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A survey carried out among NSO users revealed that 91.7 per cent trust results produced by the Office.

User Satisfaction Survey 2014

In the first quarter, a satisfaction survey was carried out by the National Statistics Office to measure the degree to which it meets its obligations towards its users. The first survey of this kind was held in 2002/3. Additionally, in 2007, the Office carried out a satisfaction survey among registered users of the NSO website.

In general, the main reason for using NSO data was for academic or research purposes (40.0 per cent), followed by market research analysis or decision making in business (29.1 per cent) (Table 1).

Level of trust and comparability with other sources

The survey showed that 91.7 per cent of respondents trusted the results published by the NSO (Table 2). Moreover, 61.1 per cent rate NSO's data as being of a better quality or similar to that of other countries and/or international organisations (Table 3).

Quality, usefulness and timeliness of news releases and tailored requests

More than a third of respondents (34.7 per cent) read news releases published by the NSO (Chart 1). Of these, 67.5 per cent rate them as being of good or high quality, 17.5 per cent consider them to be average, while 4.2 per cent rate them as low or very low. Similar results emerged on the usefulness of data provided in news releases, where 79.5 per cent considered the data to be useful, as opposed to 3.6 per cent who did not. With regard to timeliness, 82.6 per cent of respondents considered the news releases to be published in a timely manner, while another 13.9 per cent did not provide any feedback (Chart 5).

The majority of users (78.1 per cent) submitted specific requests for data to the NSO through the official website (Chart 2). Around 77 per cent said that they submitted requests every three months or less frequently, while 3.8 per cent did so on a weekly basis (Chart 3). The most popular domains are Population and Tourism statistics (63.9 per cent) and Labour Market statistics (54.4 per cent) (Chart 4). The quality of the data provided was normally considered as high or good (55.8 per cent), 14.5 per cent rated it as average, while a further 26.9 per cent did not provide any feedback. Additionally, 69.5 per cent of users considered the requested data to be released in a timely manner (Chart 5).

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NSO website

Overall 44.4 per cent of users accessed the NSO website every quarter or less frequently and 14.0 per cent on a daily or weekly basis. Another 21.2 per cent did not access it (Chart 6). The general feedback on the NSO website was quite positive, particularly on the quality of information provided, the ease of downloading data and the website content in relation to user needs (Chart 7).

More than three quarters of users (76.9 per cent) are not aware of the NSO's news release calendar, found on the official website, although those who are aware said that it offers sufficient and relevant information (80.0 per cent) (Charts 8 and 9) ■

Kindly indicate source when quoting from this release.

The advance release calendar may be consulted at www.nso.gov.mt

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Table 1. Main purpose for using NSO data

	No.	%
Preparing legislation/Negotiations	10	3.8
Academic/Research	106	40.0
General background information/Personal interest	48	18.1
Re-dissemination of statistical data	13	4.9
Media use	6	2.3
Market analysis/Decision-making in business	77	29.1
Other	5	1.9
Total	265	100.0

Table 2. Level of trust in NSO statistics

	No.	%
Trust them greatly	81	30.6
Tend to trust them	162	61.1
Tend not to trust them	11	4.2
Do not know	10	3.8
No information provided	1	0.4
Total	265	100.0

Table 3. Comparability of NSO data with other countries and/or organisations

	No.	%
Better	18	6.8
Same	144	54.3
Worse	25	9.4
Do not know	76	28.7
No information provided	2	0.8
Total	265	100.0

Chart 1. Percentage of users who view NSO news releases

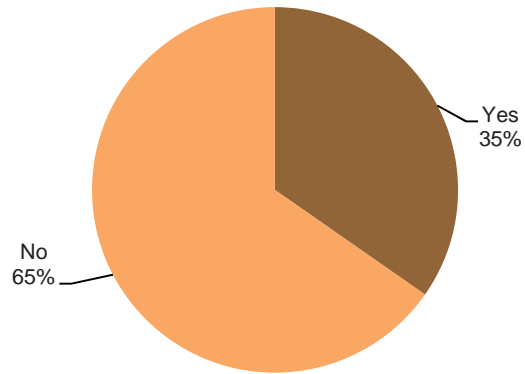


Chart 2. Percentage of users who submit tailored requests for data to NSO

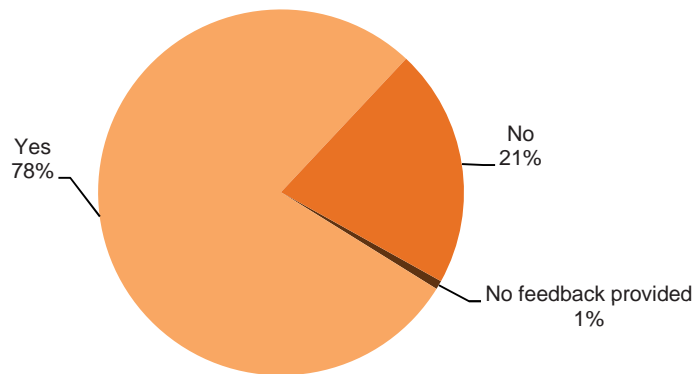


Chart 3. Frequency of requests for data from NSO

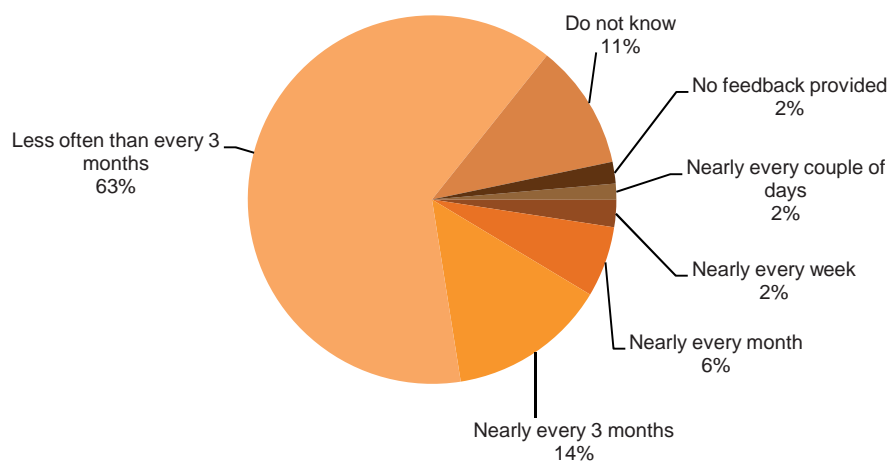


Chart 4. Frequency of requests by domain

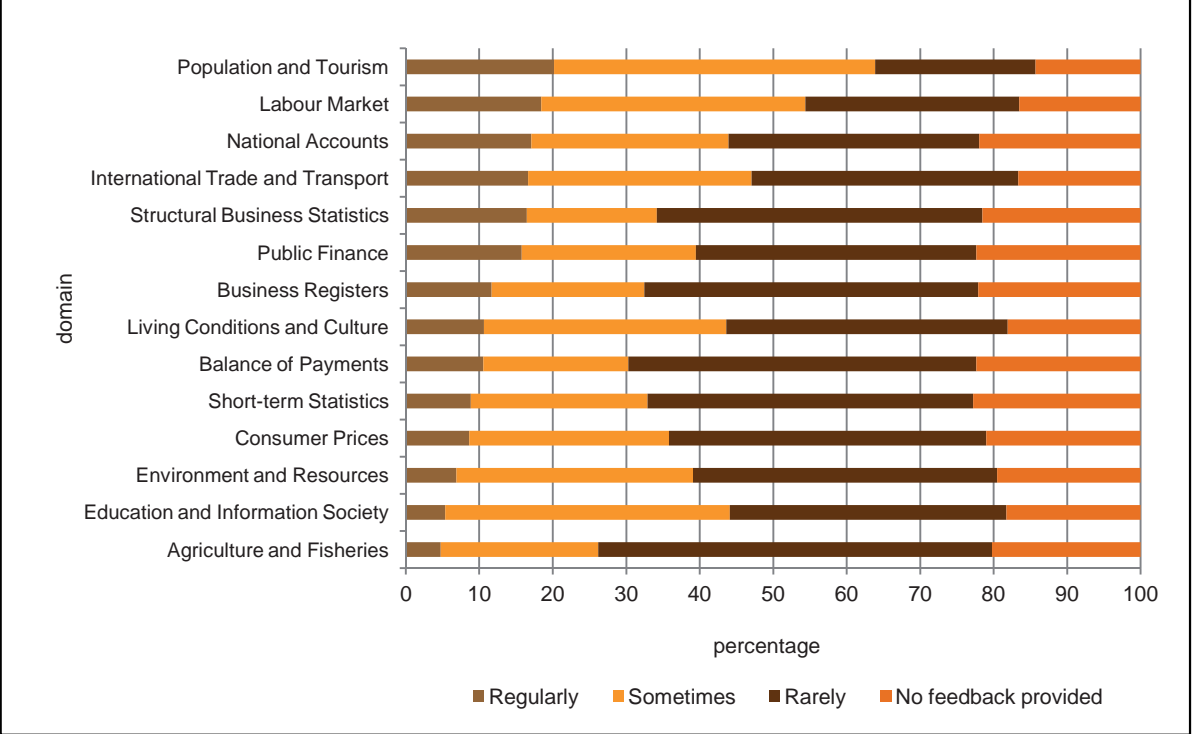


Chart 5. Users' perception of news releases and requests

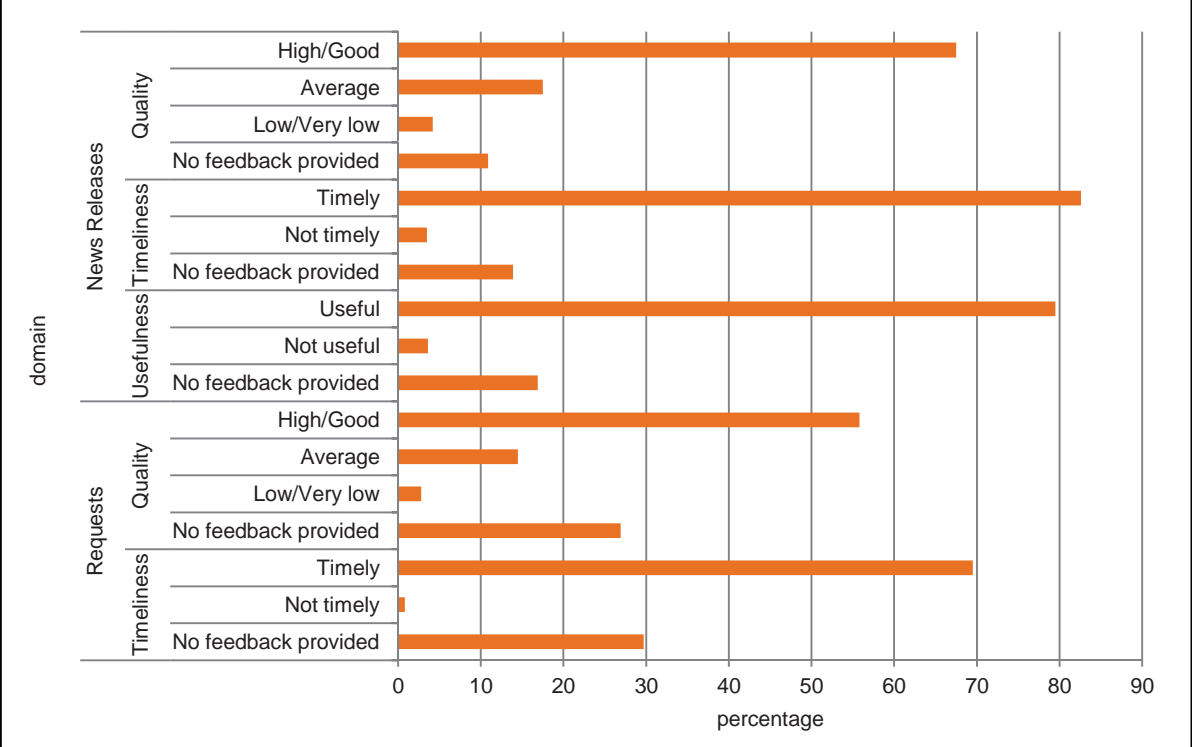


Chart 6. Access to NSO website

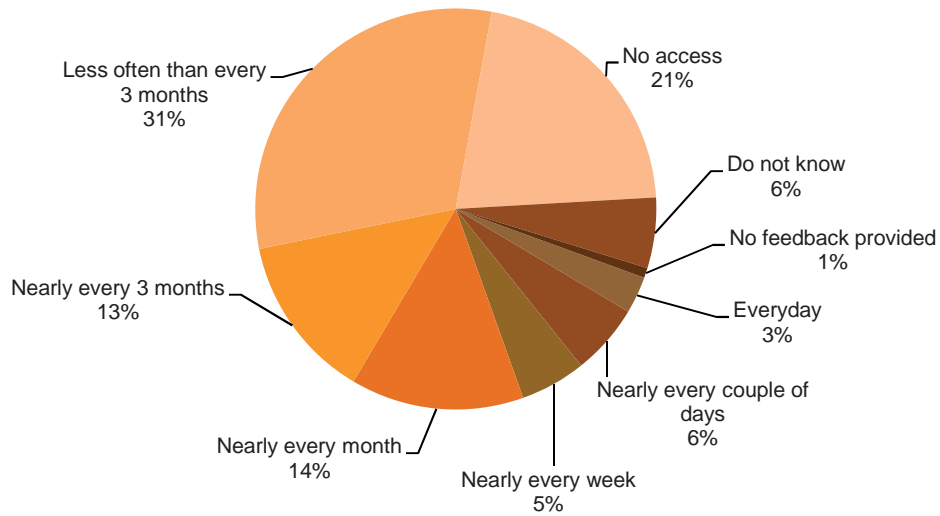


Chart 7. Rating of NSO website

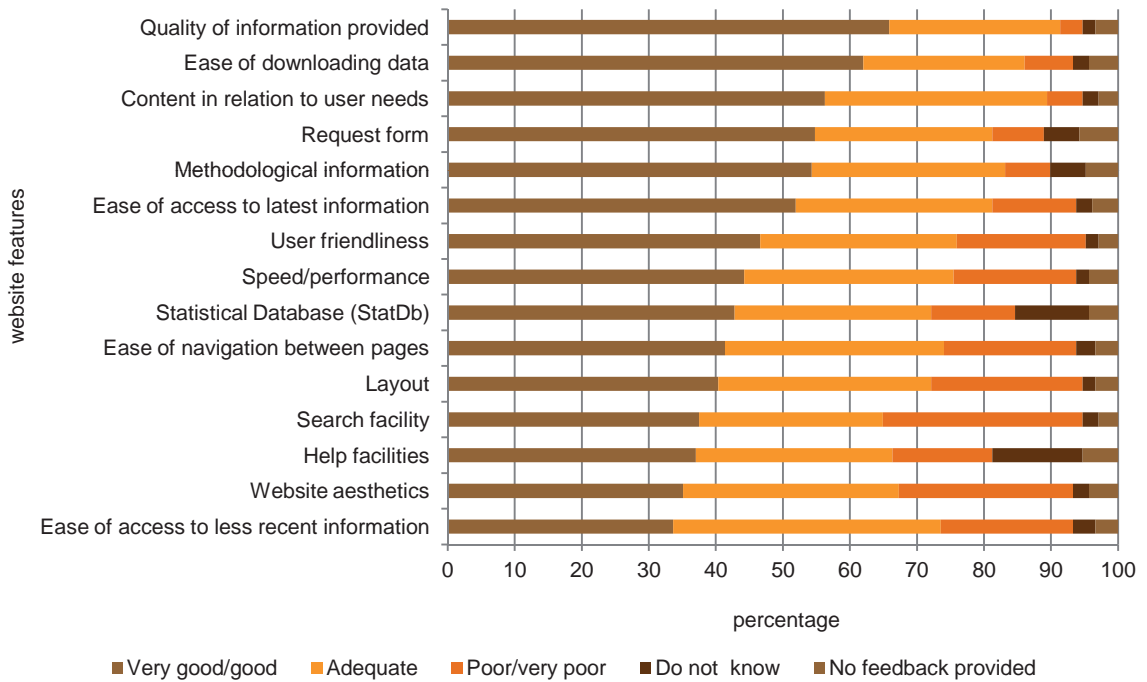


Chart 8. Awareness of NSO news release calendar

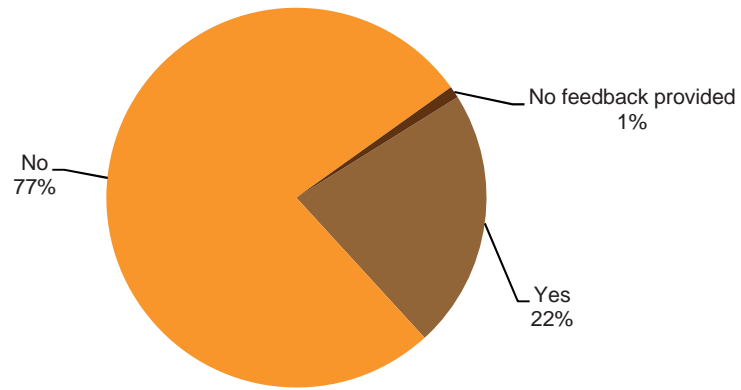
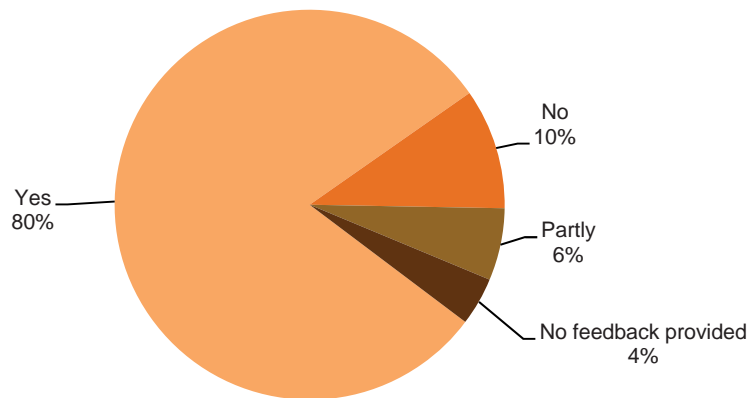


Chart 9. Sufficient and relevant information provided by News Release calendar



Methodological notes

1. The survey is in-line with similar surveys carried out at a European level. It focused on a number of topics, including tailored requests to NSO and the main dissemination tools of the Office, such as the official website and news releases.

Users may also wish to access the following document on Eurostat's 2013 satisfaction survey: http://epp.eurostat.ec.europa.eu/portal/page/portal/quality/documents/Eurostat_user_satisfaction_survey_2013.pdf.

2. The User Satisfaction Survey was carried out among all those who made at least one request for data to the NSO during 2012 and 2013, together with a list of users who subscribed to receive NSO's news releases. Data was collected via email and the data collection process took place in the months of February and March 2014. The response rate achieved stood at 19.6 per cent, or 265 persons.
3. All results relating to the 2011 Census of Population and Housing news releases and requests are included under the 'Population and Tourism' domain.