Survey results:

User Satisfaction Survey, 2023

Banja Luka, April 2024

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1. Introduction

The mission of the Republika Srpska Institute of Statistics (hereinafter, the Institute) is to provide reliable, high-quality, understandable, timely and internationally comparable statistical data on Republika Srpska for the needs of decision makers, researchers and other domestic and foreign users. We strive to provide users of statistics with understandable and easily accessible statistical data, products and services that meet their needs and requirements to the greatest extent possible. With the aim of constantly improving the quality of products and services and strengthening communication and cooperation with our users, we continuously examine and analyse their needs, habits and attitudes.

User Satisfaction Survey for 2023 is the fourth survey conducted by the Institute in order to receive feedback from users on their satisfaction with the quality of data, products and services. The survey 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 and identifying priority actions for future quality improvement 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 19 questions in total, of which 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 1,200 email addresses, based on the existing records of users registered for receiving regular statistical publications, the mailing list of media, the records of users who sent inquires or data requests to the Institute in the period between the beginning of the year 2022 and October 2023 and the database of users registered at the Institute's website. The link to the survey was posted at the Institute's website and in the posts at the official social media accounts of the Institute (X, Instagram and Facebook). The survey lasted two months, November and December 2023. The entire questionnaire was completed by 195 users.

3. Main results

- There were 195 users who participated in the survey, of which 63% are female and 37% male.
- Most respondents belong to the age group from 40 to 49 years (37%).
- Almost two thirds of surveyed users have completed higher education, while a quarter of them are specialists, masters, masters of science or doctors of science.
- For 90% of users, the place of residence is Republika Srpska.
- By type of users, most respondents are users from administrative and local self-government bodies (36%), users for own needs (15%) and scientists, researchers and analysts (12%).
- 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 59% of them, are active users who use statistics monthly or more often.
- More than a half of respondents indicated that they use statistical data to obtain basic information (58%), followed by users who most often use data for policy and strategy making and implementation monitoring (31%) and for scientific and research work, studies and analyses (28%).
- Most often users need data from the field of labour market (wages, employment, labour force, labour costs) (49%), population (35%), prices (32%) and investments (25%).
- Most respondents find the necessary data in statistical publications and announcements at the Institute's website (70%) and in the online database (45%). Around one third of respondents (34%) obtain data through requests for data, while 18% of users find data in the printed publications of the Institute.
- Most often, users contact the Institute by email and phone.
- On a scale of one to five, the average grade for the overall quality of data in all fields is 4.04. The highest average grade for the overall quality of data was given to hotels and restaurants statistics (4.45), statistics of transport and communications (4.41), external trade (4.36), labour market (4.25) and national accounts (4.24).
- The overall average grade for the relevance of statistical data is 4.00, for the timeliness 3.96 and for comparability 3.99.
- Approximately 76% 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 4.09.
- The accessibility of statistical data was rated as good or very good by 78% of surveyed users, with the average grade 4.18.
- Almost four out of five users (79%) rated the clarity of data as very good or good. The average grade of the quality of data in terms of clarity is 4.17.
- The accuracy of statistical data was rated as good or very good by 72% of users, with the average grade of 4.03.
- Around 73% of users think that the quality of statistical metadata is very good or good, with the average grade of 3.98.
- Slightly more than three thirds of users (77%) rated the overall quality of the Institute's products and services as very good or good, while 20% 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 4.09.
- For all available dissemination channels and means, 77% 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 3.82 for functionality of search engine to 4.02 for the content of the website. The overall average grade for the satisfaction with the website is 3.88.
- The overall average grade for the user satisfaction with the Institute's employees is 4.50. The Institute's employees received the highest average grade for their openness to cooperation (4.53) and availability (4.52).
- The overall index of user satisfaction with the Institute, measured on the basis of the average grades of six variables used in the overall satisfaction model, is 81.9%.

4. Demographic characteristics of surveyed users

There were 195 users who participated in the survey, of which 63% are female and 37% male.

The majority of surveyed users belong to the age groups 40–49 years (36.9%).

G-1. Users by sex (%)
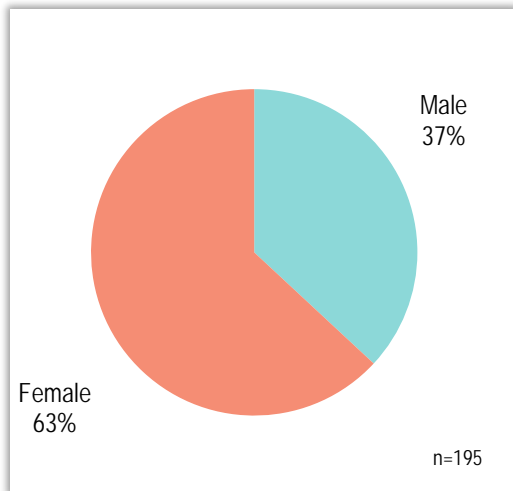
G-2. Users by age (%)
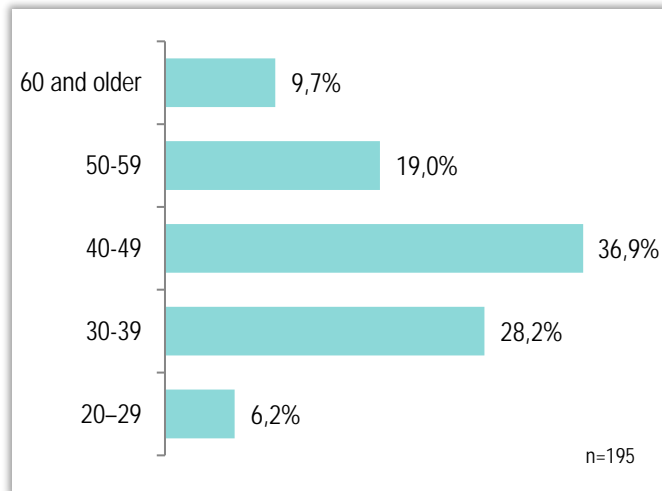
Almost two thirds of surveyed users have higher education as a highest completed level of education, while more than a quarter of them are specialists, masters, masters of science or doctors of science (postgraduate degree).

G-3. Users by education (%)
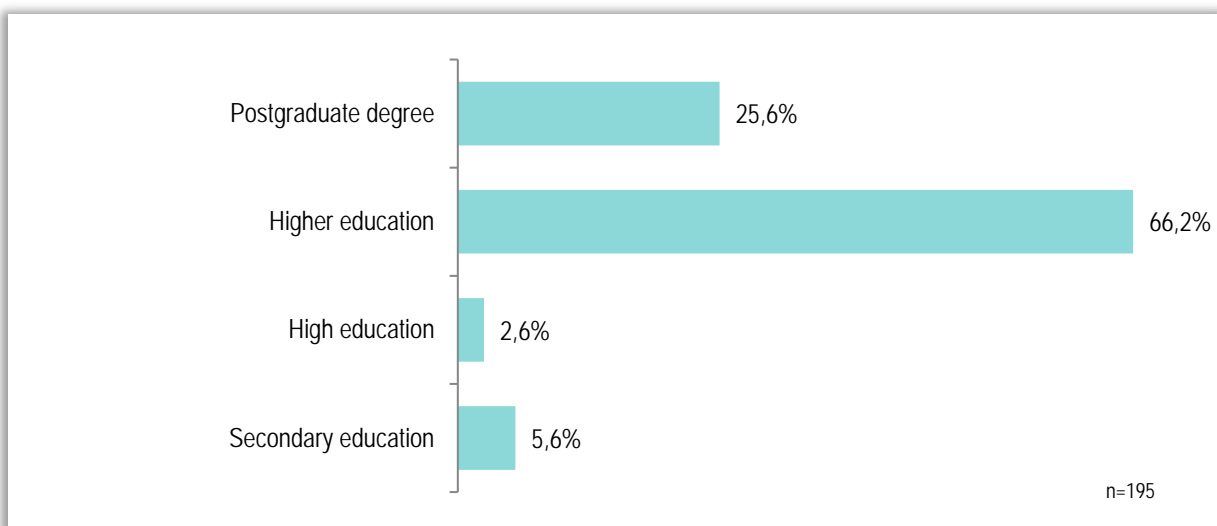
Most respondents are from Republika Srpska (89.7%). Foreign users accounted for 4.1%, and countries of residence stated are Belgium, Estonia, Croatia, Slovenia and Serbia.

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

Republika Srpska	89,7%
Federation of BiH	6,2%
Abroad	4,1%

n=195
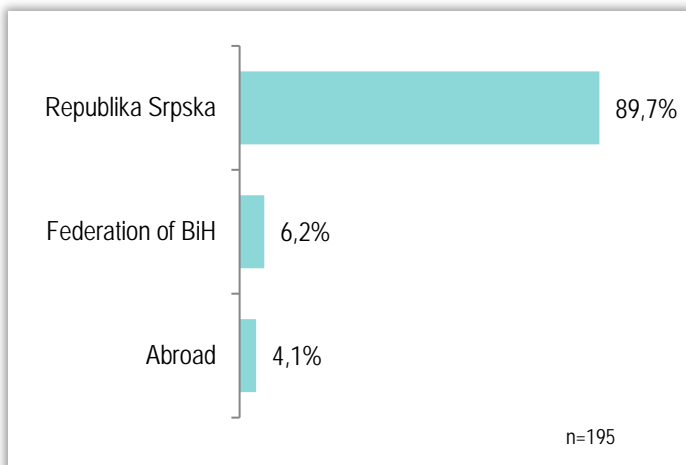
Every third user works in administrative and local self-government bodies (35.9%), followed by users who use data for their own needs (14.9%) and scientists, researchers and analysts (12.3%)

G-5. Users by type (%)

|	
Administrative or local-self government bodies	35,9%
User for own needs	14,9%
Scientist, researcher or analyst	12,3%
Business entity	11,8%
Non-profit organisation (association, foundation,…	6,2%
Other	4,6%
Media - printed and electronic	4,1%
Student or pupil	2,6%
Institution in the field of education, science or culture	2,1%
Financial organisation	2,1%
International organisation	1,5%
Entrepreneur	1,5%
Court and judicial authority	0,5%

n=195

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

Almost three fifths of surveyed users (59.0%) are active users who use statistics monthly and more often.

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

Category	Percentage
Monthly	32,3%
Annually or less frequently	19,0%
Weekly	13,9%
Biannually	12,8%
Daily	12,8%
Quarterly	9,2%

n=195

Apart from users for own needs, students, pupils and entrepreneurs, all other types of users are predominantly active users who use data on a monthly basis and more often.

Г-7. Frequency of use of statistical data by type of user

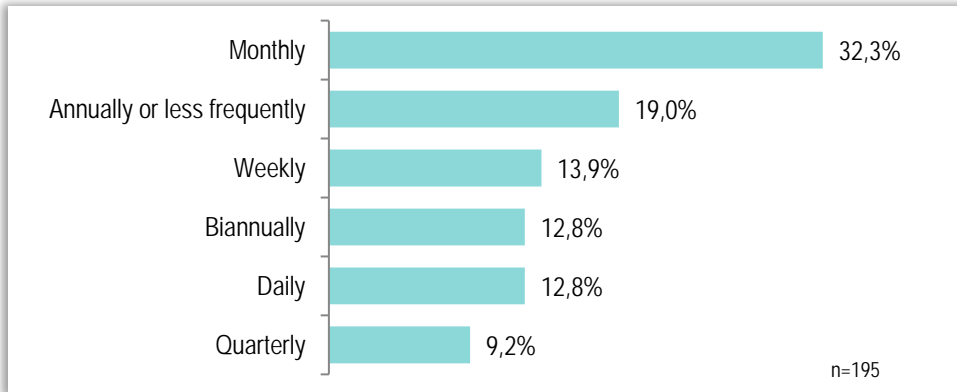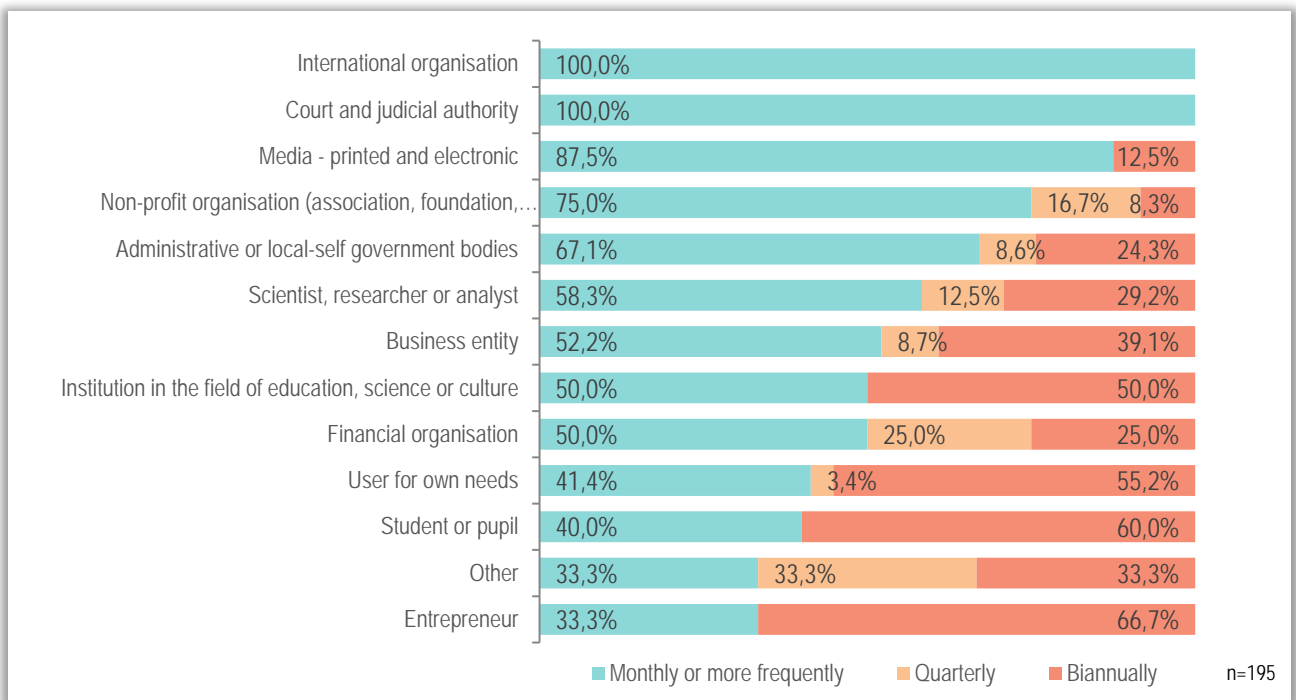| Type of user	Monthly or more frequently	Quarterly	Biannually
International organisation	100,0%		
Court and judicial authority	100,0%		
Media - printed and electronic	87,5%		12,5%
Non-profit organisation (association, foundation,…	75,0%	16,7%	8,3%
Administrative or local-self government bodies	67,1%	8,6%	24,3%
Scientist, researcher or analyst	58,3%	12,5%	29,2%
Business entity	52,2%	8,7%	39,1%
Institution in the field of education, science or culture	50,0%		50,0%
Financial organisation	50,0%	25,0%	25,0%
User for own needs	41,4%	3,4%	55,2%
Student or pupil	40,0%		60,0%
Other	33,3%	33,3%	33,3%
Entrepreneur	33,3%		66,7%

■ Monthly or more frequently ■ Quarterly ■ Biannually   n=195

The largest number of respondents use statistical data to obtain basic information (57.9%). Every third user uses the data for the creation and monitoring of the implementation of policies and strategies (31.3%), and every fourth for scientific and research work and the creation of studies and analyses (27.7%) and business decision-making (24.6%).

G-8. For what purposes do you use statistical data of the Republika Srpska Institute of Statistics? (multiple answers are allowed, %)

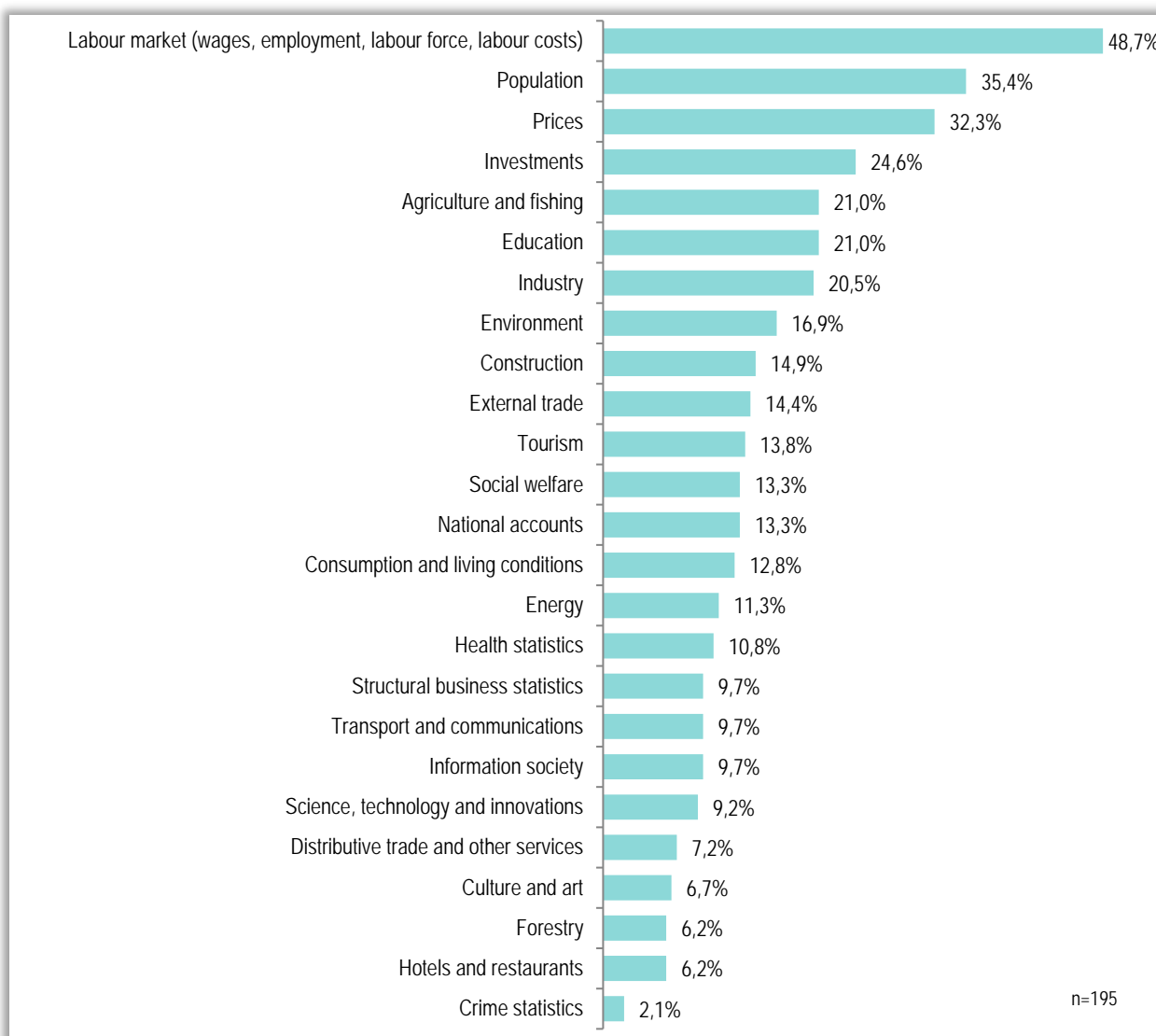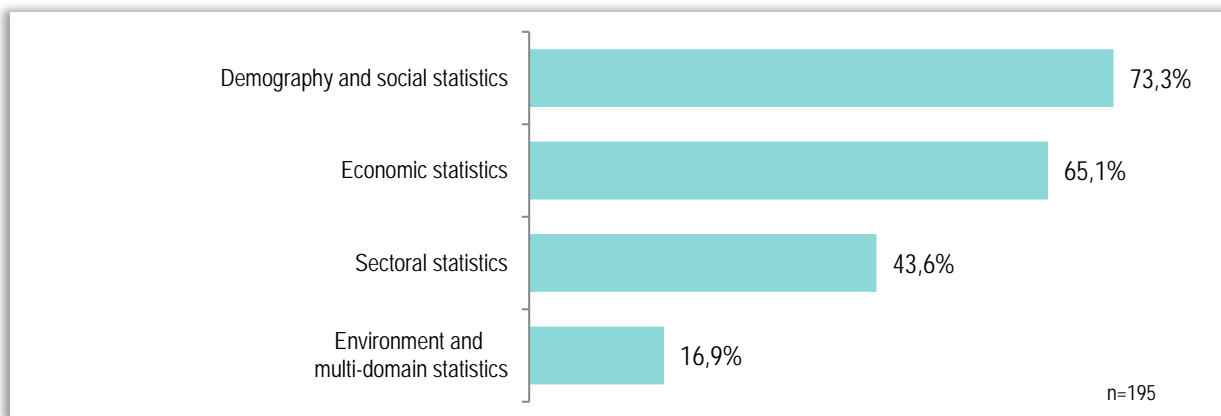| Purpose	%
To obtain basic information	57,9%
For policy and strategy making and implementation monitoring	31,3%
For scientific and research work, studies and analyses	27,7%
For business decision-making	24,6%
For international projects	19,5%
To present data to the public through the media	18,5%
For the purposes of education and vocational training	15,9%
To prepare laws and regulations	10,8%
Other	4,6%

n=195
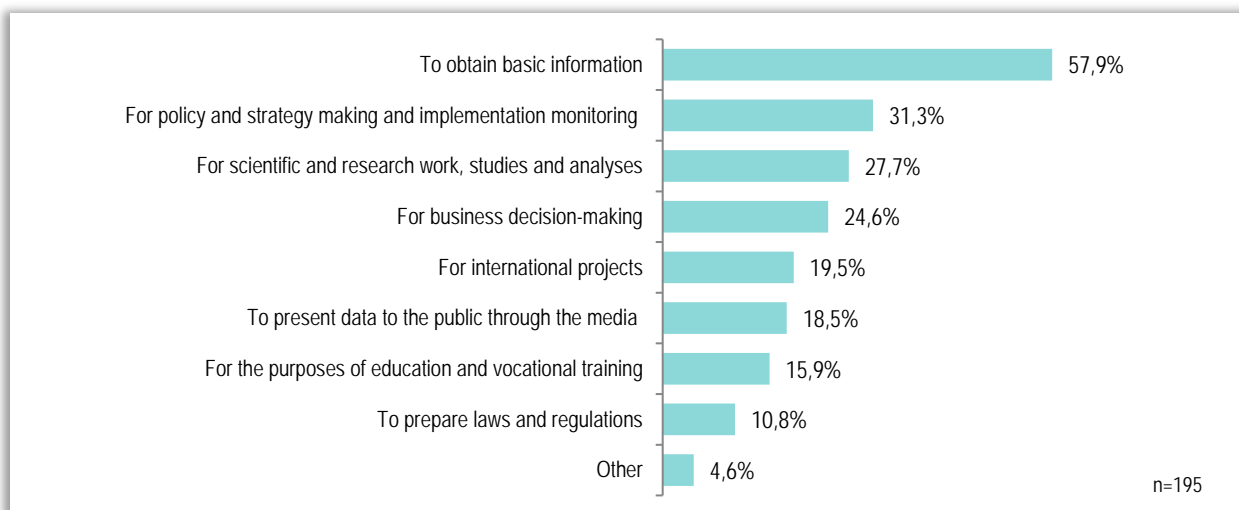
The fields from which the respondents most often use data are labour market statistics (48.7%), population statistics (35.4%) and prices (32.3%).

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

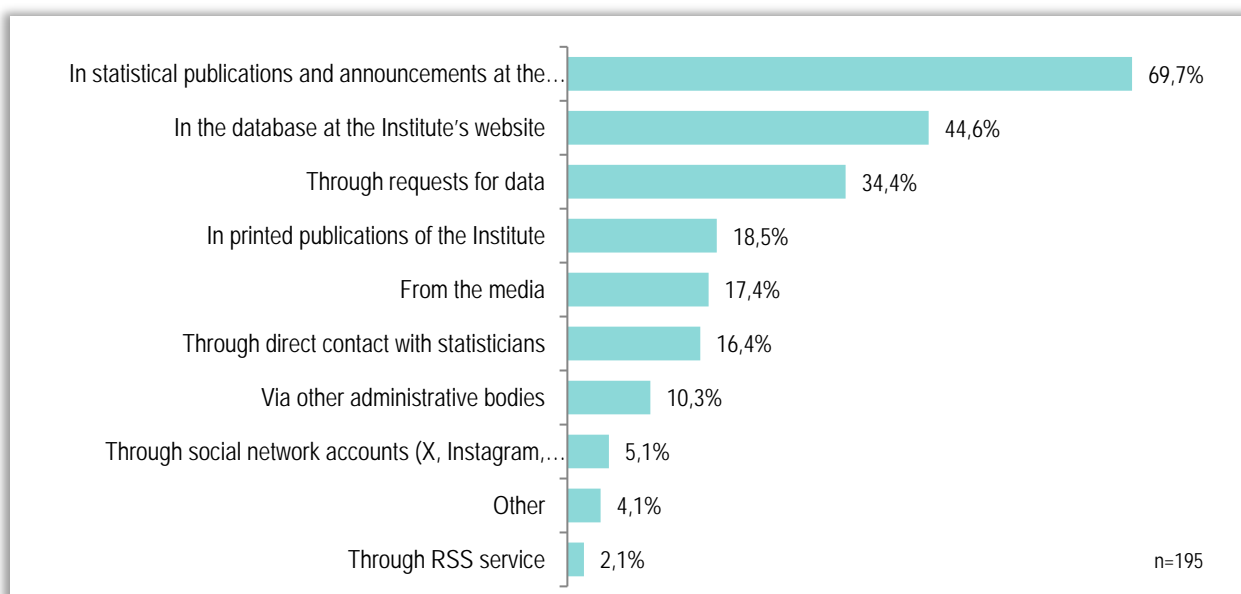| Field	%
Labour market (wages, employment, labour force, labour costs)	48,7%
Population	35,4%
Prices	32,3%
Investments	24,6%
Agriculture and fishing	21,0%
Education	21,0%
Industry	20,5%
Environment	16,9%
Construction	14,9%
External trade	14,4%
Tourism	13,8%
Social welfare	13,3%
National accounts	13,3%
Consumption and living conditions	12,8%
Energy	11,3%
Health statistics	10,8%
Structural business statistics	9,7%
Transport and communications	9,7%
Information society	9,7%
Science, technology and innovations	9,2%
Distributive trade and other services	7,2%
Culture and art	6,7%
Forestry	6,2%
Hotels and restaurants	6,2%
Crime statistics	2,1%

n=195

By statistical area or domain[1], the highest percentage of respondents use data from the area Demography and social statistics (73.3%).

G-10. Data from which statistical areas do you use most frequently? (multiple answers are allowed, %)

Demography and social statistics — 73,3%
Economic statistics — 65,1%
Sectoral statistics — 43,6%
Environment and multi-domain statistics — 16,9%

n=195

To obtain statistical data, users most often use the Institute's website. The majority of respondents find data in statistical publications and announcements on the website (69.7%) and online database (44.6%). Slightly more than a third of surveyed users (34.4%) access data through requests, and every fifth user finds data in printed publications. Around five percent of users access data through the Institute's official accounts on social networks X, Instagram and Facebook.
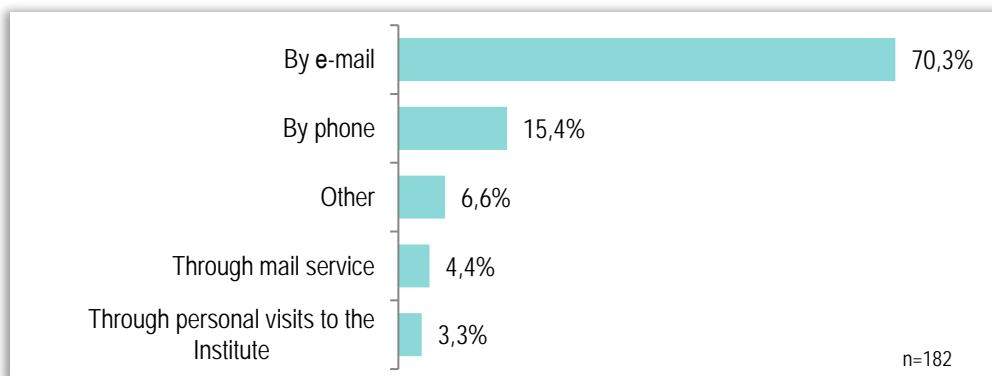
G-11. Where do you usually find necessary statistical data? (multiple answers are allowed, %)

In statistical publications and announcements at the… — 69,7%
In the database at the Institute's website — 44,6%
Through requests for data — 34,4%
In printed publications of the Institute — 18,5%
From the media — 17,4%
Through direct contact with statisticians — 16,4%
Via other administrative bodies — 10,3%
Through social network accounts (X, Instagram,… — 5,1%
Other — 4,1%
Through RSS service — 2,1%

n=195

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[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-12. How do you usually contact the Institute? (%)

Contact method	Percentage
By e-mail	70,3%
By phone	15,4%
Other	6,6%
Through mail service	4,4%
Through personal visits to the Institute	3,3%

n=182

In response to an open question about what other data and information they would like to find on the website and in the Institute's publications, suggestions were given by 15.4% of respondents. Most of the suggestions are related to the production and publication of more data for the level of cities/municipalities and settlements (municipal infrastructure, GDP, employment and unemployment rates, wages, industrial production, agriculture...), more detailed statistics according to the Classification of Activities (more detailed than the section level) and more data classified according to the categorisation of settlements into urban and rural areas.

# 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 third of users consider the overall quality of statistics to be very good, while 75% of users consider the quality of statistical data good or very good. That overall quality of data is satisfactory consider 19% of users, around 3% of them rated the quality of data as poor or very poor, and the same percentage of users provided no opinion on this issue. Most "very good" grades were given to statistics of hotels and restaurants (45%), transport and communications, industry and national accounts statistics (44% each) and statistics of external trade and information society (42% each).

G-13. 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)
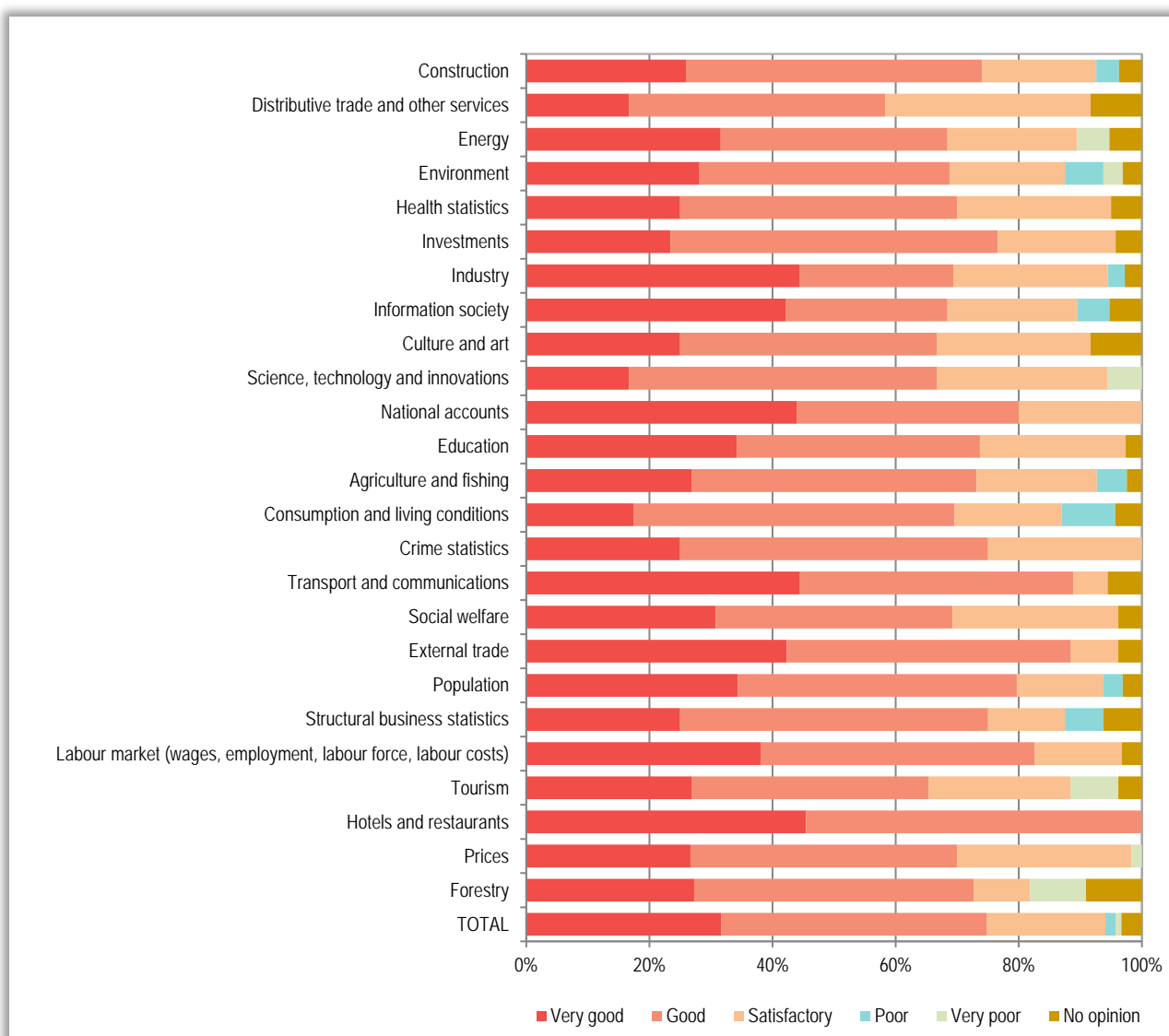
Every third user considers the relevance of statistical data to be very good, and around 72% of users consider the relevance of statistical data to be good or very good. 21% of users believe that the relevance of statistical data is satisfactory, about 3% think it is poor or very poor, and 3% of respondents have no opinion. Labour market statistics (46%), statistics of hotels and restaurants (45%), external trade (42%), national accounts (40%) and social welfare (38%) received the most maximum ratings ("very good").

G-14. 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)
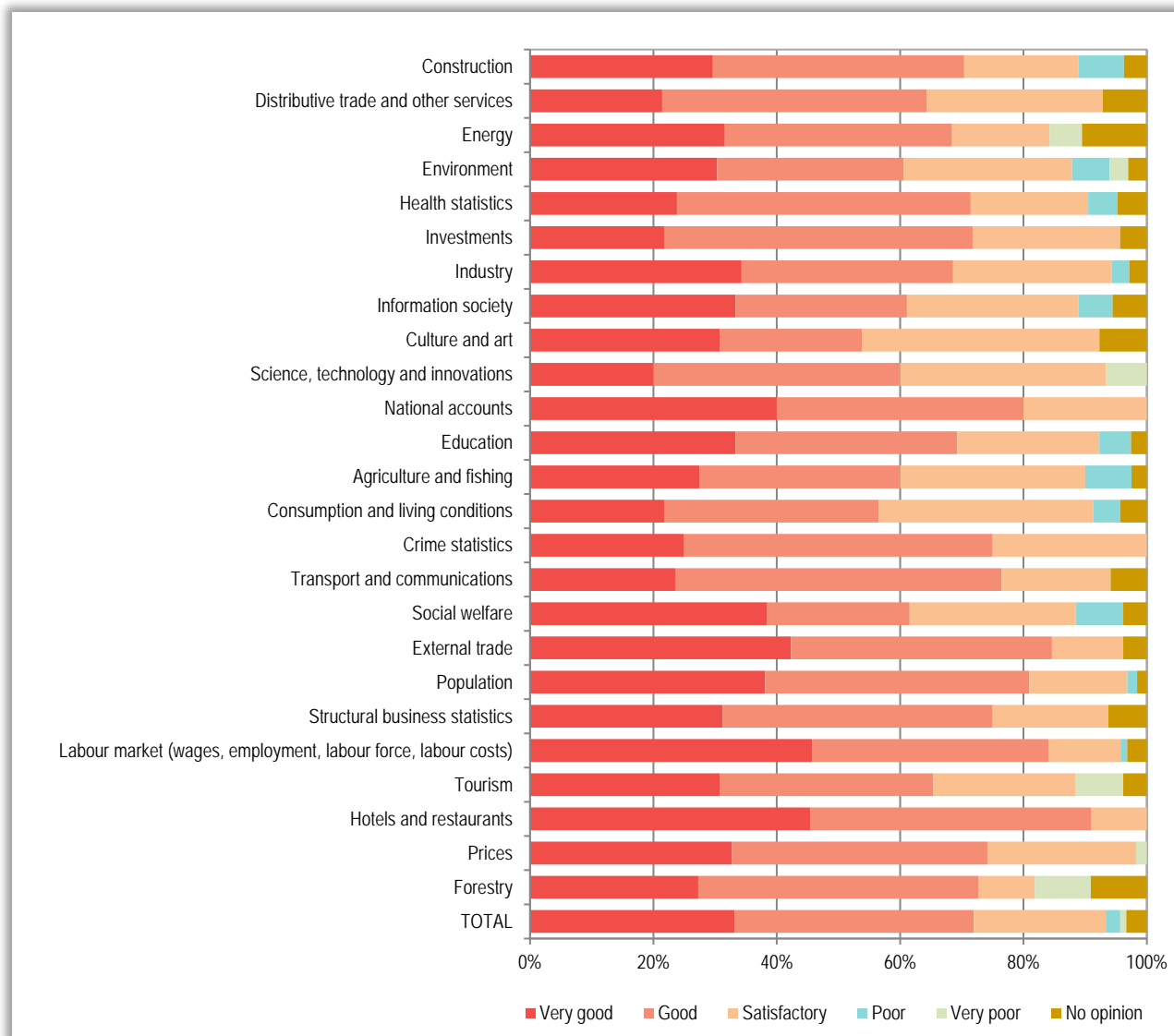
More than a quarter of users consider the timeliness of statistical data to be very good, and about 71% of them consider the timeliness of statistical data to be good or very good. 19% of users rated the timeliness as satisfactory, about 6% of them believe that the timeliness of data is poor or very poor, and 3% of users have no opinion. The largest number of highest ratings or "very good" for timeliness were given to crime statistics (75%), energy (44%), foreign trade (40%), culture and art (38%), and transport and communications and information society statistics (37% each).

G-15. 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)
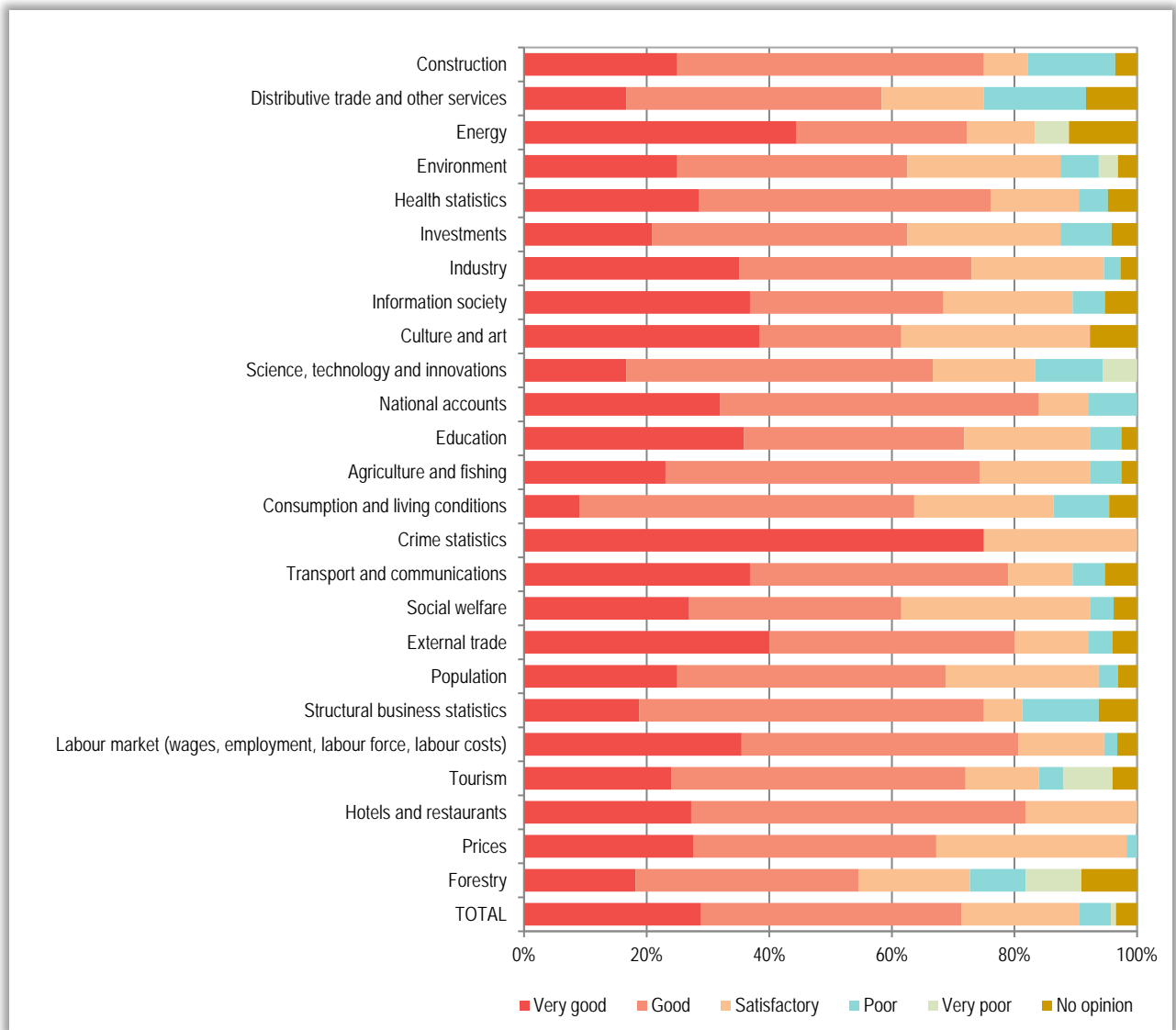
More than a quarter of users think that the comparability of statistical data is very good, and 72% of them think that the comparability of statistical data is good or very good. About 19% of users believe that comparability is satisfactory, about 5% of them believe that data comparability is poor or very poor, and 4% of users have no opinion. Statistics of crime (50%), national accounts (44%), catering (40%) and transport and communications and information society (37% each) received the most maximum ratings ("very good").

G-16. 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)
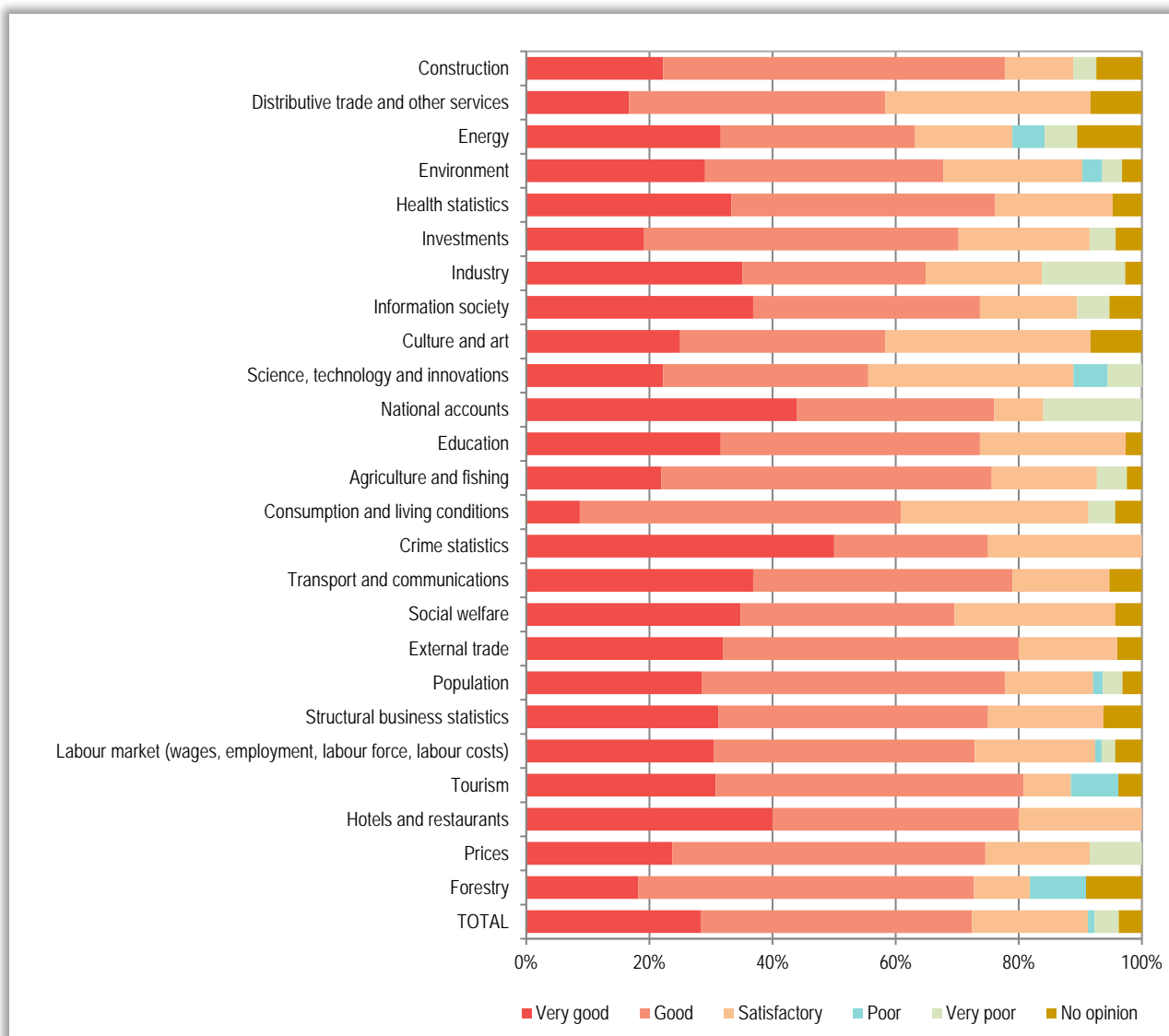
Observing the grades given by users on a numerical scale from one to five, the average users' grade for the overall quality, relevance, timeliness and comparability of statistical data was obtained for each statistical field.

Statistics of hotels and restaurants received the highest average grade for overall data quality (4.45), followed by the transport and communications statistics (4.41), foreign trade statistics (4.36), labour market (4.25) and national accounts (4.24). The average grade for the overall quality of statistical data for all fields is **4.04**.

In terms of the relevance of statistical data, users gave the highest grade to hotels and restaurants statistics (average grade 4.36), followed by labour market statistics (4.33), external trade (4.32), national accounts (4.20) and population statistics (4.19). The overall average grade for the relevance of statistical data is **4.00**.

The highest average grade for the timeliness of statistical data was that of crime statistics (4.50), followed by external trade (4.21), energy (4.19), labour market (4.18) and transport and communication statistics (4.17). The overall average grade for the timeliness of statistical data is **3.96**.

When it comes to the comparability of statistical data, the highest grade was given to the crime statistics (4.25), followed by transport and communications statistics (4.22), external trade (4.17) and health statistics (4.15). The overall average grade for the comparability of statistical data is **3.99**.

G-17. 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
Hotels and restaurants	4,45	4,36	4,09	4,20
Transport and communications	4,41	4,06	4,17	4,22
External trade	4,36	4,32	4,21	4,17
Labour market	4,25	4,33	4,18	4,03
National accounts	4,24	4,20	4,08	4,04
Population	4,15	4,19	3,94	4,03
Industry	4,14	4,03	4,08	3,89
Information society	4,11	3,94	4,06	4,11
Education	4,11	4,00	4,05	4,08
Investments	4,04	3,98	3,78	3,89
Social welfare	4,04	3,96	3,88	4,09
Structural business statistics	4,00	4,13	3,87	4,13
Crime statistics	4,00	4,00	4,50	4,25
Culture and art	4,00	3,92	4,08	3,91
Health statistics	4,00	3,95	4,05	4,15
Construction	4,00	3,96	3,89	4,04
Agriculture and fishing	3,98	3,82	3,95	3,95
Energy	3,94	4,00	4,19	3,88
Prices	3,93	4,03	3,93	3,90
Forestry	3,90	3,90	3,50	3,80
Environment	3,87	3,81	3,77	3,90
Consumption and living conditions	3,82	3,77	3,67	3,68
Distributive trade and other services	3,82	3,92	3,64	3,82
Tourism	3,80	3,84	3,79	4,00
Science, technology and innovations	3,72	3,67	3,61	3,61
TOTAL	4,04	4,00	3,96	3,99

Approximately 76% 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 around 17% of users, while around 5% of them rated it as poor or very poor. The average grade of the reliability of data (on a scale of one to five) is **4.09.**

The accessibility of statistical data was rated as good or very good by 78% of respondents. The availability of data was rated as satisfactory by 16% of users, while around 4% of them rated it as poor or very poor. The average grade of the accessibility of data is **4.18.**

Four out of five users (79%) indicated that the clarity of data was very good or good. The clarity of data is satisfactory for 15% of respondents, while around 3% of them rated it as poor or very poor. Around 4% of users have no opinion on this dimension of data quality. The average grade of the quality of data in terms of clarity is **4.17.**

The accuracy of the statistical data was rated as good or very good by 72% of users. The accuracy of the data was rated as satisfactory by 18% of users, poor and very poor by approximately 6% of users, and around 4% of users do not have an opinion. The average grade for the accuracy of data is **4.03.**

G-18. 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)
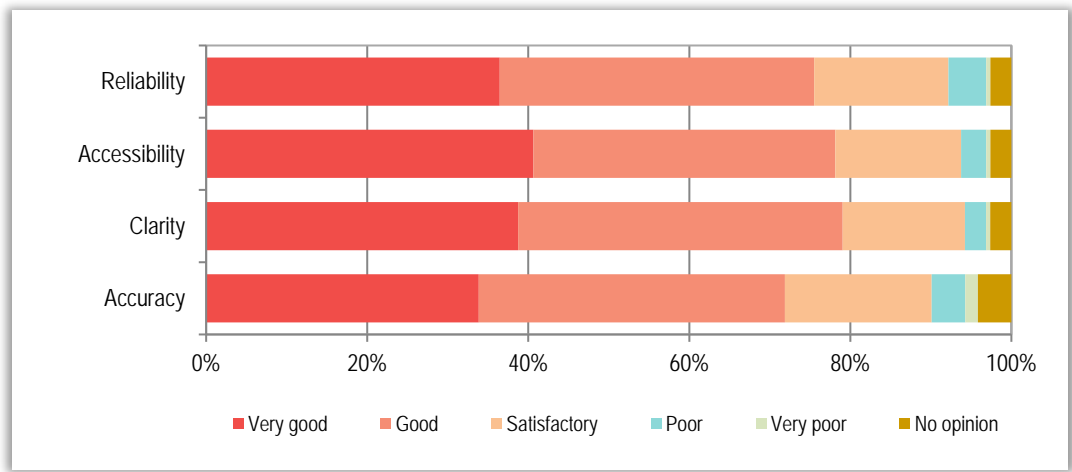
6.2. Satisfaction with the quality of statistical metadata

Users were asked to evaluate the quality of metadata published in any form by the Institute. The results show that almost two thirds of users (73%) think that the quality of statistical metadata is very good or good. Slightly more than a fifth of users (23%) think that the quality of metadata is satisfactory, and around 3% 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 **3.98**.

G-19. 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)

Very good	27,6%
Good	45,3%
Satisfactory	22,9%
Poor	1,6%
Very poor	1,0%
No opinion	1,6%

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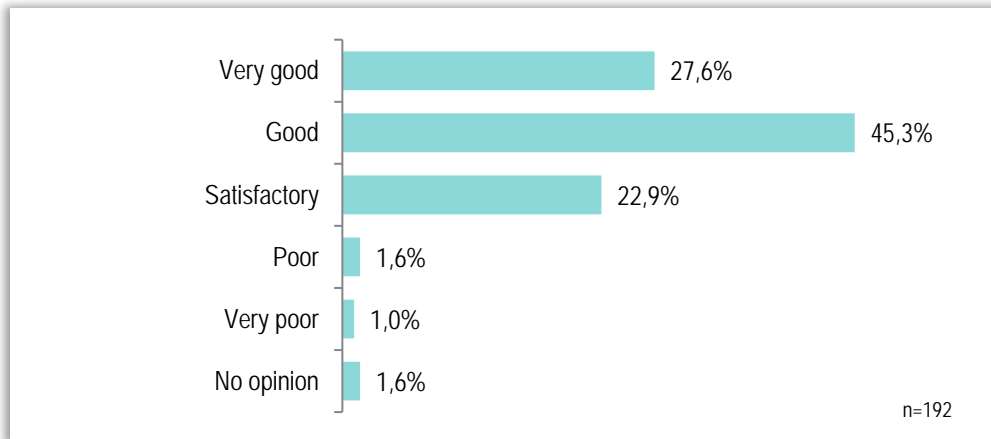
6.3. Satisfaction with the overall quality of products and services

A third of all users in the survey (33%) think that the quality is very good, while more than two fifths of respondents (44%) thinks that the quality of products and services is good. Every fifth user considers the quality to be satisfactory, and somewhat less than 2% of users think that it is poor or very poor. The average users' grade for the overall quality of all products and services is 4.09.

G-20. 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	33,2%
Good	43,5%
Satisfactory	20,2%
Poor	1,0%
Very poor	0,5%
No opinion	1,6%

n=195
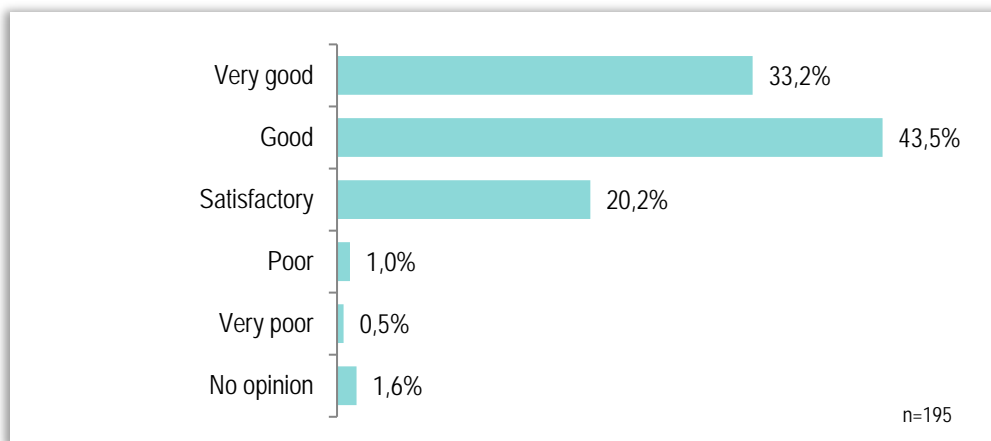
7. Dissemination

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, more than three quarters of users (77%) 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, 78% of respondents indicated that the data on the website are presented clearly, 28% of users are completely satisfied and 50% are mostly satisfied. There are around 16% of users who are partly satisfied. As for the presentation of data in the database at the website, 75% of respondents thinks that data are always and mostly presented clearly, and 16% of users are partly satisfied with the presentation of data in the online database. Out of the total number of respondents, 80% indicated that the data are presented clearly in statistical releases, bulletins and publications. When it comes to the replies to data requests, around 77% of respondents are always satisfied and mostly satisfied with the presentation of data in the replies. Around 78% of users think that data and information are always and mostly presented clearly in the posts at the official social media accounts of the Institute.

G-21. Are the Institute's statistical data and information presented clearly? (%)
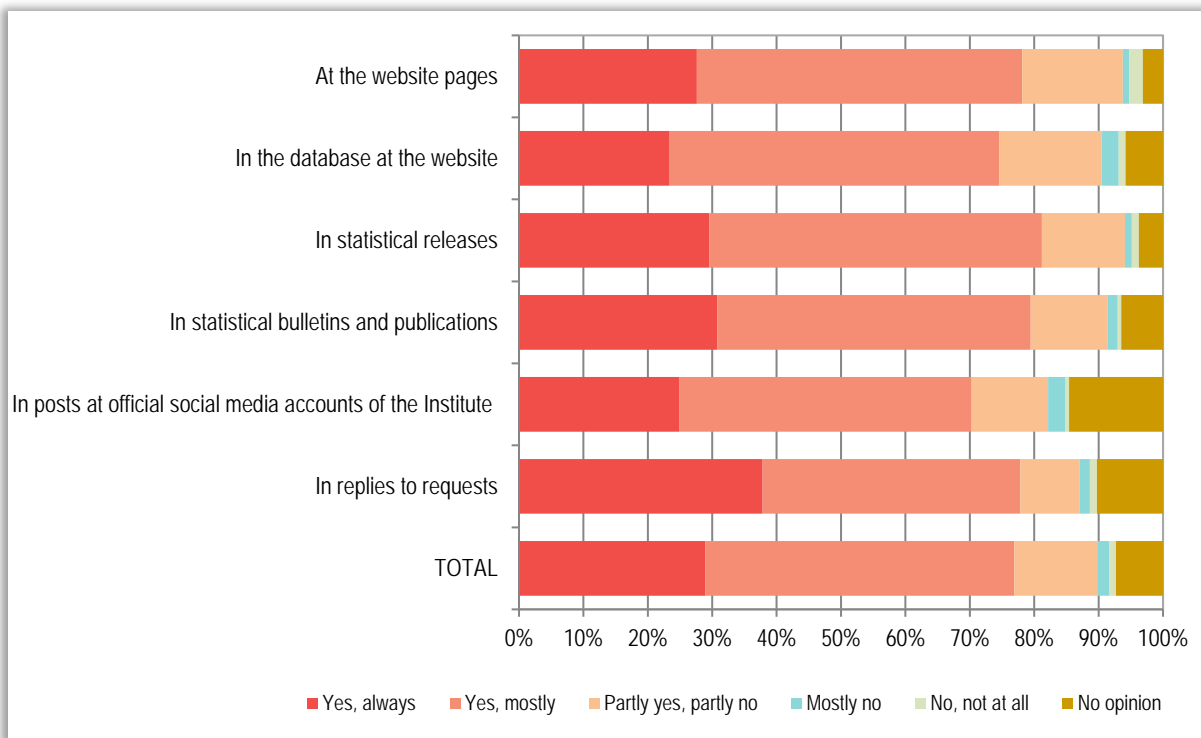
Two thirds of users rated the Institute's website as very good or good (67%), while 24% of users consider the website to be satisfactory. Approximately 73% of users think that the content of the website is good or very good, and 21% of users think that the content is satisfactory. Grades „good" and „very good" were given by 66% users for the website design, by 64% of users for easiness of finding desired information at the website and by 64% of users for the functionality of the search engine. Average grades given by users for Institute's website are:

- **3.82** for the search engine,

- **3.83** for easiness of finding information,

- **3.85** for the design, and

- **4.02** for the content of the website.

The overall average grade for the satisfaction with the website is **3.88**.

G-22. 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)
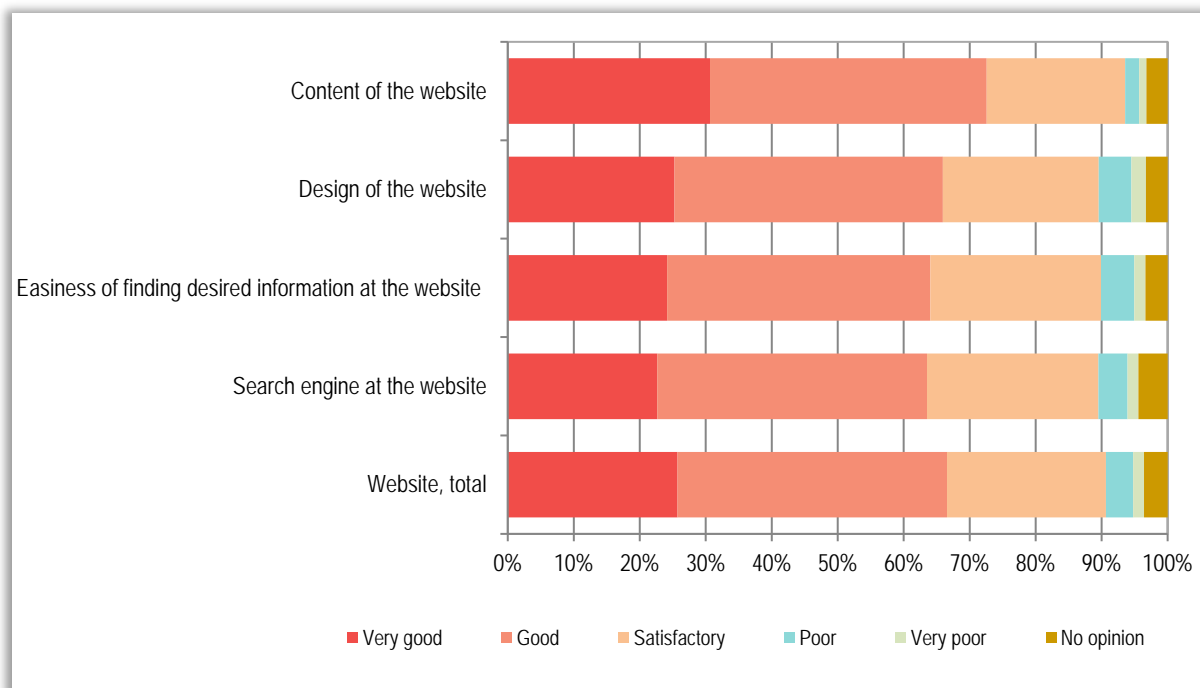
8. Satisfaction with the employees of the Institute

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.

Over 90% of users are completely or mostly satisfied with the cooperation and contact with the Institute's employees, and about 60% of all respondents rated the availability, openness to cooperation and professionalism of the Institute's employees, as well as the speed of obtaining the requested information, with the highest grade - very good.

G-23. 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)
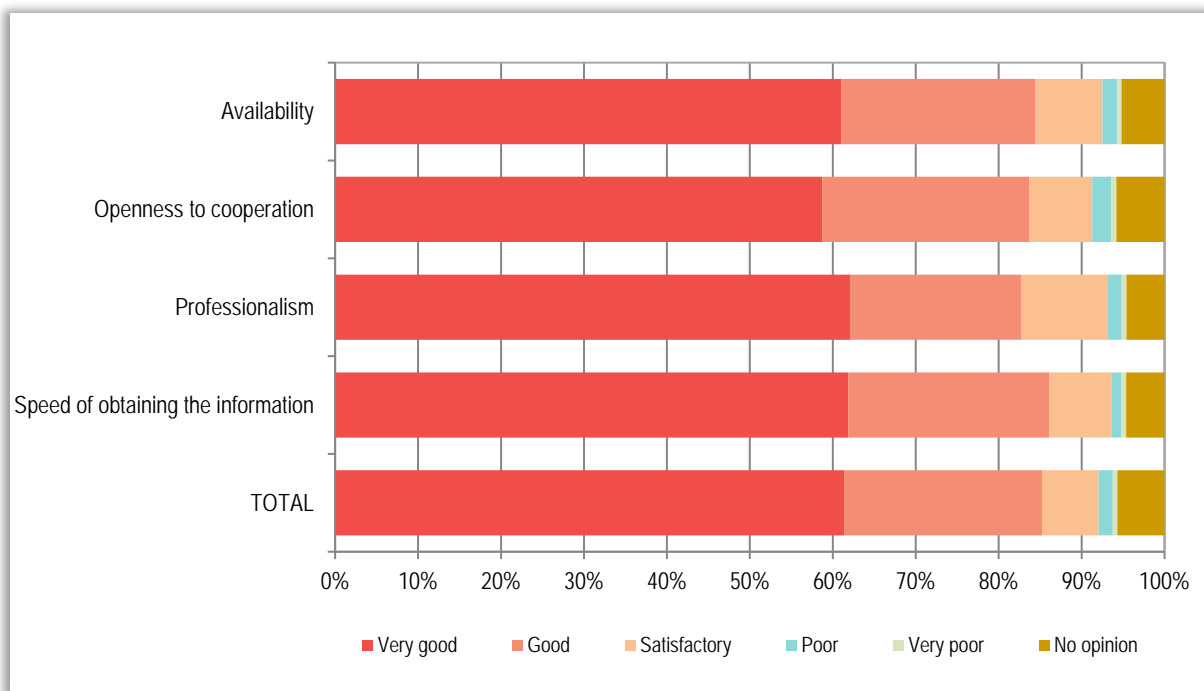
The Institute's employees received a very good average grade from users, namely **4.50**. The Institute's employees received the highest average grade for the openness to cooperation (**4.53**), followed by availability (**4.52**). Average grade for their professionalism is **4.49**, and for the speed of obtaining information **4.48**.

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.

Most of the users' comments and suggestions refer to an increased data relevance and level of detail (32%), better accessibility (16%) and timeliness of statistical data (12%).

G-24. Overview of users' messages and comments, by group (%)
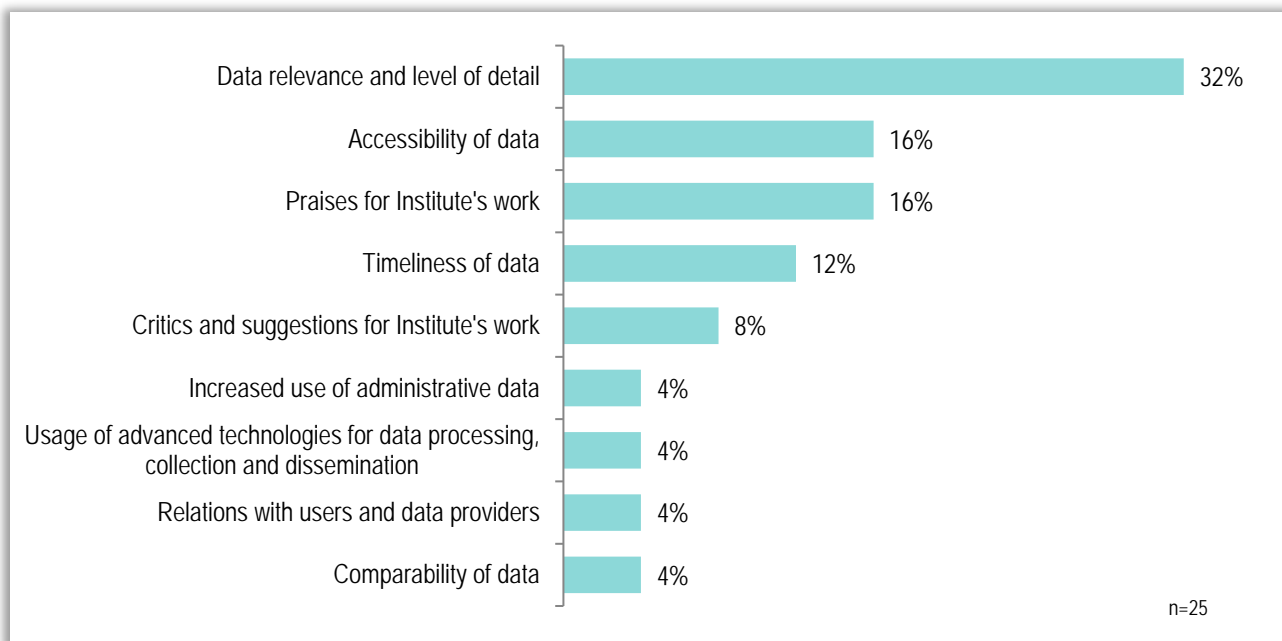
Some of the users' messages are:

- Data from the field of public investments are needed.

- I recommend that the level of settlements be processed and presented to a greater extent, which will benefit many local governments, especially those that do not have human resources that can provide such types of research and analysis. Given that the law on strategic planning in the RS was adopted relatively recently, local self-government units are obliged to create local development strategies, and the basis for their creation will certainly be found in the Institute's data. In this sense, the role of the Institute in the process of planning and managing development in the RS has been greatly strengthened.

- Make efforts to make certain data available for the level of a local self-government unit or even a settlement. For example, previously statistical indicators for agricultural production of certain crops were available for the LGU level, but now they are no longer collected.

- Introduce statistical observation of creative industries.

- A higher level of analysis is needed when publishing data, related to a specific field or topic.

- The data for the Republic of Srpska are excellent. It would be good if there were basic comparative data for BiH, the Federation of BiH, Brčko District and surrounding countries.

- Ensure better comprehensiveness and timeliness of data.

- Publish the average wage for the previous month earlier.

- Provide an easier way to search for information on the site.

- Adjust the site to be more suitable for searching via smartphones.

- It could be better, but you are excellent in comparison with the environment.

- Congratulations to you and your employees. I always received the requested information in a timely manner. Very cordial, polite and professional. Of all the administrative authorities with which I have had contact, I would put you in the clear first place. 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 **4,04**
2. satisfaction with the reliability of data (question 11) – the average grade is **4,09**
3. satisfaction with the quality of statistical metadata (question 14) – the average grade is **3,98**
4. satisfaction with the website (question 13) – the average grade is **3,88**
5. satisfaction with the employees of the Institute (question 16) – the average grade is **4,50**
6. satisfaction with the quality of the Institute's products and services (question 17) – the average grade is **4,09**.

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

G-25. User satisfaction indices by the components of the Model for measuring overall satisfaction of users

Component	Value
Satisfaction with the overall quality of statistical data	80,8%
Satisfaction with the reliability of data	81,8%
Satisfaction with the quality of statistical metada	79,6%
Satisfaction with the website	77,6%
Satisfaction with the employees	90,0%
Satisfaction with the quality of products and services	81,8%
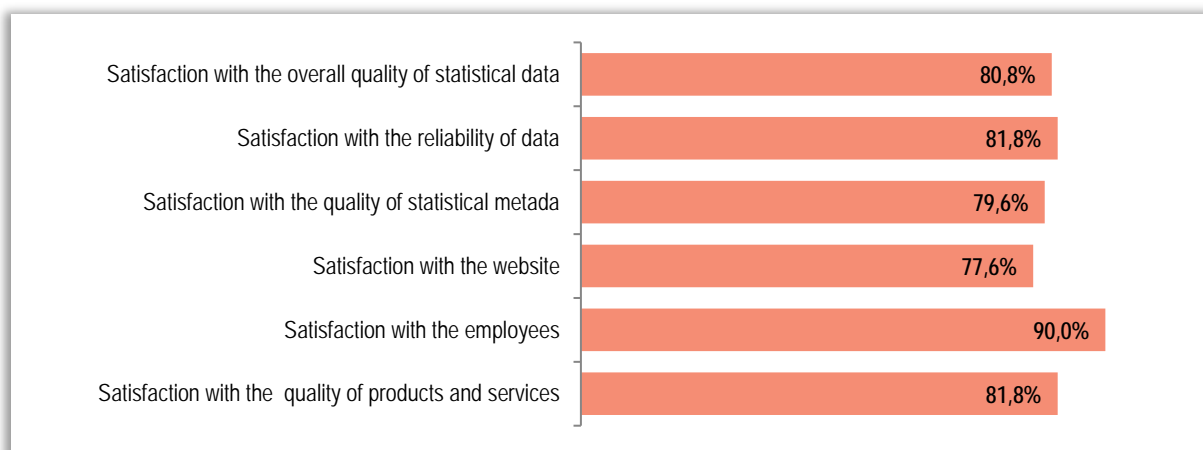
The overall average grade of the Institute is **4.10**. The overall index of user satisfaction with the Institute is **81.9%**.

11. Comparative overview of the 2017, 2020 and 2023 survey results

In this section, a comparative overview of the main survey results from 2017, 2020 and 2023 is provided.

Regarding the demographic characteristics of the respondents, compared to previous surveys, slightly more women, respondents of age 40 years and over and respondents with higher education participated in the 2023 survey.

G-26. Users by sex, 2017, 2020 and 2023 (%)
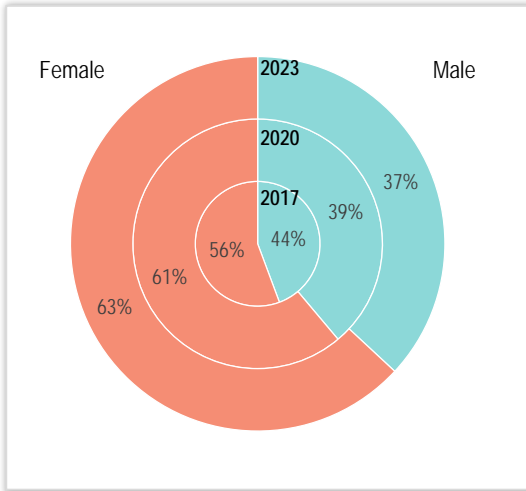
G-27. Users by age, 2017, 2020 and 2023 (%)
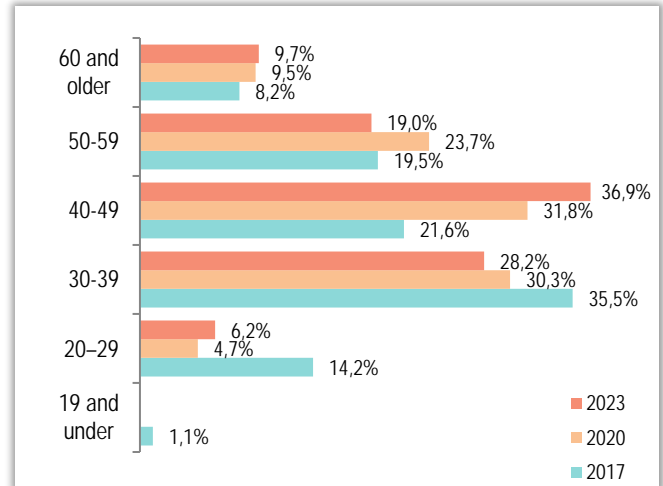
G-28. Users by education, 2017, 2020 and 2023 (%)
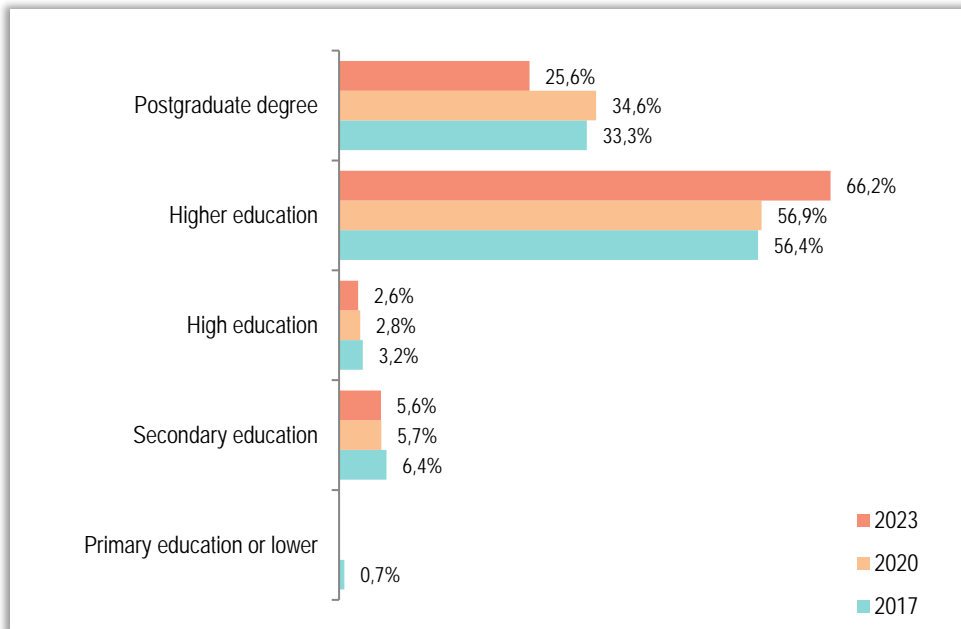
The structure of users according to their needs and habits shows that there were slightly more respondents that use statistical data daily, biannually, annually or less frequent compared to previous cycles of the survey.

G-29. Users by frequency of data usage, 2017, 2020 and 2023 (%)
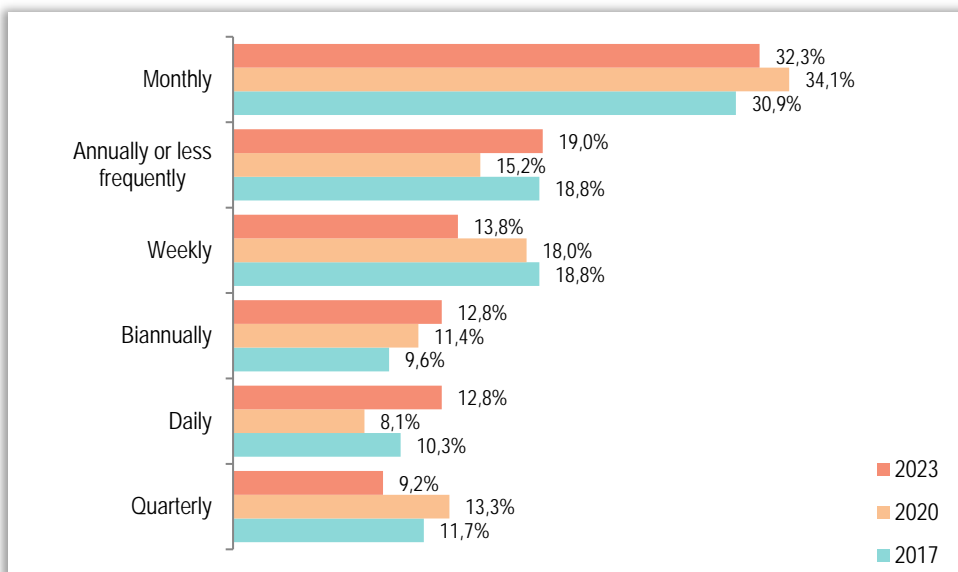
G-30. Users by purpose of data usage, 2017, 2020 and 2023 (multiple answers are allowed, %)
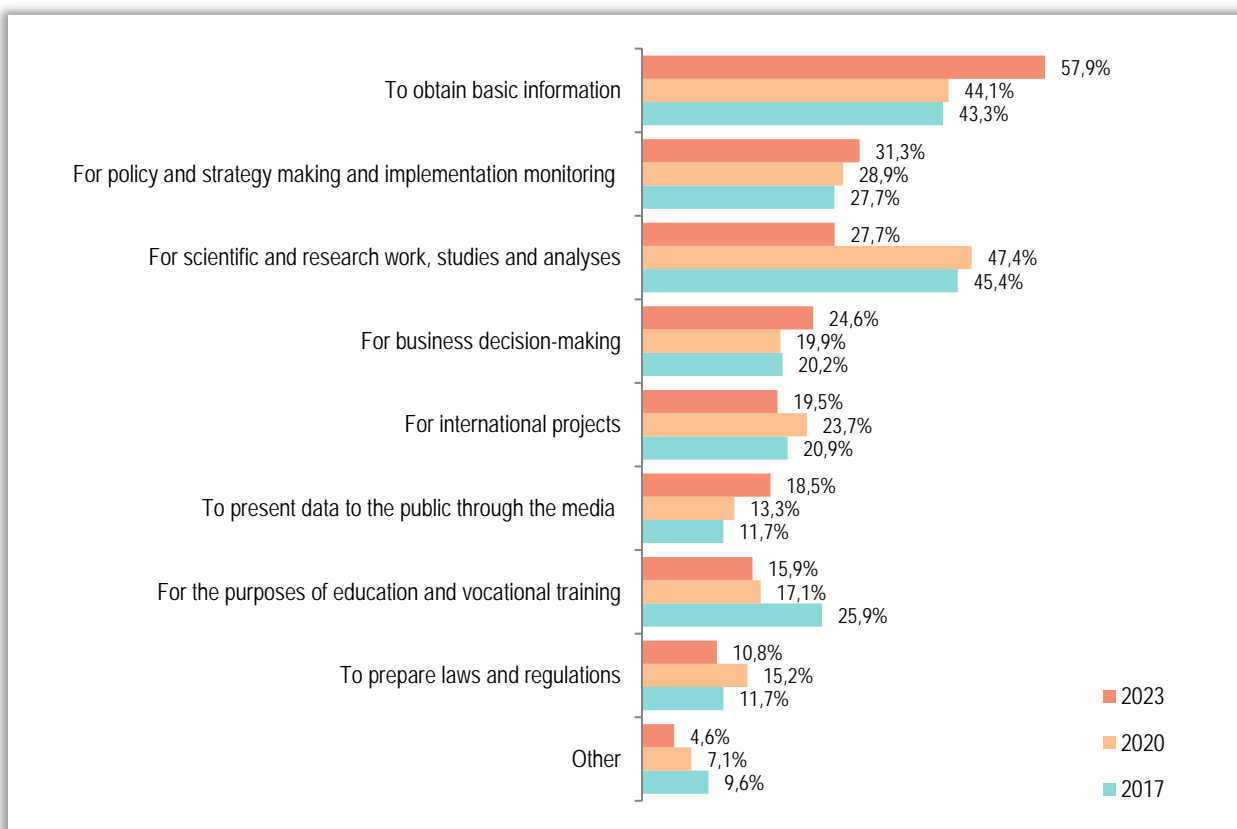
In 2023, users rated all aspects of data quality with higher grades compared to survey cycles in 2017 and 2020. The largest increase in quality rating compared to 2020, is recorded for timeliness (10%), comparability (7%) and overall data quality (6%).

G-31. Assessment of the quality of statistical data, 2017, 2020 and 2023
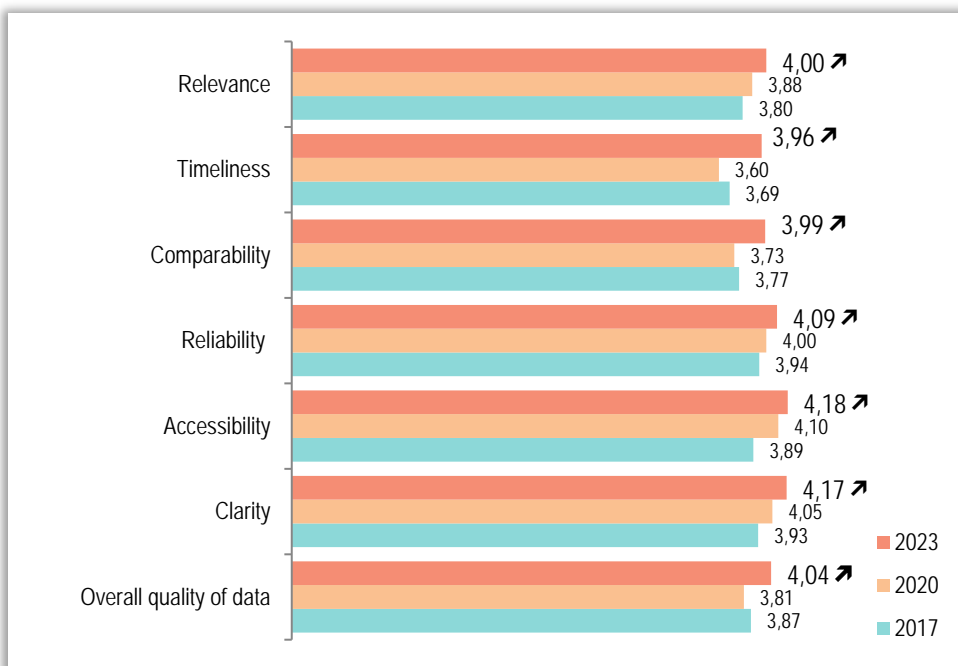
In terms of satisfaction with the Institute's website, all characteristics have been rated with slightly higher grade in comparison with the previous survey.

G-32. Assessment of the satisfaction with the website, 2017, 2020 and 2023
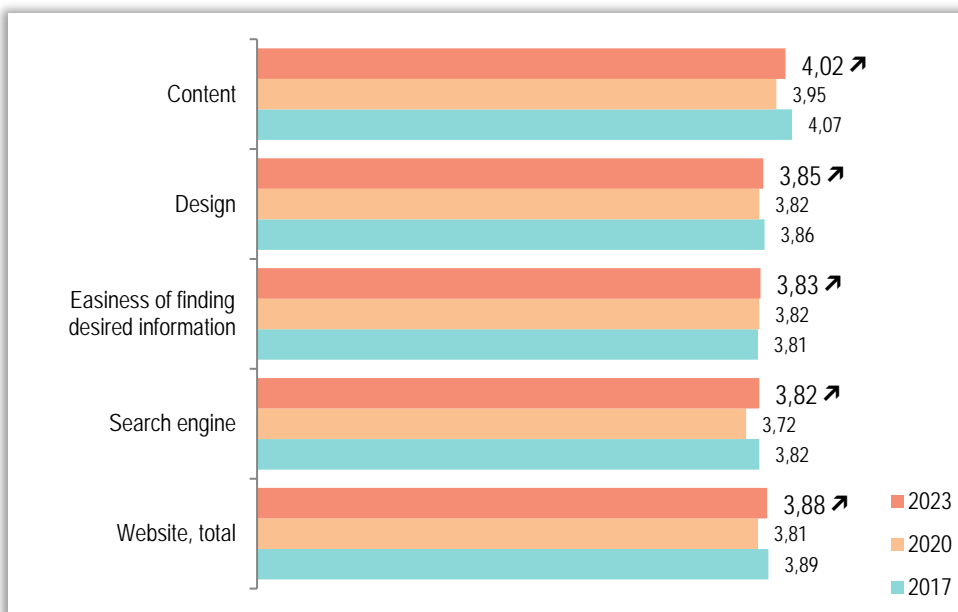
Compared to 2020, the rating of satisfaction with the employees of the Institute is higher for all aspects of communication and cooperation that were assessed by users.

G-33. Assessment of the satisfaction with the employees of the Institute, 2017, 2020 and 2023
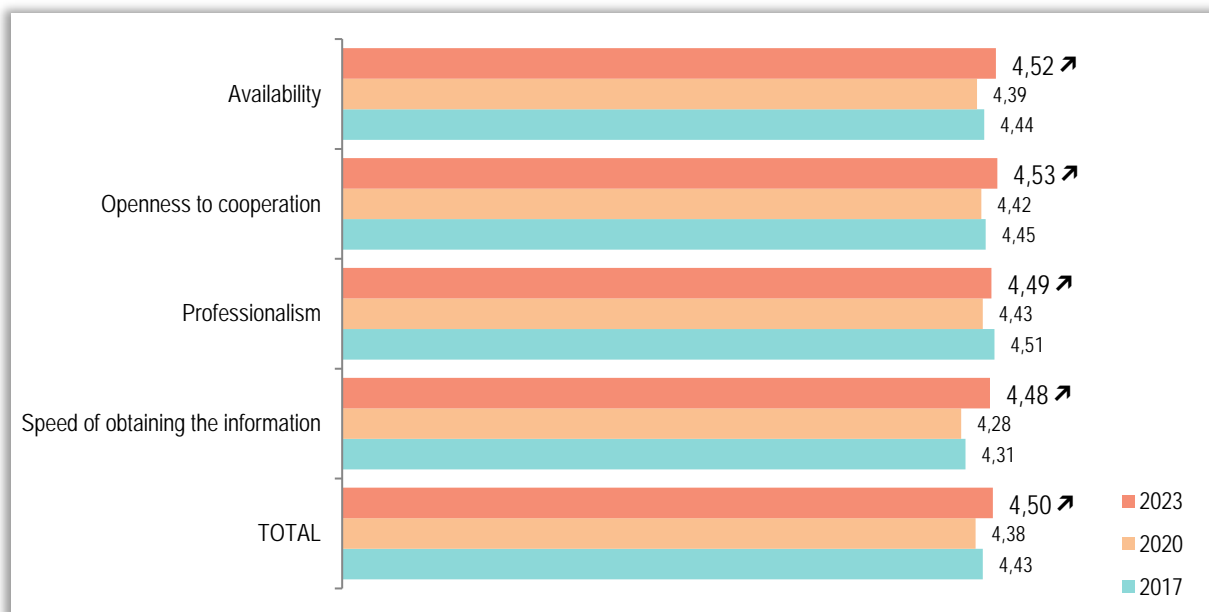
A comparison of the average grades for the key variables of user satisfaction shows an increase in the grades for the user satisfaction with all the criteria included in the Model for measuring overall satisfaction of users.

G-34. Average grades for variables used in measuring the overall satisfaction, 2017, 2020 and 2023

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[2] The statistical metadata quality rating is an indicator calculated based on the results of a question that was first asked in the User Satisfaction Survey 2020. This rating, as a criterion of the model for measuring the overall satisfaction of users of the Republika Srpska Institute of Statistics, for the first time was included in the processing of the results for 2023.

Annex 1. Statistical fields grouped in domains

Demography and social statistics
- Health statistics
- Culture and art
- Education
- Consumption and living conditions
- Crime statistics
- Social welfare
- Population
- Labour market (wages, employment, labour force, labour costs)

Economic statistics
- Грађевинарство
- Distributive trade and other services
- Investments
- Industry
- National accounts
- Transport and communications
- External trade
- Structural business statistics
- Hotels and restaurants
- Prices

Sectoral statistics
- Energy
- Information society
- Science, technology and innovations
- Agriculture and fishing
- Tourism
- Forestry

Environment and multi-domain statistics
- Environment

Annex 2. Tables

Table 1. How often do you use statistical data?

	Daily	Weekly	Monthly	Quarterly	Biannually	Annually or less frequently
SEX						
Male	9	12	19	8	13	11
Female	16	15	44	10	12	26
AGE						
19 and under	-	-	-	-	-	-
20–29	1	5	3	-	1	2
30-39	5	7	13	5	10	15
40-49	15	7	23	6	10	11
50-59	2	5	15	5	4	6
60 and older	2	3	9	2	-	3
EDUCATION						
Primary education or lower	-	-	-	-	-	-
Secondary education	-	2	5	2	-	2
High education	-	1	-	1	1	2
Higher education	16	13	50	7	17	26
Postgraduate degree	9	11	8	8	7	7
PLACE OF RESIDENCE						
Republika Srpska	22	22	58	16	23	34
Federation of BH	2	2	3	2	1	2
Brčko District	-	-	-	-	-	-
Abroad	1	3	2	-	1	1
GROUP OF USERS						
User for own needs	3	1	8	1	4	12
Scientist, researcher or analyst	2	8	4	3	4	3
Student or pupil	-	1	1	-	1	2
Entrepreneur	-	1	-	-	2	-
Administrative and local-self-government bodies	12	6	29	6	9	7
Court and judicial authority	-	-	1	-	-	-
Financial organisation	2	-	-	1	-	1
Institution in the field of education, science or culture	-	1	1	-	-	2
Business entity	1	1	10	2	1	8
Media – printed and electronic	1	3	3	-	1	-
Non-profit organisation (association, foundation, political party)	2	4	3	2	-	1
International organisation	1	1	1	-	-	-
Other	1	-	2	3	3	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 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	23	8	10	20	17	10	9	36	6
Female	38	13	28	28	37	21	27	77	3
AGE									
19 and under	-	-	-	-	-	-	-	-	-
20–29	1	-	2	3	4	5	1	9	-
30-39	9	4	7	14	14	12	10	29	2
40-49	27	7	21	18	19	7	13	41	5
50-59	16	6	3	9	14	5	4	21	1
60 and older	8	4	5	4	3	2	8	13	1
EDUCATION									
Primary education or lower	-	-	-	-	-	-	-	-	-
Secondary education	2	1	-	-	1	1	1	8	-
High education	-	-	-	1	-	1	1	4	1
Higher education	40	13	24	39	22	12	30	85	5
Postgraduate degree	19	7	14	8	31	17	4	16	3
PLACE OF RESIDENCE									
Republika Srpska	55	20	33	46	45	30	34	104	8
Federation of BH	5	1	2	2	5	-	1	5	1
Brčko District	-	-	-	-	-	-	-	-	-
Abroad	1	-	3	-	4	1	1	4	-
GROUP OF USERS									
User for own needs	1	-	1	4	6	4	2	20	-
Scientist, researcher or analyst	8	2	4	3	20	10	3	7	-
Student or pupil	1	-	-	-	3	3	-	2	-
Entrepreneur	-	-	-	3	-	1	-	3	-
Administrative and local-self-government bodies	36	13	19	17	12	5	13	45	4
Court and judicial authority	-	-	-	-	-	-	-	1	1
Financial organisation	-	-	-	1	-	-	-	4	-
Institution in the field of education, science or culture	-	-	-	1	1	1	-	2	-
Business entity	2	2	3	9	2	2	4	16	2
Media – printed and electronic	-	-	-	-	-	-	8	1	-
Non-profit organisation (association, foundation, political party)	7	2	6	6	7	1	5	7	-
International organisation	2	-	2	1	1	1	-	-	-
Other	4	2	3	3	2	3	1	5	2

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

	Demography and social statistics	Economic statistics	Sectoral statistics	Environment and multi-domain statistics
SEX				
Male	53	46	32	13
Female	90	81	53	20
AGE				
19 and under	-	-	-	-
20–29	8	10	4	2
30-39	37	34	20	7
40-49	52	45	30	12
50-59	30	23	22	7
60 and older	16	15	9	5
EDUCATION				
Primary education or lower	-	-	-	-
Secondary education	10	7	5	-
High education	2	4	-	1
Higher education	91	85	55	16
Postgraduate degree	40	31	25	16
PLACE OF RESIDENCE				
Republika Srpska	127	113	77	29
Federation of BH	10	9	6	2
Brčko District	-	-	-	-
Abroad	6	5	2	2
GROUP OF USERS				
User for own needs	23	21	8	2
Scientist, researcher or analyst	17	13	13	8
Student or pupil	4	3	2	-
Entrepreneur	1	3	-	1
Administrative and local-self-government bodies	53	39	34	17
Court and judicial authority	1	1	-	-
Financial organisation	1	4	-	-
Institution in the field of education, science or culture	3	3	1	-
Business entity	13	15	9	1
Media – printed and electronic	6	7	5	-
Non-profit organisation (association, foundation, political party)	9	10	9	3
International organisation	3	1	-	-
Other	9	7	4	1

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

	In statistical publications and releases at the Institute's website	In the database at the Institute's website	In printed publications of the Institute	Through social networks	Through RSS service	Through requests for data	Through direct contact with statisticians	Via other administrative bodies	From the media	Other
SEX										
Male	45	34	9	2	1	23	11	10	14	6
Female	91	53	27	8	3	44	21	10	20	2
AGE										
19 and under	-	-	-	-	-	-	-	-	-	-
20–29	7	5	1	4	-	2	1	-	1	-
30-39	35	17	5	5	1	20	8	6	14	1
40-49	49	37	18	1	-	22	13	8	10	5
50-59	31	20	4	-	3	14	8	4	4	1
60 and older	14	8	8	-	-	9	2	2	5	1
EDUCATION										
Primary education or lower	-	-	-	-	-	-	-	-	-	-
Secondary education	7	4	-	1	2	-	2	-	1	-
High education	-	2	-	2	-	-	-	-	-	1
Higher education	89	56	23	7	-	46	19	14	25	6
Postgraduate degree	40	25	13	-	2	21	11	6	8	1
PLACE OF RESIDENCE										
Republika Srpska	119	79	32	9	4	62	25	18	31	7
Federation of BH	10	4	3	-	-	3	4	2	2	1
Brčko District	-	-	-	-	-	-	-	-	-	-
Abroad	7	4	1	1	-	2	3	-	1	-
GROUP OF USERS										
User for own needs	17	5	2	5	-	2	2	2	13	-
Scientist, researcher or analyst	22	15	5	-	-	10	8	4	3	1
Student or pupil	4	2	1	-	-	2	1	-	-	-
Entrepreneur	-	2	-	1	-	-	-	-	-	-
Administrative and local-self-government bodies	53	30	17	1	2	27	10	7	5	3
Court and judicial authority	1	-	1	-	-	1	-	-	-	-
Financial organisation	1	3	-	-	-	-	-	-	1	1
Institution in the field of education, science or culture	2	1	1	-	-	1	-	-	1	1
Business entity	12	8	1	-	1	9	1	3	4	-
Media – printed and electronic	6	4	1	-	-	5	2	1	2	-
Non-profit organisation (association, foundation, political party)	9	9	4	2	-	8	4	3	4	2
International organisation	3	1	-	-	-	-	1	-	-	-
Other	6	7	3	1	1	2	3	-	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	21	31	16	2	1	1
Female	43	53	23	-	-	2
AGE						
19 and under	-	-	-	-	-	-
20–29	5	7	-	-	-	-
30-39	13	26	12	2	-	1
40-49	28	27	14	-	1	2
50-59	12	18	6	-	-	-
60 and older	6	6	7	-	-	-
EDUCATION						
Primary education or lower	-	-	-	-	-	-
Secondary education	5	5	1	-	-	-
High education	1	2	2	-	-	-
Higher education	42	57	24	2	-	3
Postgraduate degree	16	20	12	-	1	-
PLACE OF RESIDENCE						
Republika Srpska	56	75	37	2	-	3
Federation of BH	4	5	2	-	1	-
Brčko District	-	-	-	-	-	-
Abroad	4	4	-	-	-	-
GROUP OF USERS						
User for own needs	7	17	5	-	-	-
Scientist, researcher or analyst	5	11	8	-	-	-
Student or pupil	3	2	-	-	-	-
Entrepreneur	3	-	-	-	-	-
Administrative and local-self-government bodies	26	31	10	1	1	-
Court and judicial authority	-	1	-	-	-	-
Financial organisation	1	-	3	-	-	-
Institution in the field of education, science or culture	-	1	2	-	-	1
Business entity	6	7	8	-	-	1
Media – printed and electronic	3	4	-	1	-	-
Non-profit organisation (association, foundation, political party)	3	5	3	-	-	-
International organisation	1	2	-	-	-	-
Other	6	3	-	-	-	1