

# User survey for GOSKOMSTAT customers 2008

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Dear users,

GOSKOMSTAT intends to improve data quality, its publications, the website and service. Therefore we need your feedback. Please fill in this form and send it back to [stat@tojikiston.com](mailto:stat@tojikiston.com)

GOSKOMSTAT  
«Dushanbe, 17 Bokhtar Street»

If you have any question, don't hesitate to contact

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## I Data quality

1. Which statistics do you use most frequently?

2. Please assess the **data quality** of the statistic you use most (1.). How satisfied are you overall with the data quality?

1 - Very satisfied

2 – Satisfied

3 - Satisfied in average

4 - Satisfied just a bit

5 - Not satisfied

(An analogical rank is applicable to the rest of questionnaire as well.)

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How satisfied are you with the **data quality** of the statistic you use most (1.) regarding (in %)

	1	2	3	4	5
Reliability	<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"/>
Actuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## II Products

4. Do you use our **printed publications**? Which ones most?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

5. Regarding the **publication you use most** (1.), how satisfied are you overall with the publication?

	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How satisfied in detail are you with the **publication you use most**, regarding

	1	2	3	4	5
Methodological explanations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need more Explanations?			Yes - <input type="checkbox"/>	no - <input type="checkbox"/>	
Explanations understandable?			Yes - <input type="checkbox"/>	no - <input type="checkbox"/>	
Want more graphs?			Yes - <input type="checkbox"/>	no - <input type="checkbox"/>	

7. Any comments concerning **printed publications**?

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. Would you like to have data on **CD-ROM**?

Yes -  no -

9. Are you using our **website**?

Yes -  no -

10. If yes, **which data** did/do you search there?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Regarding the <b>website</b> , how satisfied are you with					
	1	2	3	4	5
Clearness and structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Method of analyses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data base	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Release calendar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publication catalogue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Would you like to have a **search engine** on the website?  
 Yes –       no -

12. Any **comments** concerning the website?


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### III Services

13. Did you try to **get information** via fax, phone, e-mail or mail from GOSKOMSTAT yet?  
 Yes –       no –

14. If yes, did you get **the data you were looking for**?  
 Yes –       no –

Question 16-19: for journalists only  
 Other customers please continue with question 21

15. How often do you **attend the quarterly press conferences** of GOSKOMSTAT?

	never	sometimes	regularly	always
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16. How satisfied, regarding **press conferences**, have you been with

	1	2	3	4	5
The presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Given information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Any **comments** concerning press conferences?

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Would you like to have additional statistical materials not published by **periodic press releases**?

yes

no If yes, then which one?

18. Are you interested in **information** about new statistics and GOSKOMSTAT (new developments, international cooperation, changes in statistical methods, new statistics etc.)?

yes  no

19. If yes, would you like to

Receive information by (e-)mail      yes       no

Take part in a statistical training course  
organized by GOSKOMSTAT (1/2 day)      yes       no

Get more explanations on the internet      yes       no

20. To which **user group** do you belong?

Administration, ministries, government     

Press     

International organization     

Science     

Private user     

Others \_\_\_\_\_

21. Additional wishes or remarks? General commentary?

1. \_\_\_\_\_

2. \_\_\_\_\_

