media – printed and electronic	1	4	3	9	2
Non-profit organization (association, foundation, political party)	-	1	4	10	5
International organization; EU institution	1	-	1	-	2
Other	-	1	1	5	4