



USER SATISFACTION, 2023

THE REPUBLIKA SRPSKA INSTITUTE OF STATISTICS conducted a User Satisfaction Survey at the end of 2023. We present the main results.



OVERALL USER SATISFACTION INDEX
81.9%

2.3% higher
overall satisfaction index compared to 2020

33.2%

A third of users gave **MAXIMUM RATING** for the quality of products and services of the Institute.

1 2 3 4 5
6 7 8 9 0
0 % + X
- + = % 0

Overall quality of statistical data

4.04



Quality of products and services
4.09



Reliability of data
4.09

AVERAGE USER RATINGS

(on a scale of 1 to 5)



Communication and cooperation with the employees of the Institute
4.50



Quality of statistical metadata
3.98



Website of the Institute
3.88



80.5%

is the level of user satisfaction with **ACCURACY** of statistical data.

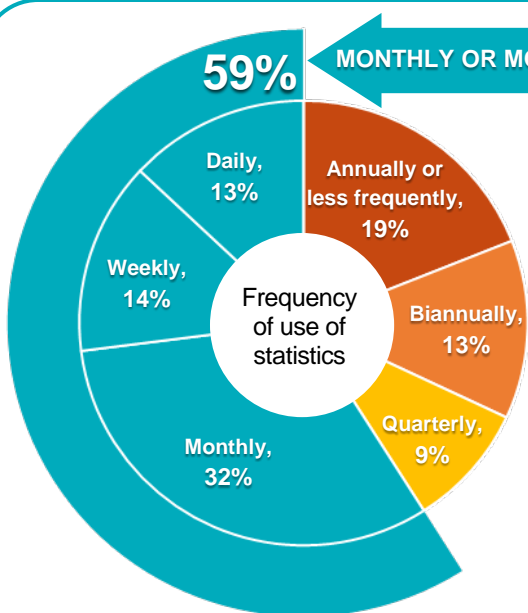
Users also rated the following dimensions of data quality:

ACCESSIBILITY	4.18
CLARITY	4.17
RELEVANCE	4.00
COMPARABILITY	3.99
TIMELINESS	3.96

76.9%



users think that disseminated statistical **DATA** are always and mostly **PRESENTED CLEARLY**.



USER STRUCTURE



63%



37%

Administrative or local-self government bodies **36%**

User for own needs **15%**

Other users **15%**

Scientist, researcher or analyst **12%**

Business entity **12%**

Non-profit organisation **6%**

Media - printed and electronic **4%**