

## User satisfaction survey - 2010

In the period from 1 January to 31 December 2010, a survey on satisfaction of users of statistical outputs of the Czech Statistical Office (CZSO) was carried out, which was permanently placed on the introductory webpage of the CZSO under the link [Satisfaction survey](#). The survey (inquiry) questionnaire in an electronic form was also attached for customers of information services of the CZSO while communicating via e-mail with them.

The questionnaire has not been modified in any sense compared to the one from the previous year and therefore the results can be compared in a time series. Questions were divided into thirteen thematic groups (including an opportunity to add further comments or suggestions).

We received 329 questionnaires in total for the processing; after eliminating the test ones, duplicate ones, and blank questionnaires, 318 valid questionnaires in total remained to be processed.

The user satisfaction survey brought inspiring results in all surveyed areas.

The following belong to the key results of the 2010 user satisfaction survey (inquiry):

- Students (35% of all respondents) remain to be the most numerous group of users – survey (inquiry) respondents. The proportion of the state administration and local administration increased by 3% to 20%. The private sector with 16% ranked this year ahead of analysts, academics, research and development.
- 27% of users use statistical information for their school projects, coursework, or thesis (a 2% increase). 20% is used for research and analysis and as a matter of interest or for information, 17% as a basis for decision making.
- Most of the respondents can be considered regular users of statistical outputs (83.5% use them on a daily / weekly / monthly / annual basis).
- The total mark for satisfaction with products and services of the CZSO is 2.08, which is a high result steadily for a long-term.
- Teachers were the most satisfied; they awarded a high average mark of 1.83. A half of them awarded the “Excellent” mark. As for the frequency of using statistical information, unique users were the most satisfied last year – the average mark of 1.92.
- 57% of respondents consider statistical information to be accessible in an excellent or a very good way, another 29% of users consider it to be well accessible. Accessibility is assessed the best (2.21) by daily users. The average mark for accessibility of information slightly changed – to 2.48 (in 2009 it was 2.35).
- Employees of the CZSO continue to be assessed by respondents in a very positive way. The average mark for professional competence of employees is 1.58 and the mark for helpfulness of employees is 1.38. Professional competence is assessed the best by unique users and expertise is assessed the best by daily users from among the respondents.
- The type of information, which is used the most frequently is time series and the most update data. The satisfaction of respondents with time series reached 87%. Classifications have the highest proportion of satisfied users (97%).
- Respondents are missing most often comprehensive information on a certain domain as well as information that is also understandable for the lay public.

Comments of respondents regarding what they are missing in statistical services and products have been factual (objective) and, again, they also contained praise and expressions of thanks for helpfulness and expert assistance (professional help) of individual employees of the CZSO.