

OECD Statisticians Satisfaction Survey 2003

Introduction

In 2001 the OECD launched a new statistics strategy. Since then, several initiatives have been undertaken to raise the profile of statistics vis-à-vis OECD stakeholders and top managers, and to improve the quality of OECD statistics and the efficiency of statistical processes. One of the objectives of the OECD Statistics Strategy was to “improve the skills and the quality of work of those involved in statistical activities”. Several initiatives have been undertaken to achieve this target, both from a technical and organisational point of view. As the first phase of the statistics strategy comes to a close, the time has come to evaluate the working conditions of OECD statisticians and to what degree they have been affected by the Strategy.

The aim of this survey is to measure, on a subjective base, to which extent OECD statisticians and analysts dealing with statistical products (henceforth synthetically indicated as “statisticians”) are satisfied with their working conditions and to identify areas that require more attention and investment. The results will be elaborated to create a report for further analysis by OECD statisticians and managers in charge of statistical activities. The confidentiality of individuals is assured both by the procedures adopted for the collection of completed questionnaires and by the choice of classification variables. The questionnaire has been designed by the Statistics Directorate under the auspices of the Statistical Policy Group and tested by a small group of OECD statisticians. The survey has been approved by the “Commission on Computerised Information and Privacy”. The electronic questionnaire has been developed by Monique Legroux, ITN.

I would ask you to carefully complete the electronic questionnaire. In doing this you will contribute to a better understanding of statisticians’ needs and you will help the Secretariat to identify actions for further improvements of working conditions of OECD statisticians. Thank you very much for your co-operation.

Enrico Giovannini
Chief Statistician of the OECD

If you:

- ***are not a statistician (e.g. if you are not dealing with the production, management or dissemination of statistical data or methodologies), or***
- ***are not involved in developing ICT solutions for carrying out statistical activities, or***
- ***do not use statistics for carrying out analytical work or preparing policy advices,***
you are not requested to compile this questionnaire. Therefore, you are requested to click this button.

I. Statistical activities in your Directorate

I.1. I think that my Directorate currently considers statistics important for substantive analyses.

Strongly agree **Agree** **Neither agree nor disagree** **Disagree** **Strongly Disagree** **Not applicable**

I.2. I think that my Directorate currently has an appropriate strategy for the collection, management and dissemination of statistical information.

Strongly agree **Agree** **Neither agree nor disagree** **Disagree** **Strongly Disagree**

I.3. Compared with three years ago, I think the importance given by my Directorate to statistical issues and projects is...

Higher **The same** **Lower** **I have not been with the OECD longer than three years**

I.4. How would you evaluate your involvement as a statistician in planning and designing statistical activities carried out by your Directorate?

Fully adequate **Adequate** **Less than adequate** **Completely inadequate** **Not applicable**

I.5. How would you evaluate your involvement as a statistician in planning and designing non-statistical research activities carried out by your Directorate?

Fully adequate **Adequate** **Less than adequate** **Completely inadequate** **Not applicable**

I.6. How would you evaluate your involvement as a statistician in the activities of the Working Groups relevant for your Directorate?

Fully adequate **Adequate** **Less than adequate** **Completely inadequate**

I.7. How would you evaluate the co-operation amongst statisticians in your Directorate?

Very good **Good** **Sufficient** **Bad** **Very bad** **Not applicable**

If Not applicable, please explain why

I.8. Please, explain your main concerns about the co-operation amongst statisticians in your Directorate:

.....
.....

I.9. How would you evaluate the co-operation with non-statistical professional staff in your Directorate?

Very good **Good** **Sufficient** **Bad** **Very bad** **Not applicable**

If Not applicable, please explain why

1.10. How would you evaluate the co-operation with statisticians in other Directorates?

Very good **Good** **Sufficient** **Bad** **Very bad** **Not applicable**

If Not applicable, please explain why

I.11. How do you think users working in the Secretariat evaluate the quality of statistics in which you are involved?

Very good **Good** **Sufficient** **Bad** **Very bad** **I don't know** **Not applicable**

I.12. How do you think users working outside the Secretariat evaluate the quality of statistics in which you are involved?

Very good **Good** **Sufficient** **Bad** **Very bad** **I don't know** **Not applicable**

I.13. How would you evaluate the overall contacts that you currently have with users working in the Secretariat?

Fully adequate **Adequate** **Less than adequate** **Completely inadequate** **Not applicable**

1.14. How would you evaluate the overall contacts that you currently have with users working outside the Secretariat?

Fully adequate **Adequate** **Less than adequate** **Completely inadequate** **Not applicable**

I.15. There are enough opportunities for me to express new needs, highlight issues, and make proposals for future improvements within my area of work.

Strongly agree **Agree** **Neither agree nor disagree** **Disagree** **Strongly Disagree** **I don't know**

I.16. Looking at your particular situation over the past three years, how do you evaluate the change in the following areas?

	For the better	Slightly for the better	No change	Slightly for the worse	For the worse	I don't know	I have not been at the OECD for more than 3 years
I.16.A - The statistical work within your Directorate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.16.B - The role of statisticians within your Directorate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.16.C - Your professional skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.16.D - The co-operation amongst statisticians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.16.E - The co-operation between statisticians and non-statisticians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.16.F - The overall quality of statistics in which you are involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.16.G - The efficiency of statistical processes in which you are involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.16.H - The amount of resources available for statistics in your Directorate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

II. OECD Statistics strategy

II.1. I know about the aims and the objectives of the strategy.

Yes, very well Yes, somewhat No

II.2. Were you involved in any way in discussing the content of the strategy?

Yes No I have not been at the OECD for more than three years

II.3. Looking at the OECD overall over the past three years, do you think that the statistics strategy has affected:

	For the better	Slightly for the better	No change	Slightly for the worse	For the worse	I don't know	I have not been at the OECD for more than 3 years
II.3.A - The visibility of OECD statistics within the Organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.B - The visibility of OECD statistics outside the Organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.C - The role of statisticians within the Organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.D - The professional skills of statisticians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.E - The communication amongst statisticians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.F - The co-operation amongst statisticians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.G - The quality of OECD statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.H - The efficiency of statistical processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.3.I - The amount of resources available for statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

II.4. Comparing your expectations for the strategy with the actual results, what are the areas (max. three) you feel still require the most improvement?

- II.4.A - The visibility of OECD statistics within the Organisation
- II.4.B - The visibility of OECD statistics outside the Organisation
- II.4.C - The role of statisticians within the Organisation
- II.4.D - The professional skills of statisticians
- II.4.E - The communication among statisticians
- II.4.F - The co-operation amongst statisticians
- II.4.G - The quality of OECD statistics
- II.4.H - The efficiency of statistical processes
- II.4.I - The amount of resources available for statistics
- II.4.J - Other (specify)

.....

II.5. How would you evaluate the following tools developed over the last three years?

	Very positive	Positive	Neither positive nor negative	Negative	Very negative	I do not know the tool
II.5.A – Statistical Press Releases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.5.B - Statistics Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.5.C - Statistics Brief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.5.D - Statistics Portal (OECD web site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.5.E - Intranet site for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

statisticians and analysts						
II.5.F - Meeting for OECD Statisticians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II.5.G - Training programme for statisticians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SourceOECD						

II.6. Do you have any suggestions to improve these tools?

.....

II.7. Do you have suggestions for additional tools?

.....

II.8. How informed are you about statistical activities relevant to your work and carried out in other parts of the OECD?

- Adequately informed Partially informed Rarely informed Not informed at all

II.9. Would you like to receive more information about statistical activities carried out in other parts of the OECD?

- Yes No

If yes, how would you like to receive information?

II.10 Do you receive any information from Statistical Policy Group (SPG) meetings? [*may check more than one box*]

- Yes, I regularly attend the meetings.
 Yes, I receive the information from the representative of my Directorate
 Yes, I look at the minutes available on the Intranet site
 No, I do not receive any information
 No, I am not aware of SPG activities

II.11. Are you aware of the OECD 2003 Statistical Work Programme (OSWP)?

Yes **No**

II.12. Have you read the OECD 2003 Statistical Work Programme (OSWP)?

Yes **No**

II.13. Are you aware of the Quality Framework for OECD statistics?

Yes **No**

II.14. Have you read the Quality Framework for OECD statistics?

Yes **No**

III. Cross-cutting issues

III.1. I am satisfied with the co-operation and services that I receive, when necessary, from STD

Strongly agree **Agree** **Neither agree nor disagree** **Disagree** **Strongly Disagree** **Not applicable**
If disagree or strongly disagree, why?

III.2. I am satisfied with the co-operation and services that I receive, when necessary, from ITN

Strongly agree **Agree** **Neither agree nor disagree** **Disagree** **Strongly Disagree** **Not applicable**
If disagree or strongly disagree, why?

III.3. I am satisfied with the co-operation and services that I receive, when necessary, from PAC

Strongly agree **Agree** **Neither agree nor disagree** **Disagree** **Strongly Disagree** **Not applicable**
If disagree or strongly disagree, why?

III.4. Please indicate the areas in which you would like more support than you are currently receiving. [*may check more than one box*]

- Information and Communication Technology (ICT)**
- Statistical Methods**
- Training on ICT and/or statistics**
- Dissemination of statistics**
- Other (please specify.....)**

IV. Information and Communication Technology (ICT) for statistics

IV.1. How satisfied are you with the availability of ICT tools (hardware, general and statistical software, etc.) for conducting statistical activities?

Very satisfied **Satisfied** **Neither Satisfied nor Dissatisfied** **Dissatisfied** **Very Dissatisfied**

If dissatisfied or very dissatisfied, why?

IV.2. Comparing the current OECD situation with the situation three years ago, do you think the availability of ICT tools for your specific activity has:

Improved considerably **Improved** **Remained the same** **Worsened** **Worsened considerably** **I have not been with the OECD for more than three years**

If worsened or worsened considerably, why?

IV.3. Comparing the ICT tools available at the OECD with those in other Organisations (especially those with whom you have working contacts), do you think that the former are, generally:

Some of the Best **Above average** **Average** **Below Average** **Some of the worst** **I don't know**

IV.4. Comparing the ICT tools used to manage your statistical activities with those available in other parts of the OECD, do you think that the former are generally:

Some of the Best **Above average** **Average** **Below Average** **Some of the worst** **I don't know**

IV.5 Are you satisfied with the information you receive about the availability of ICT tools for carrying out your activities?

Very satisfied **Satisfied** **Neither Satisfied nor Dissatisfied** **Dissatisfied** **Very Dissatisfied**

IV.6. Considering the activity in which you are involved, the following areas require further investment in computer systems.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	I don't know
IV.6.A - Data and metadata collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV.6.B - Data and metadata verification and processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV.6.C - Data and metadata storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV.6.D - Data and metadata dissemination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV.6.E - Data analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V. *Training issues*

V.1. How informed are you about the training courses offered to statisticians?

- Fully informed Partially informed Rarely informed Not informed at all

V.2. How are you informed? [*More than one box may be checked*]

- Through colleagues
 Through your manager
 Through the Learning Centre (LC) Internet page
 Through the STD Intranet Page
 Through e-mail messages
 Other (specify.....)

V.3. Have you participated in the training offered for statisticians by the OECD in the past 2 years?

- Yes No

V.4. How many hours of statistical and ICT training have you received in 2003?

- 0 1-8 9-16 17-24 25-32 More than 32

V.5. If you have been unable to participate in statistical and ICT training courses, what have been the main obstacles?

- Workload
 No useful courses offered
 Supervisor did not give me the permission
 Other (specify.....)

V.6. In general, the training offered for statisticians by the OECD corresponds to my needs.

- Strongly agree Agree Neither agree nor disagree Disagree Strongly Disagree I don't know

If disagree or strongly disagree, why?

V.7. Do you think that the statistical training offered by the OECD has helped to...

	Yes	No	NA
V.7.A - Increase efficiency in your daily work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V.7.B -Increase your career prospects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V.7.C -Increase your internal mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V.7.D -Increase your opportunities outside the OECD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V.8. How does the training offered for statisticians by the OECD compare with training offered for statisticians that you know of in other International Organisations?

- Some of the Best**
 Above average
 Average
 Below Average
 Some of the worst
 I don't know

VI. Final questions

VI.1. Overall, how satisfied are you with your job?

- Very satisfied**
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Very dissatisfied

If dissatisfied or very dissatisfied, why?

VI.2. What are the main issues that most negatively influence your satisfaction?

.....

VI.3. What are the main issues that most positively influence your satisfaction?

.....

VII. Employment Information [responses will be only used for elaborating aggregate figures]

VII.1. How long have you been an employee of the OECD?

- Less than 1 year**
- Between 1 and 2 years**
- Between 2 and 3 years**
- Between 3 and 5 years**
- Between 5 and 10 years**
- Between 10 and 25 years**
- More than 25 years**

VII.2. You work in...

- Statistics Directorate**
- Another Directorate**

VII.3. In which grade category are you?

- A grade**
- B grade**

VII.4. Which category most accurately describes your role at the OECD?

- You are mainly occupied with contributing to methodological manuals, statistical classifications, defining international standards, keeping up with the latest statistical theory, devising new indicators, advising National Statistical Offices (NSOs) etc., and less involved with the day-to-day processing of statistics and analytical use.
- You are mainly involved in the collection, processing and dissemination of statistics.
- You are involved in using statistical databases to synthesise data (e.g. create useful indicators, produce summary graphs and tables) to analyse or provide analysts with relevant statistical information for analysis and policy advice.
- You are mainly involved in developing software and ICT solutions for carrying out statistical activities.
- I do not fit into any of these categories. Please explain?