

User survey for GOSKOMSTAT customers

I Data quality

1. **Which statistics** do you use most frequently?

Replies: macroeconomic, foreign investments, Regions of Tajikistan, demographic, social-economic, environment, SNA, health, education, population, labour, transport, communication, price, inflation, poverty, agriculture.

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 | - 6% |
| 2 – Satisfied | - 33,3% |
| 3 - Satisfied in average | - 36% |
| 4 - Satisfied just a bit | - 23% |
| 5 - Not satisfied | - 0% |

(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	10,0	30,0	33,4	26,6	0,0
Timeliness	16,7	26,7	16,7	23,3	16,6
Actuality	16,7	30,0	40,0	6,7	6,6
Accuracy	6,8	40,0	33,3	16,6	3,3
Accessibility	13,4	43,3	43,3	0,0	0,0

II Products

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

- _____
- _____
- _____

Replies: Statistic yearbook, Regions of Tajikistan, Monthly report of “Social economic condition of Tajikistan”, Quarterly bulletin on food security, subject matter reports

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

1	2	3	4	5
10%	36,6%	40%	13,3%	0%

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

	1	2	3	4	5
Methodological explanations	20%	30%	36,6%	13,3%	0%
Need more Explanations?			Yes - 63,3%		no – 36,4%
Explanations understandable?			Yes – 86,7%		no – 13,3%
Want more graphs?			Yes – 36,7%		no – 63,3%

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

Comments:

- 1. Less text and more figures*
- 2. Improve the quality of printing*
- 3. Indicate in the statistics the BoP and remittances*
- 4. Indicate the GDP in your publications with its main components*
- 5. Extend the indication cycle for money income end expenditure*
- 6. In the indication of inflation indicate the last year level as well*
- 7. Extend the indication of pensioners and benefits (number of pensioners, what category, the level of pensions)*
- 8. During the calculations of real development of sectors and sub-sectors it is important to use correctly calculated price indices in these sub-sectors. It would be useful to keep calculation on finding the real growth of sectors in structure of GDP (those sectors, which are shown on page 134 Socio-economic condition, 2008) and shown at monthly digests; also, using influence of sectors in GDP and theirs real growth, show contribution of each sector to the growth of GDP. Industry sectors (page 136 of the same digest) are necessary to show in added values. Plant growing sub-sector (cotton, grain, ...) should also be shown in added value (in volume of plant growing and agriculture). On arrears of wages it would be useful to see the layout of debts on budget and non-budget (state budget).*

9. *No data on the regional level*
10. *Follow data relevance*
11. *Widen data on tax-budget sector, give short explanations on groups of goods for export and import in International Economic Relations; add methodological comments of GDP calculation*
12. *Wider represent data about the structure and cause of mortality, about environment, life style*
13. *No information about the name of the Goskomstat website*
14. *In section of industry of the statistical yearbook show function of Joint Enterprises*
15. *In labor market section start with the indicators about population*
16. *Give indicators of the real unemployment in RT*

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

Yes – 90% no – 10%

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

Yes – 50% no – 50%

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

Database, macro economical, main indicators of GDP, inflation, foreign trade turnover, household budget survey, forms of statistical reporting, labour market, population income, consumer price index, energetic, production, agriculture, investment, bank sector, state budget

Regarding the **website**, how satisfied are you with

	1	2	3	4	5
Clearness and structure	0,0	53,3	33,4	13,3	0,0
Method of analyses	6,0	13,3	73,3	13,4	0,0
Data base	6,6	26,7	53,3	13,4	0,0
Release calendar	13,3	40,0	33,4	13,3	0,0
Publication catalogue	13,3	40,0	33,3	13,4	0,0
Contact	13,3	41,7	40,0	0,0	6,6

11. Would you like to have a **search engine** on the website?

Yes – 100% no

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

1. *More information in the regional aspects;*
2. *Access to the data of household budget surveys;*
3. *Update it more frequently;*
4. *Open a section of "Reply to the questions"*
5. *Thanks fro idea to provide a search field in the site.*

III Services

13. Did you try to **get information** via fax, phone, e-mail or mail from GOSKOMSTAT yet?
- Yes – 73,3% no – 26,7%
14. If yes, did you get **the data you were looking for**?
- Yes – 63,6% no – 36,4%

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
16. How satisfied, regarding **press conferences**, have you been with
- 1 2 3 4 5
- | |
|-------------------|
| The presentation |
| Given information |
| The documents |
| The organisation |

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

18. Would you like to have additional statistical materials not published by **periodic press releases**?
- yes no If yes, then which one?

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

yes no

20. 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

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

Administration, ministries, government	46,7%
Press	3,3%
International organization	20,0%
Science	10,0%
Private user	10,0%
Others _____	

22. Additional wishes or remarks? General commentary?

1. *Improve the work on general standards of disseminated data*
2. *Timely receiving of publications (it might be according to catalogue)*
3. *It is a good pleasure for us to work with you*
4. *We wish you the best success*
5. *Information should be clear and substantiated*

