



РЕПУБЛИКА СРПСКА
РЕПУБЛИЧКИ ЗАВОД ЗА СТАТИСТИКУ
REPUBLIKA SRPSKA
INSTITUTE OF STATISTICS

User Satisfaction Survey 2017



Banja Luka, November 2017

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1. Introduction

To meet user needs, official statistics needs to be of high quality, relevant and disseminated in a user-friendly form. Measuring of user satisfaction is a key element in understanding the needs of users and ensuring the quality of statistical data, products and services. In order to obtain information about the needs and habits of users, their satisfaction with products and services, as well as to obtain information about the quality of products and services being provided, the Republika Srpska Institute of Statistics has conducted the user satisfaction survey for the second time.

The User Satisfaction Survey for 2017 has covered three main aspects:

- Information about the characteristics, habits and needs of users of statistics;
- User's attitudes towards various dissemination channels and methods;
- Assessment of the quality of data, products and services provided by the Institute.

In line with the Fundamental Principles of Official Statistics and the European Statistics Code of Practice, results of this survey will be used to monitor the relevance of statistics and user satisfaction, to identify users' needs and habits, as well as to set priorities in improving the quality of the Institute's products and services.

2. Method and instruments

The survey was conducted online, through a web questionnaire at the Institute's website. The questionnaire used for the survey covered the following topics: data use, quality of statistical data and services, data dissemination, user satisfaction with the Institute's employees, and questions referring to general information about respondents. The questionnaire consisted of 17 closed-ended questions, in which one or multiple answers were allowed, and two open-ended questions, thus enabling users to express their attitudes towards the Institute's work and to give proposals for future improvement. For the purpose of data collection, an online application was developed. The application enabled users to complete the questionnaire in Serbian (Latin and Cyrillic script) and in English.

An invitation to participate in the survey was sent to 1,624 email addresses, based on the existing records of users registered for receiving regular statistical publications, the records of users who sent requests for data to the Institute in the period between July 2014 and May 2017 and the database of users registered at the Institute's website. The link to the survey was posted at the Institute's website and at the official Twitter account of the Institute. Thus, other interested users were given the opportunity to participate in the survey. The survey was carried out between 12 June and 31 July 2017. Two weeks 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 entire questionnaire was completed by 282 users.

3. Main results

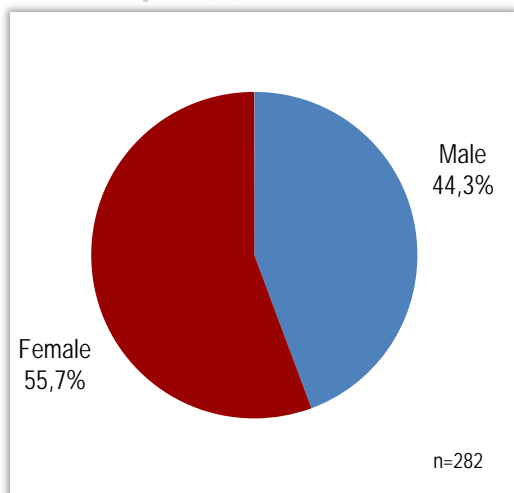
- There were 282 users who took part in the survey, of which 55.7% are female and 44.3% are male.
- Most respondents belong to the age group from 30 to 39 years (35.5%).
- More than half of surveyed users have completed higher education, while a third of them are specialists, masters of science or doctors of science.
- For 80.5% of users, the place of residence is Republika Srpska.
- By type of users, most respondents are users from administrative and local self-government bodies (28.4%), followed by scientists, researchers and analysts (23.0%) and users who use data for their own needs (9.6%).
- The profile of an average user of the Institute's products and services is: female, aged 30 to 39, who has completed higher education, with the place of residence in Republika Srpska, employed by an administrative body or a local self-government body.
- Most respondents, namely 60% of them, are active users who use statistics monthly or more often.
- The largest number of respondents indicated that they use statistical data for studies and analyses (45.4%) and to obtain basic information (43.3%).
- Surveyed users indicated that they most often need the data in the field of labour – wages, employment, labour force and labour costs (50.7%), population (39.7%) and prices (31.6%).
- Most respondents find the necessary data in statistical publications at the Institute's website (75.2%) and in the online database (47.9%). More than a third of respondents (39.7%) obtain data through requests for data sent to the Institute, while 18.8% of them use printed publications of the Institute.
- Most often, users contact the Institute by email, while personal visits to the Institute are the rarest form of contact.
- On a scale of one to five, the average grade for the overall quality of data in all fields is 3.87. The highest average grade for the overall quality of data was given to prices statistics (4.16).
- The overall average grade for the relevance of statistical data is 3.80. Users gave the highest grade for relevance to external trade statistics (4.07).
- The overall average grade for the timeliness of statistical data is 3.69, with the highest average grade being given to prices statistics (3.91).
- The overall average grade for comparability is 3.77. In terms of the comparability of statistical data, the highest grade was received by external trade statistics (4.15).
- Approximately 72% of users indicated that the quality of statistical data in terms of reliability was good or very good. The average grade of the reliability of data (on a scale of one to five) is 3.94.
- The availability of statistical data was rated as good or very good by 68.4% of surveyed users, with the average grade 3.89.
- Over two thirds of users (67.7%) rated the clarity of data as very good or good. The average grade of the quality of data in terms of clarity is 3.93.
- Approximately 75% of users rated the overall quality of the Institute's products and services as very good or good, while approximately 17% of them rated the quality as satisfactory. The average grade given by users in terms of their satisfaction with the overall quality of all products and services of the Institute is 4.01.
- For all available dissemination channels and methods, 76.5% of users indicated that the data are always and mostly presented clearly.
- Of all the characteristics of the website, users are most satisfied with the content. Average grades given by users for the characteristics and functionality of the Institute's website range from 3.81 for easiness of finding information to 4.07 for the content of the website. The overall average grade for the satisfaction with the website is 3.89.
- Information in the interactive Release calendar available at the Institute's website were found to be fully useful by 39.7% of users, and partly useful by 31.6% of users.
- The Institute's employees received the highest average grade for their professionalism (4.51), followed by openness to cooperation (4.45), availability (4.44) and speed of obtaining information (4.31). The overall average grade for the satisfaction with employees is 4.43.
- The overall index of user satisfaction with the Institute, measured on the basis of the average grades of five variables used in the overall satisfaction model, is 80.54%.

4. Demographic characteristics of surveyed users

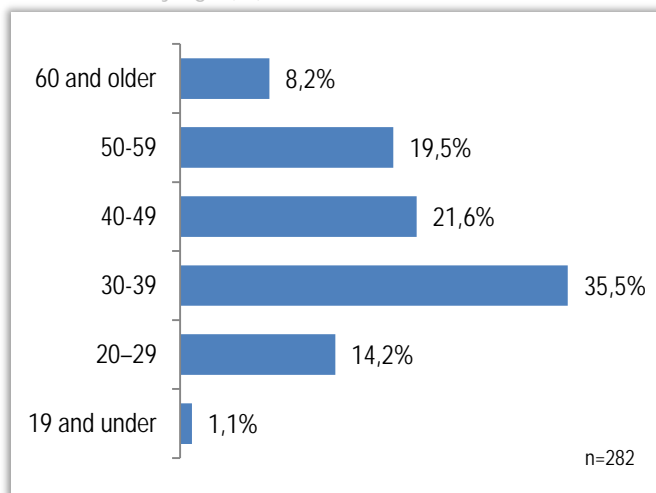
There were 282 users who took part in the survey, of which 55.7% are female and 44.3% are male.

More than a third of surveyed users, namely 35.5% of them, belong to the age group from 30 to 39 years, followed by users aged 40 to 49 (21.6%) and those aged 50 to 59 (19.5%). Users belonging to the age group of 19 years and under (1.1%) are the least represented.

G-1. Users by sex (%)

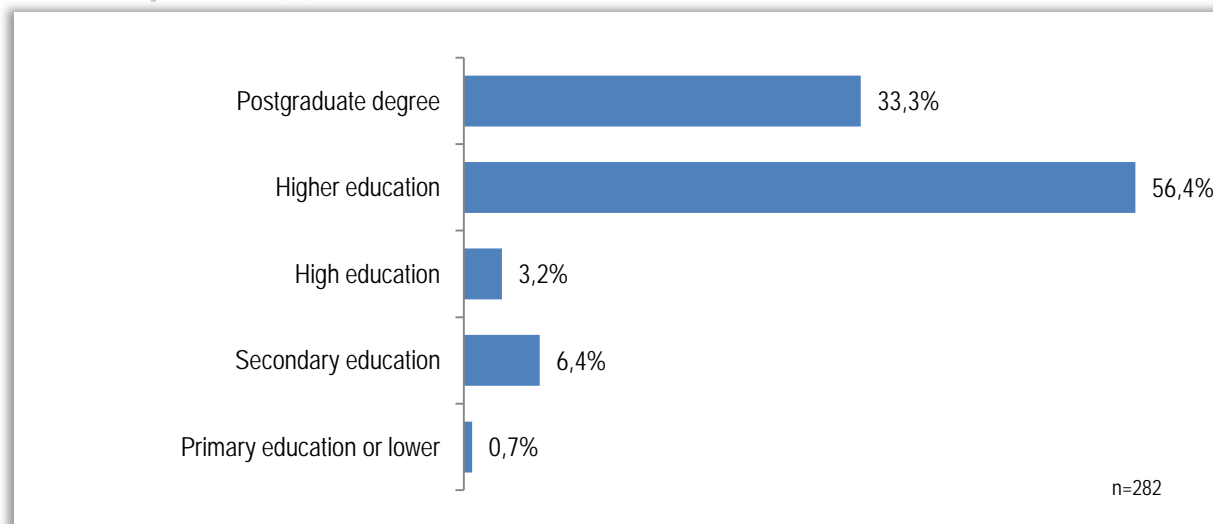


G-2. Users by age (%)



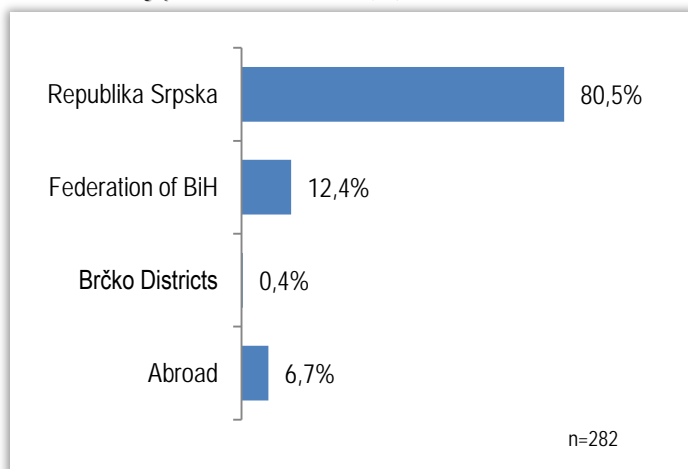
More than half of surveyed users have completed higher education, while a third of them are specialists, masters of science or doctors of science. The least represented are respondents who have completed primary or lower education (0.7%) and high education (3.2%).

G-3. Users by education (%)



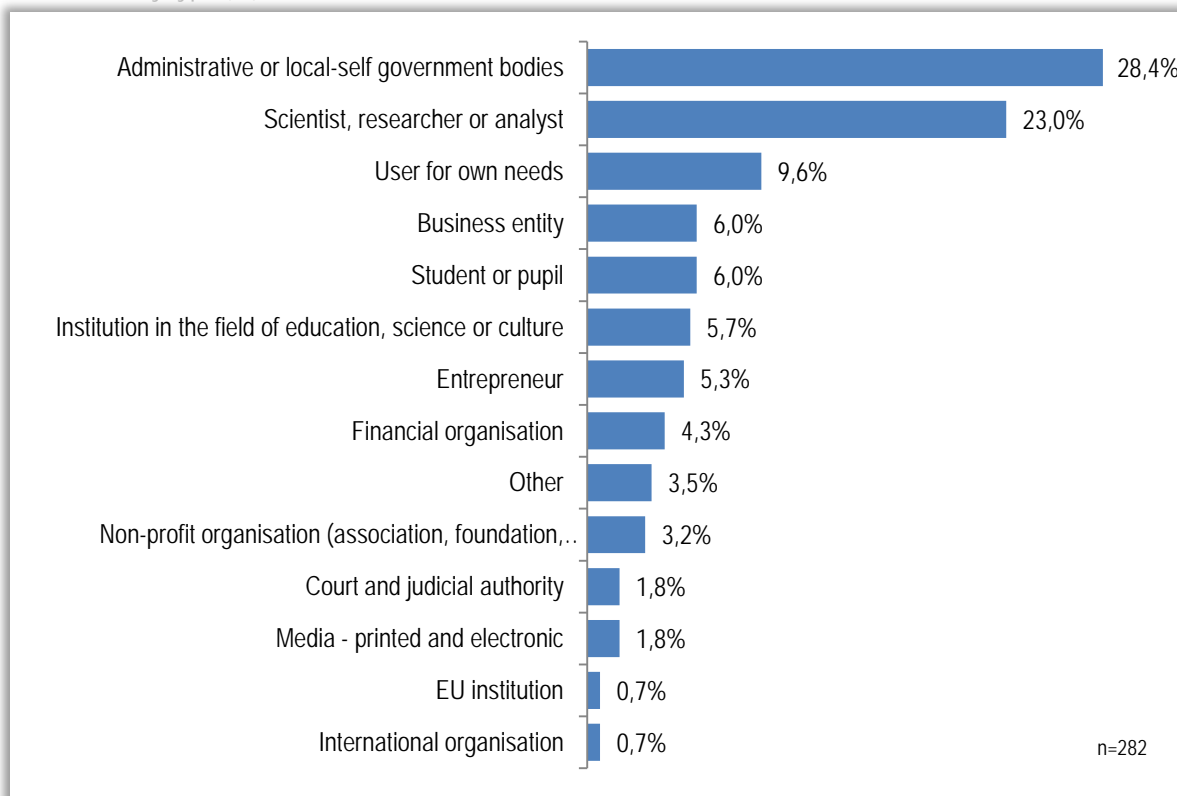
Most respondents are domestic users (93.3%), of which 80.5% from Republika Srpska. Foreign users accounted for 6.7%, most of them from Serbia, 1.8%. Some of the countries of respondents residing abroad are Germany, Switzerland, Hungary, Russia, Poland and Montenegro.

G-4. Users by place of residence (%)



The most numerous group of respondents are users from administrative and local self-government bodies, 28.4%, followed by scientists, researchers and analysts with 23.0% and users who use data for their own needs with 9.6%. Both business entities and students and pupils account for 6.0% of respondents each, users from educational, cultural and scientific institutions account for 5.7% and entrepreneurs account for 5.3% of respondents. Users from printed and electronic media account for 1.8% of users and there is the same percentage of users from court and judicial authorities. Compared to the survey carried out in 2014, the number of users from the group "scientist, researcher of analyst" increased by 10.5 percentage points, while the number of users from the group "business entity" decreased by 5.6 percentage points.

G-5. Users by type (%)



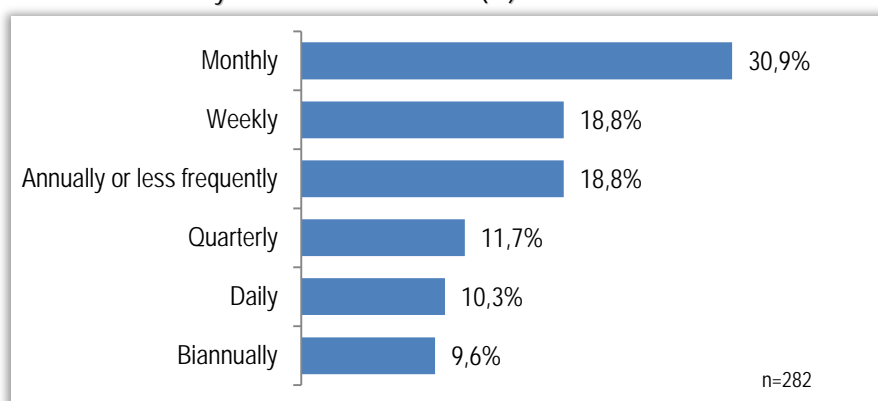
5. Users' needs and habits

The set of questions referring to users' needs and habits serves to obtain information about how often users use statistical data, for what purposes and from which statistical fields. Respondents were also asked how they usually contact the Institute and how they obtain the required data.

Three out of five users are active users – users who use statistics monthly or more often. Approximately one third of respondents (30.9%) use statistical data monthly. Statistical data are used weekly by 18.8% respondents, and the same percentage of users use statistics annually or less frequently.

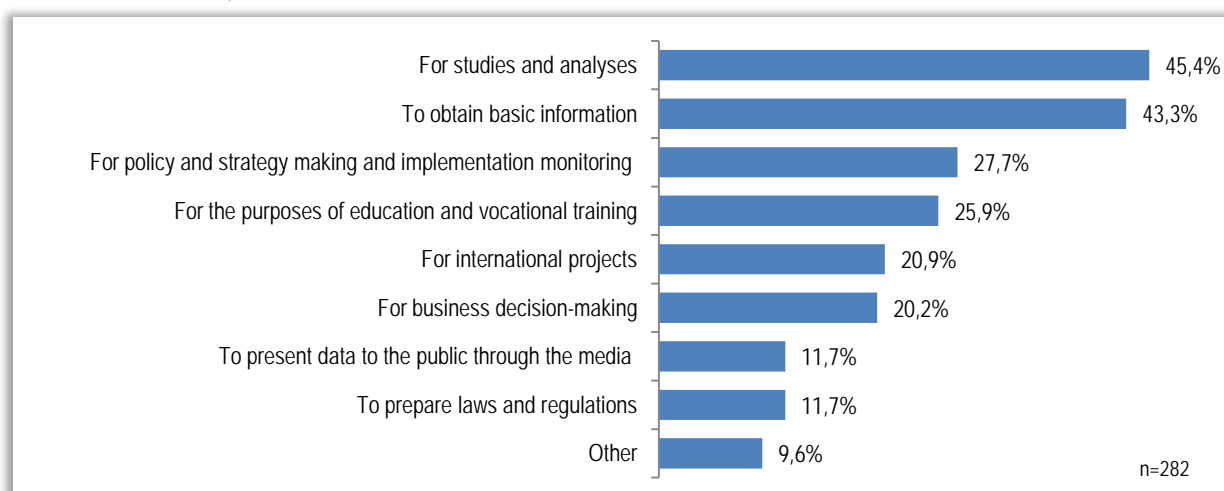
In most cases, statistical data are used daily, weekly and monthly by respondents from administrative and local self-government bodies and by scientists, researchers and analysts, as well as by users from the media. A majority of those who use statistics quarterly belong to the group scientists, researchers and analysts (27.3%). Administrative and local self-government bodies are the most frequent among those that use statistical data biannually (33.3%), while users who use statistics for their own personal needs are the most frequent among those who use statistics annually or less frequently (26.4%).

G-6. How often do you use statistical data? (%)



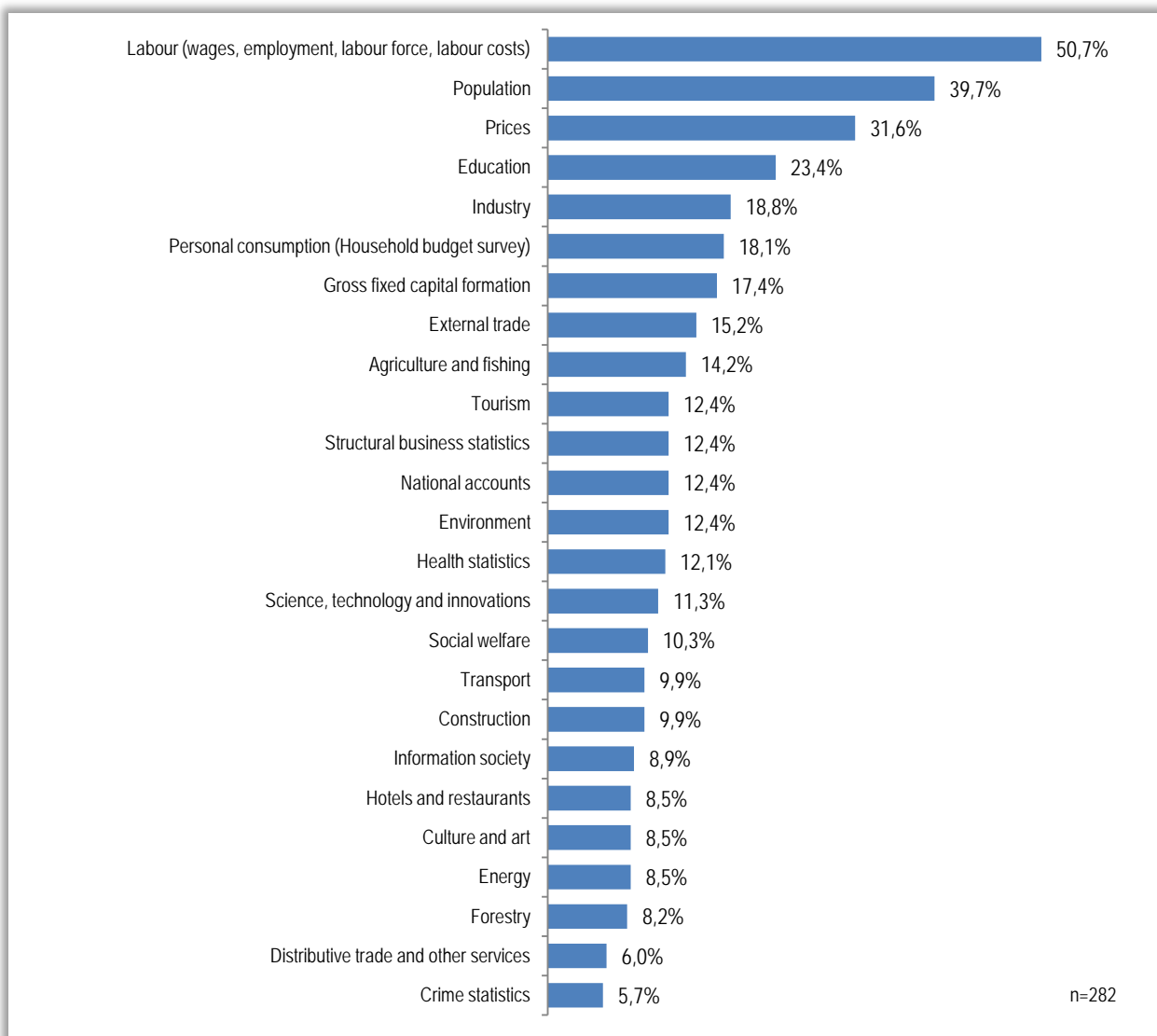
Most respondents use statistical data for studies and analyses (45.4%) and to obtain basic information (43.3%). More than a quarter of respondents use data for policy and strategy making and implementation monitoring (27.7%) and for the purposes of education and vocational training (25.9%). Approximately one out of five respondents uses data for international projects (20.9%) and for business decision-making (20.2%).

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



Users are most interested in data from the field of labour – wages, employment, labour force, labour costs (50.7%), followed by population (39.7%) and prices (31.6%), education (23.4%), industry (18.8%) and personal consumption (18.1%). The highest percentage of respondents, namely 23.4%, most often use data from two fields. On the average, every respondent has selected four statistical fields.

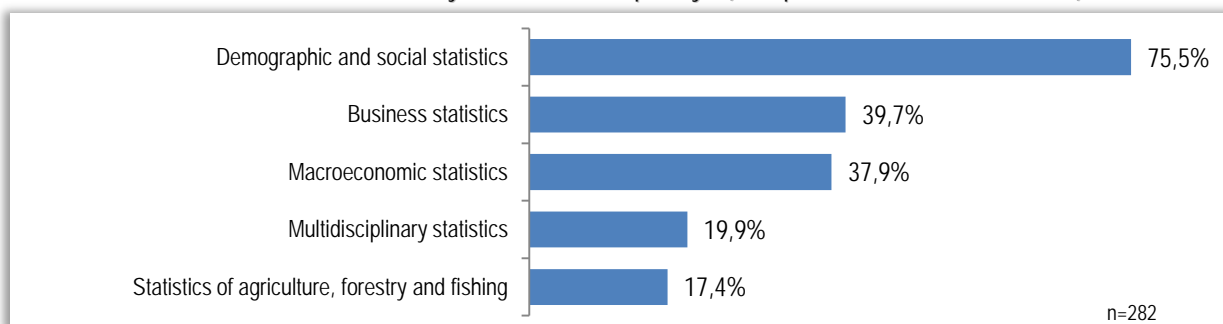
G-8. Data from which fields do you use most frequently? (multiple answers are allowed, %)



By statistical area or domain¹, the highest percentage of respondents use data from the area Demographic and social statistics (75.5%), followed by the area Business statistics with 39.7% and Macroeconomic statistics with 37.9%.

In all groups of users, most respondents expressed interest in the area Demographic and social statistics, in a percentage of 50% and over. Exceptions are users from financial organisations, who most often use data of Macroeconomic statistics (75%), and business entities, that use data of the area Business statistics (53%).

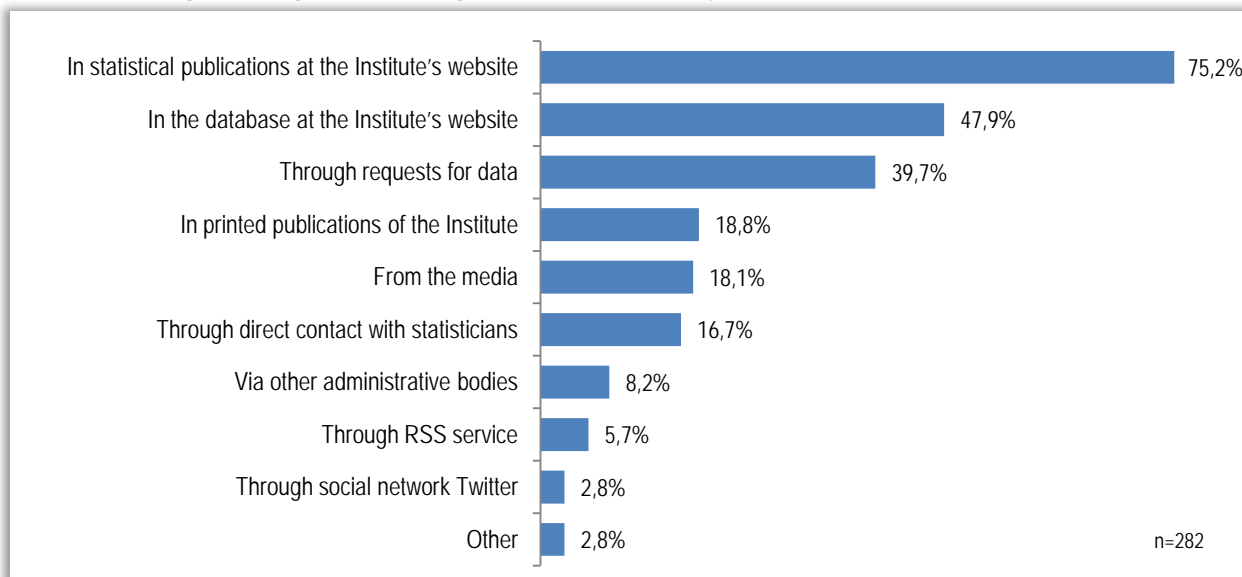
G-9. Data from which statistical areas do you use most frequently? (multiple answers are allowed, %)



¹ An overview of the grouping of fields is provided in Annex 1. Statistical fields grouped in areas.

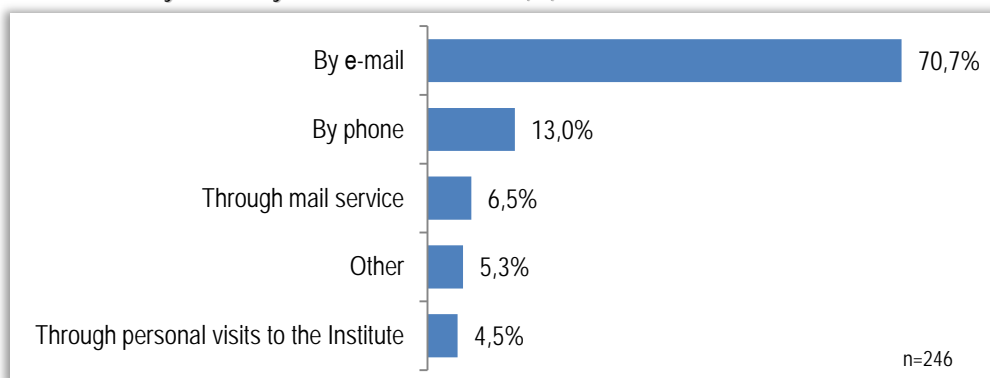
Users indicated that the Institute's website was the main source of statistical data. Most respondents find data in statistical publications at the website (75.2%) and in the online database (47.9%). More than a third of respondents (39.7%) obtain required data through requests for data sent to the Institute, while slightly less than a fifth of them find statistical data in printed publications of the Institute and in the media. Compared to the previous survey, the modalities referring to the use of social networks and other dissemination channels have been added to the question. Slightly over five percent of respondents indicated that they obtain data through the RSS service, while 2.8% take over the data from the official Twitter account of the Institute.

G-10. Where do you usually find necessary statistical data? (multiple answers are allowed, %)



Most often, users contact the Institute by email. Slightly over ten percent of respondents most often contact the Institute by phone, while personal visits to the Institute are the rarest form of contact

G-11. How do you usually contact the Institute? (%)



Nearly a fifth of respondents (19.3%) commented on an open question as to what further data and information they would like to find at the website and in publications of the Institute. Most comments referred to a more detailed and transparent overview of the existing data (by municipality and city).

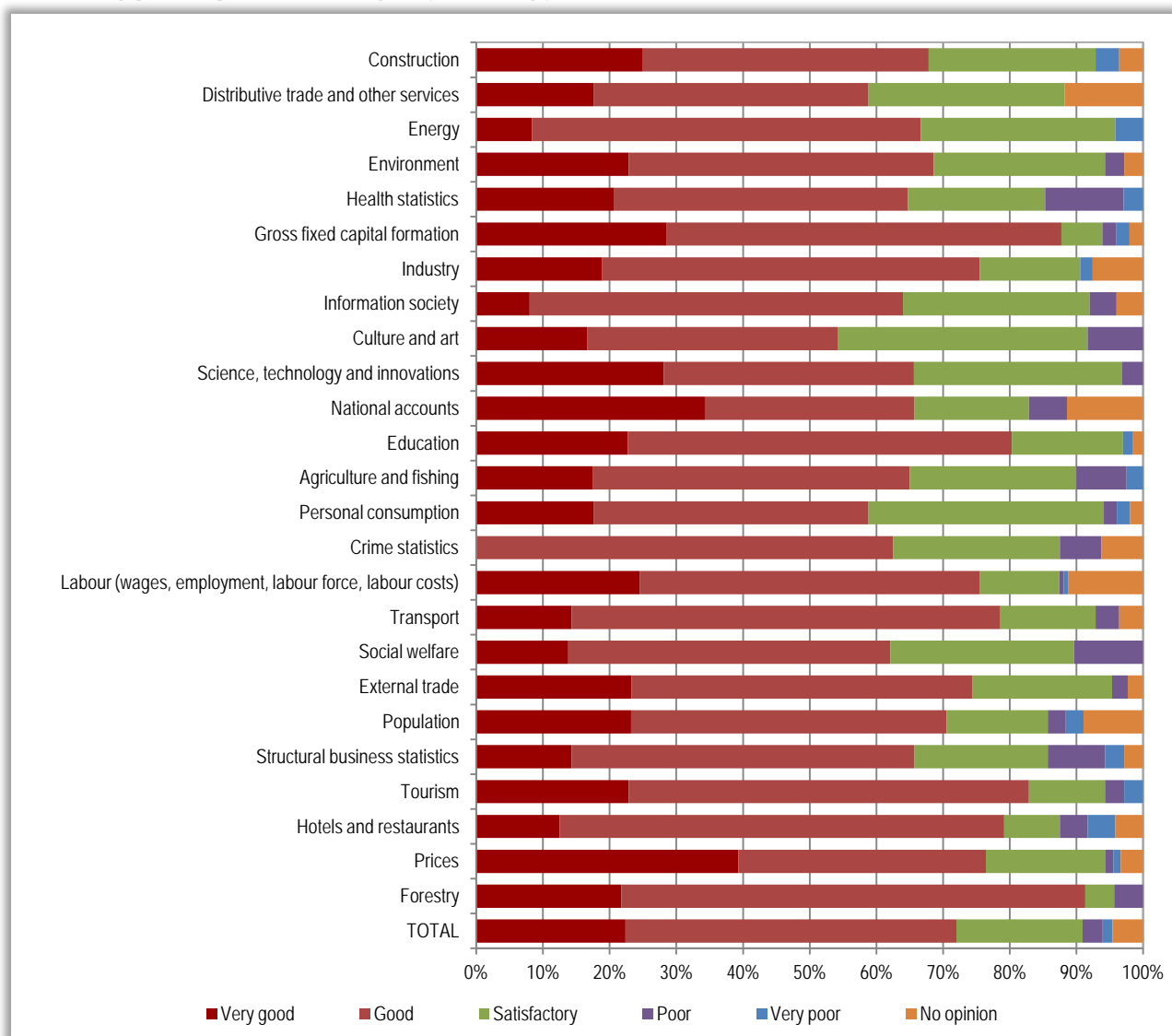
6. Quality of the statistical data, products and services

In order to obtain information about satisfaction with the quality of statistical data, the questionnaire contained a set of questions in which users were asked to rate the quality of statistical data in relation to different dimensions of quality and to rate the overall quality of all products and services provided by the Institute with the following grades: 1 – very poor, 2 – poor, 3 – satisfactory, 4 – good and 5 – very good. The quality of statistical data in terms of relevance, timeliness and comparability and the overall quality of data were rated by users for all statistical fields in which they most frequently use the data. Users were also given the opportunity to rate the reliability, availability and clarity of statistical data provided by the Institute.

6.1. Satisfaction with the quality of statistical data

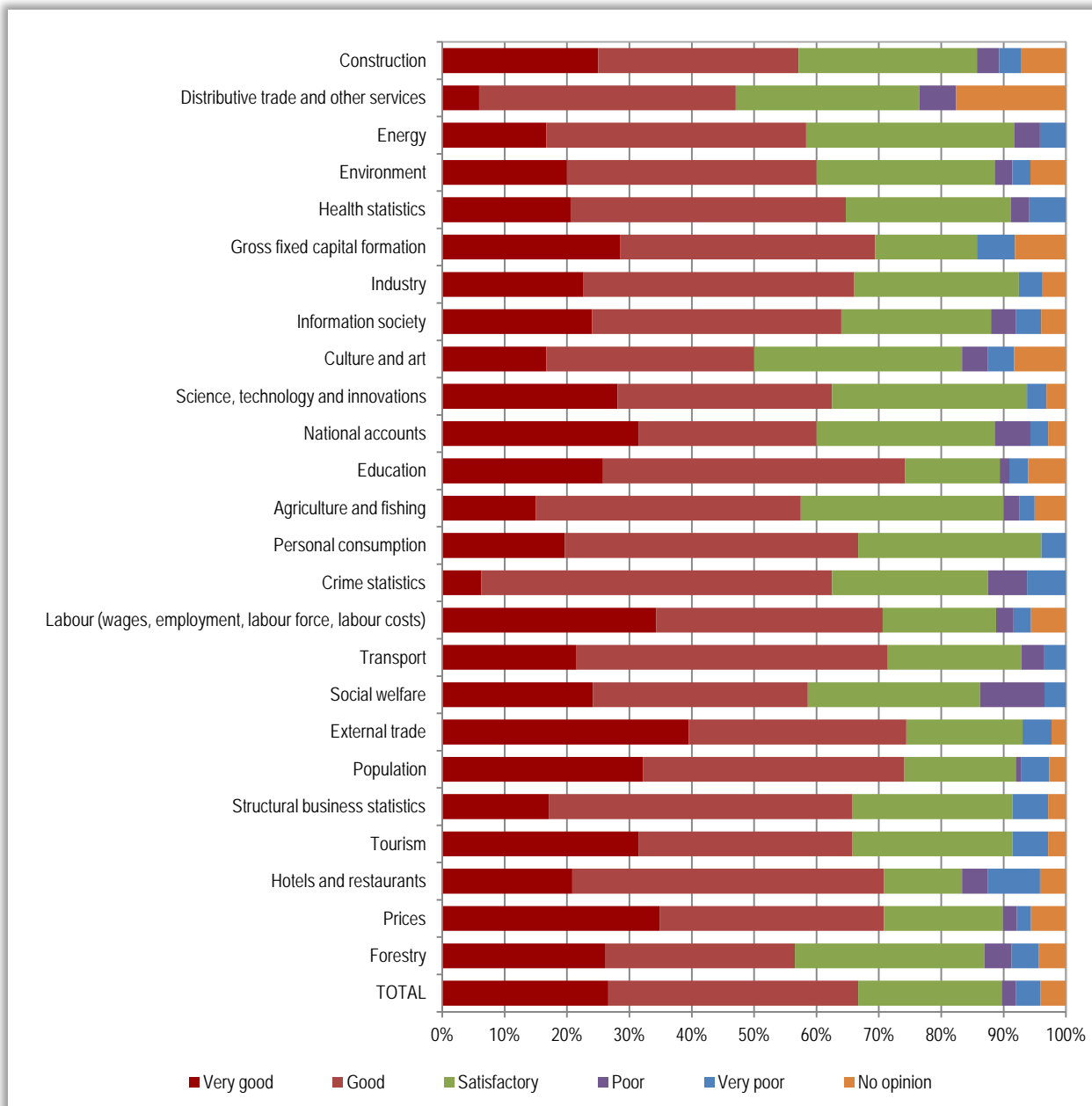
Observing the descriptive criteria for quality assessment, more than a fifth of users consider the overall quality of statistics to be very good, while 72% of users consider the quality of statistical data good or very good. Approximately 19% of users consider the overall quality of data to be satisfactory, while approximately 5% of them rated the quality of data as poor or very poor. Slightly over 4% provided no opinion on this issue. Most “very good” grades were given to prices statistics (39%), national accounts statistics (34%) and gross fixed capital formation statistics (29%).

G-12. How would you rate OVERALL QUALITY of the data from statistical fields you use most frequently? (%)
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



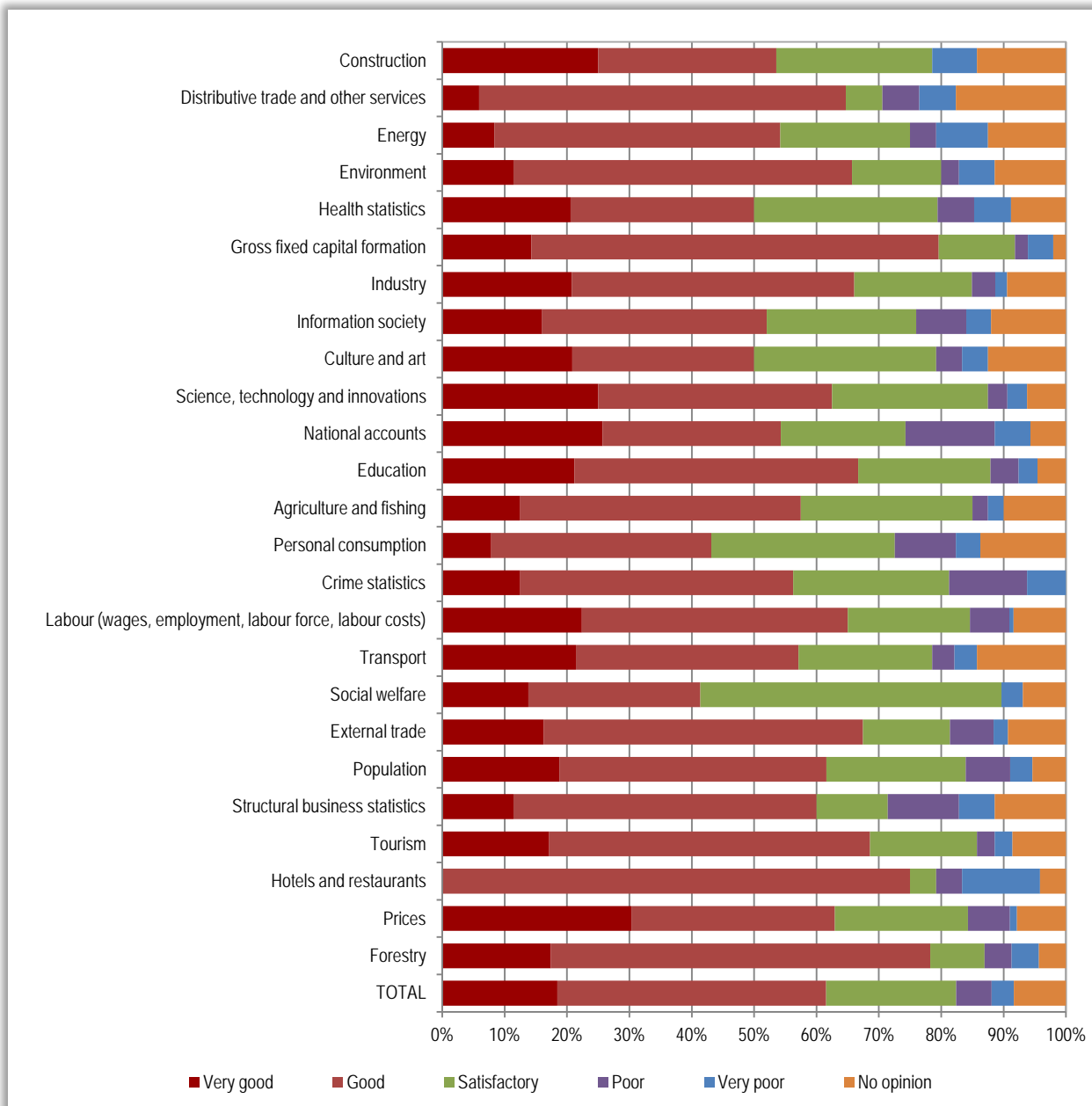
More than a quarter of users indicated that the relevance of statistical data was very good and approximately 67% of them rated the relevance of statistical data as good or very good. The relevance of statistical data was rated as satisfactory by 23% of users, while approximately 6% of them rated it as poor or very poor. The option “no opinion” was selected by 4% of respondents. Most maximum (“very good”) grades were given to external trade statistics (40%), prices statistics (35%) and labour statistics (34%).

G-13. How would you rate RELEVANCE of the data from statistical fields you use most frequently? (%)
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



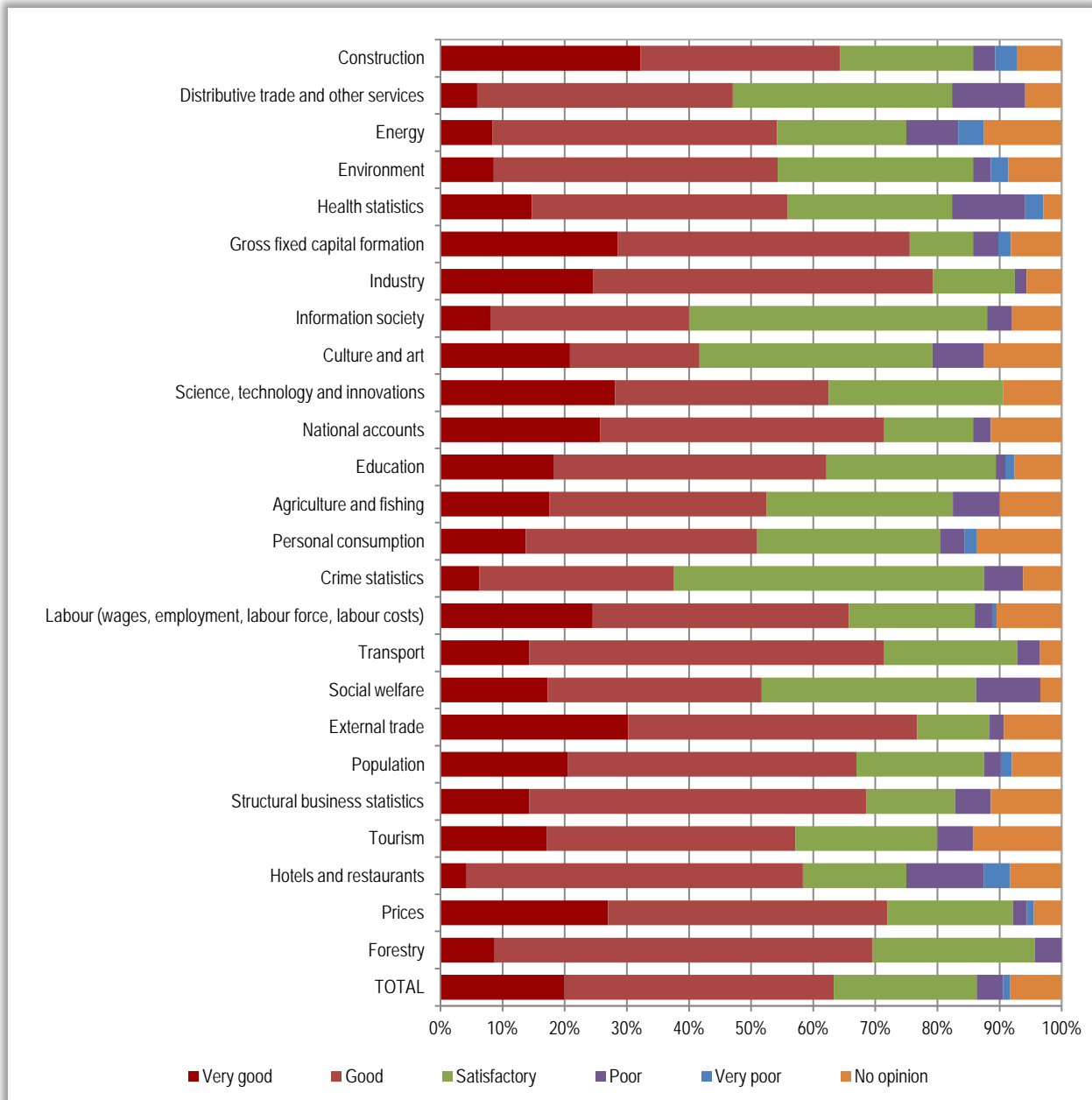
Approximately 18% of users indicated that the timeliness of statistical data was very good and approximately 62% of them rated the timeliness of statistical data as good or very good. The timeliness of statistical data was rated as satisfactory by 21% of users, while approximately 9% of them rated it as poor or very poor. The option “no opinion” was selected by 8% of respondents. Most “very good” grades were given to prices statistics (30%), national accounts statistics (26%), science, technology and innovation statistics (25%) and construction statistics (25%).

G-14. How would you rate TIMELINESS of the data from statistical fields you use most frequently? (%)
 (5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



Nearly a fifth of users indicated that the comparability of statistical data was very good and slightly over 63% of them rated the comparability of statistical data as good or very good. The comparability of statistical data was rated as satisfactory by 23% of users, while approximately 5% of them rated it as poor or very poor. The option “no opinion” was selected by 8% of respondents. Most maximum (“very good”) grades were given to construction statistics (32%), external trade statistics (30%) and gross fixed capital formation statistics (29%).

G-15. How would you rate COMPARABILITY of the data from statistical fields you use most frequently? (%)
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



Observing the grades given by users on a numerical scale from one to five, the average users' grade for the total quality, relevance, timeliness and comparability of statistical data was obtained for each statistical field.

The highest average grade for the overall quality of data was given to prices statistics (4.16), followed by gross fixed capital formation (4.13), labour – wages, employment, labour force, labour costs (4.10), forestry (4.09) and national accounts statistics (4.06). The average grade for the overall quality of statistical data in all fields is 3.87.

In terms of the relevance of statistical data, users gave the highest grade to external trade statistics (average grade 4.07). The highest grades for relevance were also given to prices statistics (4.05), labour statistics (4.02), population statistics (3.99) and education statistics (3.98). The overall average grade for the relevance of statistical data is 3.80.

The highest average grade for the timeliness of statistical data was that of prices statistics (3.91), followed by industry statistics (3.88), labour statistics (3.87), forestry statistics (3.86) and gross fixed capital formation statistics (3.85). The overall average grade for the timeliness of statistical data is 3.69.

When it comes to the comparability of statistical data, the highest grade was given to external trade statistics (4.15), followed by industry statistics with 4.08, national accounts statistics with 4.06 and gross fixed capital formation statistics with 4.04. The overall average grade for the comparability of statistical data is 3.77.

G-16. Comparative overview of average grades for overall quality, relevance, timeliness and comparability of statistical data, by statistical fields and in total
(grading scale: 5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)

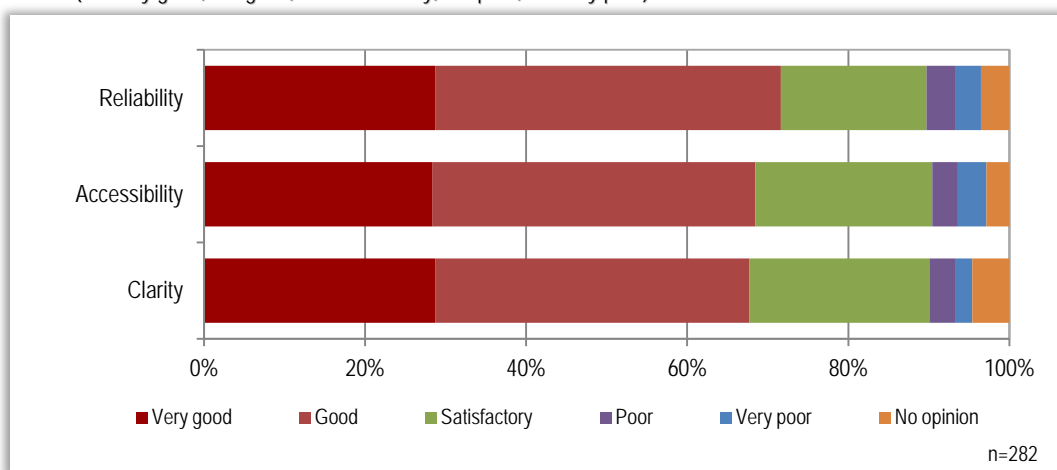
	OVERALL QUALITY	RELEVANCE	TIMELINESS	COMPARABILITY
Prices	4,16	4,05	3,91	3,99
Gross fixed capital formation	4,13	3,93	3,85	4,04
Labour	4,10	4,02	3,87	3,96
Forestry	4,09	3,73	3,86	3,74
National accounts	4,06	3,82	3,58	4,06
Education	4,02	3,98	3,81	3,82
Industry	3,98	3,84	3,88	4,08
External trade	3,98	4,07	3,79	4,15
Tourism	3,97	3,88	3,84	3,80
Population	3,94	3,99	3,70	3,88
Transport	3,93	3,82	3,79	3,85
Environment	3,91	3,76	3,71	3,59
Science, technology and innovations	3,91	3,87	3,83	4,00
Construction	3,89	3,77	3,75	3,92
Distrib. trade and other services	3,87	3,57	3,64	3,44
Hotels and restaurants	3,83	3,74	3,48	3,45
Personal consumption	3,72	3,78	3,39	3,66
Information society	3,71	3,79	3,59	3,48
Agriculture and fishing	3,70	3,68	3,69	3,69
Structural business statistics	3,68	3,74	3,55	3,87
Health statistics	3,68	3,71	3,58	3,55
Energy	3,67	3,63	3,48	3,52
Social welfare	3,66	3,66	3,52	3,61
Culture and art	3,63	3,59	3,67	3,62
Crime statistics	3,60	3,50	3,44	3,40
TOTAL	3,87	3,80	3,69	3,77

Approximately 72% of users indicated that the quality of statistical data in terms of reliability was good or very good. The reliability of statistical data was rated as satisfactory by slightly less than a fifth of users (18.1%), while 6.7% of them rated it as poor or very poor. The option “no opinion” was selected by slightly less than 4% of respondents. The average grade of the reliability of data (on a scale of one to five) is 3.94.

The availability of statistical data was rated as good or very good by 68.4% of respondents. The availability of data was rated as satisfactory by 22.0% of users, while 6.7% of them rated it as poor or very poor. The option “no opinion” was selected by approximately 3% of respondents. The average grade of the availability of data is 3.89.

More than two thirds of users (67.7%) indicated that the clarity of data was very good or good. The clarity of data was satisfactory for 22.3% of respondents, while 5.3% of them rated it as poor or very poor. Slightly less than 5% of users selected the option “no opinion”. The average grade of the quality of data in terms of clarity is 3.93.

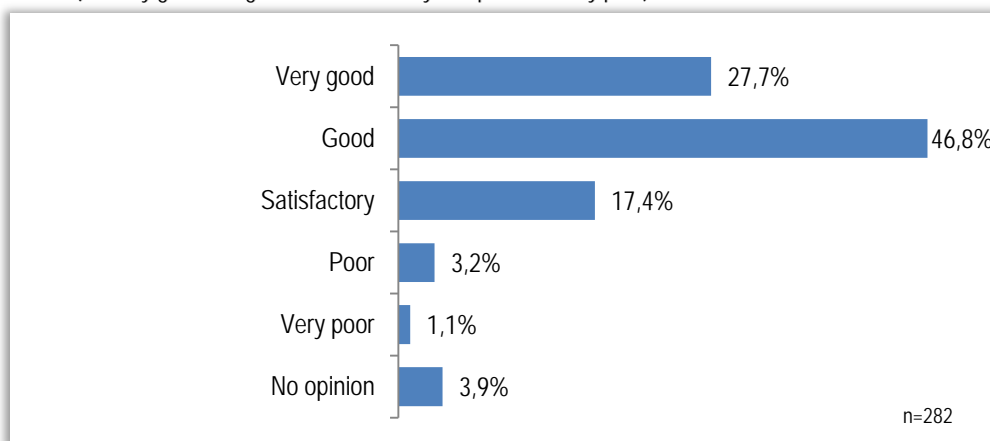
G-17. How would you rate the quality of the Institute’s statistical data in terms of reliability, accessibility and clarity? (%)
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



6.2. Satisfaction with the overall quality of products and services

As part of the survey, users were given the opportunity to rate the overall quality of all products and services provided by the Institute. More than a quarter of users (27.7%) rated the quality as very good, while nearly every second surveyed user (46.8%) considers the quality of products and services to be good. Approximately 17% of users rated the quality as satisfactory, while 4.3% of them rated it as poor or very poor. The option “no opinion” was selected by slightly less than 4% of respondents. The average users’ grade for the overall quality of all products and services is 4.01.

G-18. How would you rate the overall quality of all the Institute’s products and services? (%)
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)

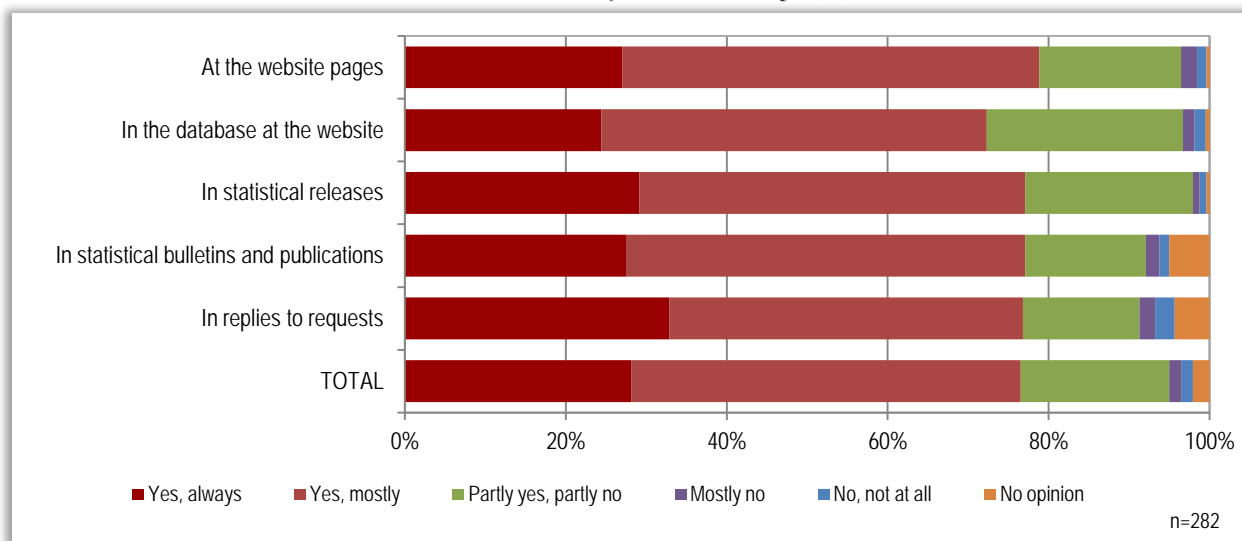


7. Dissemination

In the part of the questionnaire referring to the dissemination of statistical data, users were asked to provide their views on the clarity of data presented through various dissemination channels and methods, to rate the content, design and technical characteristics of the Institute's website, and to express their opinion on the usefulness of the information found in the online Release calendar.

For all available dissemination channels and methods, 76.5% of users indicated that the data are always and mostly presented clearly. Approximately 18% of users are partly satisfied, slightly less than 3% of them indicated that data are not presented clearly, while 2% of users selected the option "no opinion". There are 78.8% of respondents who believe that statistical data are clearly presented at the website pages; 27.1% of them are completely satisfied and 51.7% mostly satisfied, while 17.8% of respondents are partly satisfied. The presentation of statistical data in the database at the website is considered clear and mostly clear by 72.3% of respondents. There are 24.4% of users who are partly satisfied with the presentation of data in the database, while the presentation of data is considered completely and mostly unclear by slightly less than 3% of users. There are 77.1% of respondents who indicated that the data are presented clearly in statistical releases. The presentation of data in statistical bulletins and publications was rated as satisfactory by 77.1% of users, while 15% of them indicated that they were partly satisfied in this regard and 3% are not satisfied. When it comes to the presentation of data in releases, 76.8% of respondents are satisfied, 32.9% of them indicated that the data are always clearly presented, while 44.0% of them indicated that they were mostly satisfied with the presentation of data. Approximately 4% of users indicated that the data are always and mostly not clearly presented in releases.

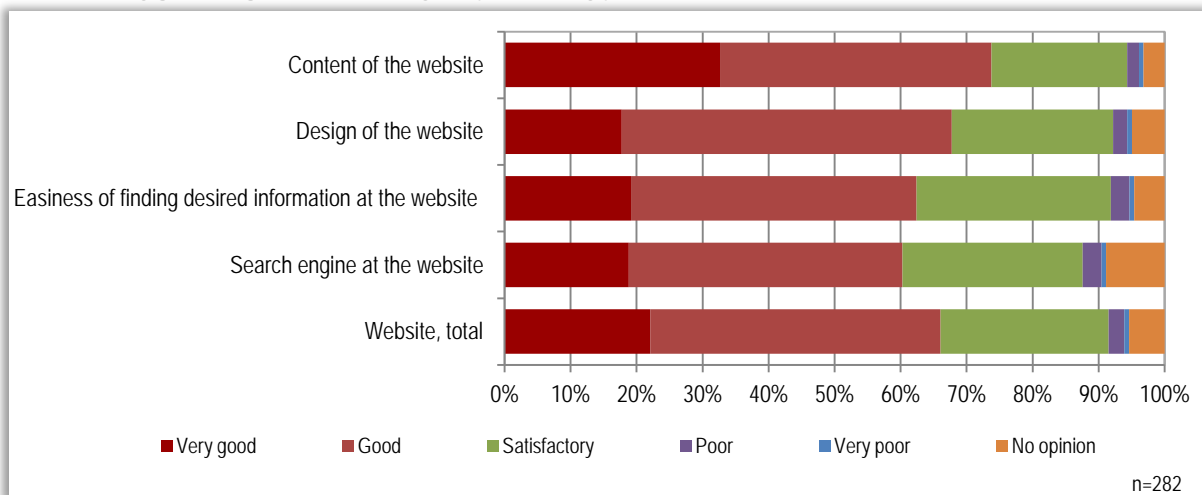
G-19. Are the Institute's statistical data and information presented clearly? (%)



Nearly two thirds of users rated the Institute's website as very good or good, while 25.4% of users find the website to be satisfactory. Of all the characteristics of the website, users are most satisfied with the content. According to the descriptive criteria, nearly 74% of users consider the website content to be good or very good, while one fifth of users consider the content satisfactory. Approximately 2.5% of users are not satisfied with the content, while 3.2% of them selected the option "no opinion". The design of the website was rated as good or very good by 67.7% of users, easiness of finding desired information at the website by 62.4% of users and functionality of the search engine at the website by 60.3% of users.

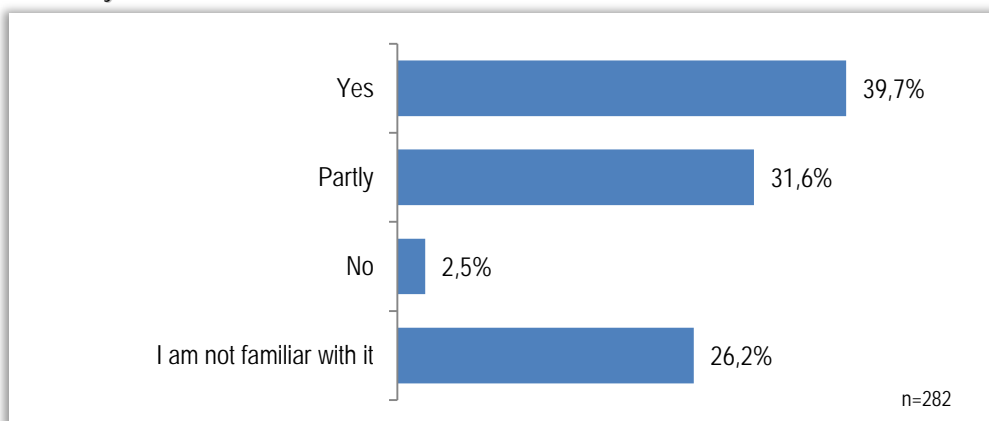
Average grades given by users for Institute's website are 3.81 for easiness of finding information, 3.82 for the search engine, 3.86 for the design, and 4.07 for the content of the website. The overall average grade for the satisfaction with the website is 3.89

G-20. How would you rate the content, design and technical characteristics of the Institute's website? (%)
 (5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



Information in the interactive Release calendar available at the Institute's website were found to be fully useful by 39.7% of users, and partly useful by 31.6% of users. Slightly more than a quarter of the respondents (26.2%) are not familiar with the online Release calendar.

G-21. Do you find information from the interactive Release calendar at the Institute's website useful? (%)

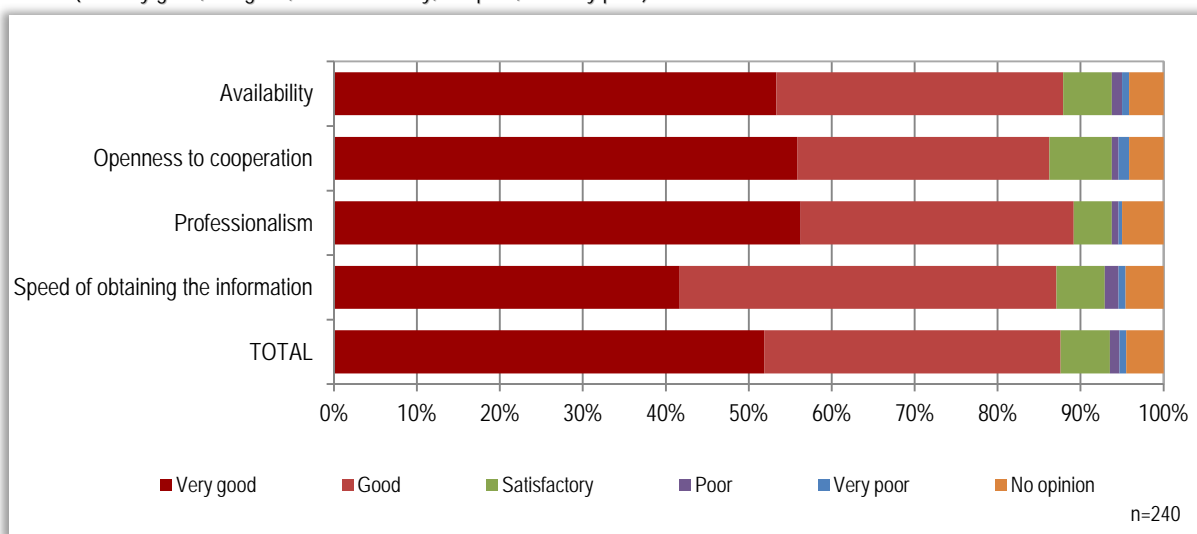


8. Satisfaction with the employees of the Institute

In the part of the questionnaire, users who have contacted the Institute's employees were given the opportunity to rate their satisfaction with the services provided, as well as to rate the availability of the Institute's employees, their openness to cooperation, professionalism and speed of obtaining desired information.

The availability of the Institute's employees was rated as very good or good by 87.9% of users. There are 86.3% of users who rated their satisfaction with the openness of the Institute's employees as very good or good, while 89.2% of users consider the professionalism of the Institute's employees to be very good or good. The speed of obtaining desired information is considered to be good or very good by 87.1% of respondents. The overall cooperation with the employees was rated as good or very good by 87.6% of users.

G-22. If you have contacted the staff of the Institute, please rate their availability, openness to cooperation and professionalism, as well as the speed of obtaining requested information? (%)
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



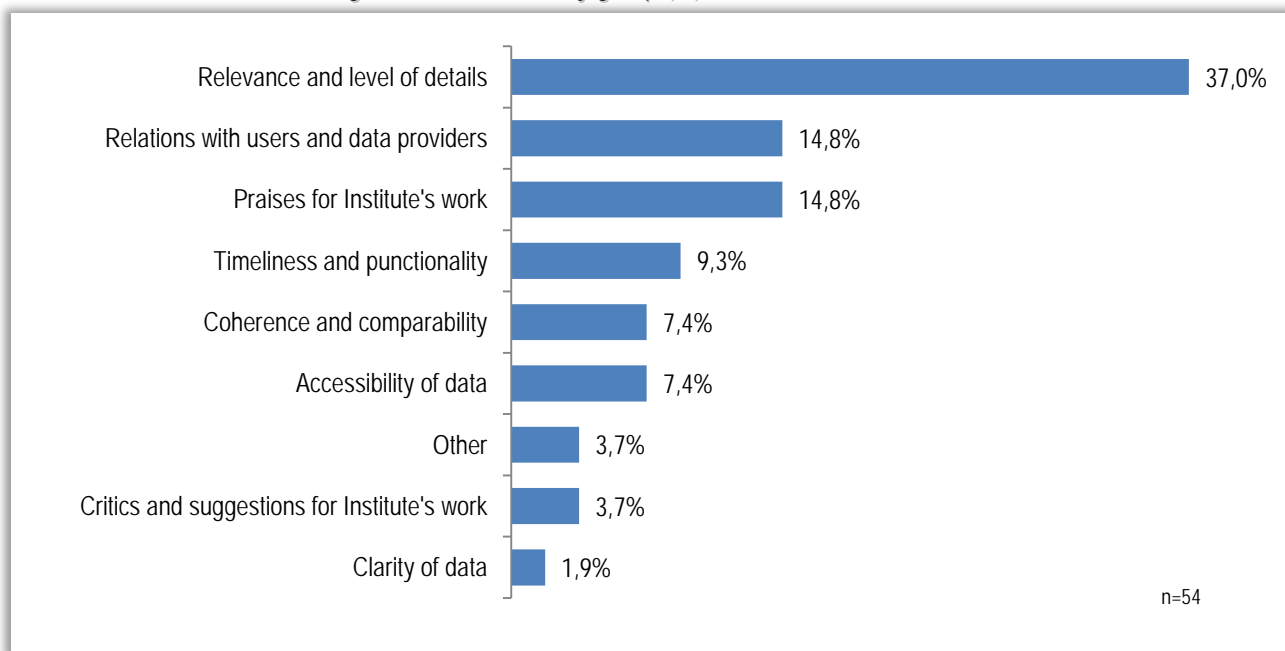
The Institute's employees received a very good average grade from users, namely 4.43. The Institute's employees received the highest average grade for their professionalism (4.51), followed by openness to cooperation (4.45), availability (4.44) and speed of obtaining information (4.31).

9. Messages from the users

At the end of the questionnaire, users were provided with the opportunity to give their comments or suggestions regarding ways and areas in which the Institute could improve the quality of its products and services. Comments, suggestions, criticism and praise are classified into groups according to different quality components and fields of activity of the Institute.

Most of the users' comments (37.0%) refer to an increased relevance and level of detail of statistics, followed by comments and suggestions regarding the improvement of relations with users and data providers, and praise of the Institute's work (14.8%). Comments related to the clarity of data are the least represented (1.9%).

G-23. Overview of users' messages and comments, by group (%)



Some of the users' messages are:

- The website provides many useful data. It would be useful if all statistical forms could be completed by electronic means, for faster and more accurate data entry and faster processing.
- More statistical data by section of economic activity and by municipality.
- More statistical data from local communities for all fields.
- More analytical documents.
- In recent years, there has been a noticeable improvement in the quality and type of statistical data; the promptness of answers to requests for data is praiseworthy.
- I am very satisfied with the timeliness and quality of your services.

10. Overall user satisfaction index

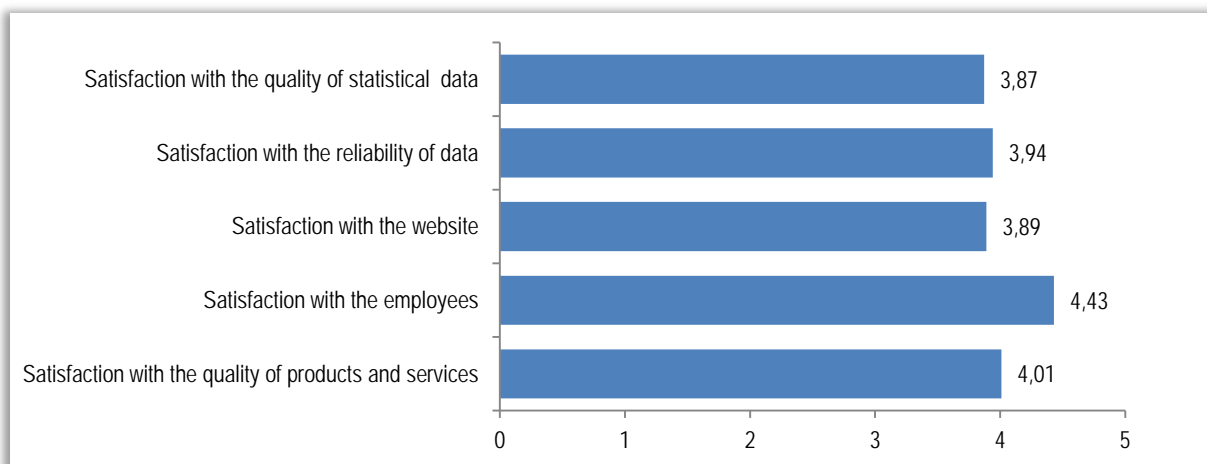
The user satisfaction index is based on a model with identified key components that affect the overall satisfaction of users with the Republika Srpska Institute of Statistics. For the total satisfaction index, the following criteria have been taken into account:

1. satisfaction with the overall quality of statistical data (question 5) – the average grade is 3.87
2. satisfaction with the reliability of data (question 6) – the average grade is 3.94
3. satisfaction with the website (question 8) – the average grade is 3.89
4. satisfaction with the employees of the Institute (question 11) – the average grade is 4.43
5. satisfaction with the overall quality of the Institute's products and services (question 12) – the average grade is 4.01.

Figure 1. Model for measuring overall satisfaction of users of the Republika Srpska Institute of Statistics

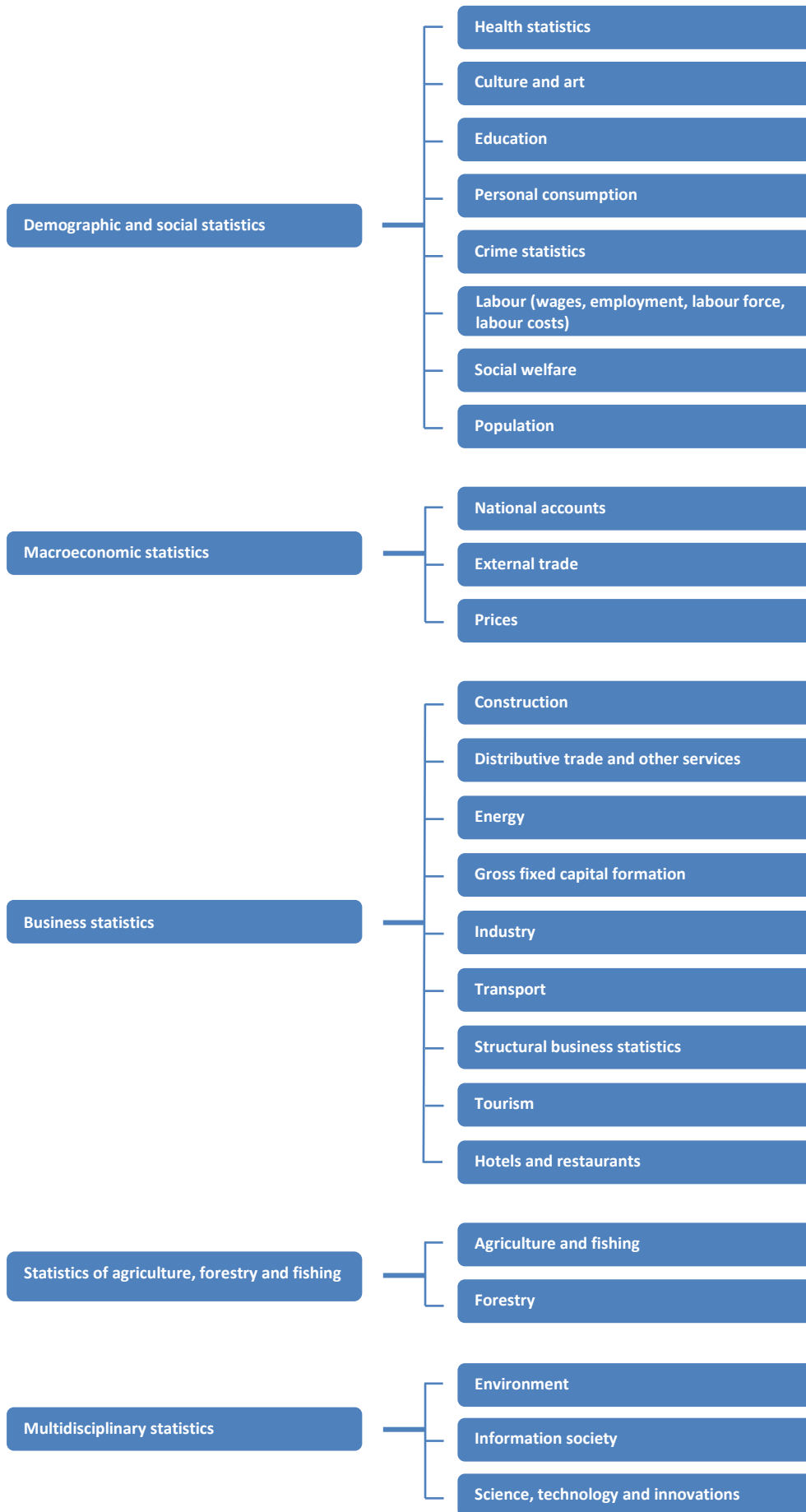


G-24. Average grades for variables used in measuring the overall satisfaction



The overall average grade of the Institute is 4.03. The overall index of user satisfaction with the Institute is 80.54%.

Annex 1. Statistical fields grouped in areas



Annex 2. Tables

Table 1. How often do you use statistical data?

	Daily	Weekly	Monthly	Quarterly	Biannually	Annually or less frequently
SEX						
Male	16	24	38	14	9	24
Female	13	29	49	19	18	29
AGE						
19 and under	-	-	1	-	2	-
20-29	3	15	6	3	11	3
30-39	27	24	10	9	14	27
40-49	12	22	8	5	9	12
50-59	9	18	3	7	13	9
60 and older	2	8	5	3	4	2
EDUCATION						
Primary education or lower	-	-	1	-	-	1
Secondary education	-	1	5	2	4	6
High education	1	1	2	1	-	4
Higher education	18	30	53	17	14	27
Postgraduate degree	10	21	26	13	9	15
PLACE OF RESIDENCE						
Republika Srpska	20	41	69	28	21	48
Federation of BH	4	7	14	4	3	3
Brčko District	-	1	-	-	-	-
Abroad	5	4	4	1	3	2
GROUP OF USERS						
User for own needs	3	1	5	3	1	14
Scientist, researcher or analyst	7	16	21	9	5	7
Student or pupil	-	1	4	3	2	7
Entrepreneur	1	-	7	1	2	4
Administrative and local-self-government bodies	7	25	25	6	9	8
Court and judicial authority	-	1	3	-	1	-
Financial organization	1	3	5	2	-	1
Institution in the field of education, science or culture	-	2	9	2	2	1
Business entity	3	2	3	4	1	4
Media – printed and electronic	4	1	-	-	-	-
Non-profit organization (association, foundation, political party)	-	-	1	1	2	5
International organization	-	-	-	-	2	-
EU institution	2	-	-	-	-	-
Other	1	1	4	2	-	2

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 prepare 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 basic information	Other
SEX									
Male	38	15	25	26	59	25	18	58	14
Female	40	18	34	31	69	48	15	64	13
AGE									
19 and under	-	-	-	-	-	1	-	2	-
20-29	5	1	8	8	14	15	3	19	2
30-39	30	13	28	23	60	35	14	42	7
40-49	20	6	13	12	26	15	10	23	8
50-59	18	9	7	12	19	4	4	27	5
60 and older	5	4	3	2	9	3	2	9	5
EDUCATION									
Primary education or lower	-	-	-	-	-	-	-	2	-
Secondary education	-	-	1	3	-	6	1	7	2
High education	1	1	-	1	1	2	1	5	2
Higher education	40	19	27	35	67	27	21	72	19
Postgraduate degree	37	13	31	18	60	38	10	36	4
PLACE OF RESIDENCE									
Republika Srpska	59	28	41	44	96	61	28	103	26
Federation of BH	14	3	14	11	20	9	3	9	-
Brčko District	-	-	-	-	-	-	-	1	-
Abroad	5	2	4	2	12	3	2	9	1
GROUP OF USERS									
User for own needs	2	-	-	2	2	7	1	20	1
Scientist, researcher or analyst	20	1	24	8	47	30	9	27	1
Student or pupil	-	1	-	2	5	14	-	7	1
Entrepreneur	-	1	1	5	-	1	1	5	4
Administrative and local self-government bodies	40	20	20	22	47	14	11	33	7
Court and judicial authority	3	3	1	-	1	-	-	2	1
Financial organization	2	3	1	4	4	1	1	4	3
Institution in the field of education, science or culture	4	1	3	5	5	4	1	5	1
Business entity	2	2	1	8	7	1	1	9	1
Media – printed and electronic	-	-	-	-	-	-	4	2	1
Non-profit organization (association, foundation, political party)	1	-	3	-	3	1	-	6	2
International organization	1	-	2	-	2	-	-	-	-
EU institution	1	-	2	-	2	-	1	-	-
Other	2	1	1	1	3	-	3	2	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	Statistics of agriculture, forestry and fishing	Multidisciplinary statistics
SEX					
Male	88	46	51	28	26
Female	125	61	61	21	30
AGE					
19 and under	2	-	1	1	1
20–29	28	18	14	4	12
30-39	77	31	42	21	16
40-49	50	24	25	11	11
50-59	43	23	20	8	11
60 and older	13	11	10	4	5
EDUCATION					
Primary education or lower	2	-	-	-	-
Secondary education	12	6	7	4	4
High education	6	3	5	1	3
Higher education	121	63	63	23	31
Postgraduate degree	72	35	37	21	18
PLACE OF RESIDENCE					
Republika Srpska	172	85	92	39	44
Federation of BH	24	15	13	7	7
Brčko District	1	1	1	1	-
Abroad	16	6	6	2	5
GROUP OF USERS					
User for own needs	21	10	6	1	7
Scientist, researcher or analyst	52	19	27	11	12
Student or pupil	12	7	6	3	5
Entrepreneur	9	8	6	1	1
Administrative and local self-government bodies	62	30	33	21	16
Court and judicial authority	4	4	2	2	-
Financial organization	7	9	5	3	-
Institution in the field of education, science or culture	16	3	3	1	5
Business entity	8	7	9	3	3
Media – printed and electronic	5	3	4	-	1
Non-profit organization (association, foundation, political party)	7	1	3	-	-
International organization	1	1	1	-	1
EU institution	2	-	1	-	1
Other	7	5	6	3	4

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 social network Twitter	Through RSS service	Through requests for data	Through direct contact with statisticians	Via other administrative bodies	From the media	Other
SEX										
Male	93	66	15	5	7	47	18	14	21	5
Female	119	69	38	3	9	65	29	9	30	3
AGE										
19 and under	3	-	-	-	-	-	-	1	2	-
20-29	31	16	2	-	4	19	4	2	10	-
30-39	79	51	19	3	4	47	22	10	16	4
40-49	47	35	15	3	4	23	11	5	10	-
50-59	35	22	13	2	4	15	7	4	9	4
60 and older	17	11	4	-	-	8	3	1	4	-
EDUCATION										
Primary education or lower	2	-	-	-	-	-	-	-	-	-
Secondary education	12	4	1	-	-	1	1	2	7	1
High education	5	2	3	1	1	1	-	-	3	1
Higher education	114	72	29	3	11	62	28	9	28	3
Postgraduate degree	79	57	20	4	4	48	18	12	13	3
PLACE OF RESIDENCE										
Republika Srpska	164	104	40	5	13	88	34	21	45	6
Federation of BH	33	21	7	1	2	21	11	2	4	-
Brčko District	-	-	-	-	-	-	1	-	1	-
Abroad	15	10	6	2	1	3	1	-	1	2
GROUP OF USERS										
User for own needs	15	4	3	2	2	4	2	3	13	-
Scientist, researcher or analyst	57	42	12	1	4	34	13	5	7	3
Student or pupil	13	6	2	-	-	3	1	2	5	-
Entrepreneur	8	5	1	1	-	4	2	-	4	1
Administrative and local self-government bodies	64	43	20	1	7	34	22	8	8	1
Court and judicial authority	3	3	1	-	-	4	1	1	-	-
Financial organization	8	4	2	-	-	3	1	1	1	1
Institution in the field of education, science or culture	13	9	5	-	1	7	-	2	3	-
Business entity	13	10	1	-	-	5	1	-	2	1
Media – printed and electronic	1	1	-	2	1	4	1	1	1	-
Non-profit organization (association, foundation, political party)	7	2	1	-	-	3	1	-	3	-
International organization	2	1	-	-	-	2	1	-	-	-
EU institution	2	2	-	1	1	1	-	-	-	-
Other	6	3	5	-	-	4	1	-	4	1

Table 5. How would you rate the overall quality of all the Institute's products and services? (5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)

	Very good	Good	Satisfactory	Poor	Very poor	No opinion
SEX						
Male	31	56	26	5	2	5
Female	47	76	23	4	1	6
AGE						
19 and under	-	2	1	-	-	-
20-29	6	23	9	1	-	1
30-39	25	49	21	4	-	1
40-49	21	23	11	1	2	3
50-59	13	28	6	2	1	5
60 and older	13	7	1	1	-	1
EDUCATION						
Primary education or lower	-	2	-	-	-	-
Secondary education	5	8	5	-	-	-
High education	2	4	2	-	-	1
Higher education	44	72	27	7	1	8
Postgraduate degree	27	46	15	2	2	2
PLACE OF RESIDENCE						
Republika Srpska	62	105	40	7	3	10
Federation of BH	12	15	6	1	-	1
Brčko District	-	1	-	-	-	-
Abroad	4	11	3	1	-	-
GROUP OF USERS						
User for own needs	7	8	7	2	-	3
Scientist, researcher or analyst	21	29	12	2	-	1
Student or pupil	3	10	4	-	-	-
Entrepreneur	3	6	5	-	1	-
Administrative and local self-government bodies	19	45	13	3	-	-
Court and judicial authority	3	2	-	-	-	-
Financial organization	5	4	1	1	-	1
Institution in the field of education, science or culture	6	8	1	-	-	1
Business entity	5	5	5	1	-	1
Media – printed and electronic	-	4	-	-	1	-
Non-profit organization (association, foundation, political party)	3	3	1	-	1	1
International organization	1	1	-	-	-	-
EU institution	-	2	-	-	-	-
Other	2	5	-	-	-	3