



РЕПУБЛИКА СРПСКА
РЕПУБЛИЧКИ ЗАВОД ЗА СТАТИСТИКУ
REPUBLIKA SRPSKA
INSTITUTE OF STATISTICS

User Satisfaction Survey 2020



Banja Luka, March 2021

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1. Introduction

Increasing and diverse user requirements for statistical data, a dynamic environment with a strong need for current data that will enable informed and timely decision-making in business, creation and monitoring of policies and programmes require official statistics to be relevant, timely, of high quality and disseminated in a form that is easily accessible and understandable to users. In order to ensure continuous improvement of the quality of products and services and to monitor the attitudes and needs of users, it is necessary to regularly measure user satisfaction. 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 third time.

The User Satisfaction Survey for 2020 has covered four main aspects:

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

The results of this survey will be used for the purpose of monitoring the quality of statistical data and user satisfaction, identifying new needs and habits of users and determining priorities in improving the quality of products and services of the Institute.

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: general information about respondents, purpose of data usage and preferred access to data, quality of statistical data, metadata and various products and services, data dissemination and user satisfaction with the Institute's employees. 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 suggestions for the availability of data and information published by the Institute, to praise and criticise the Institute's work and give proposals for possible future improvements. For the purpose of data collection, the previously developed online application was updated and tested. 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 over 1,900 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 June 2017 and May 2020 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 9 September and 9 November 2020. The entire questionnaire was completed by 211 users.

3. Main results

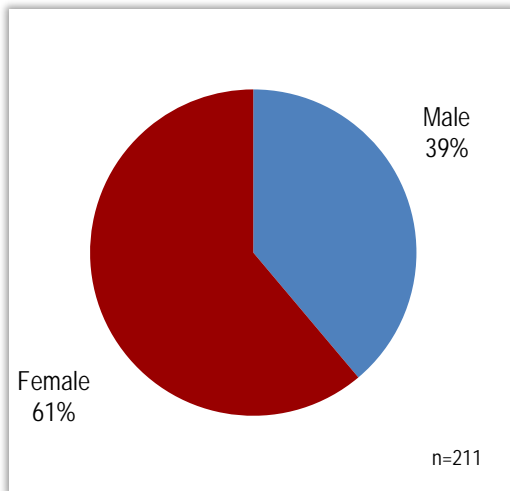
- There were 211 users who participated in the survey, of which 61% are female and 39% male.
- Most respondents belong to the age group from 40 to 49 years (31.8%).
- More than half of surveyed users have completed higher education, while a third of them are specialists, masters of science or doctors of science.
- For 80.1% of users, the place of residence is Republika Srpska.
- By type of users, most respondents are users from administrative and local self-government bodies (39.8%), followed by scientists, researchers and analysts (15.6%) and business entities (9.5%).
- The profile of an average user of the Institute's products and services is a female, of age 40–49 years, with university degree, residence in the Republika Srpska and employment in the administrative or 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 (47.4%), to obtain basic information (44.1%) and for policy and strategy making and implementation monitoring (28.9%).
- Most often users need data from the field of labour – wages, employment, labour force, labour costs (54.5%), population (33.6%), education (28.0%) and prices (25.6%).
- Most respondents find the necessary data in statistical publications at the Institute's website (75.4%) and in the online database (49.8%). Around one third of respondents (32.2%) obtain data through requests for data sent to the Institute, while 18.5% directly contact statisticians in order to obtain data.
- Most often, users contact the Institute by email.
- On a scale of one to five, the average grade for the overall quality of data in all fields is 3.81. The highest average grade for the overall quality of data was given to industry statistics (3.98).
- The overall average grade for the relevance of statistical data is 3.88. Users gave the highest grade for relevance to culture and art statistics (4.11).
- The overall average grade for the timeliness of statistical data is 3.60, with the highest average grade being given to price statistics (3.89).
- The overall average grade for comparability is 3.73. In terms of the comparability of statistical data, the highest grade was received by the statistics of distributive trade and other services (4.08).
- Approximately 74% 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 4.00.
- The accessibility of statistical data was rated as good or very good by 79% of surveyed users, with the average grade 4.10.
- Three out of four users (75%) rated the clarity of data as very good or good. The average grade of the quality of data in terms of clarity is 4.05.
- The accuracy of statistical data was rated as good or very good by 69% of users, with the average grade of 3.97.
- Two thirds of users think that the quality of statistical metadata is very good or good, with the average grade of 3.89.
- Approximately 75% of users rated the overall quality of the Institute's products and services as very good or good, while approximately 19% 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 means, 75.4% of users indicated that the data are always and mostly presented clearly.
- Average grades given by users for the characteristics and functionality of the Institute's website range from 3.72 for functionality of search engine to 3.95 for the content of the website. The overall average grade for the satisfaction with the website is 3.81.
- The Institute's employees received the highest average grade for their professionalism (4.43), followed by openness to cooperation (4.42), availability (4.39) and speed of obtaining information (4.28). The overall average grade for the satisfaction with employees is 4.38.
- 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 80.02%.

4. Demographic characteristics of surveyed users

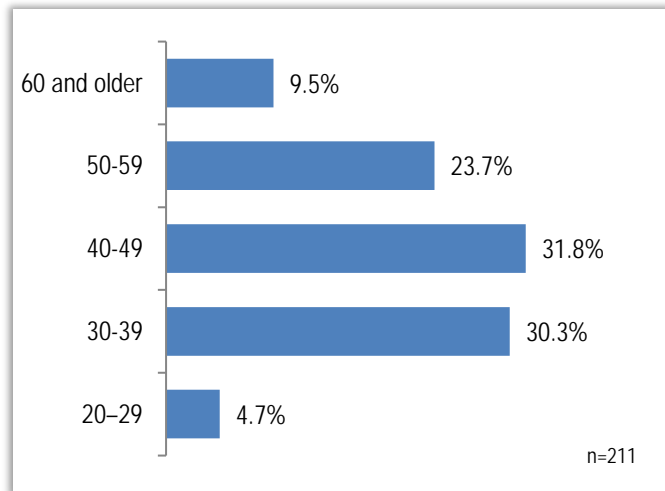
There were 211 users who participated in the survey, of which 61% are female and 39% male.

The majority of surveyed users belong to the age groups 40–49 years (31.8%) and 30–39 years (30.3%), followed by users of 50–59 years of age (23.7%). A slightly smaller number of users is of age 60 and older (9.5%) and the users belonging to the age group 20–29 years (4.7%) are the least represented.

G-1. Users by sex (%)

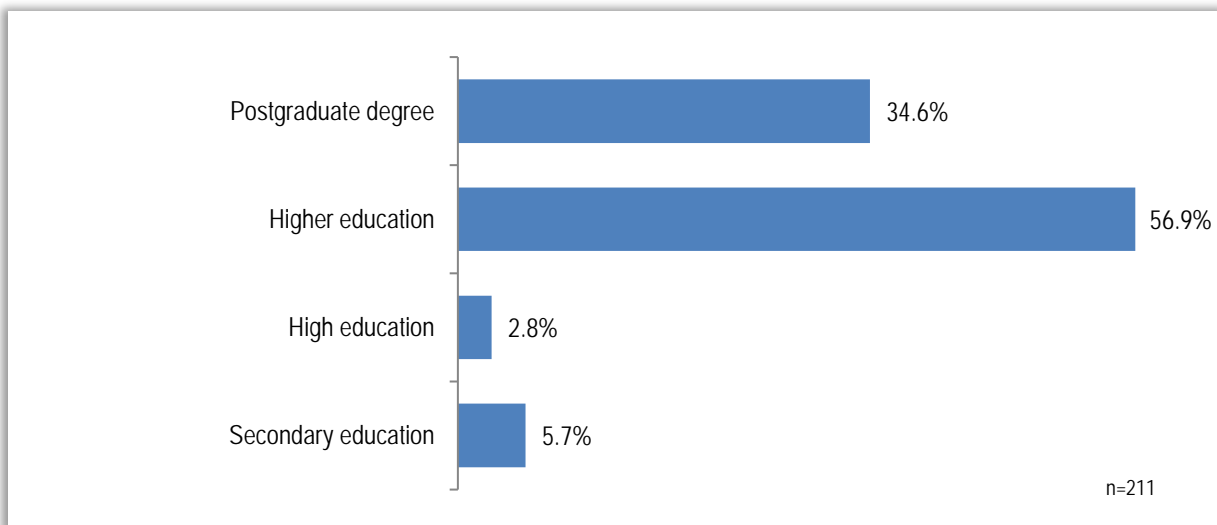


G-2. Users by age (%)



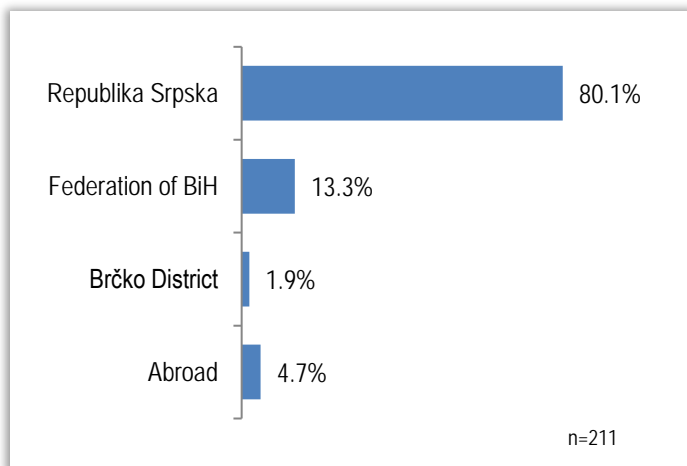
More than half of surveyed users have higher education as a highest completed level of education, while more third of them are specialists, masters of science or doctors of science (postgraduate degree). The least represented (2.8%) are respondents who have completed high education (two-year college).

G-3. Users by education (%)



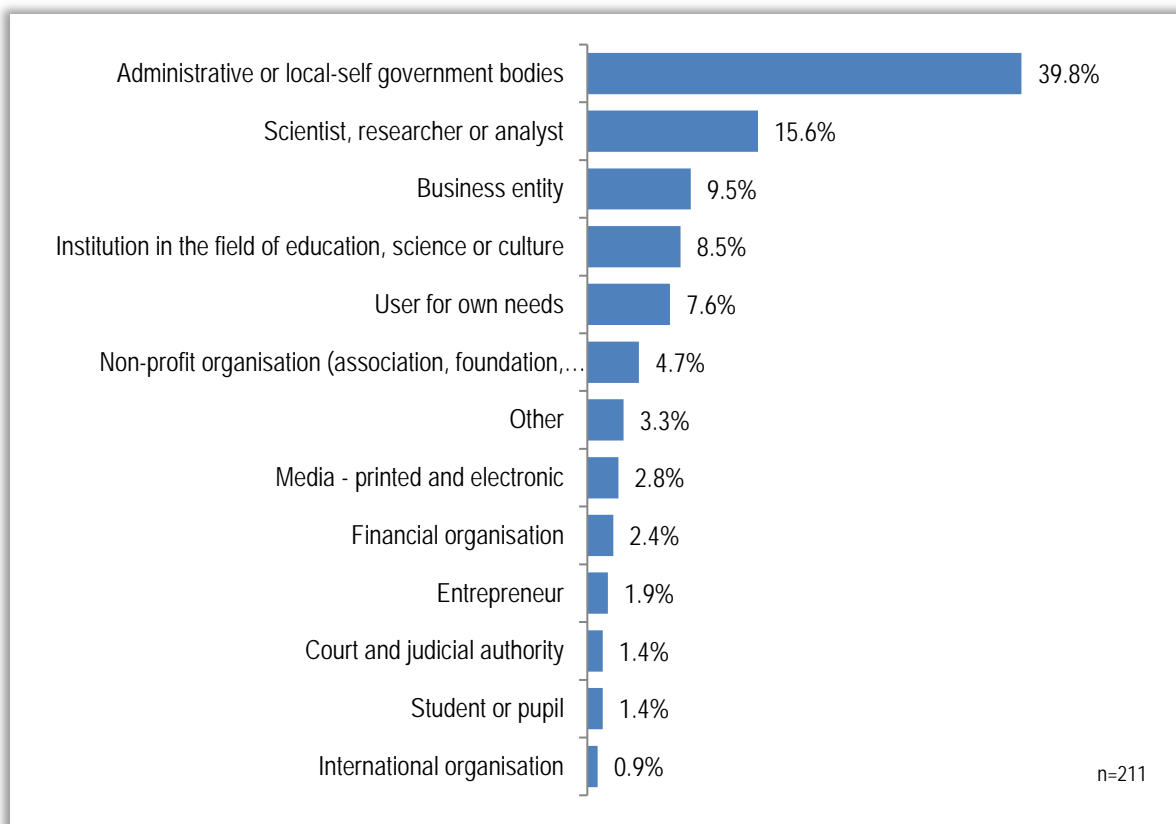
Most respondents are domestic users (95.3%), of which 80.1% from Republika Srpska. Foreign users accounted for 4.7%, most of them from Serbia, 2.8%. Some of the countries of respondents residing abroad are Austria, France, Italy and Slovenia.

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



The most numerous group of respondents are users from administrative and local self-government bodies, 39.8%, followed by scientists, researchers and analysts with 15.6% and business entities with 9.5%. Users from educational, cultural and scientific institutions account for 8.5% of users, while 7.6% are users who use data for their own needs. Users from printed and electronic media account for 2.8% of users and 2.4% are users from financial organisations.

G-5. Users by type (%)



These characteristics reflect the profile of a typical user of the Institute's products and services: a female, of age 40–49 years, with university degree, residence in the Republika Srpska and employment in the administrative or local self-government body.

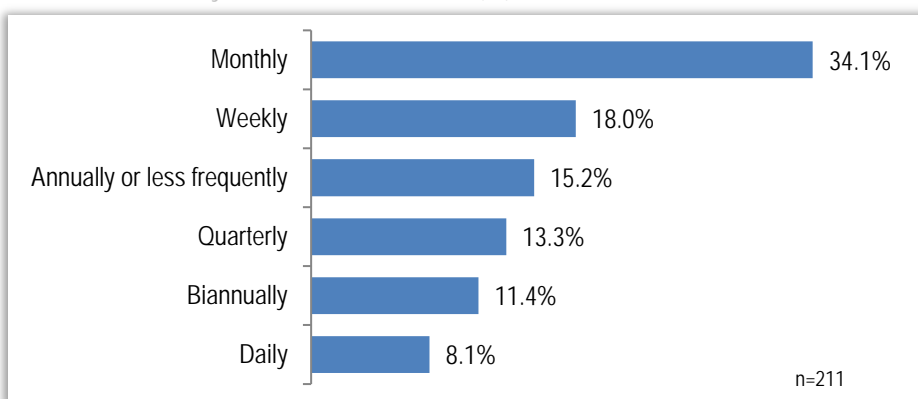
5. Users' needs and habits

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 – those who use statistics monthly and more often. Every third user (34.1%) uses statistical data monthly, 18.0% use data weekly, and 15.2% use statistics annually or less frequently. Every eighth user uses statistics quarterly (13.3%), 11.4% of respondents use statistics biannually, and less than ten percent of respondents use statistics on a daily basis.

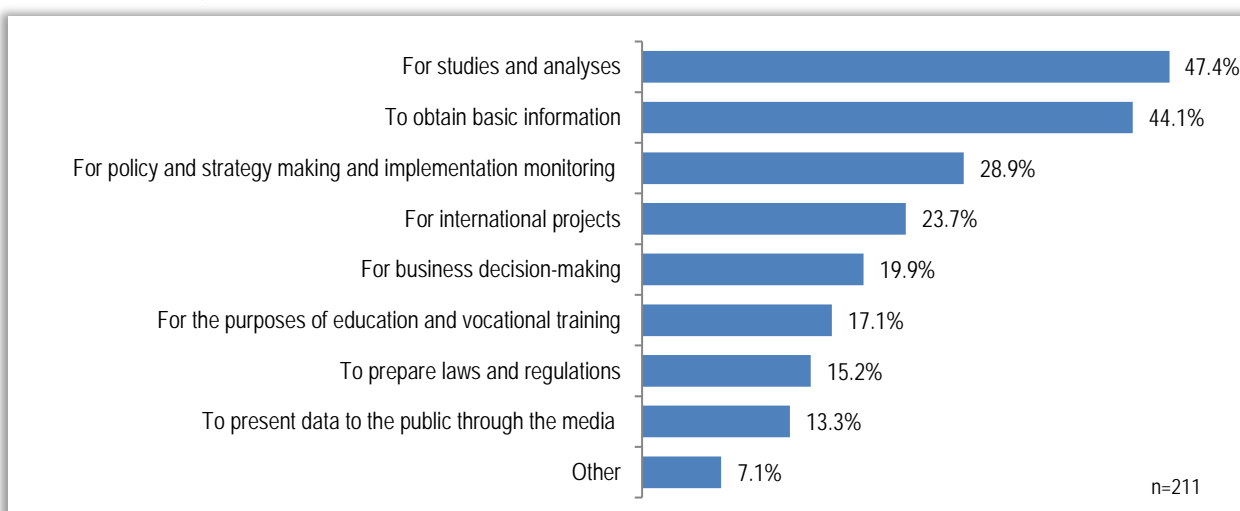
Users from the media most frequently need statistical data, 16.7% of them use data on a daily basis, and 50.0% on a weekly level. Every other user from international organisations uses the data on a weekly basis, as well as a third of scientists, researchers and analysts. Users from courts and judicial authorities mostly use statistics in monthly dynamics (66.7%), followed by users from educational, scientific and cultural institutions (61.1%) and financial organisations (60.0%). Every other user from administrative and local self-government bodies also uses statistics on a weekly or monthly basis. Those who use statistics annually or less frequently are most represented among users for their own needs (37.3%) and students and pupils (33.3%).

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



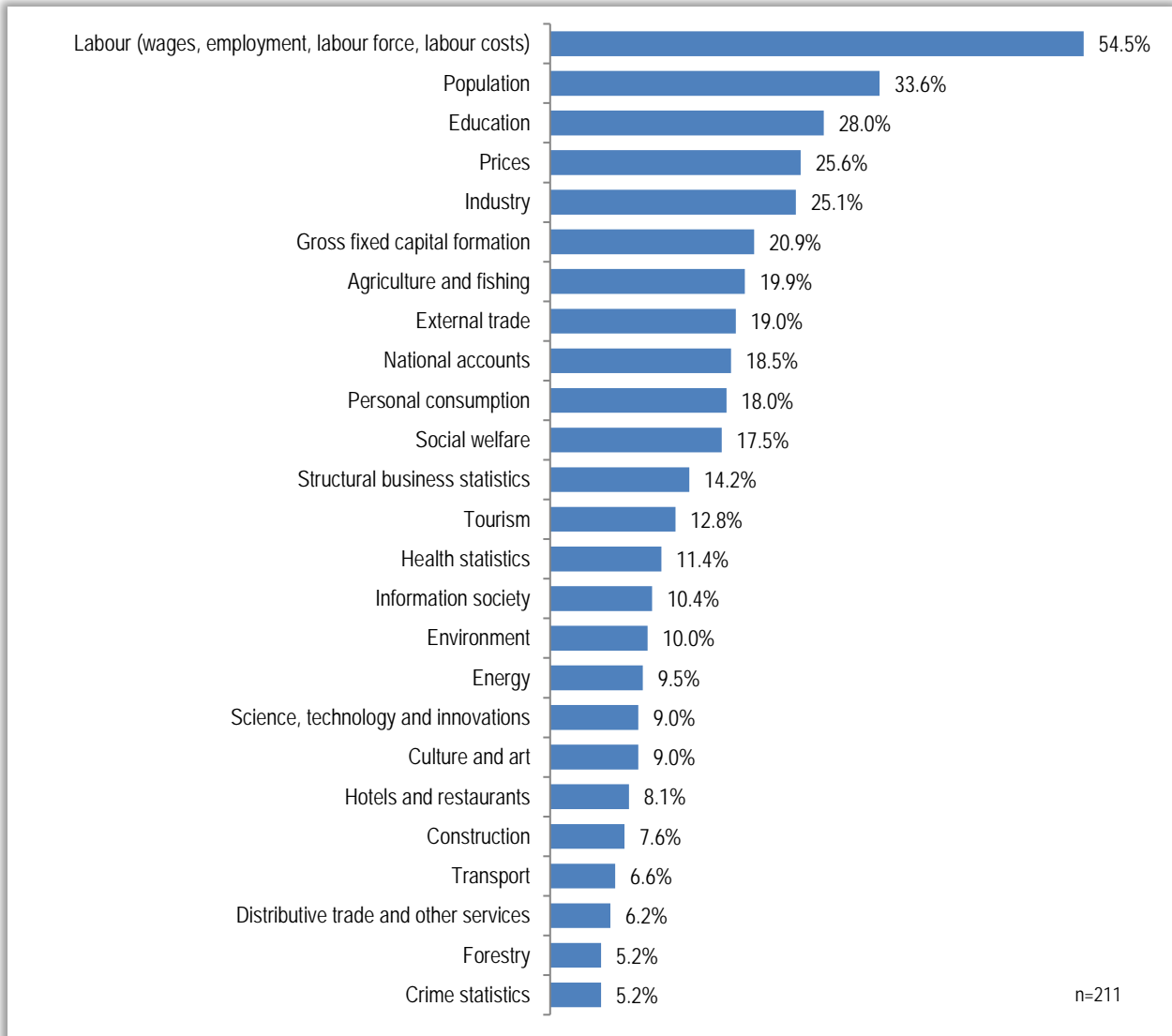
Most respondents use statistical data for studies and analyses (47.4%) and to obtain basic information (44.1%). Approximately one quarter of respondents use data for policy and strategy making and implementation monitoring (28.9%) and for the purposes of international projects (23.7%). Every fifth respondent uses data for business decision-making (19.9%) and every sixth respondent for the purposes of education and vocational training (17.1%).

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



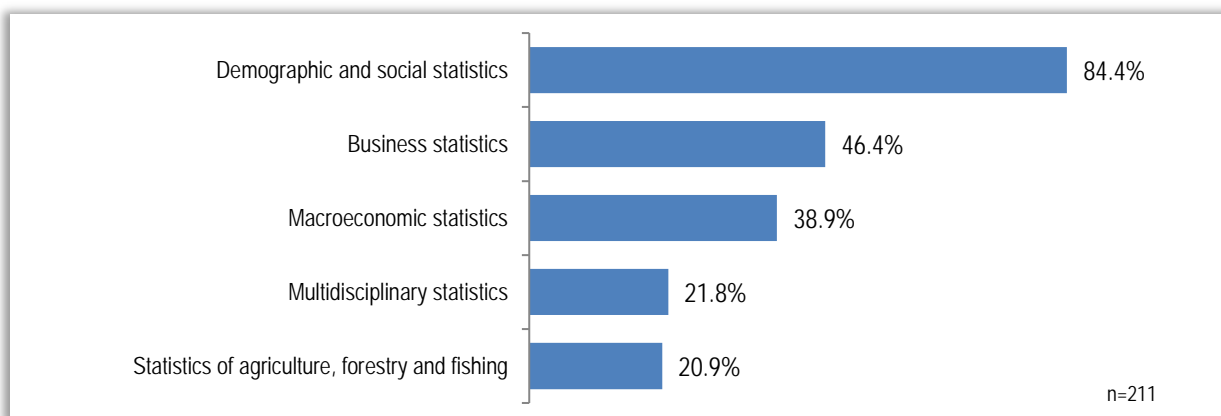
Over half of the respondents (54.5%) most often use data from the field of labour (wages, employment, labour force, labour costs). Every third respondent uses data of the population statistics (33.6%), more than a quarter uses data on education (28.0%), prices (25.6%) and industry (25.1%), while every fifth respondent uses gross fixed capital formation (investment) statistics (20.9%). The highest percentage of respondents, 27.5%, most often use data from one statistical field. On average, each respondent selected four fields of statistics.

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



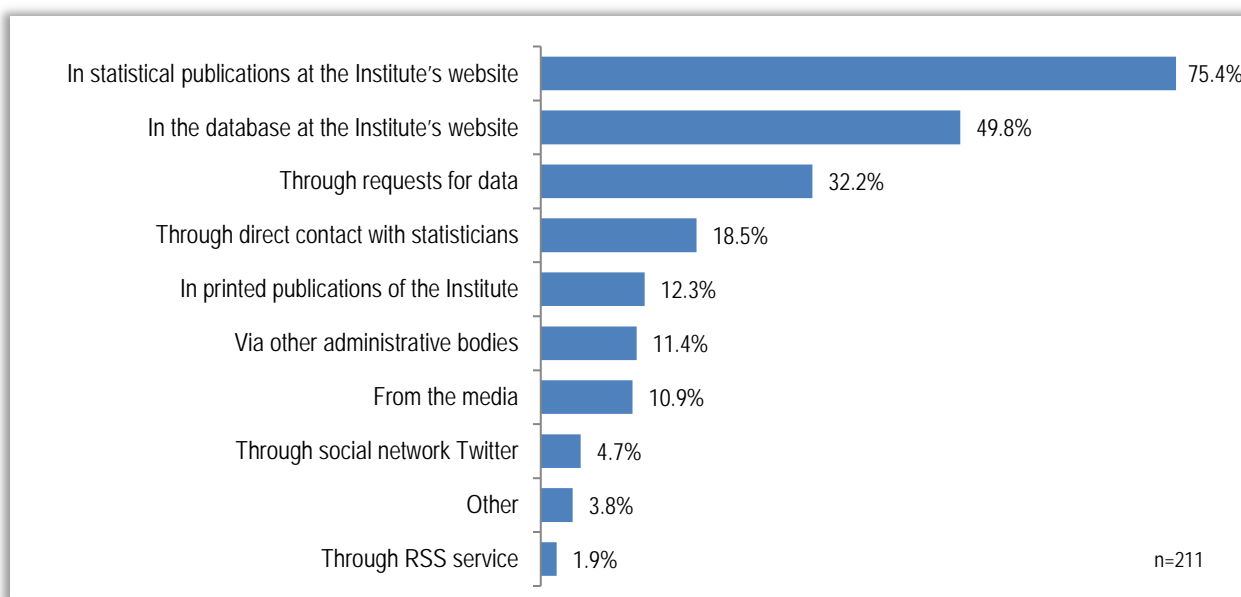
By statistical area or domain¹, the highest percentage of respondents use data from the area Demographic and social statistics (84.4%), followed by the area Business statistics with 46.4% and Macroeconomic statistics with 38.9%.

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



As a main source for obtaining statistics, users indicated the Institute's website. Most of the respondents find the data in statistical publications at the website (75.4%) and online database (49.8%). Approximately one third of respondents (32.2%) obtain data through requests, and slightly less than a fifth receive statistical data through direct contact with a statistician. One out of ten users finds data in the printed publications of the Institute, via other administrative bodies or from the media. Almost five percent of users find the data through the official account of the Institute on the social network Twitter.

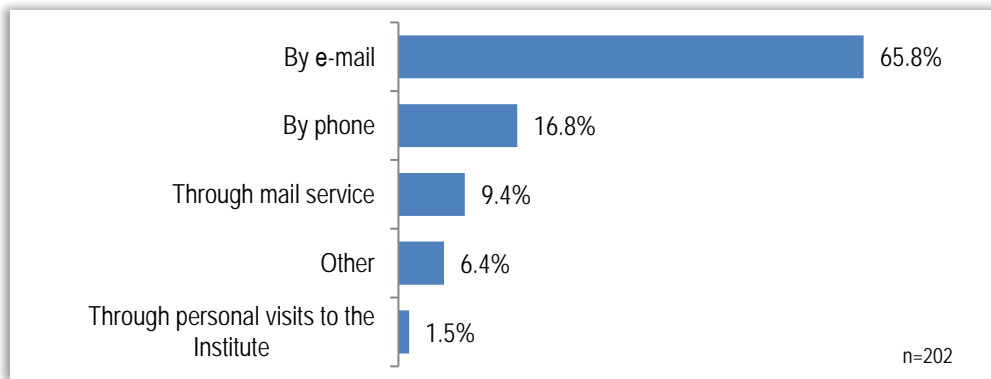
G-10. Where do you usually find necessary statistical data? (multiple answers are allowed, %)



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

Most often, users contact the Institute by email. Every sixth user most often contacts 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? (%)



Slightly less than a fifth of respondents (18.5%) responded to an open-ended question as to what other data and information they would like to find on the website and in the publications of the Institute. Most comments were related to more detailed data in the field of social statistics (consumption and living standards, labour market) and business statistics (production, more detailed data by activity) and a more detailed presentation of data by municipality and city, as well as by urban and rural area.

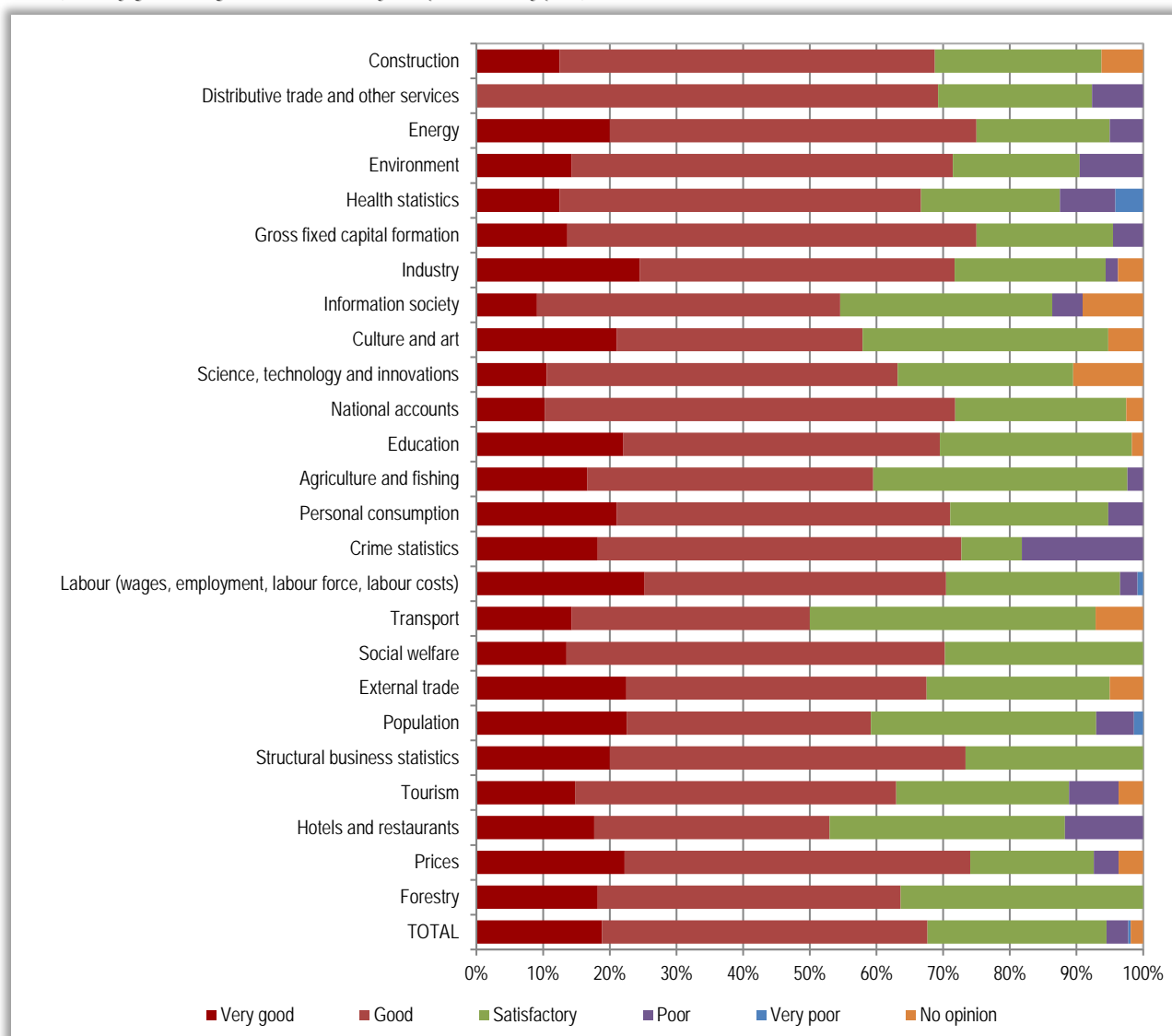
6. Quality of the statistical data, metadata, products and services

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 quality of metadata and 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, accessibility, clarity and accuracy of statistical data provided by the Institute.

6.1. Satisfaction with the quality of statistical data

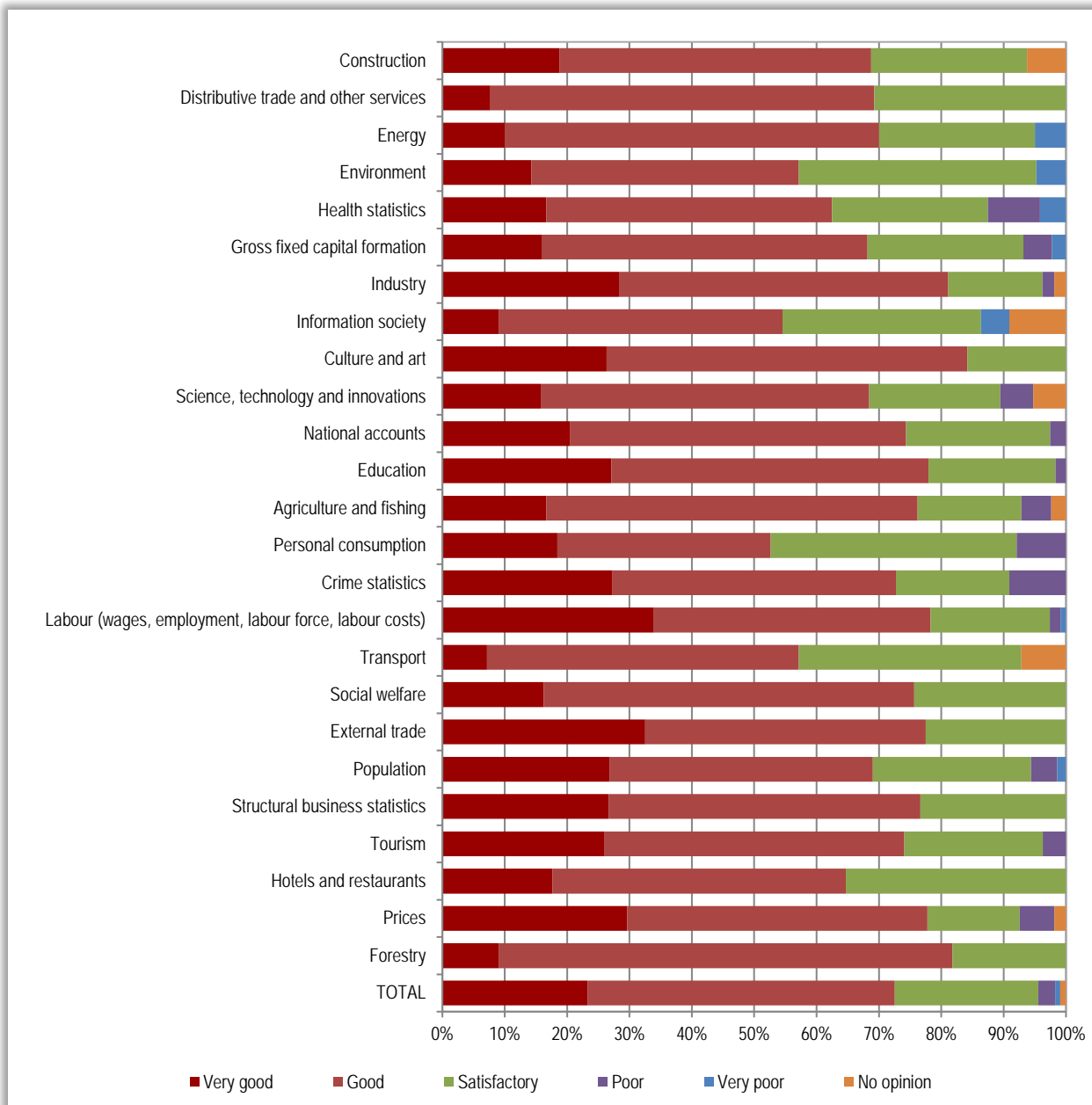
Observing the descriptive criteria for quality assessment, almost a fifth of users consider the overall quality of statistics to be very good, while 68% of users consider the quality of statistical data good or very good. Approximately 27% of users consider the overall quality of data to be satisfactory, slightly more than 3% of them rated the quality of data as poor or very poor, and around 2% provided no opinion on this issue. Most “very good” grades were given to labour and industry statistics (25% each), population and external trade statistics (23% each) and prices and education statistics (22% each).

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)



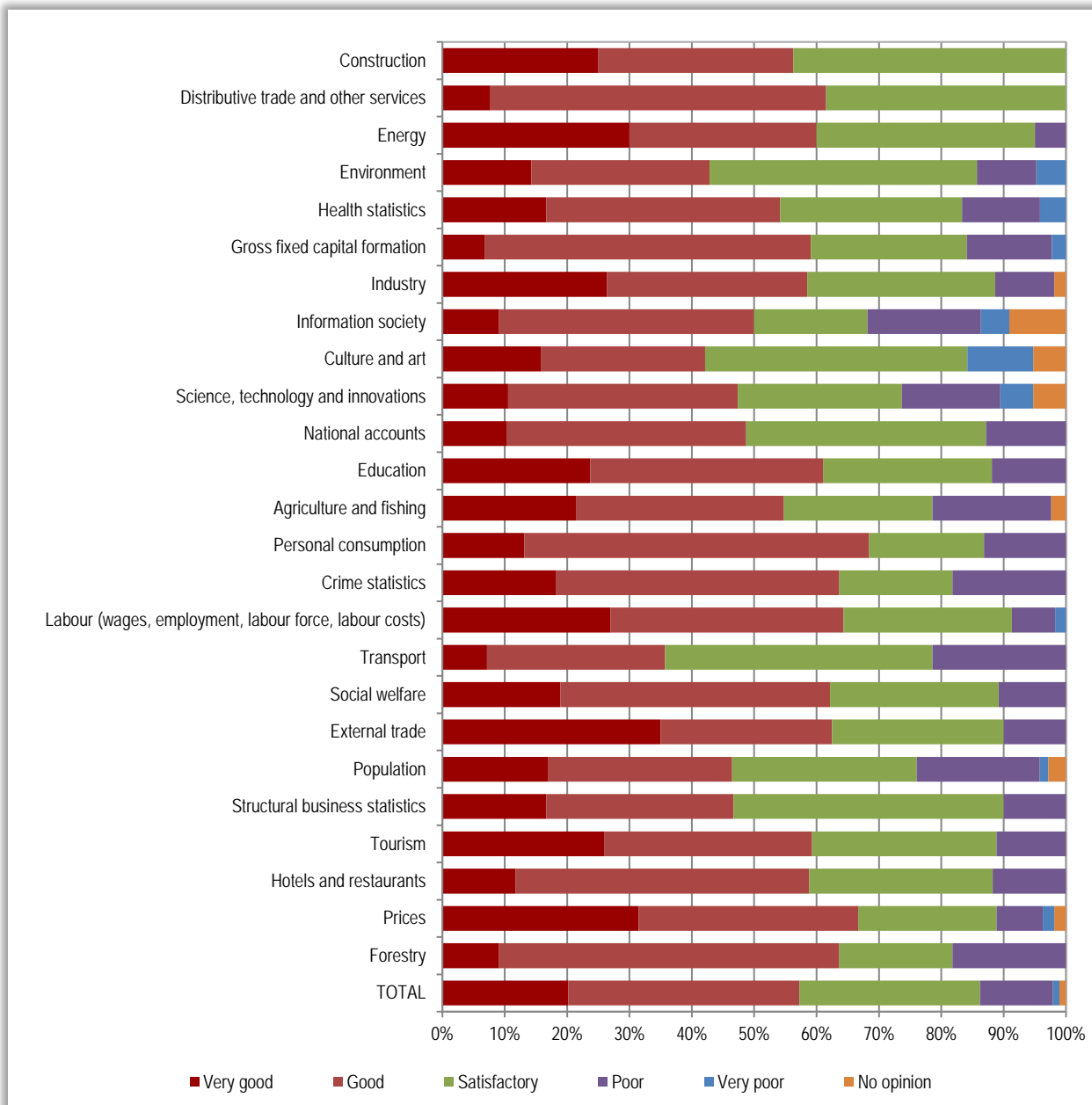
Almost a quarter of users indicated that the relevance of statistical data was very good and approximately 73% of them rated the relevance of statistical data as good or very good. The relevance of statistical data was rated as satisfactory by 23% of users, while approximately 3% of them rated it as poor or very poor. The option “no opinion” was selected by 1% of respondents. Most maximum (“very good”) grades were given to labour statistics (34%), external trade statistics (33%), prices (30%) and industry statistics (28%).

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)



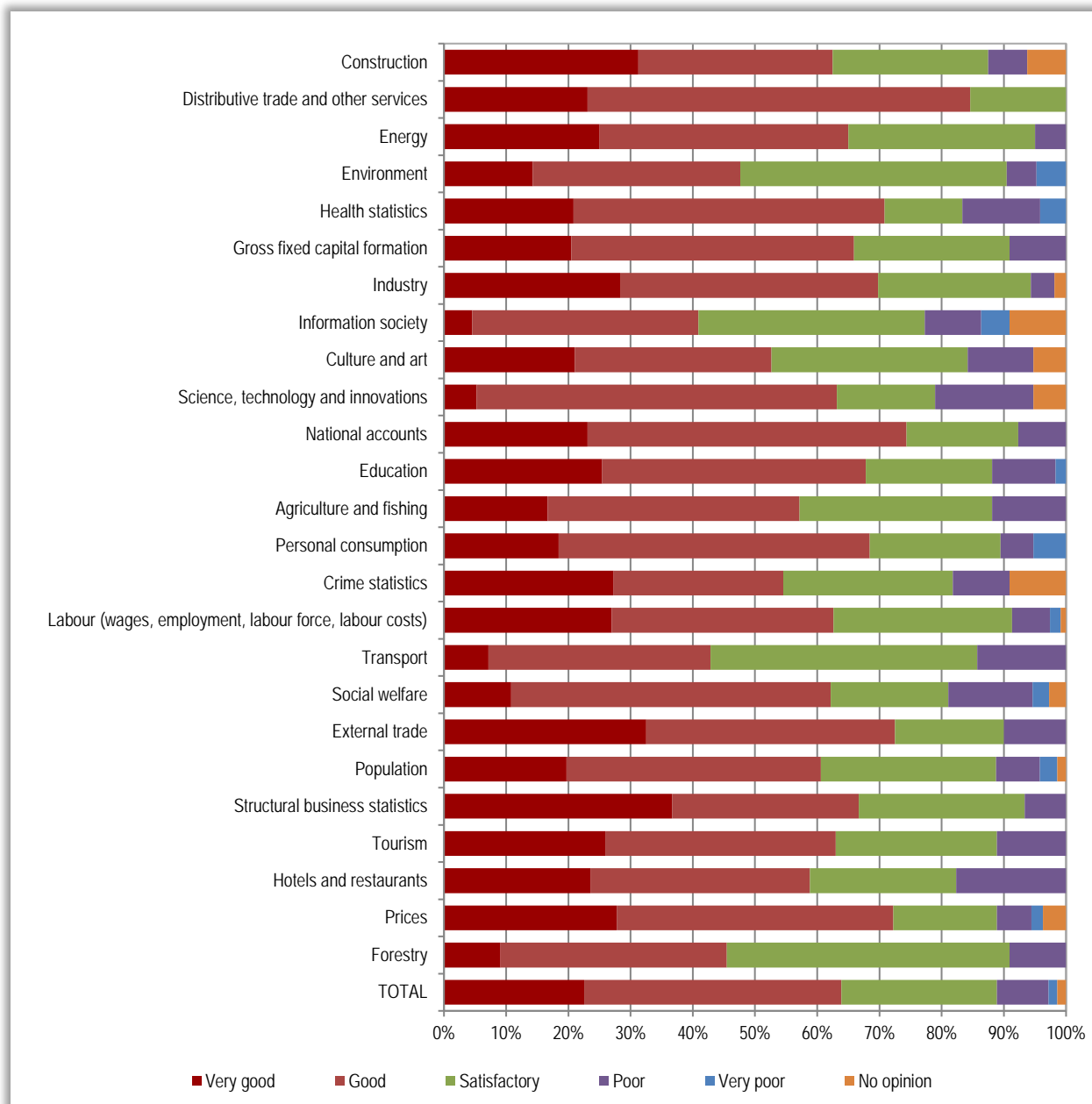
Approximately one fifth of users indicated that the timeliness of statistical data was very good and approximately 57% of them rated the timeliness of statistical data as good or very good. The timeliness of statistical data was rated as satisfactory by 29% of users, while approximately 13% of them rated it as poor or very poor. The option “no opinion” was selected by 1% of respondents. Most “very good” grades were given to external trade statistics (35%), price statistics (32%), energy (30%) and labour statistics (27%).

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)



More than fifth of the users indicated that the comparability of statistical data was very good and 64% of them rated the comparability of statistical data as good or very good. The comparability of statistical data was rated as satisfactory by 25% of users, while approximately 10% of them rated it as poor or very poor. The option “no opinion” was selected by 1% of respondents. Most maximum (“very good”) grades were given to structural business statistics (37%), external trade statistics (33%), construction (31%) and prices and industry statistics (28%).

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 overall quality, relevance, timeliness and comparability of statistical data was obtained for each statistical field.

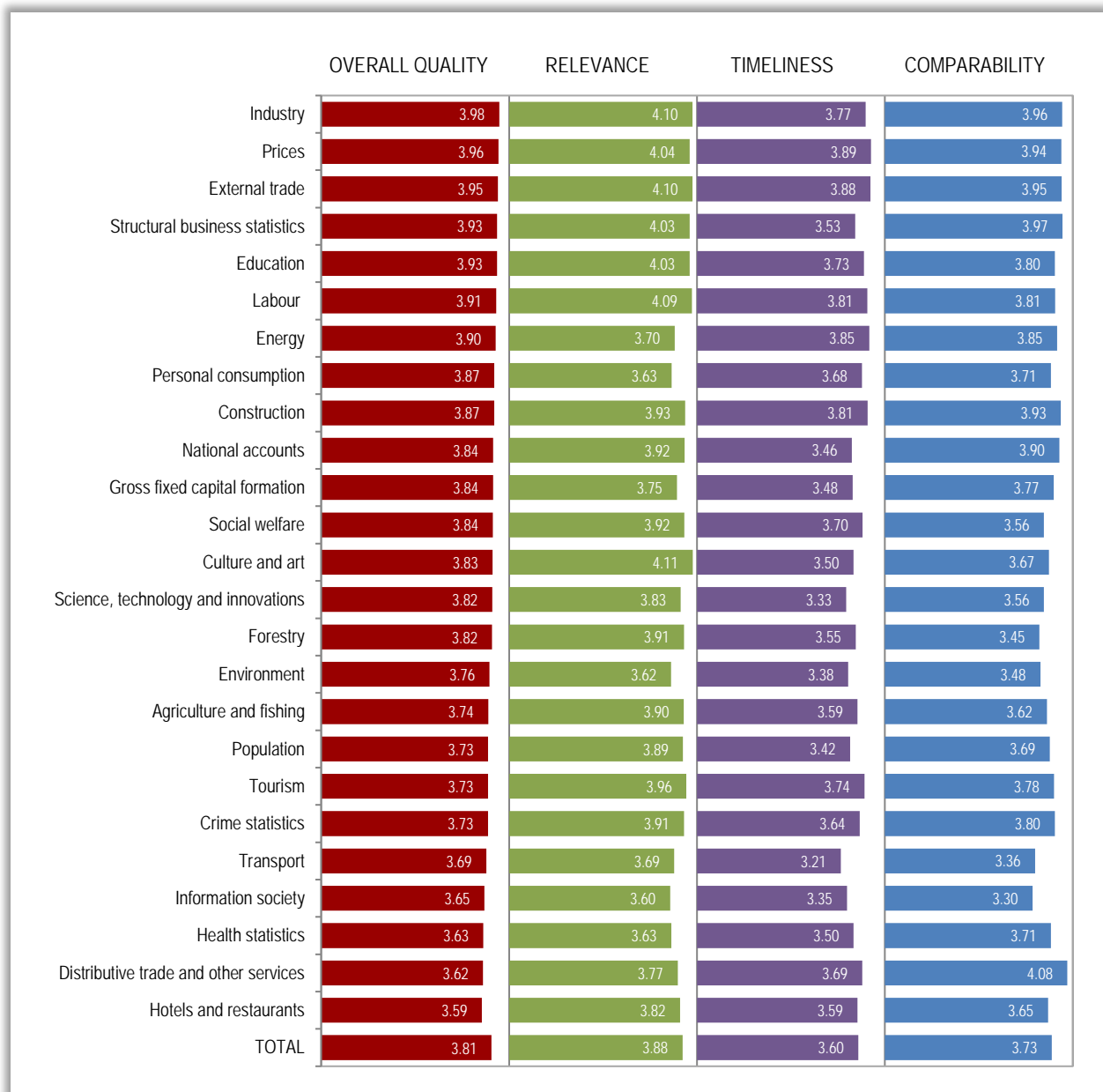
The highest average grade for the overall quality of data was given to industry statistics (3.98), followed by price statistics (3.96), external trade statistics (3.95), structural business statistics and education statistics (3.93 each). The average grade for the overall quality of statistical data in all fields is 3.81.

In terms of the relevance of statistical data, users gave the highest grade to culture and art statistics (average grade 4.11). The highest grades for relevance were also given to external trade and industry statistics (4.10 each), labour (4.09) and price statistics (4.04). The overall average grade for the relevance of statistical data is 3.88.

The highest average grade for the timeliness of statistical data was that of price statistics (3.89), followed by external trade (3.88), energy (3.85), construction and labour statistics (3.81 each). The overall average grade for the timeliness of statistical data is 3.60.

When it comes to the comparability of statistical data, the highest grade was given to the statistics of distributive trade and other services (4.08), followed by structural business statistics (3.97), industry statistics (3.96), external trade (3.95) and price statistics (3.94). The overall average grade for the comparability of statistical data is 3.73.

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)



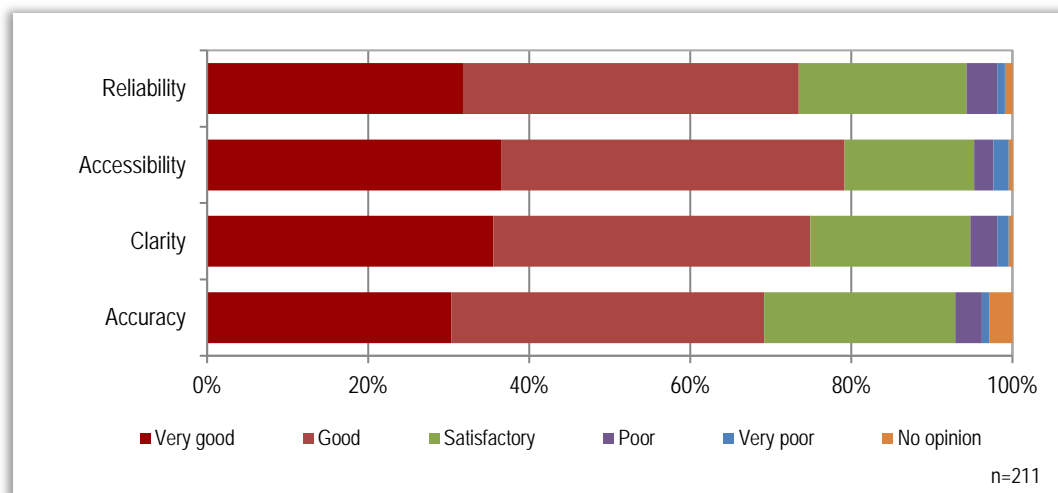
Approximately 74% of users indicated that the quality of statistical data in terms of reliability was good or very good. The reliability of statistical data was rated as satisfactory by slightly more than a fifth of users (21%), while around 4% of them rated it as poor or very poor. The option “no opinion” was selected by approximately 1% of respondents. The average grade of the reliability of data (on a scale of one to five) is 4.00.

The accessibility of statistical data was rated as good or very good by 79% of respondents. The availability of data was rated as satisfactory by 16% of users, while 4% of them rated it as poor or very poor. The option “no opinion” was selected by less than 1% of respondents. The average grade of the accessibility of data is 4.10.

Three out of four users (75%) indicated that the clarity of data was very good or good. The clarity of data is satisfactory for 20% of respondents, while 4% of them rated it as poor or very poor. Less than 1% of users have no opinion on this dimension of data quality. The average grade of the quality of data in terms of clarity is 4.05.

The accuracy of the statistical data was rated as good or very good by 69% of users. The accuracy of the data was rated as satisfactory by 24% of users, poor and very poor by approximately 4% of users, and around 3% of users do not have an opinion. The average grade for the accuracy of data is 3.97.

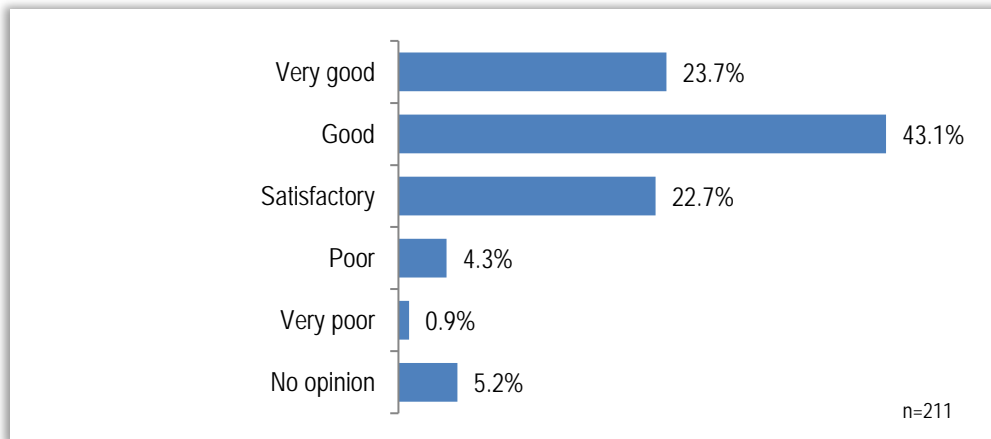
G-17. How would you rate the quality of the Institute's statistical data in terms of reliability, accessibility and clarity? (%)
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



6.2. Satisfaction with the quality of statistical metadata

Assessment of the quality of statistical metadata is a new question, first posed in this cycle of user satisfaction survey. Users were asked to evaluate the quality of metadata published in any form by the Institute. The results show that two thirds of users think that the quality of statistical metadata is very good or good. Slightly more than a fifth of users think that the quality of metadata is satisfactory, and around 5% of users think that it is poor or very poor. The average grade of the quality of statistical metadata (on a scale of one to five) is 3.89.

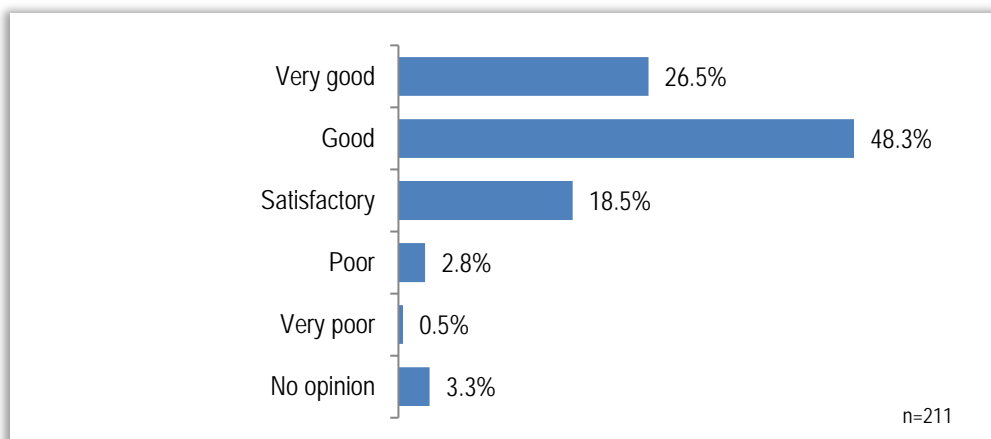
G-18. How would you rate the overall quality of statistical metadata (definitions, descriptions of sources and methods, methodological explanations and instructions, reference metadata) produced and published by the Institute?
(5 = very good, 4 = good, 3 = satisfactory, 2 = poor, 1 = very poor)



6.3. Satisfaction with the overall quality of products and services

Slightly more than a quarter of users (26.5%) think that the quality is very good, while almost every other surveyed user (48.3%) thinks that the quality of products and services is good. Approximately 18% of users think that the quality is satisfactory, and around 3% of users think that it is poor or very poor. The average users' grade for the overall quality of all products and services is 4.01.

G-19. 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)

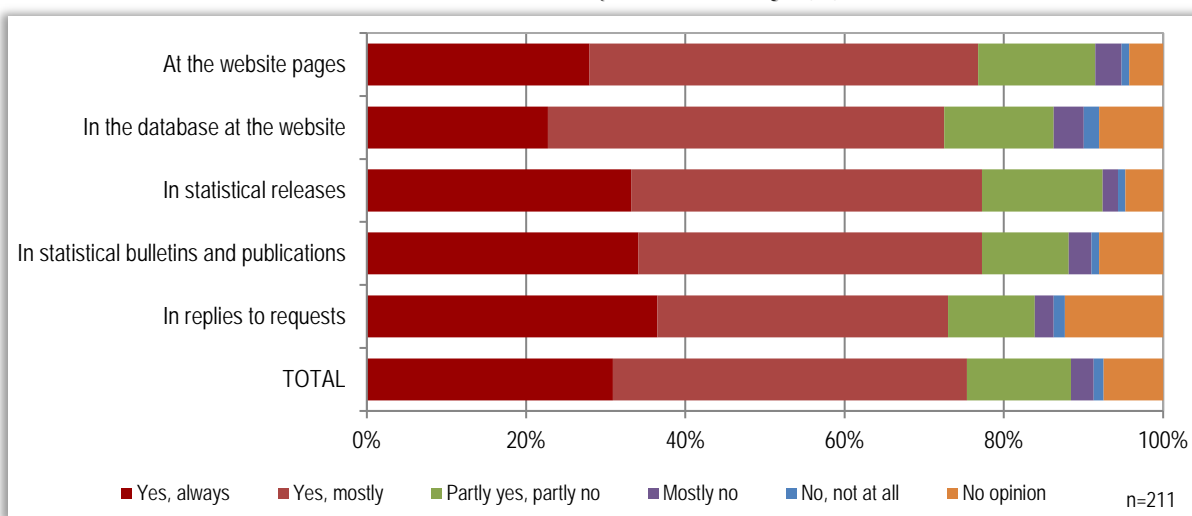


7. Dissemination

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 means and to rate the content, design and technical characteristics of the Institute's website.

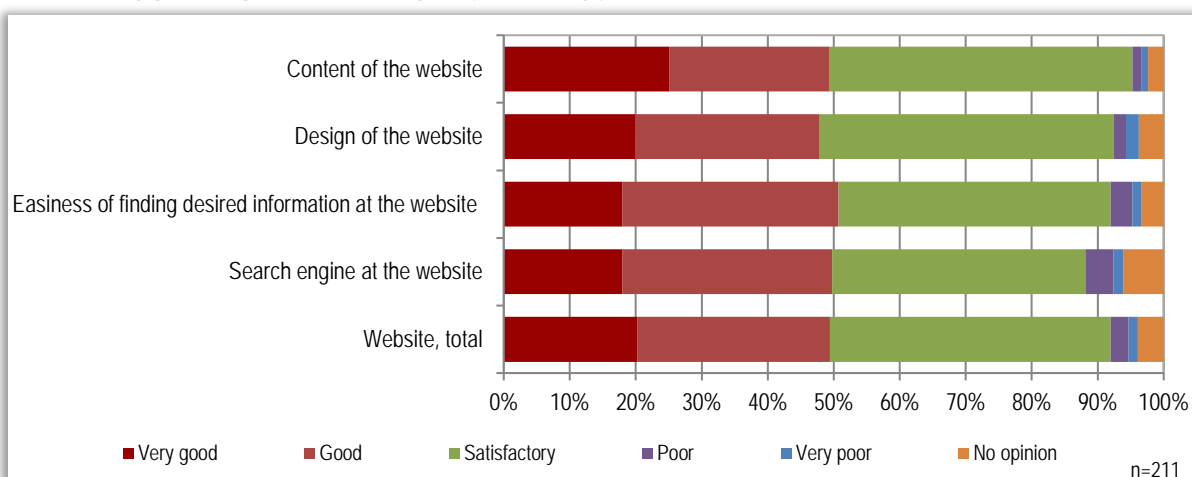
For all available means and channels of dissemination, three out of four users (75.4%) indicated that the data are always and mostly presented clearly. Approximately 13% of users are partly satisfied. When it comes to data presented at the website, 76.8% of respondents indicated that the data on the website are presented clearly, 28.0% of users are completely satisfied, 48.8% are mostly satisfied and 14.7% of users are partly satisfied. As for the presentation of data in the database at the website, 72.5% of respondents thinks that data are always and mostly presented clearly, and 13.7% of users are partly satisfied with the presentation of data in the online database. Out of the total number of respondents, 77.3% indicated that the data are presented clearly in statistical releases, bulletins and publications. When it comes to the replies to requests, 73.0% of respondents are always satisfied and mostly satisfied with the presentation of data in the replies.

G-20. Are the Institute's statistical data and information presented clearly? (%)



Every other user rated the Institute's website as very good or good (49.4%), while 42.5% of users consider the website to be satisfactory. Approximately one half of users (49.3%) think that the content of the website is good or very good, and 46.0% of users think that the content is satisfactory. Grades „good“ and „very good“ were given by 47.8% users for the website design, by 50.7% of users for easiness of finding desired information at the website and by 49.8% of users for the functionality of the search engine. Average grades given by users for Institute's website are 3.72 for the search engine, 3.74 for easiness of finding information, 3.82 for the design, and 3.95 for the content of the website. The overall average grade for the satisfaction with the website is 3.81

G-21. 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)

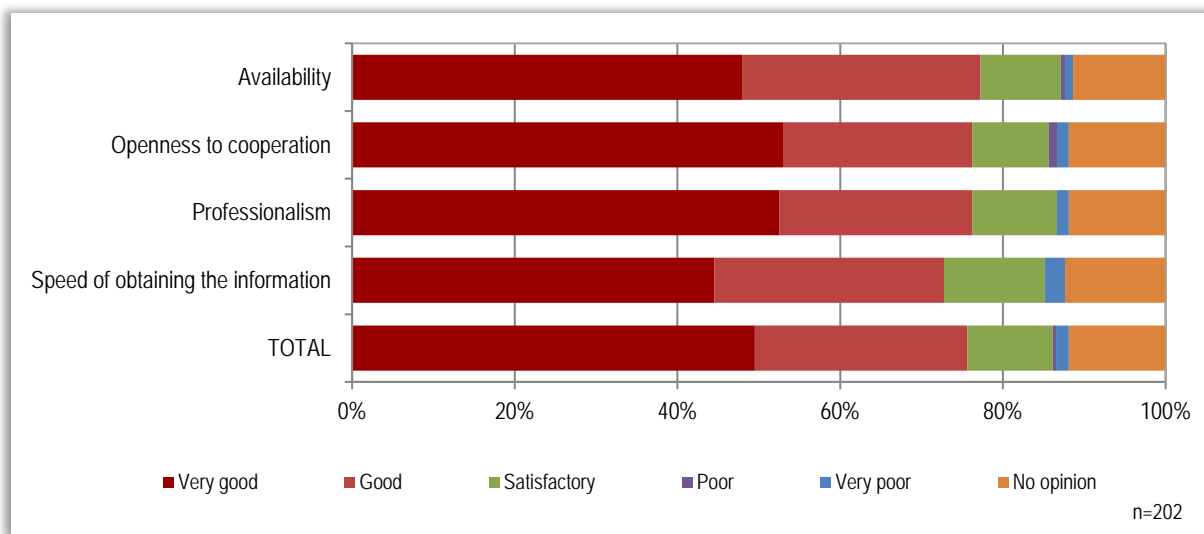


8. Satisfaction with the employees of the Institute

In this 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 77.2% of users. Every other user rated the satisfaction with the openness for cooperation and professionalism of the Institute's employees with the highest grade. The speed of obtaining desired information is considered to be good or very good by 72.8% of respondents. The overall satisfaction with the employees was rated as good or very good by nearly half of all users (49.5%) that participated in the survey.

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)



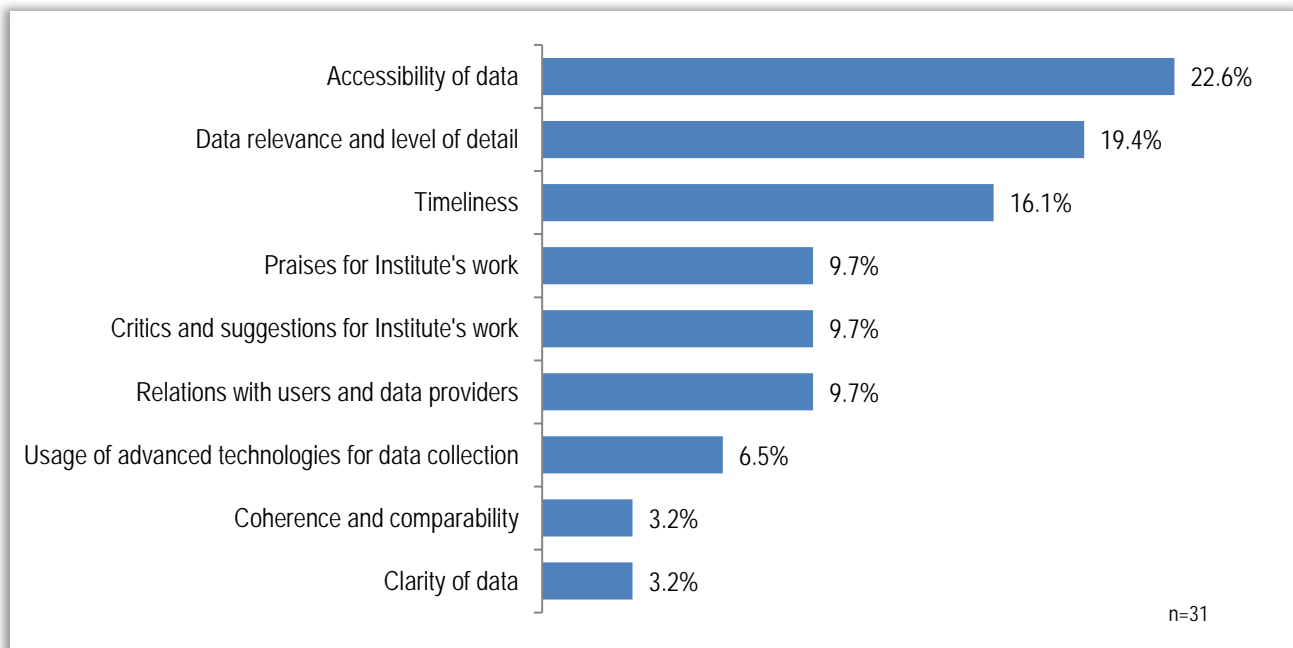
The Institute's employees received a very good average grade from users, namely 4.38. The Institute's employees received the highest average grade for their professionalism (4.43), followed by openness to cooperation (4.42), availability (4.39) and speed of obtaining information (4.28).

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 refer to an increased accessibility of data (22.6%) and data relevance and level of detail (19.4%). Suggestions for improving timeliness were given by 16.1% of users. Comments related to the coherence and comparability as well as clarity of data are the least represented (3.2%).

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



Some of the users' messages and suggestions are:

- It is necessary to follow professional, scientific and research papers, as well as to organise scientific and research events.
- I suggest that you introduce communication and submission of statistical reports electronically and using electronic forms as soon as possible.
- Expansion of the number and type of data in all fields, in line with development trends (e.g. harmonisation with the indicators of the Sustainable Development Goals - United Nations Agenda 2030).
- Comparative indicators, statistical analyses of advanced statistics.
- More data by municipality in order to better monitor regional development and conceptualise economic policy measures that would respond to demographic problems.
- It is necessary to constantly improve the quality of products and services.
- The statistics of cities and municipalities in Republika Srpska are excellent, all praise!

10. Overall user satisfaction index

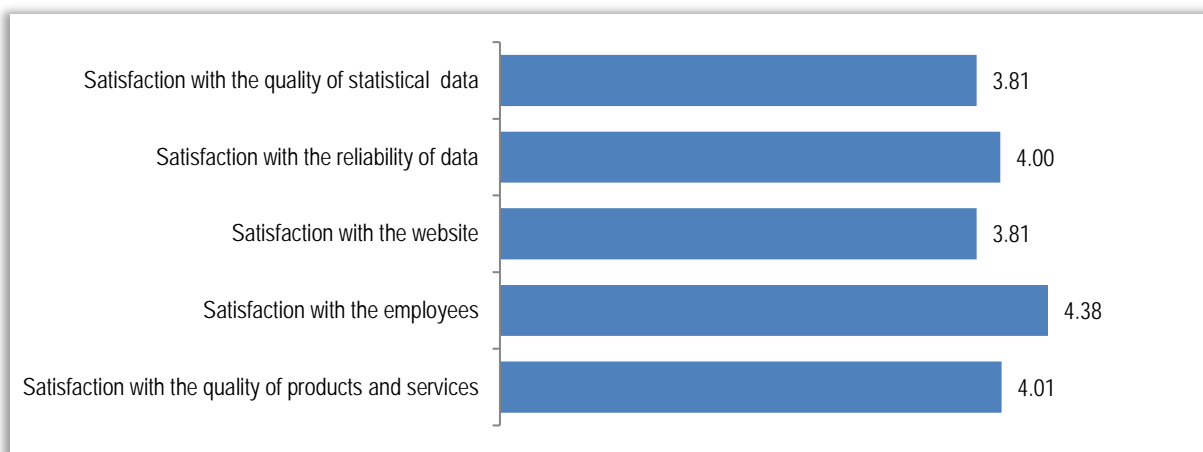
The user satisfaction index is based on a model with identified key components that affect the overall satisfaction of users with the Republika Srpska Institute of Statistics. For the total satisfaction index, the following criteria have been taken into account:

1. satisfaction with the overall quality of statistical data (question 10) – the average grade is 3,81
2. satisfaction with the reliability of data (question 11) – the average grade is 4,00
3. satisfaction with the website (question 13) – the average grade is 3,81
4. satisfaction with the employees of the Institute (question 16) – the average grade is 4,38
5. satisfaction with the overall quality of the Institute's products and services (question 17) – 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



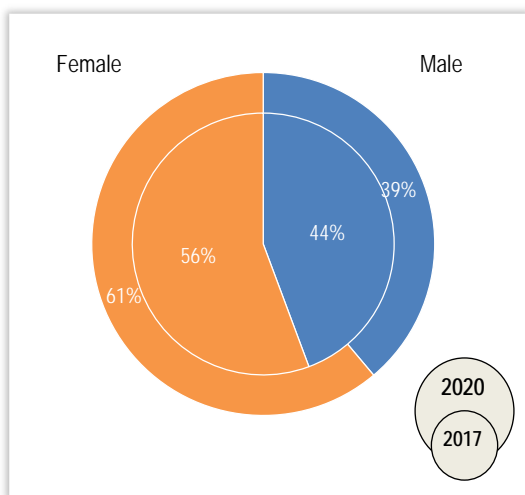
The overall average grade of the Institute is 4.00. The overall index of user satisfaction with the Institute is 80.02%.

11. Comparative overview of the 2017 and 2020 survey results

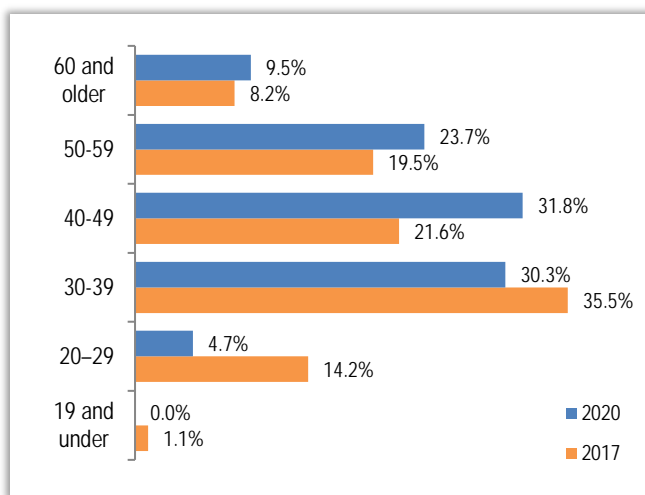
In this section, a comparative overview of the main survey results from 2017 and 2020 is provided.

Regarding the demographic characteristics of the respondents, compared to 2017, slightly more women and respondents of age 40 years and over participated in the 2020 survey. There were no major changes in the distribution of respondents according to the educational structure.

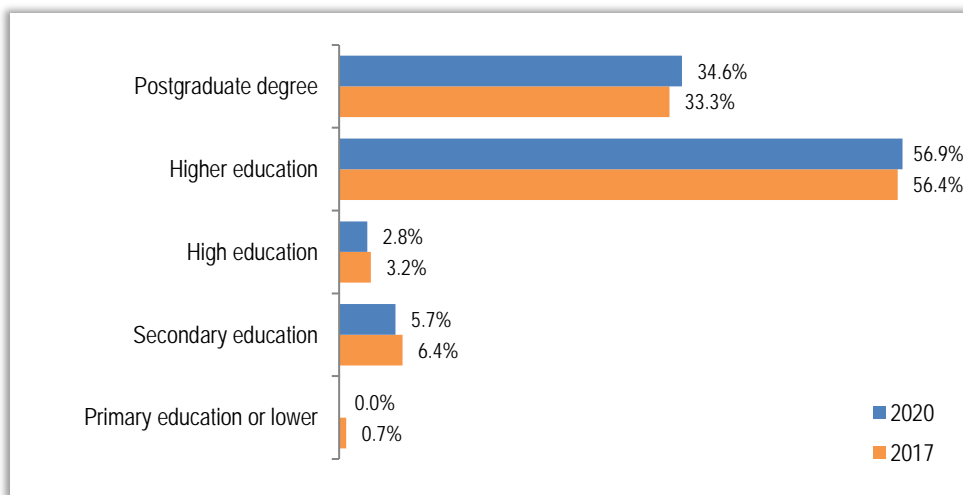
G-25. Users by sex, 2017 and 2020 (%)



G-26. Users by age, 2017 and 2020 (%)

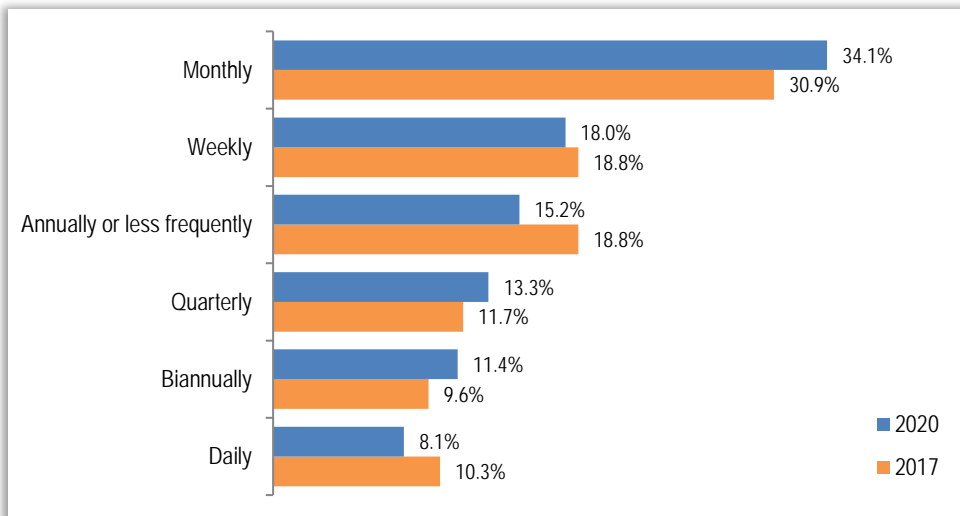


G-27. Users by education, 2017 and 2020 (%)

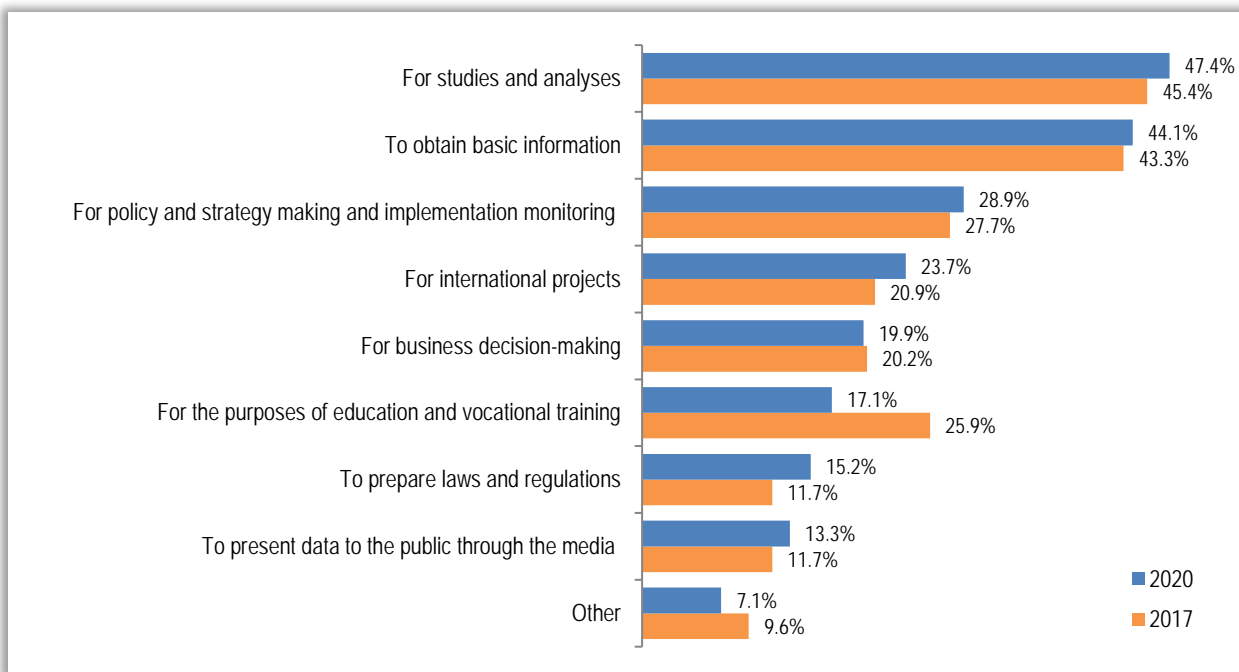


The structure of users according to their needs and habits has remained almost unchanged. Users still most often need data on a monthly and weekly basis, and in the 2020 survey there is a slightly smaller number of users who use data for the purposes of education and vocational training.

G-28. Users by frequency of data usage, 2017 and 2020 (%)

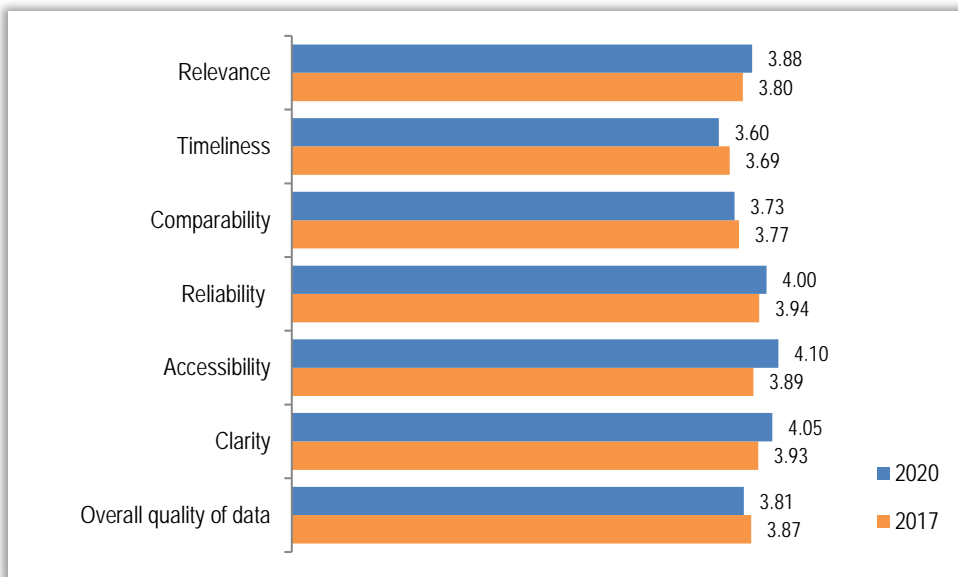


G-29. Users by purpose of data usage, 2017 and 2020 (multiple answers are allowed, %)



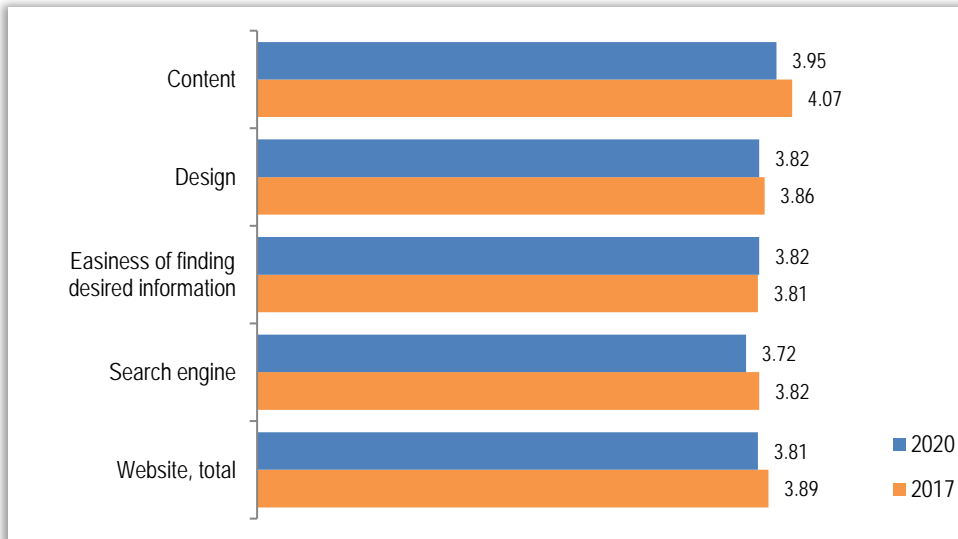
Compared to 2017, in 2020, users rated the relevance, reliability, accessibility and clarity of statistical data with slightly higher grades. Somewhat lower average grades in 2020 were obtained for timeliness, comparability and overall data quality.

G-30. Assessment of the quality of statistical data, 2017 and 2020



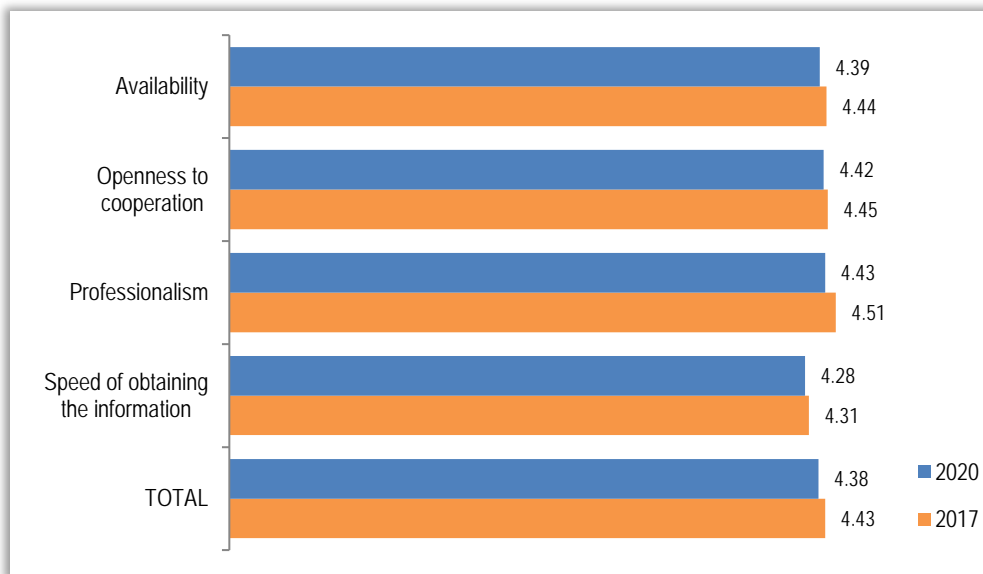
In terms of satisfaction with the Institute's website, the easiness of finding desired information was rated slightly higher in this survey cycle, while all other characteristics have slightly lower average grades compared to 2017.

G-31. Assessment of the satisfaction with the website, 2017 and 2020



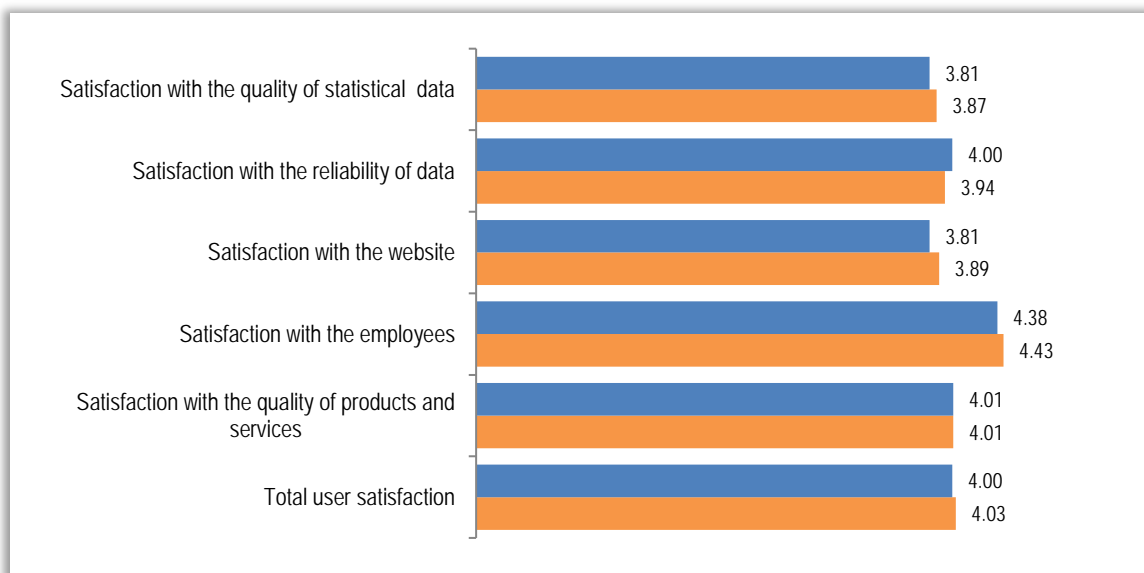
Compared to 2017, the rating of satisfaction with the employees of the Institute is slightly lower for all aspects of communication and cooperation that were assessed by users.

G-32. Assessment of the satisfaction with the employees of the Institute, 2017 and 2020

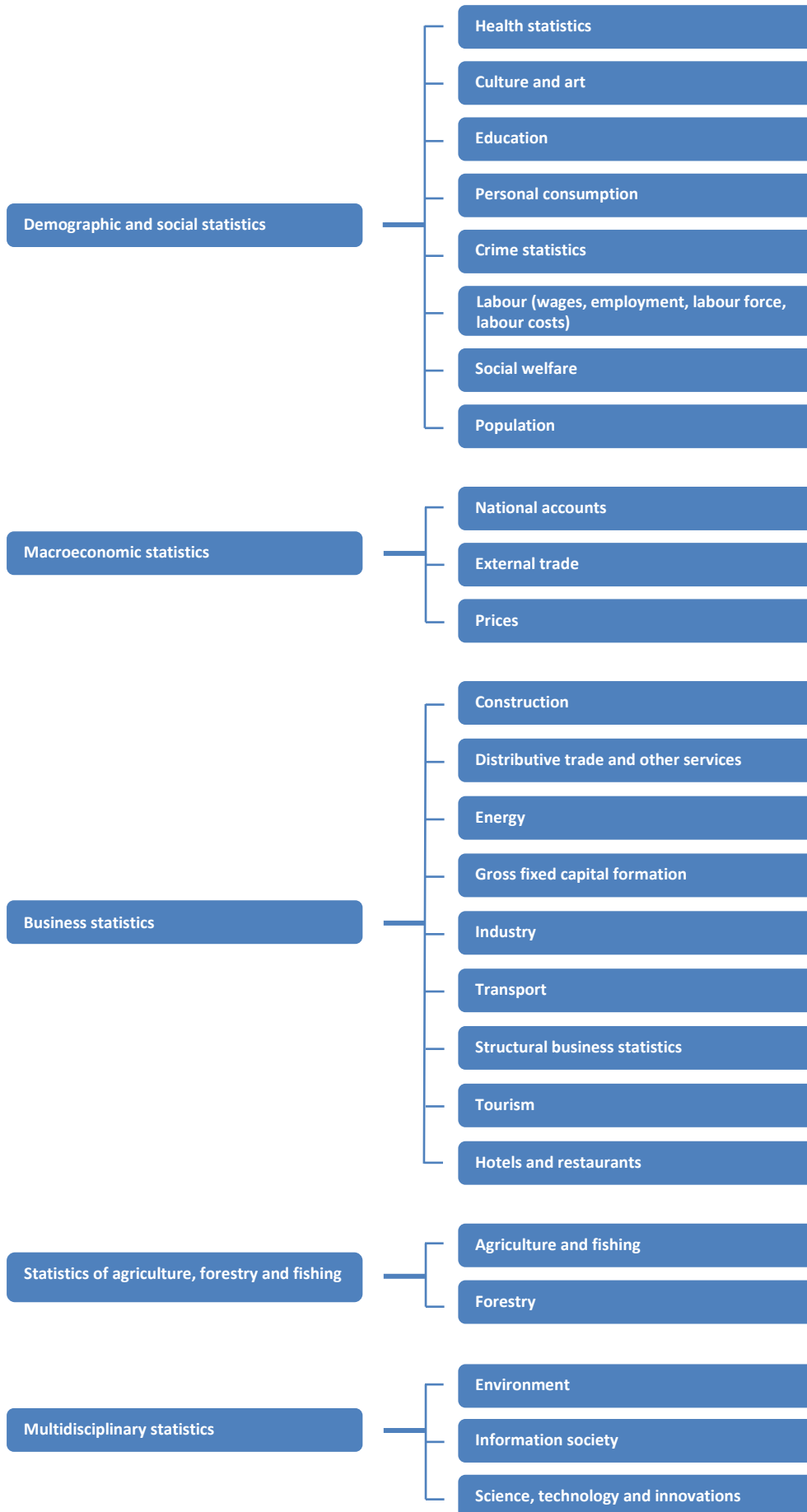


A comparison of the average grades for the variables included in the overall user satisfaction index shows that the grade for the overall user satisfaction is slightly lower, while satisfaction with the quality of the Institute's products and services remained at the same level.

G-33. Average grades for variables used in measuring the overall satisfaction, 2017 and 2020



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	4	17	25	11	9	16
Female	13	21	47	17	15	16
AGE						
19 and under	-	-	-	-	-	-
20-29	-	1	2	3	1	3
30-39	6	9	25	11	5	8
40-49	7	15	20	8	7	10
50-59	2	10	18	3	8	9
60 and older	2	3	7	3	3	2
EDUCATION						
Primary education or lower	-	-	-	-	-	-
Secondary education	-	-	7	-	1	4
High education	-	-	1	1	2	2
Higher education	9	20	47	18	10	16
Postgraduate degree	8	18	17	9	11	10
PLACE OF RESIDENCE						
Republika Srpska	10	28	60	20	22	29
Federation of BH	6	5	8	5	2	2
Brčko District	-	2	2	-	-	-
Abroad	1	3	2	3	-	1
GROUP OF USERS						
User for own needs	-	-	7	1	2	6
Scientist, researcher or analyst	5	11	5	5	4	3
Student or pupil	-	-	1	1	-	1
Entrepreneur	-	-	1	1	1	1
Administrative and local-self-government bodies	9	18	24	14	8	11
Court and judicial authority	-	1	2	-	-	-
Financial organisation	-	1	3	1	-	-
Institution in the field of education, science or culture	-	-	11	-	1	6
Business entity	-	1	10	3	4	2
Media – printed and electronic	1	3	1	-	1	-
Non-profit organisation (association, foundation, political party)	1	1	5	-	1	2
International organisation	-	1	-	1	-	-
Other	1	1	2	1	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	24	14	22	13	35	17	11	32	5
Female	37	18	28	29	65	19	17	61	10
AGE									
19 and under	-	-	-	-	-	-	-	-	-
20-29	1	1	-	1	4	5	1	5	-
30-39	21	8	12	10	31	14	11	31	4
40-49	23	14	20	17	33	6	11	29	2
50-59	14	8	12	12	23	8	4	19	3
60 and older	2	1	6	2	9	3	1	9	6
EDUCATION									
Primary education or lower	-	-	-	-	-	-	-	-	-
Secondary education	-	1	1	2	-	1	1	10	1
High education	-	-	-	1	2	1	-	2	3
Higher education	29	16	21	23	54	17	17	55	6
Postgraduate degree	32	15	28	16	44	17	10	26	5
PLACE OF RESIDENCE									
Republika Srpska	47	26	31	30	80	27	23	73	14
Federation of BH	10	3	13	7	13	4	2	12	1
Brčko District	2	2	2	3	2	2	2	2	-
Abroad	2	1	4	2	5	3	1	6	-
GROUP OF USERS									
User for own needs	-	-	-	1	1	5	-	12	4
Scientist, researcher or analyst	16	6	14	1	25	12	2	10	2
Student or pupil	-	-	-	1	2	3	-	1	-
Entrepreneur	1	1	1	4	1	1	-	3	-
Administrative and local-self-government bodies	36	22	26	19	47	6	14	36	5
Court and judicial authority	1	1	-	1	1	1	-	1	-
Financial organisation	-	-	-	3	2	-	-	1	-
Institution in the field of education, science or culture	1	-	-	3	4	6	5	9	1
Business entity	3	-	1	6	9	-	2	10	2
Media – printed and electronic	-	-	-	-	-	1	5	2	-
Non-profit organisation (association, foundation, political party)	1	1	4	2	4	-	-	5	-
International organisation	1	-	2	-	2	-	-	-	-
Other	1	1	2	1	2	1	-	3	1

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	65	35	41	23	22
Female	113	47	57	21	24
AGE					
19 and under	-	-	-	-	-
20-29	8	-	3	1	2
30-39	55	23	26	11	15
40-49	56	35	38	18	19
50-59	41	17	24	13	10
60 and older	18	7	7	1	-
EDUCATION					
Primary education or lower	-	-	-	-	-
Secondary education	10	1	5	-	3
High education	6	1	-	-	1
Higher education	107	45	54	15	23
Postgraduate degree	55	35	39	29	19
PLACE OF RESIDENCE					
Republika Srpska	144	53	73	33	30
Federation of BH	23	18	15	6	10
Brčko District	3	3	3	3	2
Abroad	8	8	7	2	4
GROUP OF USERS					
User for own needs	14	7	6	1	3
Scientist, researcher or analyst	27	14	15	17	11
Student or pupil	3	-	-	-	2
Entrepreneur	3	2	3	-	2
Administrative and local-self-government bodies	67	31	42	13	20
Court and judicial authority	3	-	-	-	-
Financial organisation	3	4	4	1	-
Institution in the field of education, science or culture	17	1	-	-	2
Business entity	16	9	15	5	2
Media – printed and electronic	6	6	4	3	2
Non-profit organisation (association, foundation, political party)	10	4	4	4	1
International organisation	2	2	2	-	-
Other	7	2	3	-	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 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	58	39	8	6	1	22	16	11	13	1
Female	101	66	18	4	3	46	23	13	10	7
AGE										
19 and under	-	-	-	-	-	-	-	-	-	-
20-29	5	3	2	1	1	2	-	1	4	-
30-39	51	25	3	2	1	19	12	7	5	-
40-49	59	36	9	2	-	24	12	6	5	1
50-59	32	30	10	4	2	16	10	9	7	3
60 and older	12	11	2	1	-	7	5	1	2	4
EDUCATION										
Primary education or lower	-	-	-	-	-	-	-	-	-	-
Secondary education	9	3	2	-	-	1	1	1	3	-
High education	1	1	-	1	-	3	-	-	1	2
Higher education	90	58	13	7	2	34	23	8	8	6
Postgraduate degree	59	43	11	2	2	30	15	15	11	-
PLACE OF RESIDENCE										
Republika Srpska	125	77	21	6	4	53	29	20	18	8
Federation of BH	23	20	3	1	-	11	7	2	3	-
Brčko District	3	4	1	1	-	3	1	1	1	-
Abroad	8	4	1	2	-	1	2	1	1	-
GROUP OF USERS										
User for own needs	13	6	-	1	-	1	1	-	4	-
Scientist, researcher or analyst	27	19	4	-	-	13	7	5	3	-
Student or pupil	1	2	1	1	-	1	-	-	2	-
Entrepreneur	3	2	-	-	-	1	-	1	-	-
Administrative and local-self-government bodies	67	45	15	2	3	35	17	13	7	4
Court and judicial authority	2	1	-	-	-	1	1	-	-	-
Financial organisation	5	2	1	1	-	1	1	-	2	-
Institution in the field of education, science or culture	10	6	2	1	-	3	2	1	1	1
Business entity	13	9	-	-	1	2	1	4	3	2
Media – printed and electronic	5	4	-	2	-	4	3	-	1	-
Non-profit organisation (association, foundation, political party)	7	5	1	-	-	3	3	-	-	-
International organisation	2	1	1	-	-	2	1	-	-	-
Other	4	3	1	2	-	1	2	-	-	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	23	35	16	4	-	1
Female	33	67	23	2	1	2
AGE						
19 and under	-	-	-	-	-	-
20-29	1	4	5	-	-	-
30-39	13	31	13	3	-	2
40-49	17	33	13	3	-	-
50-59	14	26	7	-	1	1
60 and older	11	8	1	-	-	-
EDUCATION						
Primary education or lower	-	-	-	-	-	-
Secondary education	2	4	5	1	-	-
High education	2	2	2	-	-	-
Higher education	31	64	17	4	-	2
Postgraduate degree	21	32	15	1	1	1
PLACE OF RESIDENCE						
Republika Srpska	48	80	29	4	1	3
Federation of BH	7	13	7	1	-	-
Brčko District	-	3	1	-	-	-
Abroad	1	6	2	1	-	-
GROUP OF USERS						
User for own needs	3	6	4	1	-	1
Scientist, researcher or analyst	8	13	8	1	1	1
Student or pupil	-	1	2	-	-	-
Entrepreneur	1	3	-	-	-	-
Administrative and local-self-government bodies	23	47	11	1	-	-
Court and judicial authority	1	1	1	-	-	-
Financial organisation	1	3	1	-	-	-
Institution in the field of education, science or culture	8	8	1	1	-	-
Business entity	4	9	6	-	-	1
Media – printed and electronic	-	3	1	2	-	-
Non-profit organisation (association, foundation, political party)	3	5	2	-	-	-
International organisation	2	-	-	-	-	-
Other	2	3	2	-	-	-