



EUROPEAN COMMISSION
EUROSTAT



Leadership Group (LEG) on Quality - Implementation Group

**State-of-the-art regarding planning and carrying out
Customer/User Satisfaction Surveys in NSIs**

(LEG on Quality Recommendation No. 7)

Final Report

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TABLE OF CONTENTS

1. INTRODUCTION	3
1.1. Background and Objectives of the Project	3
2. FINDINGS	5
2.1. The current situation in the NSIs regarding planning and carrying out customer/user satisfaction surveys	5
2.2. Information on practice to NSIs planning customer satisfaction surveys	11
Annex 1 - Detailed Information on Customer/User Satisfaction Surveys in NSIs	15
Annex 2 - Examples of Questionnaires of Customer/User Satisfaction Surveys in NSIs	52

1. Introduction

1.1. Background and Objectives of the Project

At its meeting in September 2001, the SPC (42nd meeting) approved the final report of the Leadership Group (LEG) on Quality¹ including recommendations for future activities in this field. Recommendation no. 7 of the LEG report deals with the design, the implementation and the analysis of customer satisfaction surveys.

In the LEG report, customer surveys are treated as one among several types of user or customer contacts/relationships, such as statistical councils, user-producer groups, agreements, research in social sciences and co-operation. "The customer satisfaction survey is an important tool to detect user needs, and potentially user feedback could be integrated into the planning process of official statistics" (LEG on Quality, 2001, p. 14).

The LEG on Quality Implementation Group has started its activities immediately after the 42nd SPC meeting. Regarding customer satisfaction surveys (Recommendation no. 7 of the LEG report) it was decided to carry out a "State-of-the-Art Project" (project leader: Austria; project partners: Italy, Sweden; other countries involved: Norway, Portugal, United Kingdom) in order to report a status/overall view of the current situation in the NSIs regarding planning and carrying out of customer/user satisfaction surveys (as well as "image studies") for the SPC.

1.2. Performance of the Project

End of 2002 a questionnaire was sent out to all EU and EEA countries to get information about the current practice and planned activities concerning customer/user satisfaction surveys, in order to provide information on good practice, which could be helpful to NSIs planning customer satisfaction surveys and "image studies", also in order to avoid that the "wheel will be re-invented". Finally all EU and EEA countries except Liechtenstein had replied till the beginning of March 2003 (18 NSIs).

National Statistical Institutes are concerned with a great number of different customers/users, all having different expectations concerning the quality of products and services. In order to get information on the expectations and satisfaction of the different customers/users, diverse types of customer/user satisfaction surveys can be carried out.

Therefore in the questionnaire sent out to all EU and EEA countries the term „customer/user satisfaction survey“ was used in a wider sense, comprising

- general ("traditional") customer satisfaction surveys, directed to diverse known customers/users of products/services, as well as
- image studies ("surveys of confidence") directed to anonymous citizens (general public) and
- target groups and product/service specific survey forms, respectively, like
 - interviews with key users (important stakeholders),
 - questionnaires added to printed publications,
 - web questionnaires for web-users,
 - special questionnaires for recipients of press releases, press conferences, expert meetings, training courses,

¹ Summary Report from the Leadership Group (LEG) on Quality. Paper prepared for the 42nd Meeting of the SPC, Luxembourg, 19-20 September, 2001 (Doc. CPS 2001/42/7).

- special questionnaires for users of the data shop/library, etc.

The questionnaire covered questions on the following subjects:

- definition/classification of customers/users of statistical products and services
- identification of key users (important stakeholders)
- customers/users register
- types of customer/user satisfaction surveys carried out or planned
 - since when, periodicity
- reasons for not conducting or planning customer/user satisfaction surveys
- management of complaints
- organizational aspects concerning customer/user satisfaction surveys and the management of complaints
- previous general or specific experiences and problems (expected problems in case of planned surveys) with customer/user satisfaction surveys, regarding conception, performance and analysis

Those NSIs having already experience with customer/user satisfaction surveys were asked for more details. With an additional questionnaire they were asked to provide information on how the different surveys are performed and what kind of information on expectations and satisfaction of customers/users are collected by the different types of customer/user satisfaction surveys, including the following aspects:

- target groups, number of respondents
- survey methods and instruments, scales used, non-response rates, methods used to analyse the data
- quality dimensions of Eurostat
- statistical areas included in the surveys
- investigation into the differences between the expectations and the results obtained from the users
- respective questions/items on expectations and satisfaction (including also background information on the respondents)
- expectations and satisfaction of the users with metadata and documentation
- publication of the results of the customer/user satisfaction surveys
- feedback about main results of the surveys to the customers/users involved in surveys
- action plans for quality improvements
- required resources (time, persons, costs), etc.

Those NSIs having already experience with customer/user satisfaction surveys were also kindly asked to provide their **questionnaires** on the various types/forms of customer/user satisfaction surveys. Ten of the NSIs have contributed with some of their questionnaires and together they represent a variety of different kinds of customer satisfaction surveys both with regard to type of product or service (the statistical office as a whole, press releases, publications, data shop, special kind of statistics) and type of method (paper questionnaire or telephone interview). These questionnaires are added as Annex 2 to this report.

We would like to thank all the NSIs of the EU and EEA countries very much for their kind participation in this survey.

2. Findings

2.1. The current situation in the NSIs regarding planning and carrying out customer/user satisfaction surveys

Definition of customers and users

The National Statistical Institutes deal with a great number of diverse customers/users and in the questionnaire the NSIs were asked to state whether or not they had any definition or classification of customers/users of statistical products and services. 17 out of 18 NSIs claim to have a definition and 16 countries used the space available to further describe how their users are being classified (see Annex 1, sections A1 and A2). These classifications seem to be more or less officially used.

The most common classification among the NSIs is one where the users are connected with institutions, more or less detailed. The most frequently mentioned areas are the public sector, media, research sector, general public, business community and international organizations. Approximately half of the NSIs asked uses this classification.

Some countries have used a classification method that more concentrate on the type of products used, how the consumers acquire the products or in what way the statistics are being used. Sweden has a system of classification that divides the consumers/users into three different classes: users of official statistics, paying customers and general public. Luxembourg divides them into two groups: general users and privileged users where the borderline is not always clear. Switzerland classifies their users as either observers, users or cultivators. Norway and Denmark has besides an occupational classification also other ways of classifying customers. Denmark by “use”: repeated use, in depth use and all-round-use. Norway separates paying customers from non-paying customers.

About half of the NSIs asked weight the categories of users according to their importance, at which various user groups are identified as key users, e.g. public administration, ministries, Eurostat, media, researchers, economy. The list of key users for the products and services identified by the NSIs is found in Annex1 (section A3).

Customers/users register

16 NSIs claim to have customers/users registers (see Annex 1, section A4). Seven countries have chosen to further comment their registers and a common denominator seems to be that the registers only cover customers in some areas such as paying customers, subscribers, registered website users.

The NSIs were asked to describe the contents in their customers/users registers, if they include information that might help defining a user profile, in order to differentiate between the various groups of customers/users. Of the 18 NSIs twelve state that their registers do include that kind of information (see Annex 1, section A5). The most common information seems to be the type of product purchased by customers. Otherwise the information seem to vary between NSIs. Some gather information about the customers occupation, some about frequency and/or total amount bought. France also registers the way the product was bought by the client/customer.

Customer Satisfaction Surveys and “image studies”

The NSIs were asked if their office is/was carrying out any kind of Customer Satisfaction Surveys (CSS) or “image studies” or if they are planning to. Of the 18 NSIs 16 state that these survey types have been carried out or are planned (see Annex 1, section A6). Six NSIs chose to use the space given to make further comment about their CSS or “image studies”. Belgium and Germany state that they are planning to carry out CSS in the near future (Belgium: 2003; Germany: in the next years). France declare that the unit carrying out “image studies” is different from the one carrying out customers surveys. UK exemplifies with a type of survey that was carried out in June 2002 which focused on the effectiveness of telephone enquiry services to customers and at the same time explored general attitudes to Office for National Statistics and its output. Finland and Sweden affirm that several CSS are being carried out.

Additional questions were put about types of customer/user satisfaction surveys that have been or are being carried out or planned. In the questionnaire eleven different types of surveys were mentioned and these are enumerated below (figure 1).

Figure 1: Types of customer/user satisfaction surveys

<i>Number 1</i>	<i>General (“Traditional”) Customers Satisfaction Survey: (partly) standardized questionnaire directed to known customers/users of products/services (including surveys that measure customer satisfaction with a structural model)</i>
<i>Number 2</i>	<i>Image studies, “Surveys of confidence” (citizens, general public: opinion research, analysis of mass media)</i>
<i>Number 3</i>	<i>Registration of customers/users contacts/questions/complaints, by telephone, letter fax and e-mail.</i>
<i>Number 4</i>	<i>(Qualitative) interviews (face-to-face, by post/e-mail) with key users (important stakeholders)</i>
<i>Number 5</i>	<i>Questionnaires added to printed publications (to collect data on the consumer satisfaction with a particular publication)</i>
<i>Number 6</i>	<i>Web questionnaires for web-users</i>
<i>Number 7</i>	<i>Special questionnaire for recipients of press releases (by post/e-mail; to collect information on the customer satisfaction with press releases)</i>
<i>Number 8</i>	<i>Special questionnaire for participants in press conferences, expert meetings, training courses of the NSIs (distribution of feedback sheets during the meeting; to collect information on the customer satisfaction with the respective meeting)</i>
<i>Number 9</i>	<i>Special questionnaire for users of the statistical data-bank (by post/webb-based/by e-mail; to collect information on the customer satisfaction with the data bank)</i>
<i>Number 10</i>	<i>Special questionnaire for users of the data shop/library (distribution to customers/users; to collect information on the customers satisfaction with supply and service)</i>
<i>Number 11</i>	<i>Special survey focusing on “paying” customers (addresses/information from “sales statistics”)</i>

The NSIs were asked to mark which of the above listed types of CSS they were carrying out or planning to carry out. They were also asked to state, if carried out or planned, since when and the periodicity in which the survey type was or is planned to be carried out. These fact has been tabulated below (table 1).

Table 1: Types and periodicity of customer/user satisfaction surveys carried out or planned by NSIs

	Survey type										
Country	Nr 1	Nr 2	Nr 3	Nr 4	Nr 5	Nr 6	Nr 7	Nr 8	Nr 9	Nr 10	Nr 11
Belgium	planned (2003)		since 1999	planned (2003)	planned (2003)	planned (2003)					
Denmark	since 1996	since 2001	since 1999		since mid 1990's	since 2002		since early 1990's	since 2001	since 2000	since 1996
Germany	2000 (pilot)										
Greece											
Spain			since 1997	since many years	since 1995	planned (2003)	since 2001				
France	since 2001	since 2001		since 2001	since 2001	planned (2003)			since 2002	since 2000	since 2002
Ireland	since 2002				since 2002	since ?					
Italy	since 2000		since 2001			since 2000		since 2001		since 2000	since 2000
Luxembourg	planned				since 1989	planned (2003)	since 1998				
Netherlands	ad hoc		ad hoc		ad hoc	ad hoc			ad hoc		
Austria	planned (2004)				planned (2004)	planned (2004)	since 2002	since 2000			
Portugal	since 2000		since 1996		since 1996	since 2001		since 2000		since 1998	
Finland	since 1992	since 1975	since 1999	planned (2003-4)	planned (2003-4)	since 2000	since 1998	since 1980's	since 1999	Since 2000	since 1992
Sweden	since 1993	since 1970									since 1996
UK	since 2002			since 1999	since 1990	since 2001					
Norway		since 2000	since many years			planned (2003)		planned (2003)	planned (2003)		planned (2002)
Liechtenstein	-	-	-	-	-	-	-	-	-	-	-
Switzerland	since early 1990's			since 1990's	since 1990's	planned (2004)			since 2000	planned (2003)	
Iceland											

Total	14	5	8	6	12	14	4	6	6	6	6
Carried out	11	5	8	4	9	7	4	5	5	5	5
Regular	5	4	7	2	2	2	2	3	1	2	3
Irregular	3	1	1	2	3	3	-	2	1	2	1
unknown	3	-	-	-	4	2	2		3	1	1
Planned	3	-	-	2	3	7	-	1	1	1	1
Regular	2	-	-	1	1	2	-	-	-	-	1
Irregular	-	-	-	-	1	-	-	-	-	-	-
unknown	1	-	-	1	1	5	-	1	1	1	-

Notes:

since
2000

.... Grey maked table cells: Surveys have been/are carried out (e.g. since 2000).

planned
(2003)

.... Surveys have not been/is not carried out in the past/at present, put are planned (e.g. for 2003).

For more details concerning periodicity and since when the different types of surveys are carried out/are planned see Annex 1 (section B1).

In table 1 it is possible to see in which countries the different types of CSS are carried out or are being planned. The table also contains information about since when the specific type has been carried out or is planned to be carried out, and holds information about with what periodicity (regular, irregular) CSS are being carried out or planned to be carried out.

It should be mentioned that table 1 is based on the answers given in the questionnaires. In some cases the answers given may not cover all of what in fact is being carried out in the countries. Sweden and UK have commented on this. NSI of Sweden state that the only types of surveys brought up by Sweden in the questionnaire are the ones that are part of continuous program. In fact almost all types of surveys included have been carried out at some point in Sweden. UK state that a few of their more recent surveys are mentioned in the questionnaire and makes the remark that some of their surveys do not fit into the pre-defined categories listed and that space precludes inclusion of them all.

Based on the answers given in the questionnaires, the types of CCS (carried out, as well as planned) most frequently marked by the NSI's are

- type number 1, *General Customers Satisfaction Surveys* (14 NSIs),
- type number 6, *Web questionnaires for web-users* (14 NSIs),
- type number 5, *Questionnaires added to printed publications* (12 NSIs),.

But it has to be considered that of the 14 NSIs, mentioned *web questionnaires*, 7 state that these survey types are just planned.

If one considers only CCS, which are **carried out** by the countries regularly or irregularly, it shows up that most experience exists with

- type number 1, *General Customers Satisfaction Surveys* (11 NSIs), followed by
- type number 5, *Questionnaires added to printed publications* (9 NSIs),
- type number 3, *Registration of customers/users contacts/questions/complaints* (8 NSIs),
- type number 6, *Web questionnaires for web-users* (7 NSIs).

The Scandinavian countries and Switzerland have the longest experience with type number 1, *General Customers Satisfaction Surveys*: Finland since 1992, Sweden since 1993, Denmark since 1996, Switzerland since the early 1990's.

The type number 3 *Registration of customers/users contacts/questions/complaints* is the one type that is being carried out most regularly.

Some countries stated other kinds of CSS that they carry out. In Spain they have since 1997 done a detailed analysis of usage of the website (log files) monthly. Finland has an anonymous feedback channel on their homepage since 1992 and the contact persons continuously get direct feedback by e-mail. In Italy they have since 1999 had special questionnaires for users of the local (region) data shop. UK states three additional types of surveys that they have started with recently. These are "Survey of journalists re press office services and development of press releases", "Survey of users of NS books re future development of hard-copy portfolio" and "Survey of customers re development NS website, corporate identity, corporate performance and other issues".

The NSI's in Denmark and Finland distinguish from the others by being very active in the area of CSS (and also Sweden and UK, with regard to their comments; see above), followed by France, Italy and Portugal. Greece and Iceland have not conducted any consumer/user satisfaction surveys, nor planning to in the future. The reason given by Greece is *time* and by Iceland *lack of resources*.

Responsibility for customer/user satisfaction surveys

The NSIs were asked if they had a special unit in office which takes responsibility for customer/user satisfaction surveys. About two out of three countries have or plan to have a special organization unit responsible for consumer/user satisfaction surveys (see Annex 1, section B3). Five countries state that parts of the customer/user surveys are outsourced (see Annex 1, section B5).

Management of complaints

A question about whether or not the NSIs have a system for the management of complaints divide the NSIs up into three almost equally big groups (see Annex 1, section B6).

Spain, France, Ireland, Italy, Netherlands, Portugal and Norway report that they do have a system for the management of complaints. In Spain it is ruled by law in all public bodies. Official complaints sheets are always available and frequently used. NSI of Portugal has a box for suggestions and complaints. As a rule no written complaint received will wait more than ten working days before replied by INE's President. NSI of the Netherlands have an e-mail address to which complaints can be made.

Germany, Austria, UK, Switzerland and Iceland state that such a system of management of complaints is being planned. UK state that complaints are currently dealt with by individual business areas through a centralized customer enquiry center but discussions are taking place about the development of a formal complaints procedure.

Belgium, Denmark, Luxembourg, Finland and Sweden do not have a system, nor is it one planned. The reason are in Belgium lack of recourses and time, in Luxembourg lack of recourses and in Sweden lack of a "handle" in the organization.

The NSIs were also asked if there is or plan to be a special organization unit in office which is responsible for the management of complaints. Five of the NSIs answered *yes*, nine *no* and two *don't know* (see Annex 1, section B7).

Experience and problems

Eight countries used the space given in the questionnaire for stating previous general or specific experiences or problems with customer/user satisfaction surveys, regarding conception, performance and analysis (see Annex 1, section B8). Spain, Luxembourg and Sweden made comments on the problem with low response rate for this type of surveys. Finland and Sweden bring up the trouble of defining population/target groups/sample while Luxembourg pose the problem of getting a representative range of feedback.

Another problem touches the information given by the customers. Spain considers traditional surveys to be problematic since the information given can be very biased. UK, in order to prevent biased results take use of independent research institutes to conduct research with the hope that this might encourage respondents to be more frank and open.

Correct implementation of results and the formulation of questions are also mentioned.

2.2. Information on practice to NSIs planning customer satisfaction surveys

In an additional questionnaire more detailed questions were put about the different types of CSS that the NSIs carry out. The NSIs were asked to describe the different customer/user satisfaction surveys in terms of target groups, survey methods, number of respondents, non-response rate, quality dimensions, scope, customer background information, scales, comparability, methods of analysis, action plans, required resources etc. Above that the NSIs were asked to provide information on good current practice by contributing with examples of existing questionnaires.

Ten of the NSIs did contribute with examples of their currently used questionnaires and ten NSIs took the time to fill out the additional questionnaire. The fact that the answers varies greatly in terms of how explicit the information is given, combined with the fact that eight of the survey types has been commented on by three NSIs or less, make comparisons difficult.

Detailed information on Customer Satisfaction Surveys

Denmark, Germany, France, Italy, Luxembourg, Portugal Sweden and Switzerland have declared to either have carried out or plan to carry out (Luxembourg) survey type number 1, *General Customers Satisfaction Surveys*, and given more or less detailed information (see Annex 1, section C1, number 1).

- The way of identifying the target groups varies from including all customers into selecting customers according to volume bought, type of product or service, way of contacting the office or using limiting time frame.
- Both census' and samples do/will occur.
- The volume varies between 30-1800 persons.
- The (expected) non-response rate stated lies between 25 and 78 percent.
- The surveys mostly include/will include both services and products.
- The surveys mostly take/will take into account all of the quality dimensions of Eurostat.
- The surveys includes/will include either only satisfaction or both satisfaction and expectation and in the latter case NSIs do/will investigate the difference between expectation and satisfaction to at least some degree.
- The most common background information about customers is profession, position and branch.
- The scale used/will be used in the questionnaires varies.
- Some of the NSIs calculate something like a satisfaction index.
- All in the group ask/will ask in their questionnaire for free form feedback but requests concerning feedback about questionnaire is rare.
- Half of the group have used/will use methods/questionnaires by other NSIs or NPOs or by the private sector.
- The methods used to analyze the data vary. Sweden uses Partial Least Squares (PLS), Germany scale, Portugal descriptive and France cross tables and graphics.
- The results are/will be published in the form of internal documents, on the intranet or internet. It is very rare that customers get feedback about the main results of the survey. Some of the NSI do however contact users that are dissatisfied.

Denmark, Spain, France, Luxembourg and Portugal have declared to either have carried out or both carried out and plan to carry out survey type number 5, *Questionnaires added to printed publications*, and given more or less detailed information (see Annex 1, section C1, number 5).

- Target groups are/will be all users or buyers of specific products.
- The methods that are/will be used are questionnaires in the book, postcard questionnaire and mail in new releases.

- Both census and sample.
- The (expected) non-response rate stated lies between 75 and 99 percent.
- All quality dimensions of Eurostat are/will be considered.
- Background information asked or will be asked for is name, position, sector.
- No calculating of a satisfaction index included.
- A majority asks or will ask for free form feedback but rarely request feedback about the questionnaire itself.
- The most common method of analysis that is/will be used is frequency analysis.
- The results are/will be published and customers do not receive feedback about the main results.
- The results lead to action plans.

Spain, Italy and Portugal have declared to either have carried out or plan to carry out (or both) survey type number 6, *Web questionnaires for web-users*, and left detailed information (see Annex 1, section C1, number 6).

- Target groups are/will be web users or users having an e-mail address.
- Both census and sample.
- Number of respondents varies between 127-1009.
- All quality dimensions included.
- The difference between expectation and satisfaction among customers was examined by Italy in 2002 but not in 2000.
- Background information varies. Those mentioned are sex, age, address, e-mail, phone, organization unit, position, credits and statistical areas.
- Scales used are numerical, non-numerical and dichotomy.
- No request about feedback about questionnaire.
- No inspiration taken from other NSIs or NPOs or from the private sector and the results are consequently not comparable to the above mentioned.
- No feedback about main results of surveys to customers/users and customers who turned out to be dissatisfied are not contacted.

Spain and Austria have both carried out survey type number 7, *Special questionnaire for recipients of press releases (by post/e-mail; to collect information on the customer satisfaction with press releases)* and provided detailed information (see Annex 1, section C1, number 7).

- Target groups have been journalist (Spain) or recipients of press releases (Austria).
- Methods used are personal interviews with questionnaire (Spain) and short questionnaire by post or fax (Austria).
- Both census (Austria) and sample (Spain).
- Number of respondents: Spain: 80; Austria: 522; non-response rate: Spain: 0 percent; Austria:-53 percent.
- All statistical areas are included.
- There is no calculation of a customer satisfaction index.
- In the questionnaire the respondents are asked for free form feedback but not about the questionnaire itself.
- The method of analysis mentioned are qualitative analysis (Spain) and marginal frequency analysis and cross tabulation.
- Action plans: Austria has internal training for authors of press releases.

France and Portugal have declared to either have carried out or both carried out and plan to carry out survey type number 9, *Special questionnaire for users of the statistical data-bank (by post/webb-based/by e-mail; to collect information on the customer satisfaction with the data bank)* and provided detailed information (see Annex 1, section C1, number 9).

- Target group have been users of library (Portugal) or users of the data base (France).
- Methods mentioned are paper questionnaire (Portugal), phone and e-mail (France).
- Census (Portugal) and sample (France).
- Non-responses are in general not treated.
- Not all quality dimensioned are taken into account.
- In the questionnaire the respondents are asked for free form feedback but not about the questionnaire itself.
- The method of analysis mentioned are descriptive, cross tabulation and graphics. Portugal have the intention to make a multi-variant analysis.

France, Italy and Sweden state to have carried out survey type number 11, *Special survey focusing on "paying" customers (addresses/information from "sales statistics")* and provided detailed information (see Annex 1, section C1, number 11).

- Target groups are paying customers, sometime selected after the volume bought.
- Survey methods used are: questionnaires by mail or e-mail, or phone interviews.
- Both census and sample are mentioned.
- The surveys includes either only satisfaction or both satisfaction and expectation and in the latter case only France intend to investigate the difference between expectation and satisfaction to at least some degree.
- Non-respons is not treated.
- The inclusion of the quality dimensions vary from zero to all included.
- Only satisfaction or both satisfaction and expectation are investigated.
- Difference between expectation and obtained results are either not or only partly investigated.
- No inspiration taken from other NSIs or NPOs or from the private sector and the results are consequently not comparable to the above mentioned.
- Methods of analysis varies. Both no specific and multivariate analysis are mentioned.
- No feedback about main results of surveys to customers/users but customers who turned out to be dissatisfied are more or less systematically contacted.

More detailed information concerning survey types number 2, 3, 4, 10 and 12 (others) are also found in Annex 1.

Examples of questionnaires used in Customer Satisfaction Surveys

As already mentioned ten of the NSIs have contributed with some of their questionnaires and together they represent a variety of different kinds of customer satisfaction surveys both with regard to type of product or service (the statistical office as a whole, press releases, publications, data shop, special kind of statistics) and type of method (paper questionnaire or telephone interview) .

General versus detailed information

When constructing a questionnaire there is a weighing between the amount of information that will come out and the amount of time it will take the respondent filling out the questionnaire. The paper questionnaires varies in amount of pages between 1 page and 13 pages (original

layout versions). Short questionnaires might get a higher response rate but the information received is less detailed. Long questionnaires can go deeper and explore different aspects of customer satisfaction with products and services but risk a high non response rate.

Scale

The scales that is used in order to measure customer satisfaction vary between NSIs which make comparisons between NSIs difficult.

- Denmark uses in a questionnaire regarding marketing of statistics a five point scale.
- Germany uses in a user satisfaction survey of supply of Eurostat product and the services provided by the Eurostat Data Shop a five grade scale where 1 is *extremely satisfied* and 5 *dissatisfied*.
- France has contributed with many different questionnaires. One uses a four grade scale between *very satisfied* and *not at all satisfied*. Another questionnaire uses a three grade scale between *very satisfied* and *not satisfied*. A third uses a scale between 1 and 10. In the first and third type there is no midpoint and the respondent has consequently to take a stand.
- Ireland uses in a survey questionnaire concerning the Central Statistics Office a scale between 1 and 7 where 1 is the *most satisfactory* and 7 the *most unsatisfactory*.
- Italy asks customers in a survey sheet for data shop users if they are satisfied or not and has therefore no information about the degree of satisfaction among customers.
- Austria asks recipients of press releases about the general quality and uses a five grade scale between *very good* and *insufficient*.
- Finland uses in a customer satisfaction survey of Statistics Finland school grades between 4 and 10 where 4 is failed grade 5-10 approved grades where 10 is the highest grade.
- Statistics Sweden uses when evaluating customers satisfaction with products and services a scale between 1 and 10, without a midpoint, where 1 is the lowest and 10 the highest grade.
- UK uses in a customer satisfaction survey of the Office for National Statistics a scale between 1 and 5 where 1 is *very satisfied* and 5 is *very dissatisfied*.
- Switzerland uses when evaluating customer satisfaction with a publication a five grade scale between *very well* and *very badly*.

Analysis

For most of the questionnaires there is always a possibility of using cross tables and graphs in the analysis. But some of the questionnaire opens up possibility for other types of analysis. Germany and Ireland have in their questionnaires besides questions about satisfaction also questions about importance. When creating an action plan it is reasonable to concentrate on the areas that are most important according to the customers. Statistics Finland ask the customers in a survey to grade different aspects according to experience and expectation which enables a comparison between expected grade and experienced grade. Sweden uses the method of Partial Least Squares (PLS) and even though specific questions about importance are not posed to the respondents the model of analysis can compute the effect that different aspects have on the total satisfaction among them.

Annex 1 - Detailed Information on Customer/User Satisfaction Surveys in NSIs

Questionnaire - Distribution of Answers

Section A

A1. National Statistical Institutes deal with a great number of diverse customers/users. Is there any definition or classification of customers/users of statistical products and services of your statistical office?

Country	Yes	No	Don't know	Description
Belgium	X			<p>1. Planners : need very recent, aggregated data, prefer speed, electronic media, websites;</p> <p>2. Research : need very elaborated databases, prefer complete and quality above speed (can be in universities, students, in companies-marketing or study units, federations of companies,...)</p> <p>3. Libraries and documentation centres : need good overviews on topics, prefer new media, yearbooks...</p> <p>4. Media: divers needs, but most of all: readily available articles</p>
Denmark	X			<p>1. Public sector</p> <p>2. Local authorities</p> <p>3. Research sector</p> <p>4. Business community and organizations</p> <p>5. General public incl media</p> <p>6. EU and other international organizations</p>
Germany	X			Special information services for some special customers (media, politics and others). There are also a defined survey of different user-groups, especially for marketing purposes.
Greece	-	-	-	-
Spain	X			There are many different products and services designed in principle for different target users. INE doesn't have a manual or catalogue of definitions of users but behind the design of any activity (product or service) there is an identification of the target public of it.
France	X			We have nearly 50 different types of users in our invoicing database but 20 of them are really active
Ireland ²	X			Government; The Social Partners; European Union (Commission, European Central Bank, etc); Other international agencies (OECD, ILO, UN, IMF, etc); Businesses; Academic and research; The media; Internal Users.
Italy	X			PUBLIC SECTOR (central and local administrations), RESEARCH SECTOR (university, public and private research institute) MEDIA (journalist), GENERAL PUBLIC (private user/customer), INTERNATIONAL ORGANISATIONS and INSTITUTIONS
Luxembourg	X			Our users are divided in two user groups: 1. General users 2. Privileged users: persons or bodies providing us with information, politicians, members of general government, teachers, students, research etc. It depends on their status if they will have easier or cheaper access to our statistical information.
Netherlands	X			Practical, policy and scientific users
Austria	X			European institutions (EUROSTAT, ECB), international institutions (IMF, OECD, ILO, FAO, WHO,...), (national) government, public administration (national, regional, local), politicians/political parties, National Bank, social partners (Economic Chamber, Chamber of Labour, Trade union, ...), scientific communities (Universities, (economic) research institutes, students, ...), mass media, business enterprises, commercial providers of information services, non profitable organisations, citizens/general Public (anonymous), internal users

² Ireland did not fill in the questionnaire but provided a lot of information per e-mail including references to the homepage of CSO of Ireland.

A1. (Continuation)

Country	Yes	No	Don't know	Description
Portugal	X			Users: everybody who access to statistical information on any form; Clients: Those Users who acquire statistical information.
Finland	X			Partners, key customers, large, potential and other customers
Sweden	X			1. Users of official statistics (public good); 2. Paying customers; 3. General public
United Kingdom	X			We segment our customers according to their to their occupational group as follows: * The Citizen, * The Media, *Other Government Departments, *Local Authorities; *The Health Sector; *Higher Education, Schools, *Manufacturers, *Service Businesses, * Financial Services, *Public Libraries, *Data Intermediaries Recently we have also adopted a segmentation based on the nature of our relationship with customers as follows: <ul style="list-style-type: none"> • Lifeline - Customers and Stakeholders on whom we depend - eg. ministers, other government departments, journalists • Bread and Butter - core customers who depend on us - eg. professional users who use official statistics in their work or study • Growth - New customer groups who have not yet had significant contact with official statistics but with whom we aim to engage with more fully. This group includes 'The Citizen' and is very broad and heterogeneous
Norway	X			For general purposes as described in strategic plan: * The general public. * Media *The business sector *Administration and planning (central and local) *Research and education *International organisations
Liechtenstein	-	-	-	-
Switzerland	X			Since the beginning of the nineties, the BFS has used the three-stage classification observer-user-processor. Later on, this classification has been taken over and disseminated by Germany. In connection with the project output orientation (PRODIMA = PRO dukte DI enstleistungen MA erkte/Products; Services; Markets) the classification for the description of market strategy has been refined and developed further on (e.g., which statistical services should be offered to which target groups?) at the end of the 90s.
Iceland	X			Administration, researchers, students, enterprises, organisations and general public.

A2. Additional remarks to your definition/classification of your customers/users:

Country	Remark
Belgium	The classification of customers started from the needs of the customer
Denmark	We also classify by "use": a) repeating use, b) in depth use, c) all-round-use
Luxembourg	The borderline between the 2 user groups are not always very clear. For some users, we have to decide from case to case.
Finland	Our customer relationship project on hand. One of its tasks is the classification of paying customers.
Sweden	This definition is not official, but it is being used as a base for many of our activities and for our customer satisfaction surveys.
Norway	Customers can be divided into two main groups: Paying customers and non-paying customers. They are also defined by their size: By their economic impact on Statistics Norway's revenue and/or by how much they demand Statistics Norway's products and services (most of our products are free and most of our users are therefore non-paying customers). Paying customers are not representative for all users, in particular not for the general public.
Switzerland	Although being relatively rough, three-stage classification lends itself to a quick and overall structuring of supplies while at the same time representing an activity support. Thus, the website of the BFS (and above all, the planned statistics portal) is structured as follows: <ul style="list-style-type: none"> - HTML offers to be clicked on by observers (=occasional users, the general public): www.statistik.admin.ch - Statistical encyclopaedia (basket with tables, text and graphic files) for users (=decision makers): www.jahrbuch-stat.ch - Output data bank STATWEB (Cubes, individual tabulations) for processors (=professional users): www.statweb.admin.ch In connection with the further development and refinement of the marketing model the selection offered to the various target groups is structured into a basic range (service public) and an extended range of supplies. This division has its particular effects on pricing.

A3. Which kind of key users (important stakeholders) for the products and services of your institution have you identified?

Country	Remark
Belgium	Media
Denmark	Other stakeholders are Data suppliers.
Germany	Media, policy, economy and others
Greece	-
Spain	If depends on the definition of “Key user”. If it means users that receive data without any charge, for example, then the list is clear. The prices of products and services is published every year in the official gazette of the state and it contains not only the prices but also any other pricing rules. The “Key” users are then High Council of statistics and other statistical bodies, The government, The parliament, Press, Political parties, Bank of Spain, Trade unions, Union of Enterprises.
France	consultant companies, commerce and services, banks, institutions (central or local government, local authorities...)
Ireland	-
Italy	-
Luxembourg	research, consultants, education, public administration, multinationals, finance
Netherlands	Eurostat, ministries, research institutes
Austria	See A1.
Portugal	- Investigators (mainly those with credentials by Ministry of Science), - Library users (around 90% students), - ALEA users (ALEA = Acção Local de Estatística Aplicada/ <i>Applied Statistics Local Action</i> is a subsite of INE’s Website directed to secondary school teachers and students), - Press, - Agriculture Statistical Information Users Club
Finland	Other authorities producing statistics, partners, ministries, retailers, large/major customers
Sweden	Regional users, researchers, private sector, Ministries, government agencies responsible for official statistics, other government agencies.
United Kingdom	All are important in different ways. Lifeline customers provide our funding and influence perceptions of ONS. Bread and Butter customers are a key group to whom we have a core responsibility. And it is government policy that official information should become be accessible and useful more widely to citizens, hence our focus on Growth customers.
Norway	The user groups mentioned
Liechtenstein	-
Iceland	Administration, organisations, researchers.

A4. Do you have a customers/users register?

Country	Yes	No	Don’t know	Describe
Belgium	X			Contains about 60% of customers/users but not in a userfriendly format
Denmark	X			
Germany	X			Only in some areas
Greece	-	-	-	-
Spain	X			Some different databases for different purposes (customers), free distribution subscriptions, researcher or other users of statistical information
France	X			
Ireland	-	-	-	-
Italy	X			
Luxembourg	X			
Netherlands	X			
Austria	X			
Portugal	X			- Clients are registered in a proper database (GESTINE) - We also have a registration of the website users

A4. (Continuation)

Country	Yes	No	Don't know	Describe
Finland	X			Our paying customers are included in this register. (We got our present CRM system in 2001.)
Sweden	X			This register contains all paying customers, but the coverage of users is a problem. Separate registers are also held by the individual statistical programmes.
United Kingdom	X			We have a database of customer information. It contains the details of people who subscribe to our books, who are on the mailing list for our customer newsletter, or who have voluntarily registered on our website.
Norway	X			
Liechtenstein	-	-	-	-
Switzerland	X			
Iceland	X			

A5. Does your customers/users registers include information that will help defining the user profile, in order to differentiate between the various groups of customers/users? (like information on frequency in buying information, interest areas, type of products bought/acquired, etc.)

Country	Yes	No	Don't know	Describe
Belgium	X			See above
Denmark		X		
Germany		X		
Greece	-	-	-	-
Spain	X			
France	X			We have 2 kinds of profiles : one for marketing purpose and one which details the type of products bought and the way the client bought them
Ireland	-	-	-	-
Italy	X			
Luxembourg	X			not all of the types of information mentioned are included in our customer data base
Netherlands	X			
Austria	X			Some of these information are included
Portugal	X			Frequency in, type of products bought/acquired, quantity of products acquired and total amount acquired
Finland	X			Industrial classification, type of owner, the size category of the organization, frequency, type of products etc.
Sweden	X			To some extent this is possible; we differentiate between type of product purchased and the sector to which the customer belongs.
United Kingdom	X			Yes - in most instances we have information about an individual's occupational group and the products they have purchased or used.
Norway		X		The central customer register was primarily constructed to cover administrative purposes (like budgeting and accounting). At the time of construction there was not paid any attention to the needs that one currently expects to find in a customer register. Hence the correct answer is "No". However, there is a growing understanding within the management of Statistics Norway that we need to know more about our customers and consequently need a customer register that can provide us with the tools to perform similar tasks to the one mentioned in your question. As a result of this understanding, Statistics Norway's Business Register have as a part of a project within their division bought a Customer Relationship Management (CRM) system in order to gain knowledge and experience that later will be shared with the rest of the organization. If proven successful, a similar CRM system might replace Statistics Norway's central customer register.
Liechtenstein	-	-	-	-
Switzerland	X			Remarks: For distribution purposes, the BFS uses the software SAP. In this connection, client groups may be differentiated according to issue (which client groups are interested in what?). The use of this function, however, has not been fully developed, as yet.
Iceland		X		

A6. Is your office carrying out (has your office carried out) any kind of Customer Satisfaction Surveys or “image studies” or are they planned?

Country	Yes	No	Don't know	Describe
Belgium	X			Planned for 2003 – customer satisfaction survey
Denmark	X			
Germany	X			May be in the next years, connected with the development of quality-standards.
Greece		X		
Spain	X			
France	X			The unit carrying out “image studies” is different from the one which is carrying out Customer Surveys
Ireland	X			
Italy	X			
Luxembourg	X			
Netherlands	X			
Austria	X			
Portugal	X			
Finland	X			Yes, we have carried out several surveys.
Sweden	X			We regularly carry out three different CSS that are administered on an agency level (these will be the scope for this questionnaire). Individual statistical programmes, as well as supporting units, often carry out their own surveys as well.
United Kingdom	X			In June 2002 we completed a Customer Satisfaction Survey which focussed on the effectiveness of our telephone enquiry services to customers. It also explored general attitudes to ONS and its outputs.
Norway	X			
Liechtenstein	-	-	-	-
Switzerland	X			Remarks: Several, i.e. global as well as specific ones relating to a certain article
Iceland		X		

Section B

B1. Which of the following types of customer/user satisfaction surveys are (have been) carried out or are planned by your office?**Number 1: General (“Traditional”) Customers Satisfaction Survey: (partly) standardized questionnaire directed to known customers/users of products/services (including surveys that measure customer satisfaction with a structural model)**

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Belgium			2003	yearly
Denmark	1996	Quarterly		
Germany	only in 2000	unknown		
France	May-july 2001			
Ireland	2002			
Italy	2000	Quarterly		
Luxembourg			Planned, since ?	
Netherlands		Ad hoc		
Austria			2004	Every 2 years
Portugal	Jun-00	Not regular		
Finland	1992	1 year		
Sweden	1993	Ev. second year		
United Kingdom	2002	Ad hoc		
Switzerland	Early 1990's	About ev. 6 years	None, at present	

Number 2: Image studies, “Surveys of confidence” (citizens, general public: opinion research, analysis of mass media)

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Denmark	2001	Annual		
France	May-june 2001		2004-2005	
Finland	1975	2 years		
Sweden	1970	Ev. second year		
Norway	2000	Twice a year	2000	Twice a year

Number 3: Registration of customers/users contacts/questions/complaints, by telephone, letter fax and e-mail.

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Belgium	1999	Daily		
Denmark	1999	periodically		
Spain	1997	Monthly		
Italy	2001	Regularly		
Netherlands		Ad hoc		
Portugal	Oct-96	Permanent		
Finland	1999	Continuous		
Norway	Many years	All the time		

Target groups and product/service specific survey forms, respectively:

Number 4: (Qualitative) interviews (face-to-face, by post/e-mail) with key users (important stakeholders)

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Belgium			2003	
Spain	Always	Whenever possible		
France	May 2001	Every 2 months		
Finland			2003-4	Continuous
United Kingdom	1999	Ad hoc		
Switzerland	Since the 90s, by expert groups and direct contacts	ongoing		

Number 5: Questionnaires added to printed publications (to collect data on the consumer satisfaction with a particular publication)

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Belgium			2003	
Denmark	mid 1990's	irregular		
Spain	1995	Yearly (some publications)		
France	2001		2003	
Ireland	2002			
Luxembourg	1989		2003	
Netherlands		Ad hoc		
Austria			2004	Currently
Portugal	Oct-96	permanent		
Finland			2003-4	Continuous
United Kingdom	1990	Ad hoc		
Switzerland	Since the 90s	irregularly		

Number 6: Web questionnaires for web-users

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Belgium			2003	
Denmark	2002	Annual		
Spain			2003	Yearly?
France			2003	
Ireland	???			
Italy	2000 and 2002	Occasional		
Luxembourg			2003	
Netherlands		Ad hoc		
Austria			2004	Currently
Portugal	Jul-01	Not regular		
Finland	2000	1 year		
United Kingdom	2001	Ad hoc		
Norway			2003	
Switzerland			Perhaps for 2004 after having launched the new website	

Number 7: Special questionnaire for recipients of press releases (by post/e-mail; to collect information on the customer satisfaction with press releases)

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Spain	2001			
Luxembourg	1998, 2002			
Austria	2002	Every 2 years		
Finland	1998	2 years	comissioned	Ready-made survey

**Number 8: Special questionnaire for participants in press conferences, expert meetings, training courses of the NSIs
(distribution of feedback sheets during the meeting; to collect information on the customer satisfaction with the respective meeting)**

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Denmark	beginning of 1990's	Regularly		
Italy	2001	Regularly		
Austria	2000	partly (currently)		
Portugal		Not regular		
Finland	1980's	Continuous		
Norway			2003	

Number 9: Special questionnaire for users of the statistical data-bank (by post/web-based/by e-mail; to collect information on the customer satisfaction with the data bank)

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Denmark	2001			
France	June 2002			
Netherlands		Ad hoc		
Finland		LOOK AT	THE	POINT 3.
Norway			2003	
Switzerland	2000			

Number 10: Special questionnaire for users of the data shop/library (distribution to customers/users; to collect information on the customers satisfaction with supply and service)

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Denmark	2000	Annual		
France	End 2000		2003	
Italy	5-2000, 9-2000	Occasional		
Portugal	April-98	Permanent		
Finland	2000	Accidentally		
Switzerland			2003	

Number 11: Special survey focusing on “paying” customers (addresses/information from “sales statistics”)

Country	Carried out		Planned	
	Since when	Periodicity	Since when	Periodicity
Denmark	1996	Quarterly		
France	April 2002			
Italy	2000	Occasional		
Finland		LOOK AT	THE	POINT 1.
Sweden	1996	Twice yearly		
Norway			2002	yearly

Number 12: Others

Country	Type	Carried out	
		Since when	Periodicity
Spain	Detailed analysis of usage of the website (log files)	1997	Monthly
Italy	Special questionnaire for users of the local (region) data shop	1999	Occasional
Finland	An anonymous feedback channel on our homepages. Note points 3, 9 notes below*	1992	Continuous
Finland	Our contact persons get really often direct feedback by e-mail.		Continuous
United Kingdom	Survey of journalists re press office services and development of press releases	2002	Ad hoc
United Kingdom	Survey of users of NS books re future development of hard-copy portfolio	2002	Ad hoc
United Kingdom	Survey of customers re development NS website, corporate identity, corporate performance and other issues.	2001	Ad hoc

Remarks to B1:

Country	Remark
Spain	A very deep study was carried out by a private company in 2001 focused to the media in order to know their opinion about us. It was using a questionnaire but also many interviews to journalists.
France	See remarks B8
Finland	* Points 12 and 3. Feedback channel on our homepages is also linked to many of our services in web. It is mentioned in many of our brochures. We recommend also our employees to document the feedback they have got to this same Feedback channel, but most of the feedback comes from the visitors. Feedback is monitored daily and responded to whenever deemed necessary and the supplier has given his/her contact details.
Sweden	We have examples of almost all types of surveys included above. The ones mentioned here are the only ones that are part of a continuous programme though.
United Kingdom	<p>A few of our more recent surveys are mentioned above (we have conducted a large number over the last 5 years). Some do not fit into the pre-defined categories listed and, anyway, space precludes inclusion of them all. If further details are required please get in touch with the contact point below (see B4). The questionnaire for the customer satisfaction survey mentioned at no 1 above is included. Much of our research is qualitative - while we run quantitative surveys such as the customer satisfaction survey mentioned above, we find we can get a great deal of useful information about our customers through qualitative methods such as focus groups. Such exercises do not require formal questionnaires.</p> <p>In addition to surveys of customer opinion we also carry out usability studies for the National Statistics website. This involves an element of observational research (for example watching people as they carry out tasks on the website) in addition to qualitative opinion gathering.</p> <p>As far as future surveys are concerned, we are currently in the process of planning our customer research work for the coming year. Details will be finalised in the coming months.</p>
Norway	11. Statistics Norway's Business Register will perform yearly customer satisfaction surveys of paying customers. Replies to the first survey are being collected now (Dec. 2002).

B2. If no consumer/user satisfaction surveys are (have been) conducted, so far, and no ones are planned for the future: Why not?

Country	Cost reasons	Time	Methodical reasons/problems	Other reasons
Greece		X		
Iceland				Lack of recourses

**B3. Is there a special organisation unit in your office which is responsible for customer/user satisfaction surveys?
(If planned: will a special organisation unit be responsible for...)?**

Country	Yes	No	Don't know
Belgium	X		
Denmark	X		
Germany	X		
Greece	-	-	-
Spain		X	
France	X		
Ireland	-	-	-
Italy	X		
Luxembourg		X	
Netherlands		X	
Austria	X		
Portugal		X	
Finland	X		
Sweden	X		
United Kingdom	X		
Norway	X		
Liechtenstein	-	-	-
Switzerland	X		
Iceland		X	

B4. Please enter the organisation unit responsible (which will be responsible) for customer/user satisfaction surveys and specify the name and co-ordinates of your contact person for customer/user satisfaction surveys:

Country	
Belgium	Marketing: Lydia Merckx, Lydia.merckx@statbel.fgov.be , phone 32 (0)2 548 62 75
Denmark	In principle the responsibility I connected to the product or service: the Library conducts surveys regarding library services, The databank unit conducts regarding web and databases, The publication unit regarding publications, the marketing unit regarding general issues.D;
Germany	It is still being planned
France	For dissemination purpose : Cellule Connaissance des publics ; For "image studies" : unit "Bureau de Presse"
Italy	Andrea TIDDI (Dissemination Department tiddi@istat.it)
Luxembourg	Unit A1- Centralisation and Dissemination, Guy Zacharias, head of unit, guy.zacharias@statec.etat.lu
Austria	TQM-Bord; contact person: Werner Holzer; werner.holzer@statistik.gv.at
Finland	Mainly one unit is responsible. Jaana Andelin, jaana.andelin@stat.fi , telefax +358 9 1734 2474
Sweden	The Office of the Director General, Mats Bergdahl (mats.bergdahl@scb.se)
Norway	The Unit: Division for information and publishing. The contact person: Senior Statistical Adviser, Mr. Eyvind Frilseth, fri@ssb.no
United Kingdom	<i>Organisational Unit:</i> Marketing Management Section <i>Person:</i> Kevin McHale <i>e-mail:</i> kevin.mchale@ons.gov.uk
Switzerland	Information service BFS (Mr. Armin Grossenbacher, Ms. Verena Hirsch). No final differentiation of marketing organisation has been reached (yet) by BFS, this is a task to be implemented in cooperation with various institutions (general and conceptual aspects of the information service, individual measures by representatives of individual articles, individual surveys). In the course of building up a substantial management group an improvement of the marketing function is being worked out.

B5. If (parts of) customer/user satisfaction surveys are outsourced (if this is planned, respectively), please state particulars:

Country	
France	France Telecom for Telephone Diagnostic; IPSOS for Census ; also planned
Finland	We have e.g. changed some questions.
Sweden	Data collection and analysis for our main CSI-surveys (B1).
United Kingdom	We have a roster of market research agencies which we use to conduct many of our research exercises..
Norway	The image study is carried out by an independent private institute for market analyses (mapping peoples confidence in many types of institutions)

B6. Do you have a system for the management of complaints in your office?

Country	Yes	No, but planned	No (and not planned)	If “Yes” or “planned” please describe:	If “No (and not planned)”, why not?
Belgium			X		Recourses and time ???
Denmark			X		
Germany		It is still being planned			
Greece	-	-	-		
Spain	X			Ruled by Law as in all public bodies. Official complaint sheets are always at everyone’s disposal and are very frequently used.	
France	X			Only for SIRENE database : individual data on enterprises	
Ireland	X				
Italy	X			Our quality charter , in section “Procedure di reclamo”, describe the process of complaints (in attachment Quality charter of Istat’s dissemination department)	
Luxembourg			X		No resources
Netherlands	X			Infoservices@cbs.nl	
Austria		X -2004			
Portugal	X			In the Libraries, as well as in the reception and information areas, there is Box for suggestions or complaints. In addition, INE has adopted a “Complaints Book”, along with the whole Public Administration services, which is also available in the reception and information areas. As a rule, no written complaint received will wait more than ten working days before getting a reply by INE’s President.	
Finland			X		Contact persons in units take care of complaints, but the feedback channel on our homepages has also its role.
Sweden			X		Reasons are unclear. A “handle” in the organisation is lacking, which might be one explanation.

B6. (Continuation)

Country	Yes	No, but planned	No (and not planned)	If "Yes" or "planned" please describe:	If "No (and not planned)", why not?
United Kingdom		X		ONS does not currently have a formal customer complaints system. Currently complaints are dealt with by individual business areas or through our centralised Customer Enquiry Centre. Or, at a higher level, they may be made known through bodies like the Royal Statistical Society or the various User Groups and resolved through those channels. Early discussions are taking place within ONS about the possibility of developing a formal complaints procedure..	
Norway	X			Are managed through the "line" organisation	
Liechtenstein	-	-	-		
Switzerland		X -04/05		Planned for 2004/05, perhaps	
Iceland		X		Not decided	

B7. Is there a special organisation unit in your office which is responsible for the management of complaints (If planned: will a special organisation unit be responsible for...)?

Country	Yes	No	Don't know
Belgium		X	
Denmark		X	
Spain	X		
France	X (sirene)		X
Ireland	X		
Italy		X	
Luxembourg		X	
Netherlands	X		
Austria			X
Portugal	X		
Finland		X	
Sweden		X	
United Kingdom	-	-	-
Norway		X	
Liechtenstein	-	-	-
Switzerland		X	
Iceland		X	

B8. Please state your previous general or specific experience and problems (expected problems in case of planned surveys) with customer/user satisfaction surveys, regarding conception, performance and analysis:

Country	
Spain	From my point of view an enormous amount of information can be obtained from the analysis of the usage of the website. An office like INE also receive normally thousand e-mails or letters every month with a lot of feedback from users. Visiting universities or talking with some other users such as journalists, market research companies or others also help to give us a picture of the situation. On the contrary I don't find traditional surveys to be so helpful. Normally the response rate is very low and information received can be very biased. We have a long experience with questionnaires attached to some special books such as the yearbook or the Monthly bulletin of Statistics. In a few words, the problem is not to develop surveys to know users' opinion but to be able to understand that we are receiving every day a lot of feedback from our users and to study it.
France	Before May 2002, surveys were more informal. Then, surveys are more automatic and periodical. The dissemination unit bought 2 specific softwares for such surveys : one to build questionnaires and another to analyse questionnaire answers (Lexical analysis is also available)
Luxembourg	The main problem is to get a representative range of feed back.. Generally, the response rate (in case of printed questionnaires) is low, and some user groups are over-represented. The willingness to respond to internet surveys is high, but in that case, we do not touch the off-line users. The results in case of questions regarding pricing are always the same: people want everything for free (because they are tax payers).
Portugal	From our experience, we consider the following aspects very important for the success of such surveys: * To have leadership support and involvement; * To have a complete users/customers profile; * To make a careful and previous analysis of the information concerning the respondents of these surveys; * To define previously and carefully the aims of the survey, the methodology adopted and the questionnaire design; * To implement improvement actions according to the results of the surveys; * In addition, to implement smaller and user group directed surveys; * To have always in mind the cycle: Evaluate (Satisfaction) – analyse results – check with related information – implement actions – evaluate (satisfaction) again.
Finland	We have many sorts of customers and they use many different services of ours. Despite that we can classify our customers, this causes some problems in defining the sample and the target groups. These same problems complicate also the analysis.
Sweden	* Definition of the population is sometimes a problem *Formulation of the questions is very tricky. We do not necessarily interpret terminology the same way as the respondents ("quality" and "timeliness" are two recent examples). * The response rate tends to be rather low. * The implementation of the results in the organisation is probably our biggest problem. Many tend to believe that they know better what the customers thinks.
United Kingdom	Using independent research companies to conduct research can encourage respondents to be more frank and open and can give the findings more credibility within the organisation. In addition research companies also have expertise in reaching groups for whom we do not have contact details in our internal databases - for example citizens. Challenges revolve around budget constraints and ensuring that research results are properly input to corporate decision making.
Norway	There is a general problem that the data about (and from) our customers are not collected for marketing purposes but for more traditional administrative purposes. We don't have a central customer register that can register and store information to be used for sale and marketing purposes. Hence, with regards to customer relationship management, our data quality is low. The information gathered about our customers in our current customer register is not sufficient to conduct good surveys or perform thorough analysis. We are also experiencing a dilemma with the increased use of our website. Although we of course appreciate the site's popularity among our users, we are troubled by the fact that the users remain anonymous and are not providing us with information about their name, address, level of satisfaction and customer needs. We are however addressing this challenge and will try to perform various kinds of web surveys to get a better picture of who are using our website and what for. Statistics Norway is partly funded directly by the government (app. 75% of our revenue) and consequently most of our products and services are freely available on our website. In order to keep the goodwill of the government at a required lever, we need to document how widespread the use of our products and services are in the Norwegian society. Describe other sources of user information briefly: We have started to use a new an interesting source on use of our statistics: Scanning (a private service) of references to Statistics Norway in net media (Internet editions of newspapers, journals etc). This provides both daily statistics and concrete links to the articles. In fact, we can search on any topic, for example specific statistics. The service seems to be international, and we are able to compare for example the number of references to Statistics Norway in Norwegian net media to the number of references to Statistics Sweden in Swedish net media.

C1. How do you perform the different surveys? What kind of information on expectations and satisfaction of customers/users do you collect by which types of customer/user satisfaction surveys (incl. methods/survey instruments)? (do you plan to collect, respectively?) Please complete the following table for planned surveys, too (as far as possible).

Number 1: General ("Traditional") Customers Satisfaction Survey: (partly) standardized questionnaire directed to known customers/users of products/services (including surveys that measure customer satisfaction with a structural model)

	Country	Denmark	Germany	France	Italy	Luxembourg	Portugal	Sweden	Switzerland (1991)
5.0	Carried out=1 Planned=2	1	1 (year 2000)	1	1	2	1	1	1
5.1	(Planned) Target group (customers/users)	customers buying for more than 5,000 dkk a quarter	customers of the Eurostat Data Shop Berlin	All telephone customers	Users of the data shop/library	all	All clients since 1998	"Large", experienced users and customers	(Potential) users
5.2	(Planned) Survey methods and instruments	follow the invoice	written survey (per e-mail)	Telephone	Questionnaire	internet	4 pages paper questionnaire	Mail questionnaire	Interviews
5.3	(Planned:) Census or sample?	<i>census</i>	<i>sample</i>	sample	Census	census	Census	Census	Expert interviews
5.4	(Planned) Numbers of respondents	?	112		4036 (Jan-sept 2002)	?	1127	1600-1800	About 30
5.5	(Expected) Non-response rate	25?	78% (= 397)			?	Non-response to the questionnaire: 76,5 % Non-response to each question : < 5%	40%	
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem	-	with "not applicable"			trying out other methods	Non-response to the questionnaire: not treated Non-response to each question : it was too low, so we didn't apply any non-response analysis	Ambitious follow-up, no specific method for compensation	
5.7	Statistical products and services included (planned) 1=only statistical products 2=only services, 3=both	2	3	3	3	3	3	3	3

Number 1 (Continuation)

	Country	Denmark	Germany	France	Italy	Luxembourg	Portugal	Sweden	Switzerland (1991)
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility /Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?	?	Data up-to dateness, Clarity of data tables, data completeness, data quality, Explanatory notes, data prices, <i>qu. 6</i>	All But without quoting them precisely	All	all	Relevance, Accuracy, Timeliness, Accessibility/ Clarity, Comparability, Coherence, Completeness	All but completeness	All
5.9	Which statistical areas are (will be) included un the surveys?		service and quality in general			all	All	Organisational perspective, but results are also computed for the four subject matter departments.	All
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both	1	3 (importance and satisfaction)	3		3	3	1	3
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?	no	differences between importance and satisfaction	partly		yes	Yes	No	No in-depth-investigations
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)	no	YES (Question 7.)	See questionnaire		?		Questionnaire available in Swedish upon request.	
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?		NO	Not really		yes	Yes	Only satisfaction	No

Number 1 (Continuation)

	Country	Denmark	Germany	France	Italy	Luxembourg	Portugal	Sweden	Switzerland
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?		employees in the organisation, frequency of the orders	Name, surname, position, organisation, Main user ?	Sector of interests, position	socio-professional status branch	(not compulsory:) Name, organisation, position, address, Email, phone, fax	None (available in our registers, but is not used for analysis)	Branch/industry, method of use
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?	numerical	non-numerical			?	non-numerical and dichotomy	1-10	Open questions
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	yes	average mark	No		no	No yet	Yes. (average-1) *100/9	No
5.17	Do you (will you) (also) ask for free form feedback?		YES	Yes	Yes	yes	Yes	Yes	Yes
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?		NO	No	No	yes	No	No (but we get it anyway)	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?	no	Eurostat had only produced a questionnaire for a telephone interview		No	yes, for inspiration	No; we designed our questionnaire after having study several others questionnaires	Yes	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)		-		No		No	Yes	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?		with help of scale (manual)	Very often cross tables and graphics			Descriptive. Multi-variant analysis was planned but not yet realised	PLS	Qualitative evaluation

Number 1 (Continuation)

	Country	Denmark	Germany	France	Italy	Luxembourg	Portugal	Sweden	Switzerland
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?	intranet	YES, paper: Wirtschaft und Statistik (NSI), Data Shop-ing (Eurostat)	Internal	Internal document	no	No	Yes. Paper report and Internet	Internally published
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?		NO	No	No	no	No	Yes	No
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?		YES	Yes but not systematically	No	no	No	Yes, if they request it.	Targeted contacts
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	Management gets the results	presentation of the results	When results are impressive, they are really involved	Yes	discussion in management comity	Regional Directorates	Do not fully understand question. Please clarify.	Development of a marketing concept and measures
5.26	Do (will) the results lead to action plans for quality improvements?		YES	Yes		yes		Yes	Yes
5.27	Required (planned) resources (time, persons, costs):		~ three quarters, 1 person, costs ?	Nearly 30 people for 2 months (only once)	2 persons	not identified	4 people during 3 months. Costs : 30 000 Euros	40 000 Euro, 150 man/hours	(ab.: 1 year, 2 persons, € 80'000)
5.28	Additional remarks		-				Please see B8		

Number 2: Image studies, “Surveys of confidence” (citizens, general public: opinion research, analysis of mass media)

	Country	France	Sweden	Switzerland
5.0	Carried out=1 Planned=2	1 + 2	1	1 (Electronic client survey diffusion, 1995)
5.1	(Planned) Target group (customers/users)		General public	(Potential) users
5.2	(Planned) Survey methods and instruments		Mail questionnaire	Interviews
5.3	(Planned:) Census or sample?		Sample	Expert interviews
5.4	(Planned) Numbers of respondents		2 000	About 50
5.5	(Expected) Non-response rate		50%	
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem		Ambitious follow-up, post-stratification method for compensation	
5.7	Statistical products and services included (planned) 1=only statistical products 2=only services 3=both		1	1
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility/Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?		Accuracy	All
5.9	Which statistical areas are (will be) included un the surveys?		CPI and unemployment rate	All
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both		1	3
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?		No	No in-depth investigations
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)		Questionnaire available in Swedish upon request.	
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?		No	Yes
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?		Sex, age, income, level of education.	Branch/industry, method of use
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?		Dichotomy	Open questions
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	No	No	No
5.17	Do you (will you) (also) ask for free form feedback?		No	Yes
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?		No	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?		No	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)		No	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?		No specific method	Qualitative evaluation
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?		Yes. Paper report	Internally published

Number 2 (Continuation)

	Country	France	Sweden	Switzerland
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?		No	No
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?		No	No
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?		Do not fully understand question. Please clarify.	Development of a marketing concept and measures
5.26	Do (will) the results lead to action plans for quality improvements?		If needed	Yes
5.27	Required (planned) resources (time, persons, costs):		7 000 Euro, 50 man/hours	(ab.: 6 months, 1 person, € 30'000)
5.28	Additional remarks			

Number 3: Registration of customers/users contacts/questions/complaints, by telephone, letter fax and e-mail.

	Country	Italy	Spain	Switzerland
5.0	Carried out=1 Planned=2	1	1	1, in-depth analyses of individual products (printed publications)
5.1	(Planned) Target group (customers/users)	Users who contact Istat by e-mail or fax	Not applicable	Users
5.2	(Planned) Survey methods and instruments	Standard form and database access	N/A	Interviews
5.3	(Planned:) Census or sample?	Census	Census	Census/sample
5.4	(Planned) Numbers of respondents	4825 (2001)	3000 e-mails or letters per month	Variable
5.5	(Expected) Non-response rate		N/A	
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem			
5.7	Statistical products and services included (planned)1=only statistical products 2=only services, 3=both	3	N/A	1
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility/Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?	All	N/A	All
5.9	Which statistical areas are (will be) included un the surveys?		N/A	1 Topic
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both		N/A	3
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?		N/A	Yes
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)		N/A	
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?		N/A	Partly
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?	Customer typology, organisation unit, activity sector, statistical areas	N/A	Diverse

Number 3 (Continuation)

	Country	Italy	Spain	Switzerland
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?		N/A	Numerical (ordinal) scales
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?		N/A	No
5.17	Do you (will you) (also) ask for free form feedback?	No	N/A	Yes
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?	No	N/A	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?	No	N/A	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)	No	N/A	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?		Analysis of number or request/complaints by subjects	Simple analyses
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?	Internal document	Yes; monthly on the intranet	Internally published
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?	No	N/A	Partly
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?	No	YES. All complaints are answered within 20 days.	No
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	Yes		Improvement of the product
5.26	Do (will) the results lead to action plans for quality improvements?		NO	Yes
5.27	Required (planned) resources (time, persons, costs):	2 persons	One person, one day to prepare the monthly report	Variable
5.28	Additional remarks			

Number 4: (Qualitative) interviews (face-to-face, by post/e-mail) with key users (important stakeholders)

	Country	France	Spain	Switzerland
5.0	Carried out=1 Planned=2	1 + 2	1	1; Short questionnaires on individual products(printed publications, online DB)
5.1	(Planned) Target group (customers/users)	Specific product customers	Universities, companies,...	Users
5.2	(Planned) Survey methods and instruments	Phone	N/A	Interviews
5.3	(Planned:) Census or sample?	sample	Sample	Census
5.4	(Planned) Numbers of respondents		5-10 interviews per year	500-1500
5.5	(Expected) Non-response rate		N/A	
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem	We do not treat non-response		
5.7	Statistical products and services included (planned) 1=only statistical products 2=only services, 3=both	3	N/A	1

Number 4 (Continuation)

	Country	France	Spain	Switzerland
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility/Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?	All But without quoting them precisely	N/A	All
5.9	Which statistical areas are (will be) included un the surveys?		N/A	1 Topic
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both	3	N/A	3
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?	partly	N/A	No in-depth investigations
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)	See questionnaire	N/A	see example (Annex 2)
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?	Not really	N/A	No
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?	Name, surname, position, organisation, Main user ?	N/A	Branch/industry
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?		N/A	Numerical (ordinal) scales
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	No	N/A	No
5.17	Do you (will you) (also) ask for free form feedback?	yes	N/A	Yes
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?	No	N/A	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?		N/A	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)		N/A	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?	Very often cross tables and graphics	N/A	Simple analyses
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?		N/A	Internally published
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?	No	N/A	Internally published
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?	Yes but not systematically	N/A	No
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	When results are impressive, they are really involved		Improvement of the product
5.26	Do (will) the results lead to action plans for quality improvements?	Yes	N/A	Yes
5.27	Required (planned) resources (time, persons, costs):	1 to 2 person; 1 week		Very low
5.28	Additional remarks			

Number 5: Questionnaires added to printed publications (to collect data on the consumer satisfaction with a particular publication)

	Country	Denmark	Spain	France	Luxembourg	Portugal	Switzerland
5.0	Carried out=1 Planned=2	1	1	1+2	1,2	1	1; In-depth analyses of whole areas (market launches)
5.1	(Planned) Target group (customers/users)	buyers of the book	All users	Customers that have bought products	all		Users
5.2	(Planned) Survey methods and instruments	Question-naire in the book	N/A	Mail in new release	questionnaire	Post-card questionnaire	Interviews
5.3	(Planned:) Census or sample?	<i>census</i>	Self-selected sample	sample	<i>census</i>	Census	Sample
5.4	(Planned) Numbers of respondents	? (<i>few</i>)	Average: 50	2%	?	(permanent)	About 30-50
5.5	(Expected) Non-response rate	big	95% or higher		75%	99 %	
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem	-		We do not treat non-response	trying out other methods	Not treated	
5.7	Statistical products and services included (planned)1=only statistical products, 2=only services, 3=both	1	Year book, Ahort yearbook, monthly bulletin of Statistics	1	3	1	3
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility/Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?			All But without quoting them precisely	all	Timeliness, Usefulness. Others: General quality of the information, Layout of the publications	All
5.9	Which statistical areas are (will be) included un the surveys?		N/A		all	All	1 Area
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both			3	3	1	3
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?			partly	yes	?	Yes
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)			See questionnaire	?		
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?		YES	Once Not really	yes	No	Partly

5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?		Organisation, position, activity sector	Name, surname, position, organisation, Main user ?	socio-professional status, branch	(not compulsory:) Name, organisation, address, phone, fax	Diverse
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Number 5 (Continuation)

	Country	Denmark	Spain	France	Luxembourg	Portugal	Switzerland
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?		No scales. Just comments.		?	non-numerical and dichotomy	Numerical (ordinal) scales
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?		NO	No	no	?	No
5.17	Do you (will you) (also) ask for free form feedback?		YES	yes	yes	No	Yes
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?		NO	No	yes	No	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?		NO.		yes, for inspiration	?	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)		YES.			No	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?		Simple marginal frequencys analysis	Very often cross tables and graphics		No	Simple analyses
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?		NO		no	No	Internally published
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?		NO	No	no	No	Partly
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?		NO	Yes but not systematically	no	No	Possibly
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?			When results are impressive, they are really involved	discussion in management comity	Department for Dissemination and Promotion	Development of a marketing concept and measures
5.26	Do (will) the results lead to action plans for quality improvements?		YES	Yes	yes		Yes
5.27	Required (planned) resources (time, persons, costs):		No changes in resources. Just changes in chapters of the books.	1 to 2 person 15 days to 1 month	not identified	—	Variable
5.28	Additional remarks					Please see B8	

Number 6: Web questionnaires for web-users

	Country	Spain	Italy year 2000	Italy year 2002	Portugal
5.0	Carried out=1 Planned=2	2	1	1	1
5.1	(Planned) Target group (customers/users)	Web users	Web users	Web users	All users having an e-mail address
5.2	(Planned) Survey methods and instruments	N/A	Web questionnaire	Web questionnaire	Electronic questionnaire
5.3	(Planned:) Census or sample?	<i>Self-selected sample</i>	Sample	Sample	Census
5.4	(Planned) Numbers of respondents	N/A	372	127	1009
5.5	(Expected) Non-response rate	N/A			97%
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem				Data was not treated
5.7	Statistical products and services included (planned)1=only statistical products 2=only services, 3=both	The website	3	3	2
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility /Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?		All	All	Relevance, Accuracy, Timeliness, Accessibility/ Clarity, Comparability, Coherence, Completeness
5.9	Which statistical areas are (will be) included un the surveys?		All areas		All
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both		1	3	3
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?		No	Yes	no
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)		No	Yes	
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?		No	Yes	Yes
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?		Sex, age, organisation unit, position, credits, statistical areas	Sex, age, organisation unit, position, credits	(not compulsory:) Name, address, Email, phone
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?		numerical	numerical	numerical, non-numerical and dichotomy
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?				No
5.17	Do you (will you) (also) ask for free form feedback?		No	Yes	Yes

Number 6 (Continuation)

	Country	Spain	Italy year 2000	Italy year 2002	Portugal
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?		No	No	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?		No	No	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)		No	No	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?		Multi-variant analysis	NO	No
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?		Paper	Internal document	No
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?		No	No	No
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?		No	No	No
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?		Yes	Yes	Department for Dissemination and Promotion
5.26	Do (will) the results lead to action plans for quality improvements?				
5.27	Required (planned) resources (time, persons, costs):		4 persons (project in collaboration with Univ.)	1 persons (Stage)	—
5.28	Additional remarks				Please see B8

Number 7: Special questionnaire for recipients of press releases (by post/e-mail; to collect information on the customer satisfaction with press releases)

	Country	Spain	Austria
5.0	Carried out=1 Planned=2	1 Once, in 2001	1
5.1	(Planned) Target group (customers/users)	<i>Journalistst (developed in 2001)</i>	recipients of press releases
5.2	(Planned) Survey methods and instruments	<i>Personal interview with a questionnaire</i>	short questionnaire by post/fax
5.3	(Planned:) Census or sample?	<i>Sample</i>	census
5.4	(Planned) Numbers of respondents	<i>80 journalists</i>	522
5.5	(Expected) Non-response rate	0	53 %
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem		reminder letters/telephone calls
5.7	Statistical products and services included (planned)1=only statistical products 2=only services, 3=both	Press releases, The website	2
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility /Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?		
5.9	Which statistical areas are (will be) included un the surveys?	All	all
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both	Satisfaktion	3
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?	No	
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)		See separate annex (short questionnaire)
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?	YES	no
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?	There were personal interviews to selected journalists, so we had all this background info.	just institutional differentiation of the users
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?	No scales. Comments.	non-numerical, dichotomy
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	NO	no
5.17	Do you (will you) (also) ask for free form feedback?	YES	yes
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?	NO	no
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?	NO	no
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)	YES	don't know

Number 7 (Continuation)

	Country	Spain	Austria
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?	Qualitative analysis and marginal freqs analysis of questions.	Frequencies, cross tabulation
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?	YES; an internal report in paper.	Yes, Internet (homepage of Statistics Austria)
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?	NO	No special feedback, just publication of the results (Internet)
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?	N/A	Yes
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	Very involved	Internal trainings for authors of press releases
5.26	Do (will) the results lead to action plans for quality improvements?	The results of the survey led to an action plan, already working.	Internal trainings for authors of press releases
5.27	Required (planned) resources (time, persons, costs):	A private company. Two consultants.	0,5 month/person
5.28	Additional remarks		

Number 9: Special questionnaire for users of the statistical data-bank (by post/webb-based/by e-mail; to collect information on the customer satisfaction with the data bank)

	Country	France	Portugal
5.0	Carried out=1 Planned=2	1+2	1
5.1	(Planned) Target group (customers/users)	Refers to the data-bank	All users of our libraries
5.2	(Planned) Survey methods and instruments	Phone and e-mail	2 pages paper questionnaire
5.3	(Planned:) Census or sample?	sample	Census
5.4	(Planned) Numbers of respondents		— (permanent)
5.5	(Expected) Non-response rate		0%
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem	We do not treat non-response	Not treated
5.7	Statistical products and services included (planned)1=only statistical products 2=only services, 3=both	3	3
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility /Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?	All But without quoting them precisely	Applying to products: Timeliness, Data detailing, Accessibility/Clarity Applying to the service (Library): Accommodation and answering quality, Data detailing
5.9	Which statistical areas are (will be) included un the surveys?		All
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both	3	1

Number 9 (Continuation)

	Country	France	Portugal
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?	partly	—
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)	See questionnaire	
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?	Not really	No
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?	Name, surname, position, organisation, Main user ?	(not compulsory:) Name, address, Email, phone
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?		non-numerical
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	No	No yet
5.17	Do you (will you) (also) ask for free form feedback?	yes	yes
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?	No	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?		No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)		No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?	Very often cross tables and graphics	Descriptive. We intend to make a multi-variant analysis
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?		Intranet
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?	No	No
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?	Yes but not systematically	No
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	When results are impressive, they are really involved	Regional Directorates
5.26	Do (will) the results lead to action plans for quality improvements?	Yes	
5.27	Required (planned) resources (time, persons, costs):	1 to 2 person	—
5.28	Additional remarks		Please see B8

**Number 10: Special questionnaire for users of the data shop/library (distribution to customers/users;
to collect information on the customers satisfaction with supply and service)**

	Country	Italy
5.0	Carried out=1 Planned=2	1
5.1	(Planned) Target group (customers/users)	Users of the data shop
5.2	(Planned) Survey methods and instruments	Direct interview
5.3	(Planned:) Census or sample?	Sample
5.4	(Planned) Numbers of respondents	134
5.5	(Expected) Non-response rate	
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem	
5.7	Statistical products and services included (planned)1=only statistical products 2=only services, 3=both	3
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility /Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?	All
5.9	Which statistical areas are (will be) included un the surveys?	All areas
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both	1
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?	No
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)	No
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?	No
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?	Sex, age, organisation unit, position, credits, statistical areas
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?	numerical
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	
5.17	Do you (will you) (also) ask for free form feedback?	No
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?	Multi-variant analysis
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?	Paper
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?	No
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?	No
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	Yes
5.26	Do (will) the results lead to action plans for quality improvements?	
5.27	Required (planned) resources (time, persons, costs):	4 persons (project in collaboration with University)
5.28	Additional remarks	

Number 11: Special survey focusing on “paying” customers (addresses/information from “sales statistics”)

	Country	France	Italy	Sweden
5.0	Carried out=1 Planned=2	1	1	1
5.1	(Planned) Target group (customers/users)		Paying customers	Paying customers, >10 000 SEK. One questionn. per such purchase
5.2	(Planned) Survey methods and instruments	Phone and email	Phone interview	Mail questionnaire
5.3	(Planned:) Census or sample?	Sample	Sample	Census
5.4	(Planned) Numbers of respondents	Up to 20%	134	400-500
5.5	(Expected) Non-response rate			55-60%
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem	We do not treat non-response		No follow-up, no specific method for compensation
5.7	Statistical products and services included (planned)1=only statistical products 2=only services, 3=both	3	1	3
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility /Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?	All But without quoting them precisely	All	None
5.9	Which statistical areas are (will be) included un the surveys?		All areas	N/A
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both	3	1	1
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?	partly	No	No
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)	See questionnaire	No	Questionnaire available in Swedish upon request.
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?	Not really	No	No
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?	Name, surname, position, organisation, Main user ?	Sex, age, organisation unit, position, credits, statistical areas	None (available in our registers, but is not used for analysis)
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?		numerical	1-10
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	No		Yes. Average
5.17	Do you (will you) (also) ask for free form feedback?	Yes	No	Yes

Number 11 (Continuation)

	Country	France	Italy	Sweden
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?	No	No	No
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?		No	No
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)		No	No
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?	Very often cross tables and graphics + multivariate analysis	Multi-variant analysis	No specific method
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?		Paper	No
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?	No	No	No
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?	Yes but not systematically	No	Yes, if grade is below 6.
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	When results are impressive, they are really involved	Yes	Do not fully understand question. Please clarify.
5.26	Do (will) the results lead to action plans for quality improvements?	Yes		If needed
5.27	Required (planned) resources (time, persons, costs):	1 to 2 person	5 persons (project in collaboration with University)	50 manhours
5.28	Additional remarks			

Number 12: Other

		Denmark	Denmark	Denmark	Denmark	Spain
		Web survey on the home page	web survey on Statistical database StatBank	usability test on database	usability test on homepage	Detailed analysis of usage of the website (log files)
5.0	Carried out=1 Planned=2	1	1	1	2	Web users
5.1	(Planned) Target group (customers/users)	all visitors	users of StatBank	users and non-users	users and non-users	Analog Software
5.2	(Planned) Survey methods and instruments	web questionnaire	web questionnaire	hands-on test and interview	hands-on test and interview	Census
5.3	(Planned:) Census or sample?	sample	samole	sample	sample	2,5 Million hits/month
5.4	(Planned) Numbers of respondents	1000	1000	5	5	N/A
5.5	(Expected) Non-response rate	90%	72%	-	-	
5.6	If you (will) have non-response in your survey, how do you (will you) treat this problem	-	-	-	-	The website
5.7	Statistical products and services included (planned)1=only statistical products 2=only services, 3=both	1	1	1	1	N/A
5.8	Which quality dimensions of Eurostat (<i>Relevance, Accuracy, Timeliness, Accessibility /Clarity, Comparability, Coherens, Completeness</i>) are (will be) considered?					All
5.9	Which statistical areas are (will be) included un the surveys?					N/A
5.10	Do you (will you) ask for expectations and the satisfaction with the obtained results? 1= only satisfaction, 2= only expectation, 3= both	1	1	1	1	N/A
5.11	Do you (will you) investigate into the differences between the expectations and the results obtained from the users?					N/A
5.12	(Planned) Respective questions/items on expectation and satisfaction (enter here, if only few, or cross reference to separate annex/questionnaires)					N/A
5.13	Do you (will you) also ask about expectations and satisfaction with metadata and documentation?	yes	yes			N/A
5.14	What kind of background information on the respondents of the survey/questionnaire do you ask for?	sex, age, sector of work, education	sex, age, sector of work	sex, age, sector of work, education	sex, age, sector of work, education	Number of hits / sessions per subject

Number 12 (Continuation)

		Denmark	Denmark	Denmark	Denmark	Spain
		Web survey on the home page	web survey on Statistical database StatBank	usability test on database	usability test on homepage	Detailed analysis of usage of the website (log files)
5.15	Which scales do you (will you) use (numerical, non-numerical, dichotomy)?	non-numerical	non-numerical	n		NO
5.16	Do you (will you) calculate something like a satisfaction index? If yes: how?	no	no			N/A
5.17	Do you (will you) (also) ask for free form feedback?	yes	yes	yes	yes	N/A
5.18	Do you (will you) request a feedback about the questionnaire itself (in order to improve it)?	yes	yes			N/A
5.19	Do you (will you) use survey methods/questionnaires by other NSIs or by other NPOs, or by the private sector as a model for your survey/questionnaire? If yes: why? If no: why not?	no	no	no	no	YES. Analysis of internet log files can be a standard performance analysis for NSIs
5.20	Is the survey/questionnaire or/and are the results comparable to those by other NSIs, by other NPOs, by the private sector? (Will...be comparable...?)					Number of hits / sessions
5.21	Which methods are (will be) used to analyse the data? Including multi-variant analysis?					YES, monthly on the intranet and also by an audit company, on the internet (www.ojd.es)
5.22	Are (Will) the results (be) published? If yes, how (internet, intranet, paper, press release etc)?	Internet	Internet			N/A
5.23	Do (will) you give feedback about main results of the survey to the customers/users involved in surveys?		Yes			N/A
5.24	Do (will) you contact users who turned out to be dissatisfied with regard to certain areas?	Yes	Yes			Very involved
5.25	How are (will) responsible persons in your institution (be) involved with results of the survey?	Management gets the results	Management gets the results			YES; continuously.
5.26	Do (will) the results lead to action plans for quality improvements?	Yes	Yes			No additional resources.
5.27	Required (planned) resources (time, persons, costs):	No extra resources	No extra resources			N/A
5.28	Additional remarks					

Additional remarks to C1

Country	
France	From May 2002, wa are really involved in customer surveys : we acquired 2 new specific softwares for surveys and we are accumulating knowledge

Annex 2 - Examples of Questionnaires of Customer/User Satisfaction Surveys in NSIs

Note:

The layout of some of the questionnaires are not corresponding with the original versions

DENMARK
Questionnaire, type number 1
Page 1

The X-Company
Att.: Mr. X
124 X Street
Xtown

User Survey

Date

Questionnaire regarding: Marketing of statistics

<p style="text-align: center;">As we would like to improve the quality of our work we kindly ask you to spend some minutes filling out this questionnaire</p> <p style="text-align: center;">Thank you!</p> <p style="text-align: center;">Please leave irrelevant questions unanswered</p>	<p>4. Were you satisfied with the personal service?</p> <p style="text-align: center;">Not at all Very much</p> <p style="text-align: center;"> L K J </p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p>
<p>1. Does the content of the delivery correspond to your expectations?</p> <p style="text-align: center;">Not at all Yes, completely</p> <p style="text-align: center;"> L K J </p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p>	<p>5. Do you find the documentation enclosed with the assignment sufficient?</p> <p style="text-align: center;">No, insufficient Yes, sufficient</p> <p style="text-align: center;"> L K J </p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p>
<p>2. Is there a reasonable relationship between the price and the content?</p> <p>.. Reasonable</p> <p>.. A little too expensive</p> <p>.. Too expensive</p> <p>Comments: _____</p>	<p>6. How satisfied were you all in all with the assignment?</p> <p style="text-align: center;">Very dissatisfied Very satisfied</p> <p style="text-align: center;"> L K J </p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p>
<p>3. When did you receive the assignment (compared to when it was delivered)?</p> <p>.. Earlier</p> <p>.. On time</p> <p>.. Later - how much later? _____</p> <p>Comments: _____</p>	<p>7. Comments/suggestions (please continue on the backside if necessary)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

This form can be faxed to:

Statistics Denmark
Dissemination Centre
fax: 39 17 31 18
or be mailed in the enclosed envelope

Questionnaire

Registered and non-registered users in 2002

Three minutes of your time could help us making StatBank Denmark better.

We intend to develop the database further according to the users' needs. This is why we ask you to spend three minutes to give your opinion of the database and the way it is used.

I want to answer the questionnaire now.

I want to return to StatBank Denmark.

1) How often do you use StatBank Denmark?

- Once a week or more
- A couple of times a month
- Once a month or less
- This is my first time
- No answer

2) What is the purpose of your retrieval of data from StatBank Denmark?

- Study related
- Work related
- Personel interest
- Other purposes
- Do not know yet
- No answer

You have access to StatBank without a registered password. However, if you choose to register - which is free of charge – you will have access to retrieve much larger tables, save queries and selection lists for re -use.

3a) Were you aware of these advantages?

- Yes
- No
- No answer

3b) What was the reason to log on without a password?

- I wish to be anonymous
- I did not bother
- I presumed that it was a charged service
- I had forgotten the password
- I do not need the advantages of being registered
- No answer

Questionnaire

Registered and non-registered users in 2002

4) Do you usually find the statistics you are looking for?

- Always
- Almost always
- Usually
- Almost never
- I did not need anything specific, only browsing
- No answer

5) Have you ever used the information under the tab "Information"/"Documentation"

- Yes
- No
- No answer

6a) Is the documentation sufficient?

- Completely sufficient
- More or less sufficient
- Insufficient
- Completely insufficient
- No answer

6b) Why did you not look into the tab "Information"? *You can mark several alternatives*

- I did not need it
- I did not know there was any information
- It is too tiresome
- I did not have the time
- Other reasons
- Do not know
- No answer

7a) Have you tried to select values from the tab "Select by search"?

Yes
No
Do not know
No answer
Total

7b) Did you succeed in the selection by search?

Yes
Yes, but not at once
No
No answer

Questionnaire

Registered and non-registered users in 2002

8) How satisfied are you in general with the contents of StatBank Denmark?

- Very satisfied
- Satisfied
- Neither satisfied nor unsatisfied
- Unsatisfied
- Very unsatisfied
- No answer

9) How do you in general find the functionality of StatBank Denmark?

- Very easy to use
- Easy to use
- Tiresom
- Very tiresom
- No answer

10) Your sex:

- Man
- Woman
- No answer

11) Your age :

12) Any other comments concerning the contents or user interface of the StatBank Denmark?

write:.....
.....



i – Punkt Berlin
Eurostat Data Shop

This questionnaire gives you the opportunity to tell us your positive and negative experiences with the supply of Eurostat products and the services provided by the Eurostat Data Shop (EDS) Berlin. With help of your remarks we want to improve our future work exactly there, where you consider it necessary. Please use this possibility and return the completed questionnaire by E-Mail, Fax or by mail. Your statements will be kept confidentially.

QUESTIONNAIRE – USER SATISFACTION SURVEY

1. How many employees work in your organisation?

- Up to 50 101 to 250 More than 500
 51 to 100 251 to 500

2. How often do you order statistical information at the EDS-Berlin, approximately?

- Once a year Once a month Once a week Subscriber
 Several times a year Several times a month Several times a week

3. Up to which period would you accept information about availability of the data,

- Within 24 h Within 48 h Within 72 h Another period

and how satisfied are you with this service of the EDS Berlin?

- (1-extremely satisfied/ 2-very satisfied/ 3-satisfied/ 4-less satisfied/ 5-dissatisfied/ 6-not applicable)
 1 2 3 4 5 6

4. What do you mainly need for your work?

- Extractions Publications

5. Please evaluate the following SERVICE components of the EDS Berlin after their Importance (A bis F) for you and how satisfied (1 bis 6) are you with them?

	(A-extremely important/ 1-extremely satisfied/	B-very important/ 2-very satisfied/	C-important/ 3-satisfied/	D-less important/ 4-less satisfied/	E-unimportant/ 5-dissatisfied/	F-not applicable/ 6-not applicable/	
Staff competence	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Support in case of problems	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Staff friendliness	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Personal consulting	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Service hours	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Clarity of cost accounting	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Total processing time	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Data delivery format	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction
Total service	<input type="checkbox"/> A <input type="checkbox"/> 1	<input type="checkbox"/> B <input type="checkbox"/> 2	<input type="checkbox"/> C <input type="checkbox"/> 3	<input type="checkbox"/> D <input type="checkbox"/> 4	<input type="checkbox"/> E <input type="checkbox"/> 5	<input type="checkbox"/> F <input type="checkbox"/> 6	Importance Satisfaction

This formular can be sent by fax:
Eurostat Data Shop Berlin
Telefax(+49) 030 23 24 64 30

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10178 Berlin, DEUTSCHLAND

GERMANY
Questionnaire, type number 1
Page 2

6. Please evaluate the PRODUCTS of Eurostat after their Importance (A bis F) for you and how satisfied (1 bis 6) are you with them?

	(A-extremely important/ (1-extremely satisfied/	B-very important/ 2-very satisfied/	C-important/ 3-satisfied/	D-less important/ 4-less satisfied/	E-unimportant/ 5-dissatisfied/	F-not applicable/ 6-not applicable)	
Data up-to-dateness	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Clarity of data tables	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Data completeness	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Data quality	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Explanatory notes	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Data prices	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Additional costs (postage etc)	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Information on new products	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction
Product supply in total	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> C	<input type="checkbox"/> D	<input type="checkbox"/> E	<input type="checkbox"/> F	Importance
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	Satisfaction

7. Which changes or improvements would you suggest for the future?

8. Are you interested in free of charge information material :

- Eurostat Minicatalog
 Statistical references (Information letter on Eurostat products and services)?

Name, first name:

Company:

Date:

Signature:

Thank you very much for your support and your interest. We are looking forward to an ongoing good co-operation.

Your team of the Eurostat Data Shop Berlin

This formular can be sent by fax:
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The telephone questionnaire

Hello (Mr/Madam)

I am.....of the Marketing service of INSEE

and I invite you concerning l'Annuaire Statistique de la France (ASF)

Would you agree to grant me 7-8 minutes to answer my questions?

(or would you prefer that I refer to? if yes when?)

1. The customer

1.1. Since when do you use the ASF?

1.2. For what purpose do you use the ASF?

1.3. With what frequency do you use the ASF?

2. The paper version

2.1. Do you have computer equipment?

2.2. Do you think that the use of the CD version could facilitate your research?

3. The CD version

3.1. Is your research facilitated by the use of CD?

3.2. Is the data well submitted in CD? (navigation; ergonomics; contents)

4. The CD-ROM and paper

4.1. Do you think that the use of paper and of the CD-ROM is complementary?

4.2. Is the preference given to paper or to the CD-ROM? For which reasons?

4.3. What do you think of the coexistence of these two supports?

5. The WEB site of INSEE

5.1. Do you know the site of INSEE?

5.2. What types of information do you seek first of all?

5.3. For what purposes do you seek information?

5.4. Do you there find the information wanted?

6. ASF et TEF

6.1. Does it supplement your research by using the TEF?

6.2. To what extent are the use of the TEF and of the ASF complementary?

7. Conclusion

Thank you for having agreed to grant me these a few minutes.

Questionnaire

Here is the questionnaire such as it was placed at the time of the telephone calls
Other questionnaires are sent by e-mail

1. In case the customer bought only Contours... Iris

- 1.1. Since when do you use Contours... Iris?
- 1.2. For what purpose do you use Contours... Iris?
- 1.3. With what frequency do you use Contours... Iris?
- 1.4. In which geographical information system do you use Contours... Iris? (Mapinfo, Géoconcept, Arcview...)
- 1.5. Did digitised contours give you satisfaction? (Up to what point?)
- 1.6. What type of piece of data do you associate? (INSEE data or other data and, if others, from which do they come?)
- 1.7. Are you satisfied with the presentation of the data in CD?
- 1.8. Was the documentation associated with the product accessible/useful/sufficient?
- 1.9. What do you think of cutting in **IRIS-C2000** ®? Is it relevant for your studies?
- 1.10. Do you already use data of the 1990 census? Do you know **IRIS-C5000** ® ?

2. Dans the case where the customer bought Contours... Iris and Iris... Profils

- 2.1. Since when do you use Contours... Iris and Iris... Profils?
- 2.2. For what purpose do you use Contours... Iris and Iris... Profils?
- 2.3. With what frequency do you use Contours... Iris and Iris... Profils?
- 2.4. In which geographical information system do you use Contours... Iris? (Mapinfo, Géoconcept, Arcview...)
- 2.5. Did digitised contours give you satisfaction? (Up to what point?)
- 2.6. What type of piece of data do you associate? (INSEE data alone or also other data and, if others, from which do they come?)
- 2.7. Are you satisfied with the presentation of the data in CD Iris... Profils?
- 2.8. Do you think that data in Iris... Profils are sufficiently detailed?
- 2.9. Was the documentation associated with the product accessible/useful/sufficient?
- 2.10. What do you think of cutting in **IRIS-C2000**® ? Do you find it relevant for your studies?
- 2.11. Did you know already Iris or did you discover it with the product?

3. Wweb site of INSEE

- 3.1. Do you know the web site of the INSEE?
- 3.2. What types of information do you seek first of all?
- 3.3. For what purposes do you seek this information?
- 3.4. Did you find there what you wished?

Note:

Questions 1.8. and 2.9. were transformed to the wire of the survey in: "Did you receive one documentation associated with the (x) CD-ROM (s)? "

Your opinion interests us...

EVALUATION QUESTIONNAIRE

On-line purchases of products of the 1999 Census

Very satisfactory satisfactory few satisfactory not satisfactory

How do you judge the site

Census 99 from the point of view:

- ergonomics
- navigation
- proposed method of research
- presentation of the products
- procedure of the customer's recording
- proposed modes of payment

If you bought products such as books or CD-ROM, what do you think:

- periods of reception of the products

If you bought on-line products (files, databases), what do you think:

: - of the method of provision

- data
- of the method of remote loading
- data

Concerning this information, how do you judge:

- legibility
- clarity
- general presentation
- deadlines to find information

How do you judge our service overall "on-line Purchases RP99"?

Among the means placed at your disposal, which appears the most powerful one to you to acquire:

- the web bookshops of Insee the purchase by correspondence
- numerical paper and products
 - the data on files

Does the terminology used, appear you:

complex clear

Did you note differences of tariffing between our catalogue on paper and what is proposed on-line?

yes no

With which frequency have you done

1 time per week 2 times per month 1 time per month variable

What are according to you the strong points of our "on-line Purchases" service?

What are the weak points?

Do you have other remarks, criticisms or opinion to be expressed?

Thank you for having agreed to devote time to answer our questionnaire. Above information will be used exclusively to improve the services placed at the disposal of our customers.

JAL on 19 November 2001

FRANCE
Questionnaires, diverse types

Dear subscriber,

Here is already a year that our INSEE magazine Insee Actualités made new skin! It is time for us to contact you to know your opinion in order to meet better your expectations. Could you devote a few moments to answer the questionnaire which is to the back of this letter and to return it to us by mail or by fax. Thank you for your aid and assure you that your answers will be studied with the greatest interest. Very sincerely.

SATISFACTION SURVEY ON INSEE ACTUALITÉS MAGAZINE

You receive the quarterly magazine and free Insee Actualités Magazine.

We would like to ask you some questions to inform you even better.

- Is the presentation of Insee Actualités Magazine:
pleasant clear banal confused
- Do you locate you easily in this magazine?
Yes Non If not, why?.....
- Is the information contained in this magazine:
clear supplements dense little adapted to your needs
- Appears you it accessible?
Yes Non if not, why?.....

What are the existing headings which interest you more?
 Know the INSEE Solutions
 In window Tools
 Special book Population census
 In the catalogue Also in the catalogue
 On the web

Would you like to find there other headings such as:
 the dates of the events in the INSEE takes part (fairs, meetings...)
 letters to the Editor
 others:..... _

Did the topics broached in the special book (4 central pages of the magazine) interest you?
 Yes Non
 If not, what subjects would you like to see in treaties?.....

Is the quarterly periodicity of Insee Actualités Magazine appropriate to you?
 Yes Non If not, why?.....

Following the reading of Insee Actualités Magazine, you are you connected to the Internet site of INSEE to get informations more?
 Yes Non I do not have access to Internet

Did you buy products of INSEE following an article in Insee Actualités Magazine?
 Yes Non
 If so, by correspondence in one of our sale points by Internet

Broadly, what is your satisfaction level concerning Insee Actualités Magazine?
 very satisfied partly satisfied not satisfied

Do you have other remarks or suggestions?

Thank you for your collaboration!

***SURVEY QUESTIONNAIRE
CONCERNING THE
CENTRAL STATISTICS OFFICE (CSO)***

1. ORGANISATION INFORMATION

Organisation Name: Contact Person:	Telephone: Fax:
Type of Organisation (please tick):	
Public Sector <input type="checkbox"/> Government <input type="checkbox"/> Department Semi-State <input type="checkbox"/> Other: please specify	Private Sector <input type="checkbox"/> Manufacturing <input type="checkbox"/> Services <input type="checkbox"/> Please specify the Type of Business

2. SERVICE & PRODUCT USAGE

2.1 Your particular areas of interest:

- a) Please state the statistical series you use.
 b) Then RANK the top 5 in order of importance (1=most important, 5=least important.)

<i>Area</i>	<i>Rank</i>	<i>Area</i>	<i>Rank</i>
		Other (please specify)	

2.2 If there are CSO products or services that you are using MORE frequently now than 5 years ago, please list the top 4 and state why

<i>Product or Service Area</i>	<i>Reason</i>
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

2.3 If there are CSO products or services that you are using LESS frequently now than 5 years ago, please list the 4 main areas and state why.

<i>Product or Service Area</i>	<i>Reason</i>
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

2.4 a How do you usually get information from the CSO? (tick as appropriate)

<i>Dissemination method</i>	<i>Rate dissemination method</i> (1=Extremely good , 7=Unsatisfactory) <i>(circle as appropriate)</i>	Rank method in order of importance to you
Post q	1 2 3 4 5 6 7	
Fax q	1 2 3 4 5 6 7	
Disk q	1 2 3 4 5 6 7	
e-mail q	1 2 3 4 5 6 7	
publications q	1 2 3 4 5 6 7	

2.4 b Identify potential dissemination methods and rate their importance.

<i>Potential Dissemination Methods</i>	<i>Rate Potential Dissemination Method</i> (1=Extremely important , 7=Unimportant) <i>(circle as appropriate)</i>	Rank method in order of importance to you
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	

3. SERVICE DELIVERY

This section asks you to give information on the delivery of service. The subject of section 3.1 is ORGANISATIONS IN GENERAL and section 3.2 is the CSO ONLY.

3.1 Organisations in general

When dealing with ANY COMPANY OR ORGANISATION, there may be certain aspects of service that you feel are more important than others. Using the scale shown below, please rate the following aspects of service in terms of how important they are to you.

(1 means the service is very important to you and 7 means the service is totally unimportant to you.)

ORGANISATIONS IN GENERAL	<i>Rating of service</i>						
	Important			Unimportant			
	<i>(Circle as appropriate)</i>						
Ease of contacting the office	1	2	3	4	5	6	7
The level of understanding of your requests	1	2	3	4	5	6	7
The ability to meet your requirements	1	2	3	4	5	6	7
The speed of response to your queries	1	2	3	4	5	6	7
Technical expertise of staff	1	2	3	4	5	6	7
Courtesy shown throughout dealings	1	2	3	4	5	6	7
The level of contact maintained	1	2	3	4	5	6	7
Being kept informed of progress	1	2	3	4	5	6	7
Ability to anticipate customers requirements	1	2	3	4	5	6	7
Proactive in providing solutions	1	2	3	4	5	6	7
The speed of delivery on required products	1	2	3	4	5	6	7
Staff ability to answer your questions	1	2	3	4	5	6	7
Willingness to adapt to meet your needs	1	2	3	4	5	6	7

3.2 Central Statistics Office (CSO)

Thinking of the service you receive from the CSO, how would you rate your satisfaction with their performance on the following service aspects using the scale shown below.

In addition, please give a reason for your answer.

(1 means the service is very satisfactory and 7 means the service is totally unsatisfactory.)

CENTRAL STATISTICS OFFICE	<i>Rating of service</i>		Reason
	Satisfactory	Unsatisfactory	
	<i>(Circle as appropriate)</i>		
Ease of contacting the office	1 2 3 4 5 6 7		
The level of understanding of your requests	1 2 3 4 5 6 7		
The ability to meet your requirements	1 2 3 4 5 6 7		
The speed of response to your queries	1 2 3 4 5 6 7		
Technical expertise of staff	1 2 3 4 5 6 7		
Courtesy shown throughout dealings	1 2 3 4 5 6 7		
The level of contact maintained	1 2 3 4 5 6 7		
Being kept informed of progress	1 2 3 4 5 6 7		
Ability to anticipate customers requirements	1 2 3 4 5 6 7		
Proactive in providing solutions	1 2 3 4 5 6 7		
The speed of delivery on required products	1 2 3 4 5 6 7		
Staff ability to answer your questions	1 2 3 4 5 6 7		
Willingness to adapt to meet your needs	1 2 3 4 5 6 7		

3.3.a In your opinion has the level of SERVICE from the CSO improved, remained the same, or disimproved over the past five years?

tick as appropriate

- Improved □
- Remained the same □
- Disimproved □

3.3.b Please state why.

3.4 Do you have any suggestions as to how the CSO could improve its level and range of services?

4. PRODUCTS

4.1 Please think about the CSO’s products IN GENERAL, and rate your level of satisfaction with these products in terms of the following points. Please supply a reason for your response.

(1 means the product is very good and 7 means the product is very poor.)

CSO PRODUCTS IN GENERAL	<i>Rating of product</i>		Reason
	Good	Poor	
	<i>(Circle as appropriate)</i>		
Level of detail provided	1 2 3 4 5 6 7		
Timeliness of the data	1 2 3 4 5 6 7		
Accuracy	1 2 3 4 5 6 7		
Relevance	1 2 3 4 5 6 7		
Style of presentation	1 2 3 4 5 6 7		
Overall Cost of the product	1 2 3 4 5 6 7		
The product fulfilling your requirements	1 2 3 4 5 6 7		

IRELAND

Questionnaire, type number 1

Page 7

Annex 2

4.2 a Thinking back over the past five years, has the quality of the PRODUCTS from the CSO improved, disimproved, or remained the same?

tick as appropriate

Improved	q
Remained the same	q
Disimproved	q

4.2 b Please state why.

4.3 a Have you ever had any special statistical requirements that you have asked the CSO to fulfil?

Yes	No	q
q		

4.3 b If so, what was the nature of this requirement?

4.3 c How satisfied or not were you with the way in which the CSO dealt with this specific requirement?

tick as appropriate

Completely satisfied	q
Satisfied	q
Partly satisfied/partly dissatisfied	q
Dissatisfied	q
Completely dissatisfied	q

4.4 a Do you feel that adequate mechanisms exist for the CSO to make use of feedback from the users of its products?

Yes	No	q
q		

4.4 b Please give details.

4.8 Shortcomings of existing statistics — CSO in general

CSO in general	<i>Rate Importance of improving the shortcoming</i> (1=Extremely important, 7=Not important) (Circle as appropriate)	Rank shortcomings in order of importance to solve
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	

4.9 What statistical needs do you have that are not currently being met?

4.10 Proposals for discontinuing any existing statistics to provide resources for recommended improvements:

5.2 c If so, please give details.

6 VALUE FOR MONEY

6.1 a Overall, how would you rate the service and products of the CSO in terms of value for money?

- tick as appropriate*
- Particularly good value
 - Good Value
 - Not Good Value/Not Bad Value
 - Bad Value
 - Particularly bad value

6.1 b Please give a reason for your answer.

7. VIEWS AS A SUPPLIER OF DATA TO THE CSO (OR AS A REPRESENTATIVE OF DATA SUPPLIERS)

7.1 Do you supply data to the CSO?

- Yes No

If so, please complete the sections below.

7.2 Reporting burden

Please list the following information for the CSO inquiries which you complete

Inquiry Name	Frequency	Last Inquiry	Do you use the results? <i>(Circle as appropriate)</i>	
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No

7.3 **How can technology be used to streamline the data collection process in your case?**

7.4 **General suggestions for alleviating the reporting burden.**

7.5 **How willing are you to respond to additional CSO inquiries?**

8 **OTHER COMMENTS**

Are there any other issues that you feel it would be important for the CSO to address?

Please feel free to add further comments here in relation to the CSO, its existing services, or any services that you think the CSO should provide or develop further.

Thank you for participating in this survey



Statistical Yearbook of Ireland 2002
Readership Survey

We are interested in finding out more about our readers and their views on the Statistical Yearbook. We would be grateful if you would spend a few minutes of your time answering the following questions. Please return the completed questionnaire in the prepaid envelope provided, or else to: FREEPOST, Information Section, Central Statistics Office, Skehard Road, Cork.

<p>1 How did you find out about this edition of the Yearbook?</p> <p> <input type="checkbox"/> Mailshot <input type="checkbox"/> CSO Internet site <input type="checkbox"/> Press <input type="checkbox"/> Saw copy in a library <input type="checkbox"/> Complimentary copy <input type="checkbox"/> Other (please specify) </p> <p>.....</p>	<p>5 Would you like to see other subject areas covered in the Yearbook?</p> <p> <input type="checkbox"/> Yes (please specify) </p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>																
<p>2 What did you use the publication for? (please tick all that apply)</p> <p> <input type="checkbox"/> Briefing <input type="checkbox"/> Marketing <input type="checkbox"/> Research <input type="checkbox"/> General information <input type="checkbox"/> Educational use <input type="checkbox"/> Policy formulation <input type="checkbox"/> Promotion of Ireland <input type="checkbox"/> Other (please specify) </p> <p>.....</p> <p>.....</p>	<p>6 Do you feel the time series given in the Yearbook are</p> <p> <input type="checkbox"/> Too short <input type="checkbox"/> About right <input type="checkbox"/> Too long </p>																
<p>3 What did you find most useful?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>7 Would you like to see more or less of the following included in the Yearbook?</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left;"></th> <th style="text-align: center;">More</th> <th style="text-align: center;">Same</th> <th style="text-align: center;">Less</th> </tr> </thead> <tbody> <tr> <td>Explanatory text</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Charts/graphs</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Other (please specify)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table> <p>.....</p> <p>.....</p>		More	Same	Less	Explanatory text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Charts/graphs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	More	Same	Less														
Explanatory text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
Charts/graphs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
<p>4 What did you find least useful?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>8 Is the level of detail generally</p> <p> <input type="checkbox"/> Too little <input type="checkbox"/> About right <input type="checkbox"/> Too great </p>																



Directorate for the dissemination of statistical information

SURVEY SHEET FOR INTERNET USERS

1. Reason for accessing the Istat web site. Mainly for:

- | | | |
|-------------------------|----------|-------------------------------------|
| 1q Work | 2q Study | 3q Administrative/fiscal fulfilment |
| 4q Personal information | 5q Other | |

2. Areas of interest:

- | | |
|-------------------------------|--------------------------------------|
| 1q General information | 11q Prices |
| 2q Environment | 12q Agriculture |
| 3q Population | 13q Industry |
| 4q Health and social security | 14q Services |
| 5q Culture | 15q Foreign Trade |
| 6q Family and society | 16q Census of Population and Housing |
| 7q Public Administration | 17q Census of Organisations |
| 8q Justice | 18q Census of Industry and Services |
| 9q National Accounts | 19q Census of Agriculture |
| 10q Labour | |

3. How do you usually acquire the ISTAT statistical information you need?

- | | |
|---|--|
| 1q Internet | 4q Centres for statistical information |
| 2q Direct contact with surveys' responsible persons | 5q Bulletin Board System subscription |
| 3q Data shops | 6q Other |

4. Besides ISTAT, do you use other sources of statistical information? And on which type of support are they provided? Please, name three sources and related supports:

5. Which formats do you prefer?

- | | | | | |
|---------|----------|--------|----------|----------|
| 1q Word | 2q Excel | 3q Pdf | 4q ASCII | 5q Other |
|---------|----------|--------|----------|----------|

6. How do you use the acquired data?

- | | | |
|------------------|-----------------------|---------------------|
| 1q Documentation | 2q Further processing | 3q Archive updating |
|------------------|-----------------------|---------------------|

4q

Other _____

12. Do you think data search on ISTAT web site is sufficiently guided?

1q YES

2q NO (specify) _____

13. Do you think data are easy to download?

1q YES

2q NO (specify) _____

USER DATA

14. Organisation/Company: _____

15. Type of organisation/office:

1q Parliament

2q Government, Ministries

3q Prefectures

4q Court of Appeal and Court of Justice

5q Regions

6q Provinces

7q Municipalities

8q Chambers of Commerce, industry and
handicraft

9q Mountain municipalities

10q Other public administrations

11q Public research institutes

12q Private research institutes

13q University

14q Schools

15q ASL (Local Health Administration)

16q Agriculture

17q Large and medium industry

18q Small industry

19q Other _____

16. Profession (of the possible user): _____

17. Sex: 1q M

2q F

18. Age: 1q to 19

2q 20-24

3q 25-29

4q 30-39

5q 40-54

6q 55 – 59

7q 60-69

8q 70 and over

19. Education level: 1q degree

2q high school

3q primary school

20. Professional status:

1q employed:

· employed in a private company

· employed in a public enterprise/body

· self-employed

2q seeking employment

3q not in the labour force (student,
retired, housewife)



Directorate for dissemination of statistical information

SURVEY SHEET FOR DATA SHOP USERS

1. Reason for statistical information request:

- 1q Work 2q Study 3q Administrative/fiscal fulfilment 4q Other

2. Which area the required information belongs to?

- | | |
|-------------------------------|--------------------------------------|
| 1q General information | 11q Prices |
| 2q Environment | 12q Agriculture |
| 3q Population | 13q Industry |
| 4q Health and social security | 14q Services |
| 5q Culture | 15q Foreign Trade |
| 6q Family and society | 16q Census of Population and Housing |
| 7q Public Administration | 17q Census of Organisations |
| 8q Justice | 18q Census of Industry and Services |
| 9q National Accounts | 19q Census of Agriculture |
| 10q Labour | |

3. How do you utilise the requested data?

- 1q Documentation 2q Further processing
3q Archive Updating 4q Other (specify)_____

4. Was the request of information satisfied?

- 1q YES 2q NO

4.1 If YES, indicate the information acquisition mode:

- 1q purchase of publications
2q consultation of publications and other statistical material
3q consultation and search on Istat, Eurostat and Sistan catalogues
4q data banks retrieval (on-line, internet/intranet)
5q acquisition of personalised statistical information
6q utilisation of the "Graduation papers" help desk
7q other

If NO, indicate the reason:

- 1q lack of data/information because not available at the moment
2q lack of data/information because not belonging to Istat
3q lack of data/information because available in other Istat Offices
4q partial or incomplete documentation
5q other

4. second (IF SUBSCRIBER OF ALL AREAS)

Please indicate your main interest areas:

- | | |
|-------------------------------|--|
| 1q General information | 11q Prices |
| 2q Environment | 12q Agriculture |
| 3q Population | 13q Industry |
| 4q Health and social security | 14q Services |
| 5q Culture | 15q Foreign trade |
| 6q Family and society | 16q Census of the population and housing |
| 7q Public Administration | 17q Census of the organisations |
| 8q Justice | 18q Census of the industry and services |
| 9q National Accounts | 19q Census of Agriculture |
| 10q Labour | |

5. How do you utilise the requested data?

- | | |
|---------------------|--------------------------|
| 1q Documentation | 2q Further processing |
| 3q Archive Updating | 4q Other (specify) _____ |

6.1 Are you satisfied with the present level of data disaggregation?

- | | | |
|--------------------|--------|-------|
| A. Local level | 1q YES | 2q NO |
| B. Aggregate level | 1q YES | 2q NO |

6.2. Do you know that ISTAT gives access to unpublished statistical data at a higher level of territorial and sectorial disaggregation?

- 1q YES 2q NO (specify) _____

7. Do you utilise on-line data?

- 1q YES 2q NO (specify) _____

8. Would you like to have data that interest you available only on electronic support, in order to have a better timeliness in data availability?

- 1q YES 2q NO (specify) _____

IF YES ON THE PREVIOUS QUESTION:

ITALY

Questionnaire, type number 11

Page 3

Annex 2

9. How would you like to acquire statistical data? (Indicate order of preference):

1q Internet and/or Bulletin Board System (BBS)

2q e-mail

3q off-line on CD-ROMs and floppy disks

User Data

10. Organisation/Company: _____

11. Type of organisation/office:

1q Parliament

2q Government, Ministries

3q Prefectures

4q Court of Appeal and Court of Justice

5q Regions

6q Provinces

7q Municipalities

8q Chambers of Commerce, industry and
handicraft

9q Mountain municipalities

10q Other public administrations

11q Public research institutes

12q Private research institutes

13q University

14q Schools

15q ASL (Local Health Administration)

16q Agriculture

17q Large and medium industry

18q Small industry

19q Other _____

12. Profession (of the possible user): _____

13. Sex: 1q M 2q F

14. Age: 1q to 19 2q 20-24 3q 25-29 4q 30-39 5q 40-54
6q 55 - 59 7q 60-69 8q 70 and over

15. Education level: 1q degree 2q high school 3q primary school

16. Professional status:

1q employed:

· employed in a private company

· employed in a public enterprise/body

· self-employed

2q seeking for employment

3q not in the labour force (student,
retired, housewife)

Survey among the recipients of press releases of STATISTIK AUSTRIA

1. I am a representative of the following area(s)

- | | | |
|--------------------------|---|---|
| Media | | Public administration |
| .. News agency | .. Other information service providers | .. international level |
| .. Free-lance journalist | .. Opinion research centre | .. federal level |
| .. Newspaper, journal | .. Economy | .. provincial level |
| .. Broadcast, TV | .. Education, science, culture | .. communal level |
| .. On-line media | .. Politics/political parties, interest groups and professional organisations, churches | .. Official statistics (national & international) |
| | .. Private user | .. Others (please state) |
| | | |

2. My assessment of the general quality of press releases of ST ATISTIK AUSTRIA is ...

- | | | |
|--------------|-----------------|----------------------|
| .. very good | .. satisfactory | .. barely sufficient |
| .. good | | .. insufficient |

3. To my mind, press releases should be prepared in the following way

- | | |
|--------------------|----------------------------|
| .. text only | .. text and charts |
| .. text and tables | .. text, tables and charts |

4. I make use of the Internet site www.statistik.at in my professional activities ...

- | | | | |
|---------------|-----------------|-----------|----------|
| .. frequently | .. now and then | .. rarely | .. never |
|---------------|-----------------|-----------|----------|

5. I use the data provided by the STATISTIK AUSTRIA data bank ISIS in my professional activities...

- | | | | |
|---------------|-----------------|-----------|----------|
| .. frequently | .. now and then | .. rarely | .. never |
|---------------|-----------------|-----------|----------|

6. Should STATISTIK AUSTRIA present statistical results in the form of press conferences more often?

- | | | |
|--------|---|-------|
| .. yes | particularly on the following areas (please state): | |
| .. no | | |
| | | |

7. Other suggestions, requests etc. with regard to press releases (please state)



INSTITUTO NACIONAL DE ESTATÍSTICA
Portugal

PORTUGAL
Questionnaire, type number 1
Page 1

Customer Satisfaction Survey on Statistical Information - 2001

1. How often do you use INE's Statistical Information ?

Daily Once a week Once a month
Once a year Other (specify) _____

2. Tell us the statistical areas or the statistical indicators you consult more often:

3. How do you access the statistical information produced by INE ?

Main headquarters City Hall Libraries
Regional Directorates. Which one? _____
INE's site (www.ine.pt) Institutional Libraries¹ (which ones) _____
Telephone Media
Fax Other Institutions (which ones) _____
E-mail

¹ Both private or public

4. Beyond statistical information produced by INE, do you use statistical information produced by other institutions / sources (national or international) ?

Yes Which ones _____
Why? _____
What kind of information? _____
No

5. For what purpose do you use statistical information ?

Research Decision making
Teaching Dissemination
Professional/business studies Other (specify) _____

6. For questions 6.1, 6.2 and 6.3, sign with an X the importance grade and the satisfaction level for each of the items according to the above scale.

Importance grade: 1 - Without importance 2 - Of few importance 3 - Important 4 - Very important

Satisfaction level: 1 - Bad 2 - Satisfactory 3 - Good 4 - Very good

6.1 Evaluation of the statistical information published by INE (Paper publications and INE's internet site)

Never used this kind of information (Go to question 6.2)

Importance
Grade

Satisfaction Level

Factors:

- Timeliness of information
- Punctuality of dissemination chalendar
- Coherence of statistical information
- Value for money of statistical information
- Geographical disaggregation
- Relevance of published data
- Clarity of information
- Access to metadada
- Synthesis of data

	W. Imp.	V. Imp.			n.a.	Bad	V. good		
	1	2	3	4	0	1	2	3	4
Timeliness of information	1	2	3	4	0	1	2	3	4
Punctuality of dissemination chalendar	1	2	3	4	0	1	2	3	4
Coherence of statistical information	1	2	3	4	0	1	2	3	4
Value for money of statistical information	1	2	3	4	0	1	2	3	4
Geographical disaggregation	1	2	3	4	0	1	2	3	4
Relevance of published data	1	2	3	4	0	1	2	3	4
Clarity of information	1	2	3	4	0	1	2	3	4
Access to metadada	1	2	3	4	0	1	2	3	4
Synthesis of data	1	2	3	4	0	1	2	3	4

n.a.- not aplicable

PORTUGAL

Questionnaire, type number 1

Page 2

6.2 Evaluation of non-published statistical information supplied by INE under request

Never used this kind of information (Go to question 6.3)

Importance Grade	Satisfaction Level
------------------	--------------------

Factors:

- Timeliness of information
- Punctuality of dissemination calendars
- Coherence of statistical information
- Value for money of statistical information
- Geographical disaggregation
- Relevance of published data
- Clarity of information
- Access to metadata
- Synthesis of data

	W. Imp.	2	3	4		n.a.	Bad	2	3	4	V. good
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		

n.a.- not applicable

6.3. Evaluation of services rendered by INE

Importance Grade	Satisfaction Level
------------------	--------------------

- Courtesy of staff
- Staff competence
- Perception of user needs
- Waiting time in library
- Waiting time in the service under request
- Delivery term of the budget for information under request
- Information about other available data
- Delay in delivering the data requested
- Accomplishment of the data delivery term
- Information on non-predictable delays in data delivery
- Suitability of data delivery format (Paper, Cdrom, Diskette, Internet,...)
- Suitability of logistic environment for user attendance
- Suitability of the equipments (PC's, ...)

	W. Imp.	2	3	4		n.a.	Bad	2	3	4	V. good
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		
1	2	3	4		0	1	2	3	4		

n.a.- not applicable

7. Please give us your opinion about the following sentences concerning the relationship between INE and its users

- Being an INE user adds value to my professional activity
- I use INE's statistical information because it's difficult to change to other institution/source of statistical information
- I intend to consult other INE's publications, beyond those I already know
- I intend to go on buying INE's products
- The products/services that INE makes available to users satisfy my needs on statistical information
- As a whole, services rendered by INE meet my expectations
- I recommend INE to other people

I agree	I disagree

8. Sign with an X the option that corresponds to your level of knowledge/use of INE's products and services

	I already used	I know them but never used	I don't know them	I would like to receive more information
Publications				
Analysis				
INE's site (www.ine.pt)				
Press releases				
Data sales under request				
Data shop EUROSTAT				
Libraries				

PORTUGAL
Questionnaire, type number 1
Page 3

9. Dissemination of INE's products and services

9.1 Do you know INE's dissemination channels of products and services ?

Yes
No (Go to question 10)

9.2 How do you know about INE's products and services ?

Promotional leaflets <input type="checkbox"/>	INE's site <input type="checkbox"/>
Promotional information included in publications <input type="checkbox"/>	INEWS (INE's promotional newsletter) <input type="checkbox"/>
Publications guide <input type="checkbox"/>	Media <input type="checkbox"/>
Publications catalogue <input type="checkbox"/>	By other people <input type="checkbox"/>
Seminars and other promotional events <input type="checkbox"/>	Other (specify) _____

10. Which is your activity sector ?

<input type="checkbox"/> Central Administration	<input type="checkbox"/> Research
<input type="checkbox"/> Local Administration	Business units:
<input type="checkbox"/> Business association	<input type="checkbox"/> Bank
<input type="checkbox"/> Union	<input type="checkbox"/> Insurance company
<input type="checkbox"/> Non-profitable Association	<input type="checkbox"/> Consulting
<input type="checkbox"/> Embassy	<input type="checkbox"/> Other (which one) _____
<input type="checkbox"/> Education sector (students or teachers)	<input type="checkbox"/> Other activity sector (which one) _____

11. Please make your comments and suggestions so that we can improve our services

CUSTOMER SATISFACTION SURVEY OF STATISTICS FINLAND 2001

ATT-Tutko Oy
Hämeentie 12 B
FIN-00530 HELSINKI
Tel. +358 9 736 212

1. How satisfied are you with Statistics Finland	Overall grade for STATISTICS FINLAND	Using school grades 4 to 10 <input type="checkbox"/>																																																												
2. What grade would you give for the following																																																														
<p>A. What personal experiences do you have of Statistics Finland? <i>(During the last twelve months)</i></p> <p>B. What could reasonably be expected of Statistics Finland? <i>(What the standard should be)</i></p>																																																														
	School grades 4 to 10	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th style="width: 25%; text-align: center;">Experi- ence</th> <th style="width: 25%; text-align: center;">Expec- tation</th> </tr> <tr> <th></th> <th style="text-align: center;">A</th> <th style="text-align: center;">B</th> </tr> </thead> <tbody> <tr> <td>Basic data</td> <td></td> <td></td> </tr> <tr> <td>No errors in basic data</td> <td></td> <td></td> </tr> <tr> <td>Up-to-dateness and freshness of data</td> <td></td> <td></td> </tr> <tr> <td>Comparability with earlier data</td> <td></td> <td></td> </tr> <tr> <td>Analysed data</td> <td></td> <td></td> </tr> <tr> <td>Further processing of data sufficient</td> <td></td> <td></td> </tr> <tr> <td>Value for money of tailored data</td> <td></td> <td></td> </tr> <tr> <td>Data meet the demands of my work</td> <td></td> <td></td> </tr> <tr> <td>Service</td> <td></td> <td></td> </tr> <tr> <td>Friendly staff</td> <td></td> <td></td> </tr> <tr> <td>Keeping to agreed delivery times</td> <td></td> <td></td> </tr> <tr> <td>Reporting on unexpected delays</td> <td></td> <td></td> </tr> <tr> <td>Taking the customer into consideration</td> <td></td> <td></td> </tr> <tr> <td>Accessibility of staff</td> <td></td> <td></td> </tr> <tr> <td>Finding the right person</td> <td></td> <td></td> </tr> <tr> <td>Information about available data/services</td> <td></td> <td></td> </tr> <tr> <td>Data fast and easily available</td> <td></td> <td></td> </tr> <tr> <td>Availability of data in desired form (Internet, pdf, etc.)</td> <td></td> <td></td> </tr> </tbody> </table>		Experi- ence	Expec- tation		A	B	Basic data			No errors in basic data			Up-to-dateness and freshness of data			Comparability with earlier data			Analysed data			Further processing of data sufficient			Value for money of tailored data			Data meet the demands of my work			Service			Friendly staff			Keeping to agreed delivery times			Reporting on unexpected delays			Taking the customer into consideration			Accessibility of staff			Finding the right person			Information about available data/services			Data fast and easily available			Availability of data in desired form (Internet, pdf, etc.)		
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3. Below are a few statements to help you describe your customer relationship with Statistics Finland. Please indicate your agreement or disagreement with the statements by circling the appropriate number																																																														
	Totally agree	Totally disagree																																																												
I am Statistics Finland's customer, because the service meets my expectations	5 4 3 2 1																																																													
I try to intensify my co-operation with Statistics Finland	5 4 3 2 1																																																													
I am Statistics Finland's customer only because there is no alternative	5 4 3 2 1																																																													
I regard Statistics Finland as a co-operative partner rather than just a data supplier	5 4 3 2 1																																																													
Use of Statistics Finland's data or services saves my working time	5 4 3 2 1																																																													
Use of Statistics Finland's data or services brings financial benefit to my organisation	5 4 3 2 1																																																													
4. Has any agreed work been supplied late in the past twelve months?																																																														
	1. Yes, which product?	_____																																																												
	2. No	_____																																																												
5. Have there been errors in any data delivered in the past twelve months?																																																														
	1. Yes, which data?	_____																																																												
	2. No	_____																																																												

Käännä

FINLAND
Questionnaire, type number 1
Page 2

Please answer by circling the appropriate number		
<p>6A. Which of these statements describes you best as a user of Statistics Finland's data? Are you mainly?</p> <p>1. An end user 2. A supplier of data to others 3. Both</p>	<p>6B. If you are an end user, do you use the data</p> <p>1. As such 2. Further processed 3. Both</p>	<p>6C. If you supply data to others, do you supply the data mainly to</p> <p>1. Your own organisation 2. Your customers 3. Both</p>
<p>7. A. Which of the following are your typical means of contacting Statistics Finland?</p> <p>1. Information search from the Internet 2. Information service request, e.g. by telephone or e-mail 3. Subscription to a publication (periodical, statistics, report, etc.) 4. Purchase of some other product or service 5. Training 6. Consultation connected with production/acquisition of data 7. Purchase of a survey/new data collection service 8. Request for a special compilation (on existing data) 9. Other, what? _____</p> <p>B. Which of the above is your most common means of contacting Statistics Finland? <input type="checkbox"/></p>		
<p>8. Do you generally use electronic web services at work? For which purposes?</p> <p>1. E-mail 2. Information search 3. Purchase of products or services 4. Some other purpose 5. I do not use electronic web services</p>	<p>9. Have you visited Statistics Finland's Internet site at www.stat.fi?</p> <p>1. Yes, daily 2. Yes, weekly 3. Yes, monthly 4. Yes, less often/occasionally 5. I have not visited Statistics Finland's Internet site (Please go to question 11)</p>	
<p>10. Was it easy to find the information you needed on Statistics Finland's Internet site?</p> <p>1. I found the information I needed easily 2. I found the information I needed but not easily 3. I did not find the information I needed 4. No, but I found something else interesting</p>		<p>11. Sex</p> <p>1. Male 2. Female</p> <p>12. Age</p> <p>____ Years</p>
<p>13. Respondent's employer</p> <p>1. Research institute or university 2. School or educational institution 3. Organisation, association 4. Enterprise 5. Central government agency or institute 6. Local government office or institute 7. Other</p>	<p>14. Respondent's position</p> <p>1. Management position 2. Information service position 3. Other expert position 4. Marketing 5. Other expert position 6. Other position</p>	
<p>15. This survey could also be carried out via the Internet. What is your opinion about that?</p> <p>1. I would rather answer via the Internet 2. It would make no difference to me 3. I would rather answer on the paper form</p>		

Thank you for your responses!

Free-form feedback

You may give free-form feedback on this separate sheet. The organisation implementing this survey, ATT-Tutko Oy, to which the questionnaires are returned, will detach this free-form feedback sheet from the actual questionnaire.

Filling in your contact details is optional.

Name: _____
Enterprise: _____
Position: _____
Street/delivery address: _____
Post code and town: _____
Telephone: _____
E-mail: _____

Do you have any wishes or suggestions for improvement you would like to pass on to Statistics Finland?

Here is some more space for your comments: feel free to present both positive and negative comments to Statistics Finland's staff. All comments will be taken into consideration in developing our activities.

More space overleaf.

Our Customer Satisfaction Survey is carried out once a year, but you may pass comments and feedback to us at any time on our homepage at www.stat.fi/anoppi



Put your grade on SCB

(Raw Translation)

Help SCB become an even better producer of statistics

We would appreciate if you as a user/consumer of SCB's products and services would like to answer to the attached questions. To ensure reliability of results it is important that you answer all the questions in the questionnaire.

We ask you to grade SCB according to your own personal experience. We ask you to grade SCB on a scale between 1 and 10 where 1 is the lowest and 10 is the highest grade. If you lack experience or have no opinion we ask you to pick 'I don't know'. It should be noted that the grade should represent **the comprehensive review** from your experiences of cooperation with SCB!

If you wish to leave personal comments to the management of SCB you can use the last page of this questionnaire. If you want an answer or wish to be contacted by SCB it is important that you leave your name, address and/or telephone number or e-mail. Of course it is also possible to leave opinions anonymously.

We guarantee that your answers are handled confidentially. The number on the questionnaire is only there to enable us to remind those who do not answer to the questionnaire.

The survey results will be presented in our customer paper "Källa:SCB" and on our homepage (www.scb.se).

Thank you in advance!

Your application/use

We would first like to ask you to answer to some general questions about how you use SCB:s products and services.

1. Aim/direction and scope

Estimate to what extent you have used SCB's products and services in reference to different subject field during the last 12 months. Let "1" denote *to a little extent* and "10" denote *to a great extent*. If there are subject areas that you have not had any reason to work with please put a cross under "have not used".

	<i>Lowest grade</i>					<i>Highest grade</i>					<i>Have not used</i>
	1	2	3	4	5	6	7	8	9	10	0
• Labour market and education (for example employment, wages, work environment and education)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Population and Welfare (for example population, welfare, housing, health, income, equality and social welfare)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Economy (for example national accounts, price indexes, international trade, finance market and trade and industrial economy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Environment and regions (for example environment, agriculture, fishing, energy, regional planning, transports and tourism)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Other products or services.: Please state which:.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Distribution channels

By what means have you obtained products and services of SCB that you need in your work?

You may pick more than one category

1. By visiting SCB:s webbsite (www.scb.se)
2. Through SCB's free data bases, the Swedish statistical data bases
3. Through printed publications
4. Through media (papers, radio, television)
5. By turning to SCB's information service
6. By telephone/answering machine

1. By buying tailored products and services
2. By turning to an uninitiated consult
3. Other, what:.....

Questions about SCB:s products, services and personnel

3. Application

Let us now focus on the application of the statistics produced by SCB. How do you grade the statistics as regards to

	<i>Lowest grade</i>					<i>Highest grade</i>					<i>Don't know</i>
	1	2	3	4	5	6	7	8	9	10	0
• reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• periodicity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• grade of detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• comparability over time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• comparability between SCB's statistical products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• how well the contents cover your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Presentation

Please grade SCB's way of presenting statistics from following angles

	<i>Lowest grade</i>					<i>Highest grade</i>					<i>Don't know</i>
	1	2	3	4	5	6	7	8	9	10	0
• easiness to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• easiness to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• comments and analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• information of quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• the graphic shaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• easiness to further adaptation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• how well SCB delivers results the way that suits you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. SCB's website

Have you during the last 6 months visited SCB's website (www.scb.se)?

Yes No, proceed to question number 6

Put a grade on the website from the with regard to how easy it is to find:

	<i>Lowest grade</i>	<i>Highest grade</i>	<i>Don't know</i>								
	1	2	3	4	5	6	7	8	9	10	0
• Statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Contact persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• SCB's products and services subject to charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Put a general grade on the information about

	<i>Lowest grade</i>	<i>Highest grade</i>	<i>Don't know</i>								
	1	2	3	4	5	6	7	8	9	10	0
• SCB's products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Information about the authority S CB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• New or altered statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The quality of by SCB produced statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. The service

Have you contacted SCB by e-mail or telephone during the last 12 months?

Yes No, proceed to question number 7

By what means have you contacted SCB?

E-mail Telephone Both e-mail and telephone

How do you grade the service from the following aspects:

	<i>Lowest grade</i>	<i>Highest grade</i>	<i>Don't know</i>								
	1	2	3	4	5	6	7	8	9	10	0
• How quickly the matter was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• How you were treated/taken care of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Getting in contact with the right person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Getting answers to simple questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. The personnel

Have you been in personal contact with someone from SCB's personnel during the last 12 months?

Yes No, proceed to question number 8

How do you grade the personnel with regard to the following aspects:

	<i>Lowest grade</i>					<i>Highest grade</i>					<i>Don't know</i>
	1	2	3	4	5	6	7	8	9	10	0
• The willingness of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The statistical competences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The subject competences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The capacity to understand your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The ability to keep agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Businesslike manner

Have you commissioned SCB during the last 12 months.

Yes No, proceed to question number 9

Grade the following aspects:

	<i>Lowest grade</i>					<i>Highest grade</i>					<i>Don't know</i>
	1	2	3	4	5	6	7	8	9	10	0
• The plainness of the tender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The pace kept, carrying out your order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The punctuality of the deliveries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The agreement between order and product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The handling of possible complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Your general opinion of SCB

Think of SCB as a whole and grade SCB according to how well you agree with the following statements:

	<i>Not at all agree</i>					<i>Agree completely</i>					<i>Don't know</i>
	1	2	3	4	5	6	7	8	9	10	0
• SCB produces and provides impartial statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• SCB produces statistics of good quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• SCB's statistics reflects the most significant phenomenon in the society.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• SCB develops its products and services continuously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- I preferably use statistics produced by SCB because it is more easily understood.
- I preferably use statistics produced by SCB because it has higher credibility.
- I preferably use statistics produced by SCB because it is more worth the price

Try to estimate your own and your organizations total needs of products and services from SCB in the coming years. After that, please answer to the following questions.

14. Future use of statistics

- | | | | |
|--|---------------------|---------------------|--------------|
| | <i>Decrease</i> | <i>Increase</i> | <i>Don't</i> |
| | <i>considerably</i> | <i>considerably</i> | <i>know</i> |
| | 1 2 3 4 5 6 | 7 8 9 10 | 0 |
- How do you expect your use in total of SCB's products and services that are free of charge will change?

15. Future commissions

- | | | | |
|--|--------------------------|--------------------|--------------|
| | <i>Not at all likely</i> | <i>Very likely</i> | <i>Don't</i> |
| | | | <i>know</i> |
| | 1 2 3 4 5 6 | 7 8 9 10 | 0 |
- How likely is it that you in the future from SCB will buy products and services that are subject to charge?

16. Recommendations

- | | | | |
|--|--------------------------|--------------------|--------------|
| | <i>Not at all likely</i> | <i>Very likely</i> | <i>Don't</i> |
| | | | <i>know</i> |
| | 1 2 3 4 5 6 | 7 8 9 10 | 0 |
- How likely is it that you recommend SCB as a source of statistics for friends and colleges?

Comments to forward to SCB:s management

What can SCB improve?

What is SCB good at?

Please contact me

Namn:

Adress:

Telefon:

E-post:

15. SCB publishes every month statistics about how the *unemployment rate* alters. The results are presented in TV, radio and papers. How do you think this information reflects the reality?

- In the whole always correctly
- Sometimes correctly and sometimes misleadingly
- In the whole always misleadingly
- Don't know

16. Do you consider SCB to be an objective and impartial authority?

- Yes, in the whole
- Yes, in part
- No, not at all
- Don't know

17. Do you think that information that you have given to SCB about your personal conditions could be revealed and be used in a way you do not approve of?

- Yes
- Maybe
- No
- Don't know

The answers you give in this survey will not be saved for the future. In other surveys the information might be needed further on. The relationship between illness and work environment can for example be studied with the help of information about profession if you go back to old census'. Information that is kept is being protected by laws of secretes and PUL.

18. Please state your attitude towards the keeping of information?

- No information should be kept for the future
- Information can be kept if it is known today that it will be needed in the future
- Information can be kept even if it is not known today that it will be needed in the future
- Don't know/no opinion

19. Please state your general attitude towards SCB?

- Very positive
- Rather positive
- Neither positive nor negative
- Rather negative
- Very negative
- No opinion

SWEDEN

Questionnaire, type number 2

Page 3

Annex 2

20. Different kinds of statistics are published practically daily in television, radio and papers. Who do you think produce the following kind of statistics:

	Sifo	SCB	Central Bank	National Institute of economic research	Evening press	Labour union	Don't know
Attitudes towards different trademarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Population development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gross national product (GNP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic prognoses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumer price index	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Political opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Office for National Statistics

2002 Customer Satisfaction Survey Questionnaire

Telephone interview intro

Good morning/afternoon. My name is ... and I am calling from ORC International. We are conducting a survey on behalf of the Office for National Statistics (ONS).

This survey is intended to allow ONS to take better account of your requirements and help it provide a better service to its customers. The survey length is 10 minutes, if you would like to make an appointment please advise when a suitable time would be to call back.

This call may be monitored as part of our quality control procedures.
All questions are single code unless otherwise stated

1. Background

1.1 Over the past 12 months, on average, how often have you had contact with ONS?

READ OUT

	1	2	3	4	5	6	7	8	<i>Route</i>
Daily									
Several times a week									
Several times a month									
Once a month									
Several times a year									
Once a year									
Less often									
Don't know									

1.2 Did you enquire as?

READ OUT

	1	2	3	4	5	6	7	8	9	10	11	12	13	30	<i>Route</i>
Member of the public															
Central Government															
Local Government															
Financial services/ The City															
Teacher Secondary education															
Lecturer Further/Higher education															
Business															
Health sector															
Student Secondary education															
Student Further/Higher education															
Library services															
Market Research															
Manufacturing															
Other (please specify)															

1.3.1 What was the nature of your last enquiry?

READ OUT

	1	2	3	4	5	29	30	<i>Route</i>
To request specific data or figures								
To seek advice								
To request a certificate (e.g. Birth, death etc)								
To seek clarification								
To request guidance on the website								
Don't know								
Other (please state)								

1.3.2 On a scale of one to five, one being the most important, how important was this information to you?

READ OUT

One.....	1	Route
Two.....	2	
Three.....	3	
Four.....	4	
Five.....	5	
Don't know.....	6	

1.3.3 How quickly did you require the information?

READ OUT

Within two hours.....	1	Route
Within three to six hours.....	2	
One working day.....	3	
Between one and two days	4	
Between three and four days.....	5	
Five days or over.....	6	
Don't know.....	7	

1.4 Which enquiry point did you last contact?

READ OUT

Customer Enquiry Centre.....	1	Route
Census Customer Services.....	2	
ONS Library.....	3	
Registration.....	4	
Certificate Services.....	5	
RPI helpline.....	6	
Labour Market Statistics.....	7	
Population Estimates.....	8	
Vital Statistics.....	9	
Neighbourhood Statistics.....	10	
ONS Geography.....	11	
The website.....	12	
Other (please specify).....	29	
Don't know.....	30	1.5

1.5 What product, service or topic was your last enquiry about?

Please specify	29	Route
Don't know.....	30	

2. Contacting ONS

ASK ALL

2.1 Thinking about your last enquiry how did you contact ONS?

READ OUT

Telephone	1	Route 2.1.1
Email	2	2.2.1
Email from a link on the website.....	3	2.2.1
Fax.....	4	2.3.1
Post.....	5	2.4.1
In person	6	2.5.1
Don't know.....	30	4.1

Contact by telephone

2.1.1 Did you know who or which part of ONS to contact?

Yes.....	1	<i>Route</i>
No	2	
Don't know.....	3	

2.1.2 Where did you find out how to contact ONS?

On the internet.....	1	<i>Route</i>
Through Directory Enquiries	2	
In a leaflet, publication or Newsletter.....	3	
By word of mouth.....	4	
By referral from other Government Dept.....	5	
Don't know.....	29	
Other (Please state).....	30	

2.1.3 Was your call answered on your first attempt?

Yes.....	1	<i>Route</i> 2.1.5
No.....	2	2.1.4
Don't know.....	3	2.1.5

2.1.4 How many attempts did you make before obtaining an answer?

READ OUT

Two	1	<i>Route</i>
Three	2	
Four.....	3	
Five or more.....	4	
Don't know.....	5	

2.1.5 How long did it take for your call to be answered?

READ OUT

Less than two rings.....	1	<i>Route</i>
Between three and four rings	2	
Between five and six rings.....	3	
Seven rings or over.....	4	
Don't know.....	5	

2.1.6 How satisfied or dissatisfied were you with the time it took for your call to be answered?

READ OUT

Very satisfied	1	<i>Route</i> 2.1.8
Satisfied	2	2.1.8
Neither satisfied nor dissatisfied.....	3	2.1.7
Dissatisfied.....	4	2.1.7
Very dissatisfied	5	2.1.7
Don't know.....	6	2.1.8

UNITED KINGDOM

Questionnaire, type number 1

Page 4

2.1.7 How quickly should calls be answered?

READ OUT

Less than two rings.....	1	Route
Between three and four rings	2	
Between five and six rings.....	3	
Don't know.....	4	

2.1.8 Were you aware of the opening times of the enquiry point you contacted?

Yes.....	1	Route
No.....	2	
Don't know.....	3	

2.1.9 How satisfied or dissatisfied were you with the opening hours of the enquiry point you contacted?

READ OUT

Very satisfied.....	1	Route 2.1.11
Satisfied	2	2.1.11
Neither satisfied nor dissatisfied.....	3	2.1.10
Dissatisfied.....	4	2.1.10
Very dissatisfied	5	2.1.10
Don't know.....	6	2.1.11

2.1.10 What should the opening times be?

READ OUT

Nine to five	1	Route
Nine to six.....	2	
Eight to five.....	3	
Eight to six.....	4	
Further outside these hours.....	5	
Don't know.....	6	

2.1.11 When, on average, are you most likely to want to contact ONS?

READ OUT

Before 8 am.....	1	Route 2.1.12
8am to 10am.....	2	
10am to 12pm.....	3	
12pm to 2pm.....	4	
2pm to 4pm.....	5	
4pm to 6pm.....	6	
6pm to 8pm.....	7	
After 8pm.....	8	
At the weekend.....	9	
Anytime (<i>do not read out</i>).....	10	
Don't know.....	11	

UNITED KINGDOM

Questionnaire, type number 1

Page 5

2.1.12 What time of day, between Mon and Fri, would you most likely want to call ONS, if at all?

READ OUT

	1	Route
Before 8 am.....	1	
8am to 10am.....	2	
10am to 12pm.....	3	
12pm to 2pm.....	4	
2pm to 4pm.....	5	
4pm to 6pm.....	6	
6pm to 8pm.....	7	
After 8pm.....	8	
Won't need to call them during the week.....	9	
Anytime (<i>do not read out</i>).....	10	
Don't know.....	11	

2.1.13 How was your enquiry to ONS dealt with?

READ OUT

	1	Route
Dealt with straight away on the phone.....	1	
You were given guidance to find the information on the website	2	
You were transferred straight to someone within ONS who could help you further	3	
You were transferred more than once until reaching someone within ONS who could help..	4	
You were emailed with the information	5	
You were emailed a link to the website.....	6	
You were faxed the information.....	7	
You were sent information through the post	8	
You reached an answerphone	9	
You were referred to someone outside ONS.....	10	
Don't know.....	29	
Other (please state).....	30	

2.1.14 How satisfied or dissatisfied were you with the ease at which you reached someone who could help with your enquiry?

READ OUT

	1	Route
Very satisfied.....	1	
Satisfied	2	
Neither satisfied nor dissatisfied.....	3	
Dissatisfied.....	4	
Very dissatisfied	5	
Don't know.....	6	

2.1.15 Did you know about the ONS Customer Enquiry Centre telephone number?
Do not ask those who answered1 at Question 1.4

	1	Route
Yes.....	1	2.1.16
No	2	3.1
Don't know.....	3	3.1

UNITED KINGDOM

Questionnaire, type number 1

Page 6

2.1.16 How did you find out about the Customer Enquiry Centre number?

	Route
On the internet.....	1
Through Directory Enquiries	2
In a leaflet, publication or Newsletter.....	3
By word of mouth.....	4
By referral from other Government Dept.....	5
Don't know.....	29
Other (Please state).....	30

Go to 3.1

Contact by Email

2.2.1 How did you obtain the email address?

READ OUT

	Route
On the website.....	1
Through previous contact with ONS.....	2
In a leaflet, publication or Newsletter.....	3
By word of mouth.....	4
By referral from other Government Dept.....	5
Other (Please state).....	6

2.2.2 How was your enquiry dealt with?

READ OUT

	Route
You were emailed a link to the information on the website	1
You were emailed with the information	2
You were telephoned with the information	3
You were faxed the information.....	4
You were sent information through the post	5
Don't know.....	29
Other (Please state).....	30

2.2.3 How long did it take for your email to be responded to?

READ OUT

	Route
Within two hours.....	1
Within three to six hours.....	2
One working day.....	3
Between one and two days	4
Between three and four days.....	5
Five days or over.....	6
Don't know.....	7

2.2.4 How satisfied or dissatisfied are you with the speed at which your email was responded to:

READ OUT

	Route
Very satisfied.....	1 3.1
Satisfied	2 3.1
Neither satisfied nor dissatisfied.....	3 2.2.5
Dissatisfied.....	4 2.2.5
Very dissatisfied	5 2.2.5
Don't know.....	6 3.1

UNITED KINGDOM

Questionnaire, type number 1

Page 7

2.2.5 What do you consider to be a satisfactory response time?

READ OUT

	1	2	3	4	5	6	7	<i>Route</i>
Within two hours.....								
Within three to six hours.....								
One working day.....								
Between one and two days								
Between three and four days.....								
Five days or over.....								
Don't know.....								

Go to 3.1

Contact by Fax

2.3.1 How did you obtain the Fax number?

READ OUT

	1	2	3	4	5	6	29	30	<i>Route</i>
On the website.....									
Through Directory Enquiries									
Through previous contact with ONS.....									
In a leaflet, publication or Newsletter.....									
By word of mouth.....									
By referral from other Government Dept.....									
Don't know.....									
Other (Please state).....									

2.3.2 How was your enquiry dealt with?

READ OUT

	1	2	3	4	5	29	30	<i>Route</i>
You were emailed a link to the information on the website								
You were emailed with the information								
You were telephoned with the information								
You were faxed the information.....								
You were sent information through the post....								
Don't know.....								
Other (Please state).....								

2.3.3 How long did it take for your fax to be responded to?

READ OUT

	1	2	3	4	5	6	7	<i>Route</i>
Within two hours.....								
Within three to six hours.....								
One working day.....								
Between one and two days								
Between three and four days.....								
Five days or over.....								
Don't know.....								

2.3.4 How satisfied or dissatisfied are you with the speed at which your Fax was responded to:

READ OUT

Very satisfied.....	1	Route 2.4.1
Satisfied	2	2.4.1
Neither satisfied nor dissatisfied.....	3	2.3.5
Dissatisfied	4	2.3.5
Very dissatisfied	5	2.3.5
Don't know.....	6	2.4.1

2.3.5 You were dissatisfied with the speed at which your fax was responded to. What do you consider to be a satisfactory response time?

READ OUT

Within two hours.....	1	Route
Within three to six hours.....	2	
One working day.....	3	
Between one and two days	4	
Between three and four days.....	5	
Five days or over.....	6	
Don't know.....	7	

Go to 3.1

Contact by Post

2.4.1 How did you obtain the Postal address?

READ OUT

On the website.....	1	Route
Through Directory Enquiries	2	
Through previous contact with ONS.....	3	
In a leaflet, publication or Newsletter.....	4	
By word of mouth.....	5	
By referral from other Government Dept.....	6	
Don't know.....	29	
Other (Please state).....	30	

2.4.2 How was your enquiry dealt with?

READ OUT

You were emailed a link to the information on the website	1	Route
You were emailed with the information	2	
You were telephoned with the information	3	
You were faxed the information.....	4	
You were sent information through the post....	5	
Don't know.....	29	
Other (Please state).....	30	

2.4.3 How long did it take for your postal enquiry to be responded to, from the day you posted it?

READ OUT

		Route
Between two and three working days	1	
Between four and seven working days.....	2	
Between one and two weeks.....	3	
Between two weeks and one month.....	4	
One month or over.....	5	
Don't know.....	6	

2.4.4 How satisfied or dissatisfied are you with the speed at which your postal enquiry was responded to:

READ OUT

		Route
Very satisfied	1	2.5.1
Satisfied	2	2.5.1
Neither satisfied nor dissatisfied.....	3	2.4.5
Dissatisfied.....	4	2.4.5
Very dissatisfied	5	2.4.5
Don't know.....	6	2.5.1

2.4.5 What do you consider to be a satisfactory response time?

READ OUT

		Route
Between two and three working days	1	
Between four and seven working days.....	2	
Between one and two weeks.....	3	
Between two weeks and a month.....	4	
One month or over.....	5	
Don't know.....	6	

Go to 3.1

Contact in Person

2.5.1 How did you obtain the ONS address?

READ OUT

		Route
On the website.....	1	
Through Directory Enquiries	2	
Through previous contact with ONS.....	3	
In a leaflet, publication or Newsletter.....	4	
By word of mouth.....	5	
By referral from other Government Dept.....	6	
Other (Please state).....	30	

2.5.2 How was your enquiry dealt with?

READ OUT

		Route
You were given the information during your visit	1	
You were emailed a link to the information on the website	2	
You were emailed with the information	3	
You were telephoned with the information	4	
You were faxed the information.....	5	
You were sent information through the post....	6	
Other (Please state).....	30	

2.5.3 How long did it take for your enquiry to be responded to?

READ OUT

	1	2	3	4	5	6	7	<i>Route</i>
Within two hours.....								
Within three to six hours.....								
One working day.....								
Between three and four days								
Between one and two weeks.....								
One month or over.....								
Don't know.....								

2.5.4 How satisfied or dissatisfied are you with the speed at which your enquiry was responded to:

READ OUT

	1	2	3	4	5	6	<i>Route</i>
Very satisfied.....							3.1
Satisfied							3.1
Neither satisfied nor dissatisfied.....							2.5.5
Dissatisfied.....							2.5.5
Very dissatisfied							2.5.5
Don't know.....							3.1

2.5.5 What do you consider to be a satisfactory response time?

READ OUT

	1	2	3	4	5	6	7	<i>Route</i>
Within two hours.....								
Within three to six hours.....								
One working day.....								
Between three and four days								
Between one and two weeks.....								
One month or over.....								
Don't know.....								

3. Response from ONS

Ask all who answered (1,2,3,4,8 or 9 at Q2.1.13)
or (3 at Q 2.2.2), (3 at Q 2.3.2), (3 at Q2.4.2) or (3 at Q 2.5.2)

3.1 Response by telephone

3.1.1 How was the response to your enquiry given?

READ OUT

	1	2	3	30	<i>Route</i>
Whilst you were on the telephone ..					
You had to telephone back					
You were telephoned back					
Other.....					

UNITED KINGDOM

Questionnaire, type number 1

Page 11

Annex 2

3.1.2 Thinking about the response you received, how satisfied or dissatisfied are you with:
Scale: 1= very satisfied, 2= satisfied, 3= Neither satisfied nor dissatisfied, 4= dissatisfied, 5= very dissatisfied, 6= don't know, 7= not applicable.

READ OUT

Availability of information you required.....	1	Route
Flexibility in dealing with requests	2	
Clarity of information received/ ease of understanding	3	
The relevance to your needs.....	4	
The overall quality of the response	5	

3.1.3 You answered that you were dissatisfied with <insert aspect 1 to 5>, please explain why.

Please specify	29	Route
Don't know.....	30	

Go to 4.1

3.2 Response in writing

Ask all who answered (5, 6 or 7 at Q2.1.13)

(1, 2, 4 or 5 at Q2.2.2,) (1, 2, 4, or 5 at Q2.3.2) (1,2,4,5 at Q2.4.2) or (1,2,3,5 or 6 at Q2.5.2)

3.2.1 Thinking about the response you received, how satisfied or dissatisfied are you with:
Scale: 1= very satisfied, 2= satisfied, 3= Neither satisfied nor dissatisfied, 4= dissatisfied, 5= very dissatisfied, 6= don't know, 7= not applicable.

READ OUT

Availability of information you required.....	1	Route
Flexibility in dealing with requests	2	
Clarity of information received/ ease of understanding	3	
The relevance to your needs.....	4	
The overall quality of the response	5	

3.2.2 You answered that you were dissatisfied with <insert aspect 1 to 5>, please explain why.

Please specify	29	Route
Don't know.....	30	

4. Perceptions and awareness of ONS

4.1 Thinking about ONS as a whole, how strongly do you agree or disagree that:
(*READ OUT*) Scale: 1= strongly agree, 2= agree, 3= Neither agree nor disagree, 4= disagree, 5= strongly disagree, 6= don't know.

READ OUT

		Route
ONS is a well co-ordinated organisation.....	1	
ONS is open and approachable	2	
ONS is flexible and responsive to customers....	3	
ONS understands its customers' needs.....	4	
ONS is an innovative organisation	5	
ONS continually strives to improve the services it offers..	6	
ONS is the definitive source for all official UK statistical information.....	7	
ONS is authoritative and independent.....	8	
I feel that I am treated as a valued customer by staff.....	9	

4.2 ONS Data

4.2.1 Thinking about ONS data/information, how strongly do you agree or disagree that:
(*READ OUT*) Scale: 1= strongly agree, 2= agree, 3= Neither agree nor disagree, 4= disagree, 5= strongly disagree, 6= don't know.

READ OUT

		Route
ONS data/information is trustworthy	1	
ONS data/information is accurate.....	2	
ONS data/information is impartial.....	3	
ONS data/information is reliable.....	4	

4.3 Do you use other organisations/departments that provide similar data or information to ONS?

		Route
Yes.....	1	4.4
No.....	2	5.1
Don't know.....	3	5.1

4.4 Which one do you use most often?

		Route
Please specify	29	4.5
Don't know.....	30	4.5

4.5 How does ONS compare with this organisation/department on the following aspects?:
(*READ OUT*) Scale: 1= much better, 2= better, 3= Neither better nor worse, 4= worse, 5= much worse, 6= don't know.

READ OUT

		Route
Speed of response.....	1	
Quality of advice	2	
Flexibility in dealing with your needs.....	3	
The relevance to your needs.....	4	
Value for money.....	5	
Overall quality of response.....	6	

5. Staff at ONS

5.1 How satisfied are you with:

Scale: 1= very satisfied, 2= satisfied, 3= Neither satisfied nor dissatisfied, 4= dissatisfied, 5= very dissatisfied, 6= don't know

READ OUT

		Route
The helpfulness of staff.....	1	
The politeness of staff	2	
The knowledge of staff	3	
The clarity of the final information given by staff	4	
The quality of advice from staff.....	5	
The overall quality of the staff	6	

6. ONS website

6.1 Have you visited the National Statistics website?

		Route
Yes.....	1	6.1.1
No.....	2	7.1
Don't know.....	3	7.1

6.1.1 How frequently do you use the website?

READ OUT

		Route
Daily.....	1	
Several times a week.....	2	
Several times a month	3	
Once a month.....	4	
Several times a year	5	
Once a year.....	6	
Less often.....	7	
Don't know.....	8	

6.1.2 How does the National Statistics website compare with other means of obtaining data/information through ONS on the following aspects: *(prompt if necessary with 'e.g. by telephone , email etc'.)*

Scale: 1= much better, 2= better, 3= Neither better nor worse, 4= worse, 5= much worse, 6= don't know, 7= not applicable.

READ OUT

		Route
Speed of obtaining data/information, once logged on.....	1	
Simplicity of obtaining data/information, once logged on.....	2	
Flexibility	3	
Relevance of the information to your needs	4	
Clarity of information received/ ease of understanding	5	
Website overall	6	

6.1.3 If you could change or improve one aspect of the website, what would it be?

Please specify	29	Route
Don't know.....	30	

Overall

7.1 Overall, how would you rate ONS on the following aspects?:
Scale: 1= very good, 2= good, 3= Neither good nor poor, 4= poor, 5= very poor, 6= don't know
READ OUT

Speed of response	1	Route
Amount of information available.....	2	
Accessibility of information	3	
Relevance of information	4	
Coherence of information	5	

7.2 If you could make one single improvement to the overall service provided by ONS what would it be?

Please specify	29	Route
Don't know.....	30	

7.3 What services would you like to see provided by ONS in the future?
READ OUT

Email alerting.....	1	Route
Online certificate ordering.....	2	
Training on using statistics and statistical sources.....	3	
Training on how to interpret the meaning of data.....	4	
Extra added value interpretation of data.....	5	
Other (please specify).....	29	
Don't know.....	30	

7.4 Considering everything, how satisfied or dissatisfied are you with the service you received from ONS?

READ OUT

Very satisfied.....	1	Route
Satisfied	2	
Neither satisfied nor dissatisfied.....	3	7.5
Dissatisfied.....	4	7.5
Very dissatisfied	5	7.5
Don't know.....	6	

7.5 You weren't satisfied, please specify why

Please specify	29	<i>Route</i>
Don't know.....	30	

7.6 How likely are you to use ONS in the future?

READ OUT

Very likely	1	<i>Route</i>
Likely.....	2	
Neither likely nor unlikely	3	
Unlikely.....	4	
Very unlikely	5	
Don't know.....	6	

Thank you for sparing the time to take part

Should you want to contact the MRS (the Market Research Society) to verify that ORC International comply with the code of conduct, please freephone 0500 396999 and ask for freephone MRS. You can also contact Simon Bate, the researcher for this project on 020 7675 1065.

Questionnaire

"Public Education Expenses – Financial Indicators 2000"

The information content of the publication "public education expenses – financial indicators" constantly increased in the last years. This year the tables in the appendix were extended. In our opinion it is time now to summarise over the needs of our data users (inside); thereby our attention particularly applies to the new diffusion possibilities, which offer us today's communication technologies. For this reason we created a short questionnaire, on the basis of whose we would be experienced gladly your opinion over the present publication. They can send your answers in the enclosed envelope to us back. If you would like to fill in the questionnaire on the screen, you find the form under the address "www.education-stat.admin.ch". We thank you in advance for your valuable cooperation.

1 How you judge the quality of the publication?

very well well middling badly very badly no opinion

2 How useful appears to you the chapter "indicators"?

very useful useful rather useful hardly useful useless no opinion

3 How useful appear to you the chapters "method" and "glossary"?

very useful useful rather useful hardly useful useless no opinion

4 How useful appear to you the chapter "tables"?

very useful useful rather useful hardly useful useless no opinion

5 How useful appear to you the addresses of the contact people?

very useful useful rather useful hardly useful useless no opinion

6 Would you like to download the publication from the internet?

yes No no opinion

6.1 If yes, nevertheless would you also wish to have the publication on paper?

yes No no opinion

7 In which language would like to receive the publication (optionally German or French)?

German French German and French no opinion

8 How did you come to the publication?

Subscription Order by telephone Order by e-mail others _____

9 To which user group do you belong?

Scientists/researchers Professors Other instructor Students Journalists
 Politicians Administration Trade union Employers' organization
 others _____

10 Are you subscriber of the press releases and new publications of the BFS? (www.news-stat.admin.ch)

yes No

11 Remarks, proposals:
