

REPORT

on the results of the survey on user satisfaction with statistical information provided by the Agency on Statistics under the President of the Republic of Tajikistan and its territorial bodies (hereinafter referred to as the Agency).

1. Main Provisions

Survey Object: users of statistical information.

Survey Subject: satisfaction of users with statistical information provided by the Agency.

Survey Objective: to assess the level of user satisfaction with statistical information provided by the Agency.

Survey Tasks:

- Assess the level of demand for statistical information;
- Evaluate the satisfaction level of users with the quality of official statistical information provided by the Agency;
- Assess the satisfaction level of users with the performance of the official website of the Agency (<http://www.stat.tj>);
- Evaluate the overall satisfaction level of users with the activities of the Agency.

Within the framework of the project "Modernization of the National Statistical System in Tajikistan" for the period of 2022-2026, Russell Bedford AAA conducted a survey on the satisfaction of users with statistical information, and comprehensive responses were received on a wide range of issues. Data collection was conducted from July 07, 2025, to September 15, 2025, using a web-based self-completion questionnaire.

The questionnaire consisted of three sections: "Use of Statistical Information" (11 questions), "Activities of the Agency in Providing Official Statistical Information" (10 questions), and "Characteristics of Data Users" (socio-demographic block) (4 questions), totaling 25 questions.

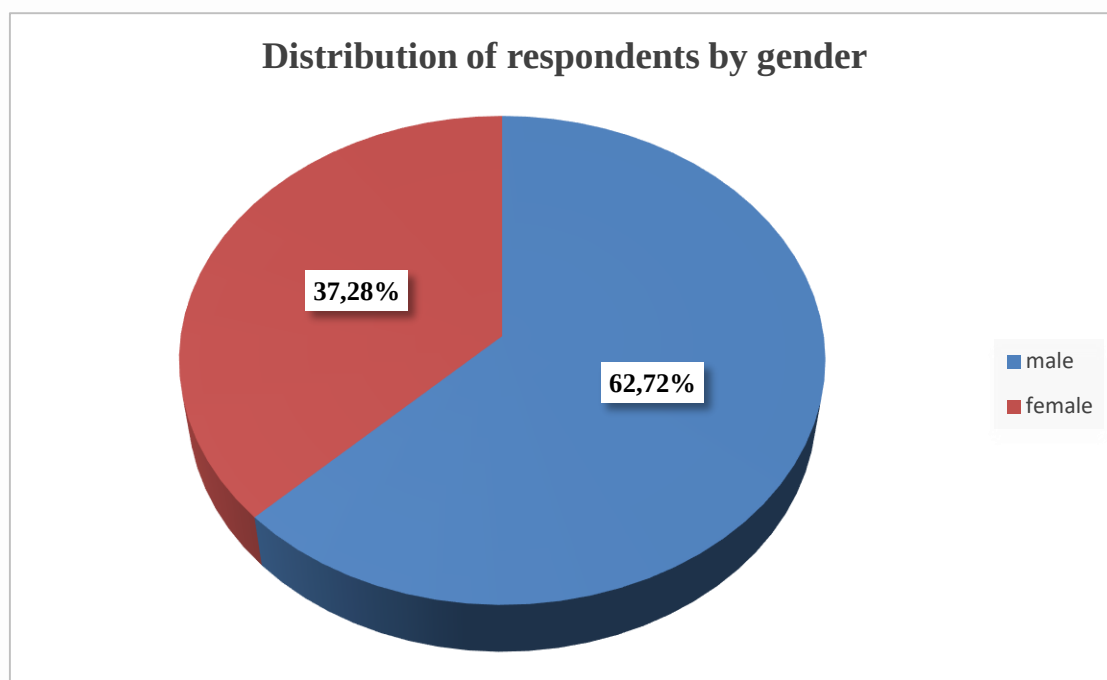
2. Survey Results

The results of the satisfaction survey concerning the statistical information provided by the Agency and the overall performance of the Agency are based on the materials of a sociological survey of 279 experts, specialists in economics

and statistics, representatives of government bodies, scientific and educational institutions, NGOs, the business community, and the media.

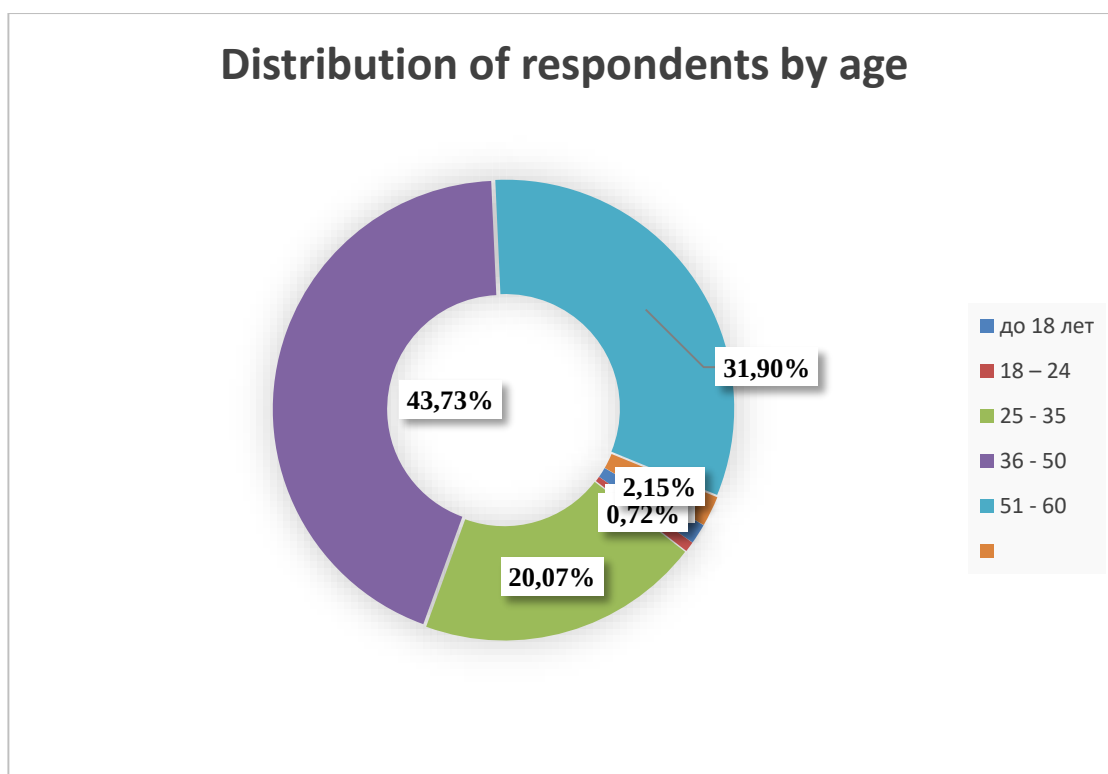
The objective of the survey was to assess the level of satisfaction of users with the statistical information provided by the Agency.

The socio-demographic section of the survey showed that **62.72%** of respondents were men and 37.28% were women. Most respondents were aged 36-50 years (44.50%) and the majority of respondents had higher professional education (89.96%).



1

A total of 279 people were surveyed on this question, of whom 175 were men **62.7%** and 104 were women **37.3%**.



2

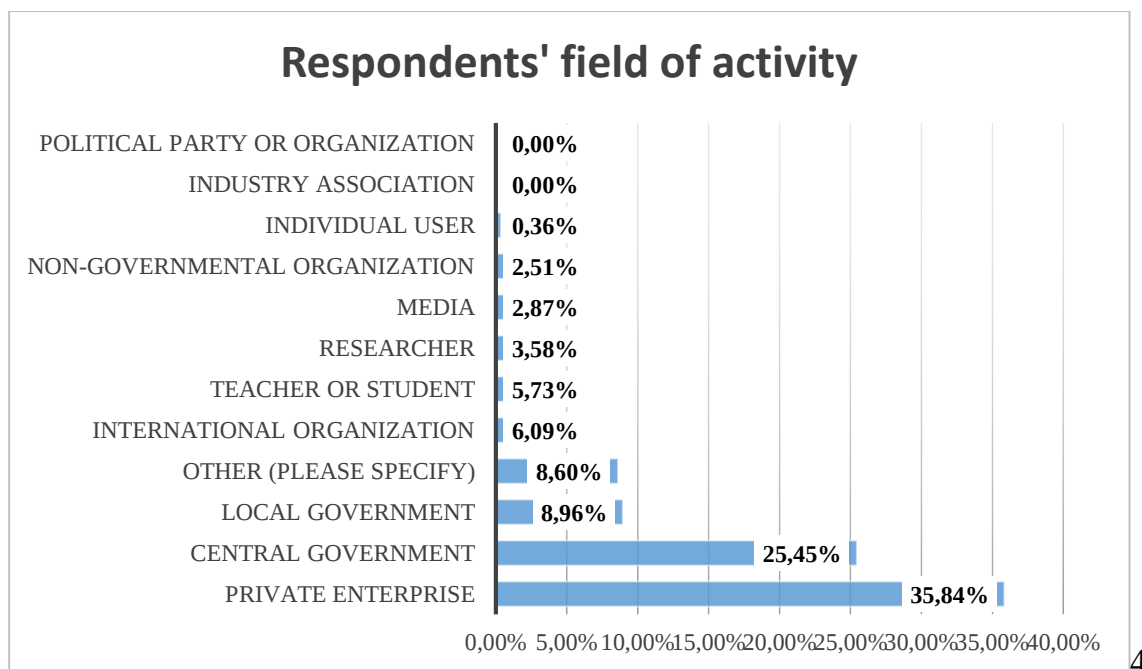
Out of 279 respondents, the main group consists of those aged 36–50, numbering 122 people **43.7%**. In addition, 89 of them are citizens aged 51–60 **31.9%**.



3

Of all respondents, **89.96%** have higher education, totaling 251 people.

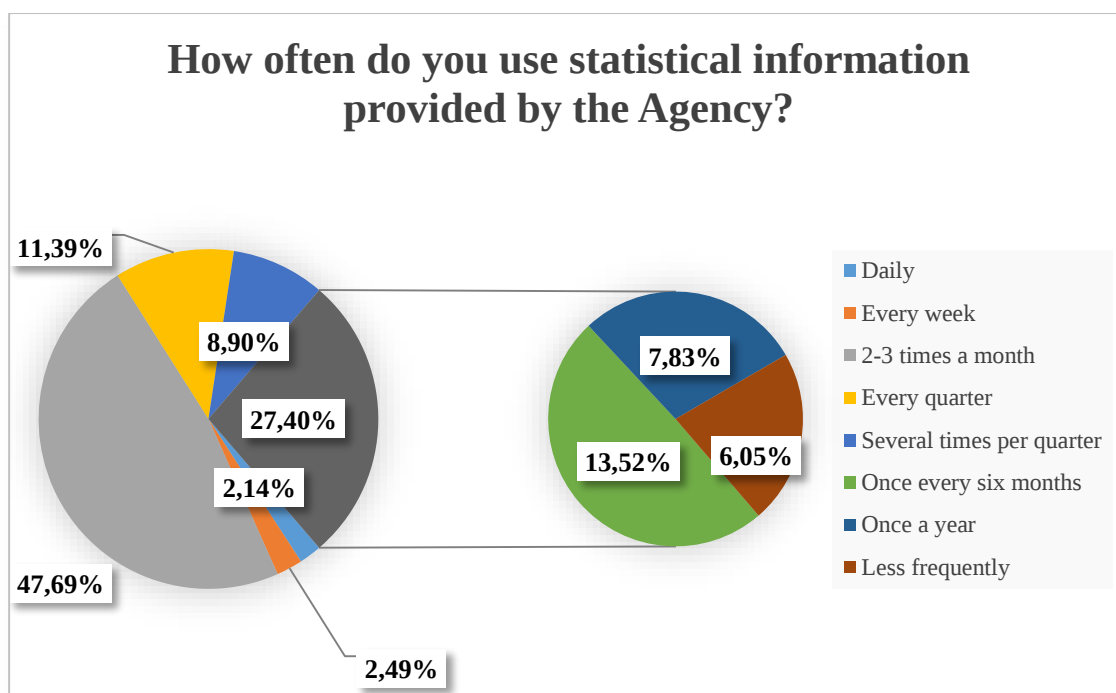
Of all respondents who answered the question about their field of activity, 35.84% represented private enterprises, 25.45% central government bodies, 6.09% international organizations, 5.73% teachers or students, 2.51% non-governmental organizations, 8.96% local government authorities, 3.58% researchers, 2.87% the media, 0.36% private users, and so on.



In the survey on the respondents' field of activity, a total of 279 people participated, of whom 100 work in private enterprises **35.8%**, and 71 are employed in central government bodies **25.4%**.

3. Demand for Statistical Information

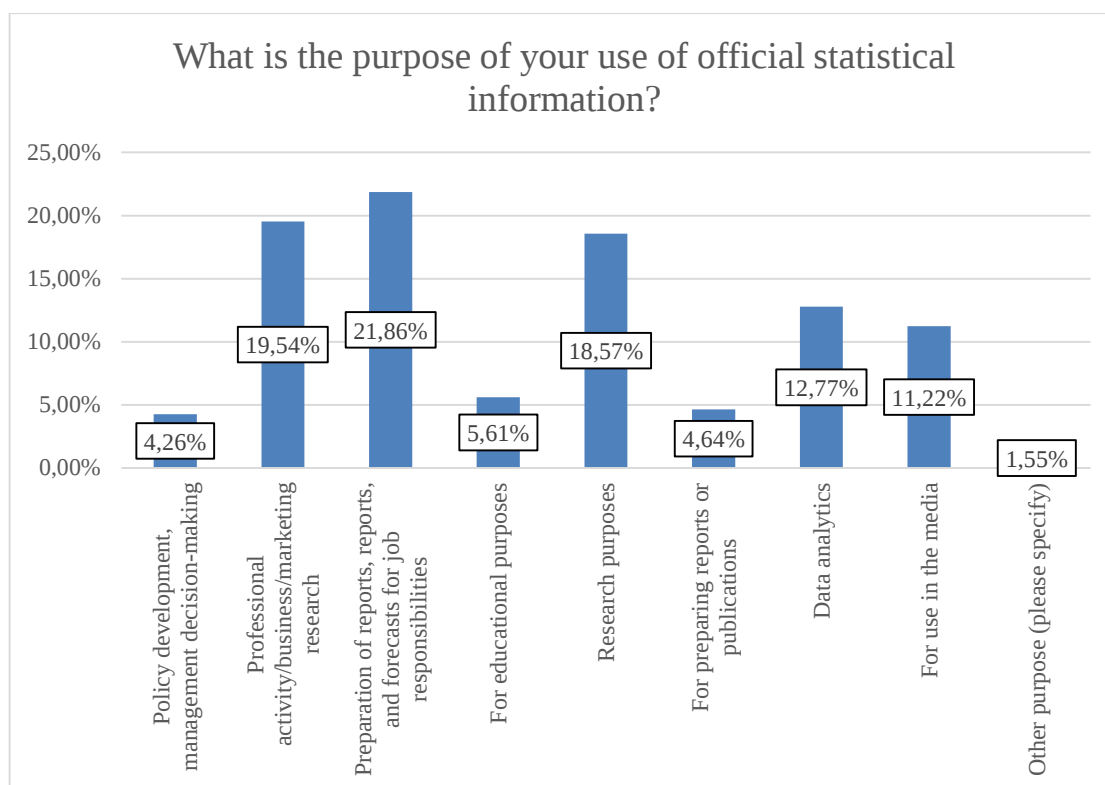
The survey results showed that statistical information remains in high demand and is used regularly. **2.49%** of respondents refer to statistical information every week, **47.69%** 2–3 times a month, **11.39%** every quarter, **8.90%** several times a quarter, and **13.52%** once every six months.



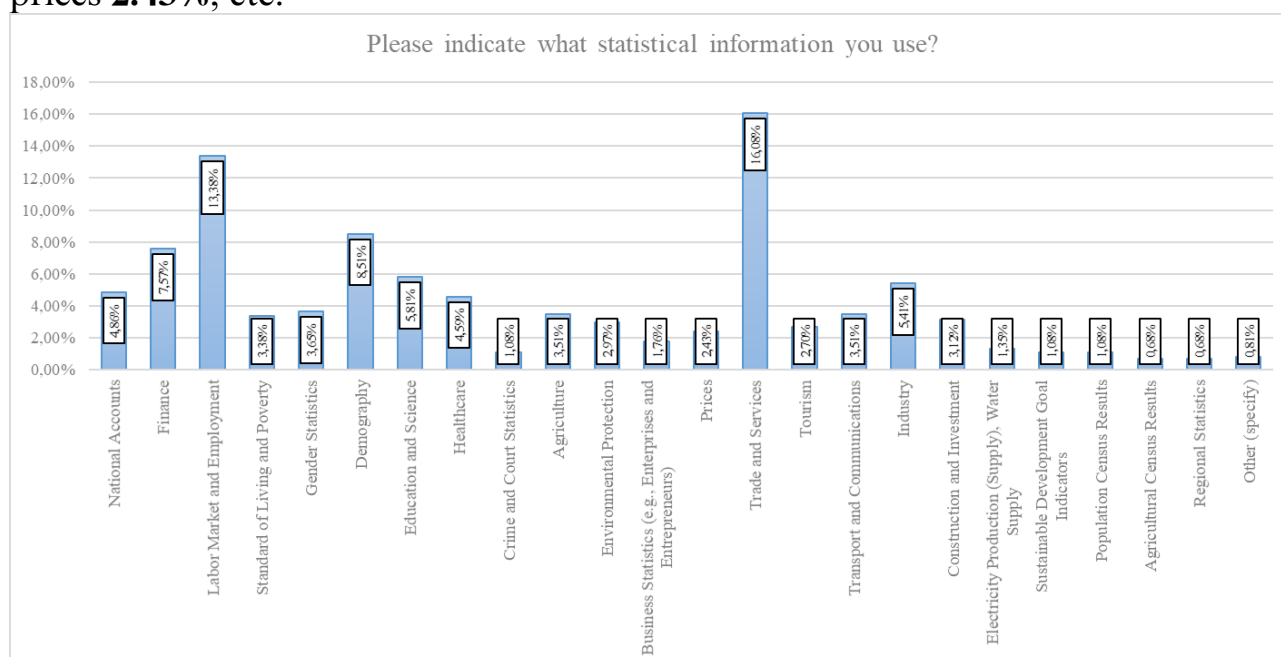
5

In the survey on the frequency of using the data provided by the Statistics Agency, a total of 279 people participated. Of these, 133 stated that they use the data 2–3 times a month **47.7%**, and 37 use it once every six months **13.5%**.

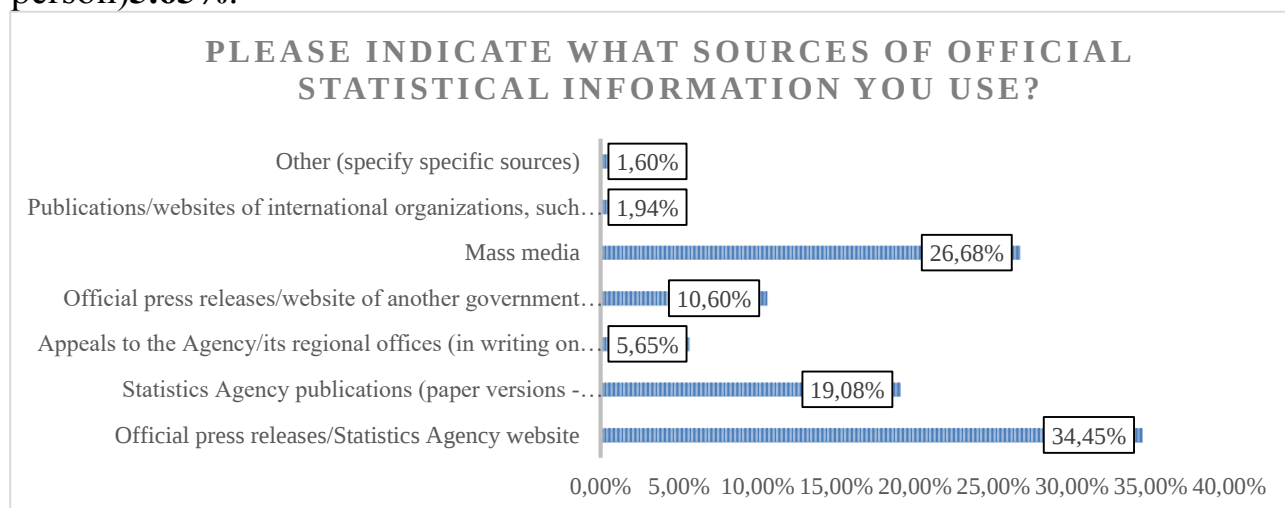
The purposes for which our respondents use statistical information vary. Most experts use statistical data for preparing reports, presentations, and forecasts as part of their professional duties **21.86%**, for data analysis **12.77%**, professional activities, business, and marketing research **19.54%**, scientific research purposes **18.57%**, and educational purposes **5.61%**. It should also be noted that statistical information is used for policy development and management decision-making **4.26%**, for media purposes **11.22%**, and for preparing reports or publications **4.64%**.



The greatest interest among users is in statistical data on trade and services **16.08%**, labor market and employment **13.38%**, demography **8.51%**, finance **7.57%**, industry **5.41%**, national accounts **4.86%**, healthcare **4.59%**, agriculture **3.51%**, gender statistics **3.65%**, education and science **5.81%**, tourism **2.70%**, and prices **2.43%**, etc.

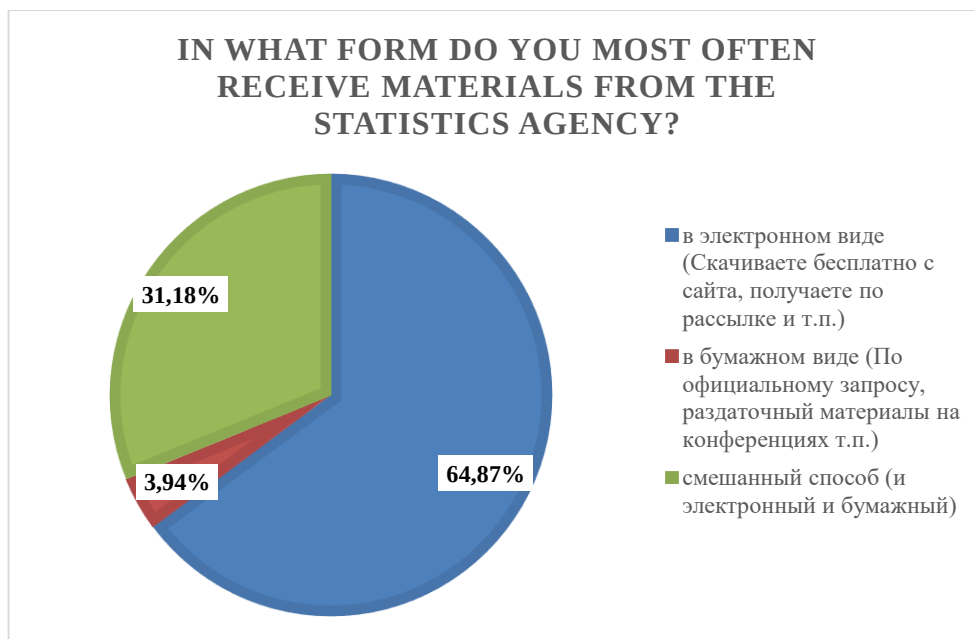


Most respondents use the following sources to obtain statistical information: official press releases and the website of the Agency for Statistics **34.45%**, publications of the Agency for Statistics (printed versions – collections, bulletins) **19.08%**, mass media **26.68%**, official press releases or websites of other government institutions **10.6%**, and requests submitted to the Agency or its regional offices (in written form, as electronic documents, by phone, or in person) **5.65%**.



8

The majority of respondents received materials or data in electronic form (downloaded for free from the website, received via mailing lists, etc.) **64.87%**, from the Agency for Statistics in a mixed format (both electronic and printed) **31.18%**, and in printed form (by official request, as handouts at conferences, etc.) **3.94%**.

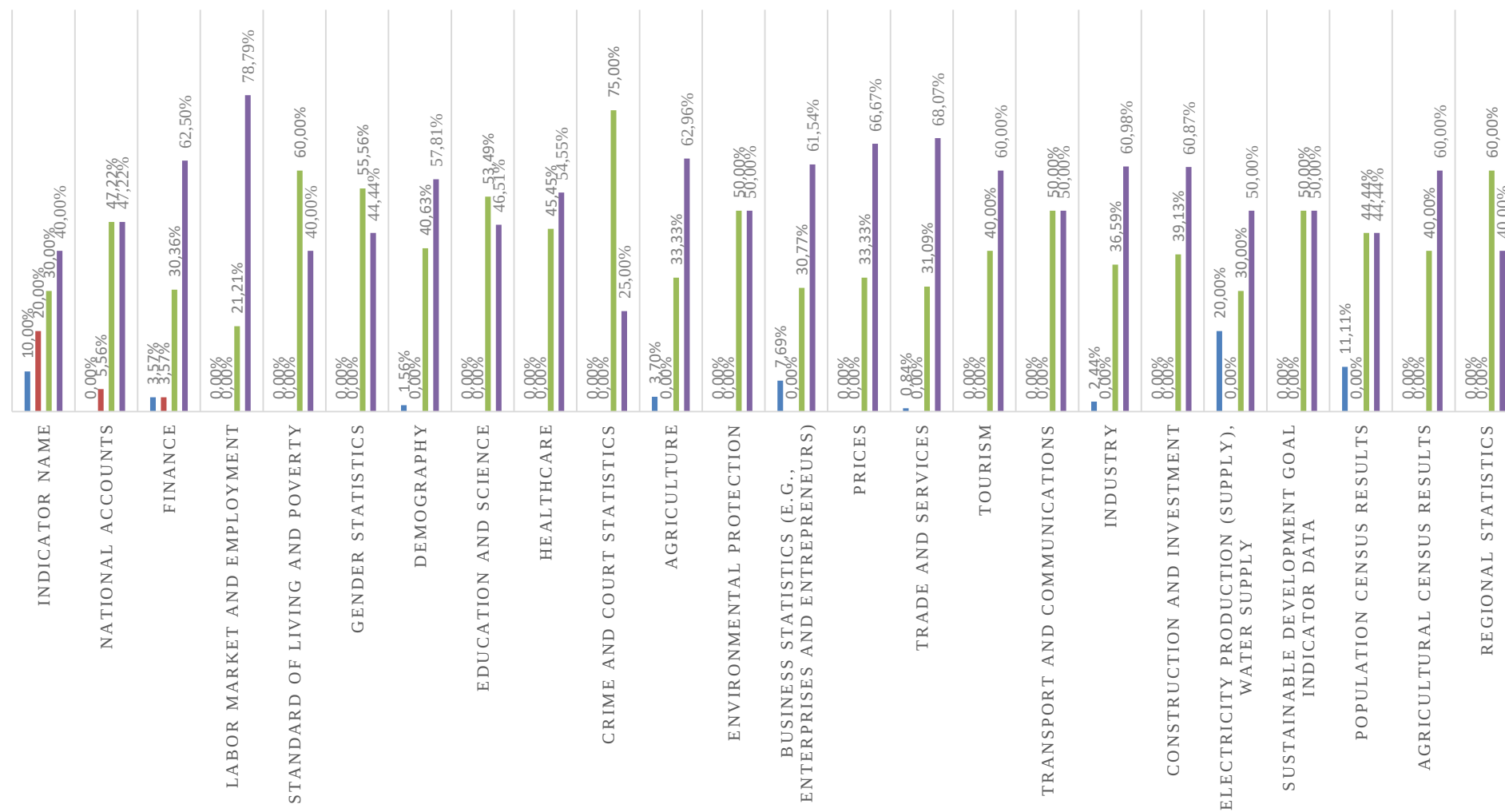


9

Regarding the form of receiving statistical materials, in which a total of 279 people participated, 181 people registered via "electronic (free download from the website, receive via email list, etc.)" and 87 people registered via "mixed" method.

HOW ACCESSIBLE ARE OFFICIAL STATISTICS TO YOU?

■ Трудно ■ Довольно трудно ■ Довольно легко ■ Легко



5. Satisfaction with Statistical Information

During the survey, it was important to assess how satisfied users are with the quality of official statistical information. Respondents were asked to rate the official statistical information across different sectors.

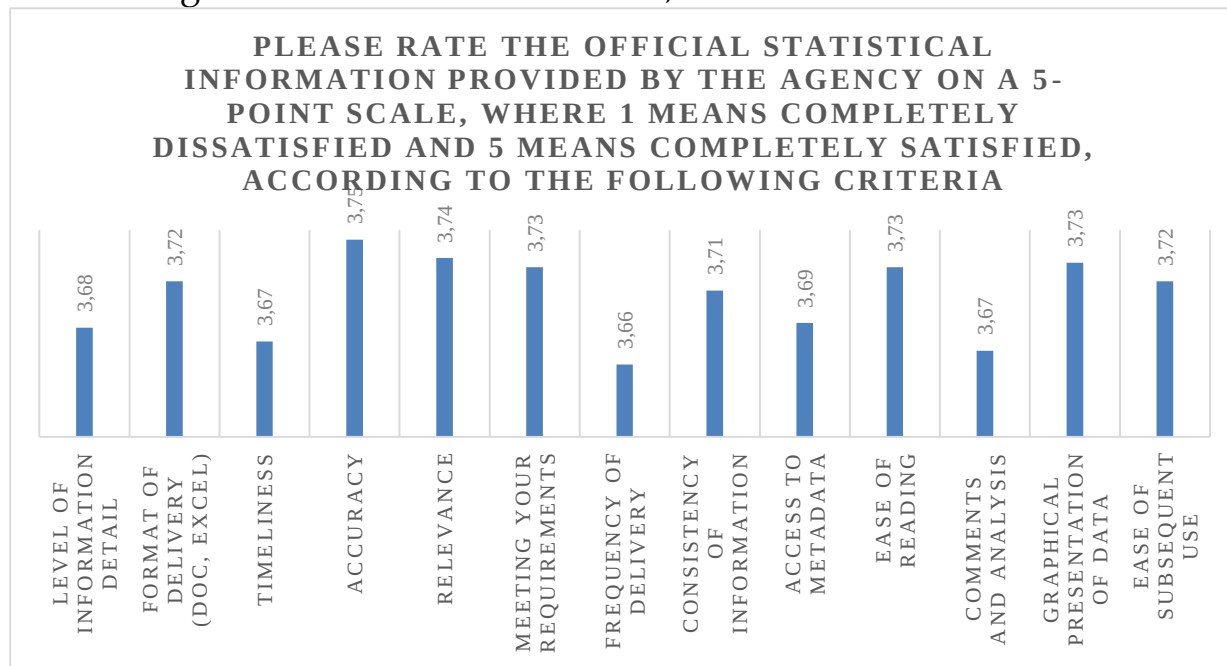
With the maximum possible score being 5 points, the highest rating was received by statistics on energy and water production (supply) – 4.3 points; the lowest rating was given to "Healthcare" – 3.4 points.



11

Respondents were also asked to rate official statistical information based on the following quality criteria: level of detail, presentation format (doc, excel), timeliness, accuracy, relevance, compliance with requirements, frequency of provision, consistency of information, access to metadata, ease of reading, commentary and analysis, graphical representation of data, and ease of further use.

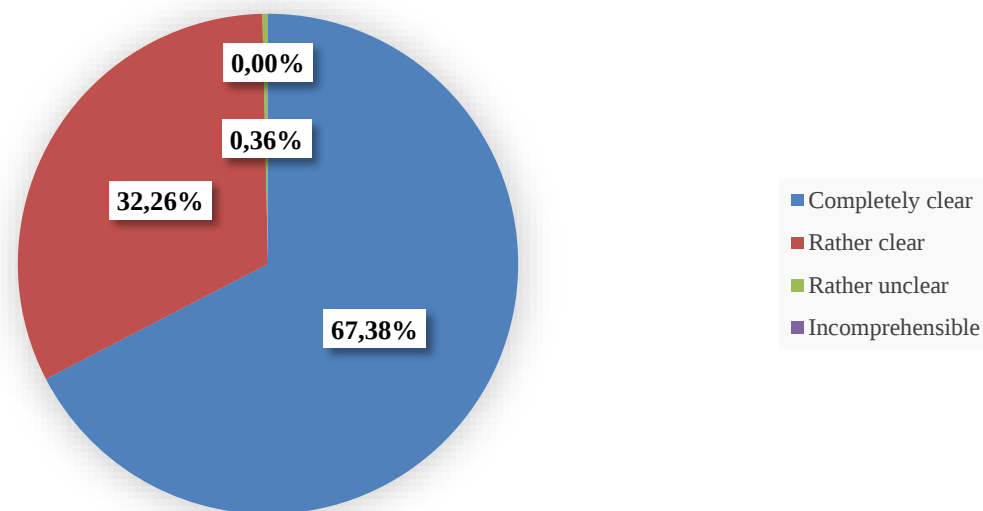
The highest-rated criterion was **3.75**, while the lowest-rated was **3.66**.



12

Respondents were asked how clear the methodological explanations for statistical data are to them. **67.38%** indicated that they are completely clear (previously **63.90%**), **32.26%** said they are rather clear (previously **35.02%**), and **0.36%** found them rather unclear or unclear (previously **1.08%**).

How understandable are the methodological explanations accompanying the statistical data provided by the Agency for you?



13

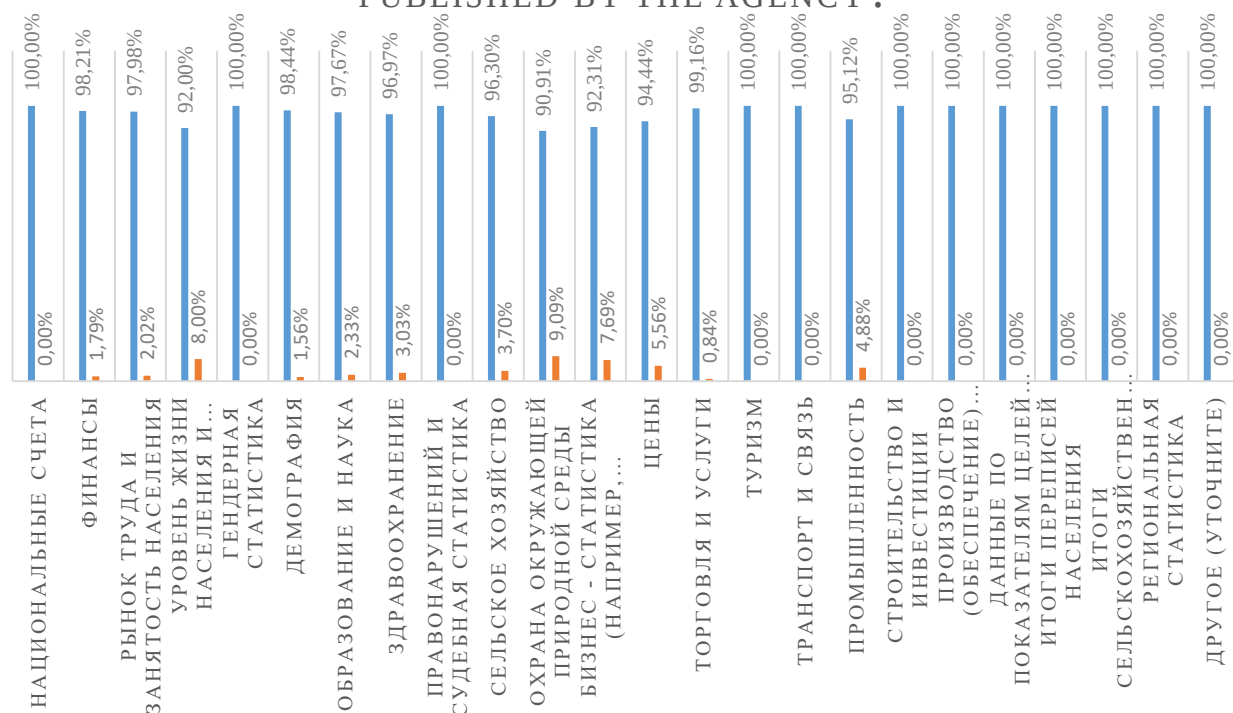
Regarding the question of the clarity and comprehensibility of the methodological explanation, a total of **279** participants participated, of whom **188** rated it "completely understandable" and **90** rated it "very understandable."

Respondents were asked to evaluate the available volume of statistical information across the various sectors published by the Agency.

A high level of sufficiency was noted in the statistics of national accounts, agriculture, environmental protection, tourism, transport, and communications – **100.00%**, while insufficient data was reported for demography – **1.72%**, education and science – **2.27%**, agriculture – **2.86%**, and finance – **7.41%**.

HOW DO YOU EVALUATE THE VOLUME OF STATISTICAL INFORMATION AVAILABLE ACROSS THE AREAS

PUBLISHED BY THE AGENCY?



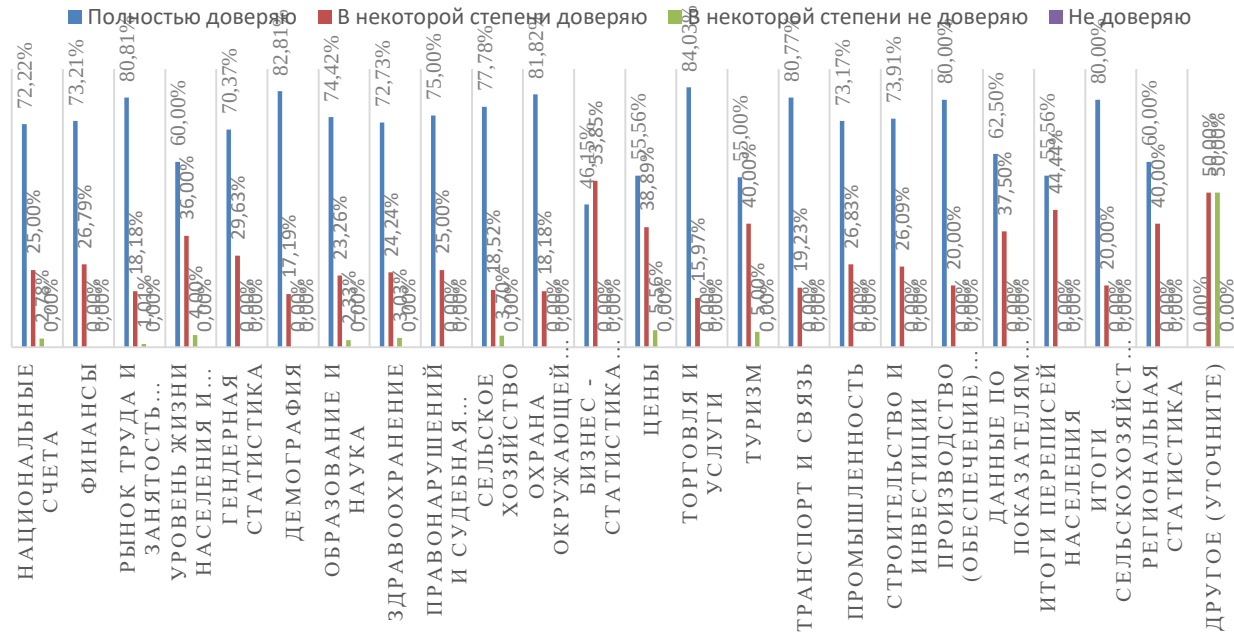
14

When asked to what extent they trust the data of official statistics across various fields, respondents were distributed as follows: "fully trust" at **100.00%** – offenses and court decisions, **90.00%** – data on the production (supply) of electricity and water, environmental protection statistics, gender statistics – **88.89%**; "somewhat trust" – **53.13%** – price statistics; "somewhat distrust" – **12.50%** – data on achieving sustainable development goals.

Among all responses, **70.44%** of respondents – "fully trust the statistical data," **28.43%** – "somewhat trust," **0.99%** – "somewhat distrust," and **0.14%** – "do not trust." In the previous survey, respondents overall assessed their trust as follows: **82.69%** stated that they fully trust the statistical data, **16.54%** somewhat trust, **0.77%** somewhat distrust, and

13

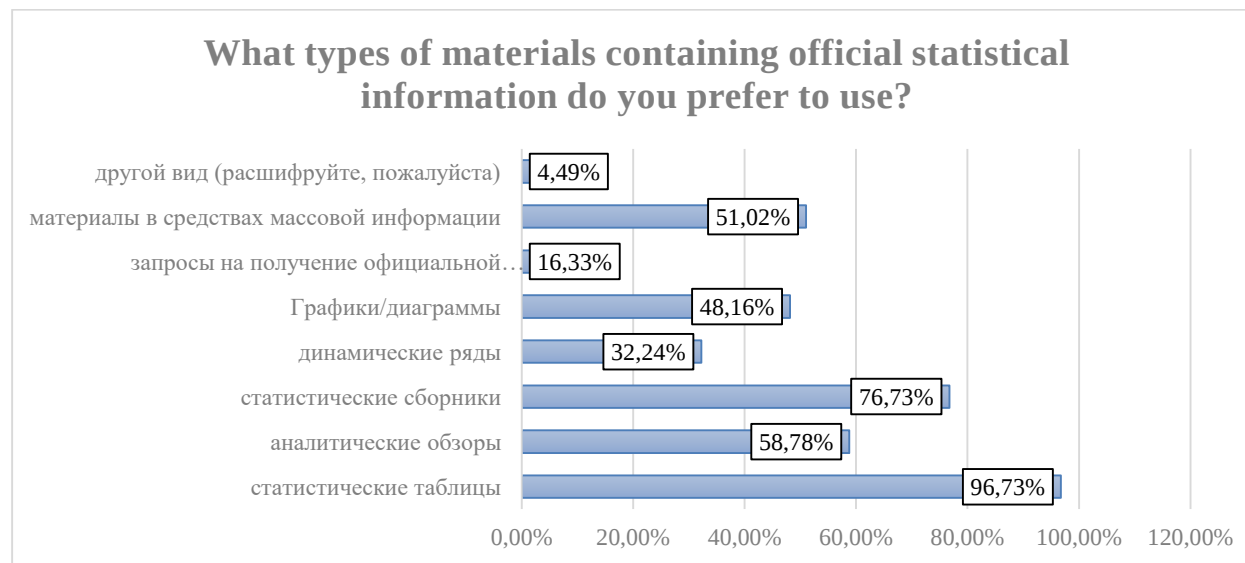
HOW MUCH DO YOU TRUST OFFICIAL STATISTICS DATA?



0.00% do not trust.

Most respondents preferred to use statistical tables **96.73%**, statistical compilations **76.73%**, and analytical reviews **58.78%**.

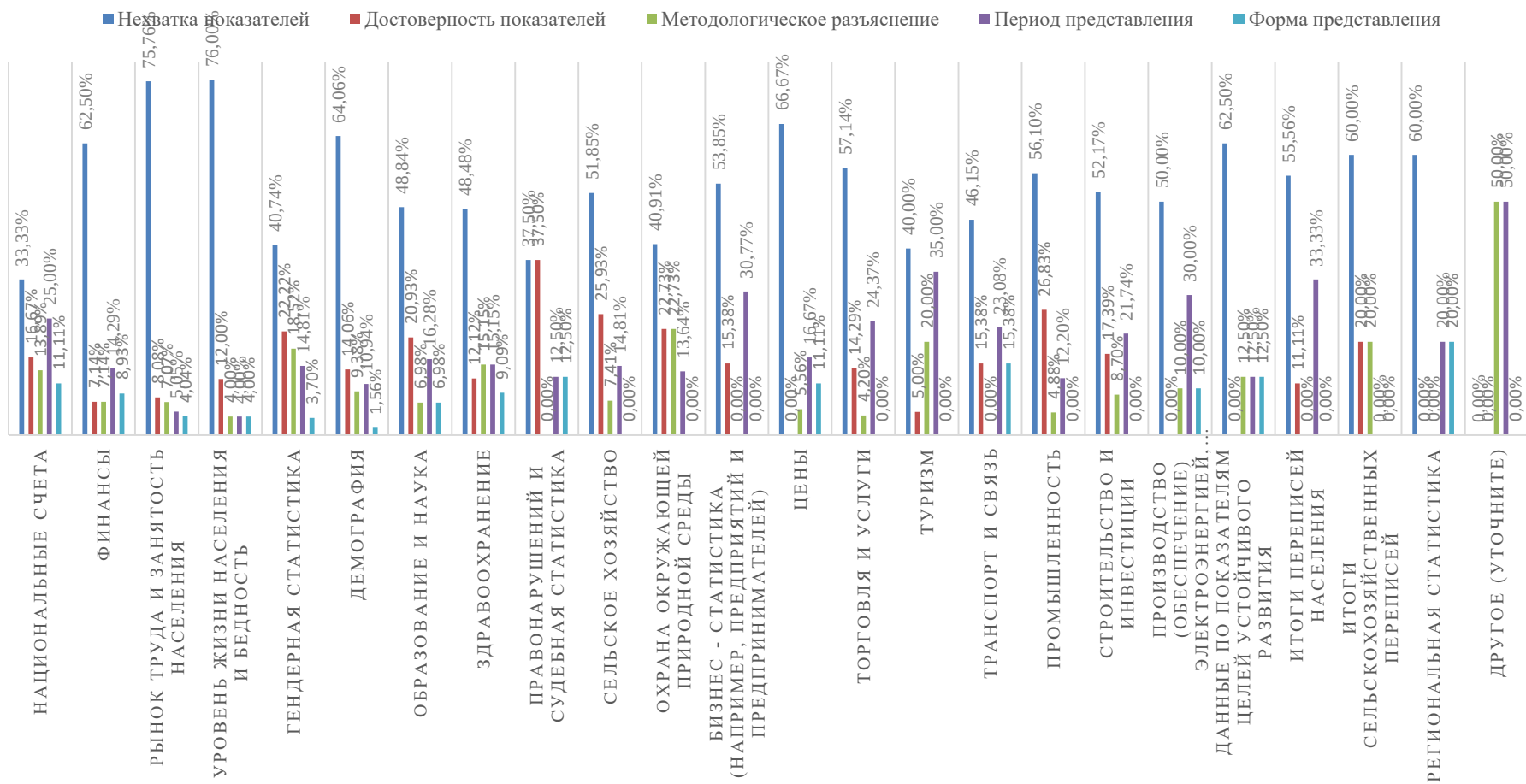
15



16

According to respondents, the main reasons that compromise the quality of statistical data are the lack of indicators - **34.20%**, the reliability of indicators – **22.12%**, the period of presentation - **14.01%**, methodological explanations - **26.37%**, and the format of presentation of indicators – **3.30%**. The breakdown by sectors looks as follows:

WHAT DO YOU THINK ARE THE REASONS THAT UNDERMINE THE QUALITY OF THE AGENCY'S STATISTICAL DATA?

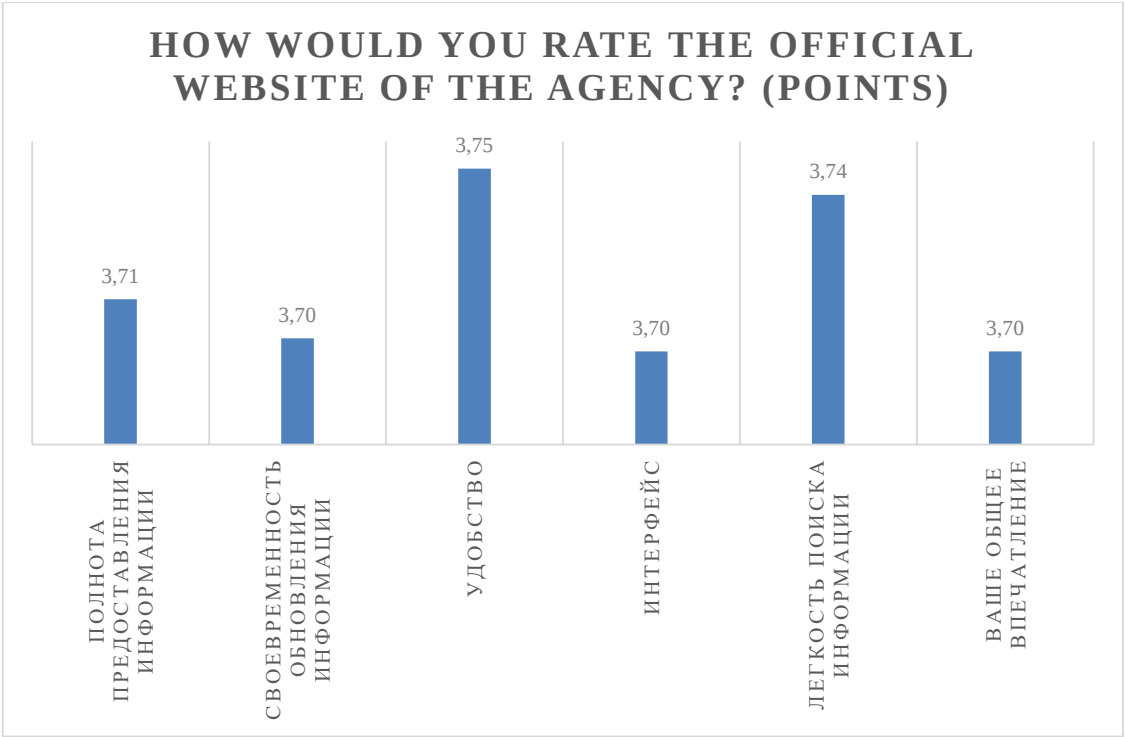


6. Satisfaction with the Agency's Overall Performance and the Official Website

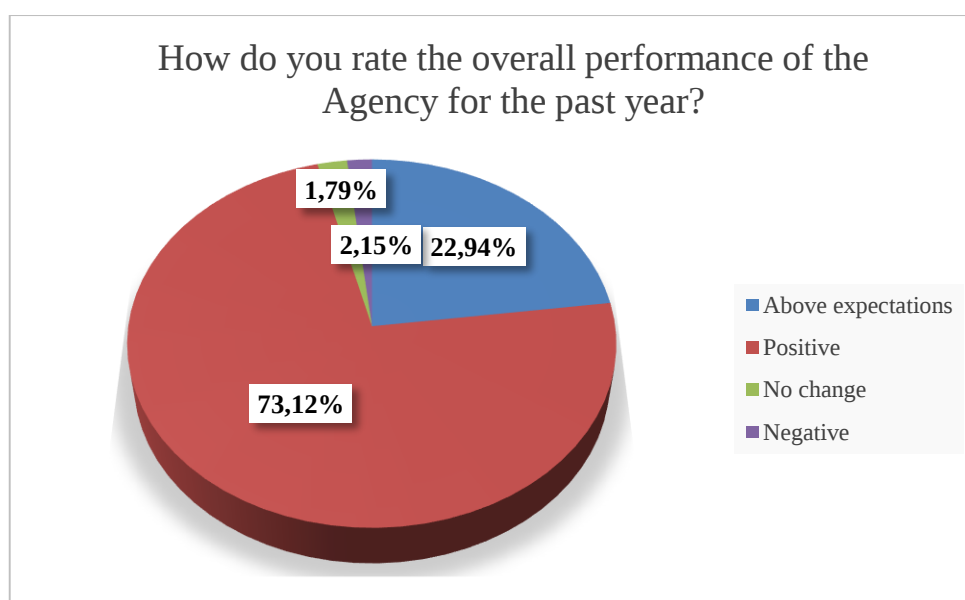
During the survey, it was important to assess how satisfied users were with the quality of the Agency's official website. Of the total number of respondents, **64.39%** had visited the official website of the Agency.

With a maximum possible score of 5 points, the highest ratings were given to “convenience” and “ease of finding information” **3.75**, “completeness of information provided” **3.71**, and “timeliness of information updates” and “interface” **3.70**.

Overall, the official website of the Agency was rated **3.7**, which is **0.2** points lower than the previous rating (**3.9**).



Respondents were also asked to evaluate the Agency’s performance over the past year 2024. **73.12%** rated it as “positive,” **2.15%** said “no change,” and **22.94%** said “exceeded expectations.”



19

A total of **279** participants evaluated the overall performance of the Statistics Agency, of which **204** rated it "positive" and **64** rated it "exceeded expectations."

With a maximum index value of 5, the satisfaction index was **3.79**, which is **0.15** points lower than in the previous assessment.

The satisfaction index was calculated using the following formula:

$$I_c = \frac{\sum_{i=1}^n \bar{y}_{ci}}{n}$$

At the end of the study, users were given the opportunity to provide brief recommendations regarding the activities of the Agency on Statistics.

The main recommendations were as follows:

- Publish statistical reports on the website promptly.
- Develop sector-specific analytical tables and place them on the official websites of government bodies.
- Create a tool for visual representation of information on the Agency's website.
- Publish a schedule for the preparation of key statistical data and their posting on the website.
- Regularly review sector-specific statistical tables and update them in a timely manner.
- Provide instructions in two languages on the Agency's website.
- Provide analytical data at the sectoral level.
- Display the dynamics of economic and social indicators at the regional level on the website.

Applications

Dear users!

Russell Bedford AAA LLC conducts a survey to study the opinions of users of official statistical information provided by the Agency on Statistics under the President of the Republic of Tajikistan and its territorial bodies (hereinafter referred to as the Agency).

Please take part in the survey. Your personal information will not be disclosed, and your answers will play a key role in strengthening official statistics in Tajikistan within the framework of the project "Modernization of the National Statistical System in Tajikistan". In this regard, you will be provided with a questionnaire to present your views and opinions.

We will be grateful if you spend a little time and fill out the questionnaire.

Questionnaire

I. Use of official statistical information

1. Do you use the official statistical information provided by the Agency?

☐ Yes No ☐ (go to question #19)

2. How often do you use the official statistical information provided by the Agency?

1	Daily	☐
2	every week	☐
3	2-3 times a month	☐
4	every quarter	☐
5	several times a quarter	☐
6	once every six months	☐
7	once a year	☐
8	Less frequently	☐

3. For what purpose do you use official statistical information? (there are several possible answers)

1	policy development, management decision-making	☐
2	professional activity/business/marketing research	☐
3	generation of reports, reports, forecasts for the performance of official duties	☐
4	for educational purposes	☐
5	research objectives	☐
6	for the preparation of reports or publications	☐
7	data analytics	☐
8	for use in the media	☐
9	other purpose (please decipher)	☐
		☐

4. What official statistical information do you use? (there are several possible answers)

1	National accounts	☐
2	Finance	☐
3	Labor market and employment of the population	☐
4	Living standards and poverty	☐
5	Gender statistics	☐
6	Demography	☐
7	Education and science	☐
8	Health care	☐
9	Offences and judicial statistics	☐
10	Agriculture	☐
11	Environmental protection	☐
12	Business statistics (e.g. businesses and entrepreneurs)	☐
13	Prices	☐
14	Trade and services	☐
15	Tourism	☐
16	Transport and communications	☐
17	Industry	☐
18	Construction and investment	☐
19	Production (provision) of electricity, water supply	
20	Data on Indicators of the Sustainable Development Goals	☐
21	Results of population censuses	☐
22	Results of agricultural censuses	☐
23	Regional statistics	☐
24	Other (specify)	☐
		☐

5. What other data topics or indicators would you like to see in official statistics?

Please specify

6. What sources of official statistical information do you use? (there are several possible answers)

1	official press releases / website of the Agency for Statistics	☐
2	publications of the Agency on Statistics (paper versions - collections, bulletins)	☐
3	appeals to the Agency / its territorial bodies (in writing on paper, in the format of an electronic document, by phone, personal reception)	☐

4	official press releases / website of another government agency	☐
5	Mass media	☐
6	publications/websites of international organizations such as: International Monetary Fund (IMF), United Nations (UN), World Bank (WB)	☐
7	others (specify which sources) _____	☐
	_____	☐
	_____	☐

7. In what form do you receive materials/data from the Agency on Statistics most often?

1	in electronic form (Download for free from the site, receive by mailing, etc.)	☐
2	in paper form (On official request, handouts at conferences, etc.)	☐
3	mixed method (both electronic and paper)	☐

8. How accessible are the official statistics for you?

(1 = difficult; 2 = quite difficult; 3 = quite easy; 4 = easy)

N	Direction	Evaluation			
		1	2	3	4
1	National accounts	☐	☐	☐	☐
2	Finance	☐	☐	☐	☐
3	Labor market and employment of the population	☐	☐	☐	☐
4	Living standards and poverty	☐	☐	☐	☐
5	Gender statistics	☐	☐	☐	☐
6	Demography	☐	☐	☐	☐
7	Education and science	☐	☐	☐	☐
8	Health care	☐	☐	☐	☐
9	Offences and judicial statistics	☐	☐	☐	☐
10	Agriculture	☐	☐	☐	☐
11	Environmental protection	☐	☐	☐	☐
12	Business statistics (e.g. enterprises and entrepreneurs)	☐	☐	☐	☐
13	Prices	☐	☐	☐	☐
14	Trade and services	☐	☐	☐	☐
15	Tourism	☐	☐	☐	☐
16	Transport and communications	☐	☐	☐	☐
17	Industry	☐	☐	☐	☐
18	Construction and investment	☐	☐	☐	☐
19	Production (provision) of electricity, water supply	☐	☐	☐	☐
20	Data on Indicators of the Sustainable Development Goals	☐	☐	☐	☐

21	Results of population censuses	☐	☐	☐	☐
22	Results of agricultural censuses	☐	☐	☐	☐
23	Regional statistics	☐	☐	☐	☐
24	Other (specify)	☐	☐	☐	☐
		☐	☐	☐	☐

8.1 If you think that the Agency should take measures to improve the quality of availability of statistical data, please indicate which ones?

1. _____
2. _____

9. Please rate the level of satisfaction with official statistical information in the context of the areas of greatest interest to you (select a score on a 5-point scale, where 1 is completely dissatisfied, 5 is completely satisfied)

N	Direction	Evaluation				
		1	2	3	4	5
1	National accounts	☐	☐	☐	☐	☐
2	Finance	☐	☐	☐	☐	☐
3	Labor market and employment of the population	☐	☐	☐	☐	☐
4	Living standards and poverty	☐	☐	☐	☐	☐
5	Gender statistics	☐	☐	☐	☐	☐
6	Demography	☐	☐	☐	☐	☐
7	Education and science	☐	☐	☐	☐	☐
8	Health care	☐	☐	☐	☐	☐
9	Offences and judicial statistics	☐	☐	☐	☐	☐
10	Agriculture	☐	☐	☐	☐	☐
11	Environmental protection	☐	☐	☐	☐	☐
12	Business statistics (e.g. enterprises and entrepreneurs)	☐	☐	☐	☐	☐
13	Prices	☐	☐	☐	☐	☐
14	Trade and services	☐	☐	☐	☐	☐
15	Tourism	☐	☐	☐	☐	☐
16	Transport and communications	☐	☐	☐	☐	☐
17	Industry	☐	☐	☐	☐	☐
18	Construction and investment	☐	☐	☐	☐	☐
19	Production (provision) of electricity, water supply	☐	☐	☐	☐	☐
20	Data on Indicators of the Sustainable Development Goals	☐	☐	☐	☐	☐
21	Results of population censuses	☐	☐	☐	☐	☐
22	Results of agricultural censuses	☐	☐	☐	☐	☐
23	Regional statistics	☐	☐	☐	☐	☐
24	Other (specify)	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐

II. Activities of the Agency in providing official statistical information

10. Please rate the official statistical information provided by the Agency on a 5-point scale, where 1 is completely dissatisfied, 5 is completely satisfied, according to the following criteria:

Criterion	Evaluation				
	1	2	3	4	5
Level of detail of information	☐	☐	☐	☐	☐
Presentation format (doc, excel)	☐	☐	☐	☐	☐
Efficiency	☐	☐	☐	☐	☐
Correctness	☐	☐	☐	☐	☐
Topicality	☐	☐	☐	☐	☐
Meeting your requirements	☐	☐	☐	☐	☐
Frequency of provision	☐	☐	☐	☐	☐
Consistency of information	☐	☐	☐	☐	☐
Accessing metadata	☐	☐	☐	☐	☐
Easy to read	☐	☐	☐	☐	☐
Comments and analysis	☐	☐	☐	☐	☐
Graphical representation of data	☐	☐	☐	☐	☐
Ease of further use	☐	☐	☐	☐	☐

10.1 If you think that the Agency should take measures to improve the official statistical information provided, please indicate which ones?

1. _____
2. _____

11. How clear are the methodological clarifications to the statistical data of the Agency for you?

Completely understandable	☐
Rather understandable	☐
Rather incomprehensible	☐
Incomprehensible	☐

12. How do you assess the available amount of statistical information in the context of the directions published by the Agency?

N	Direction	Enough	Insufficiently
1	National accounts	☐	☐
2	Finance	☐	☐
3	Labor market and employment of the population	☐	☐
4	Living standards and poverty	☐	☐
5	Gender statistics	☐	☐
6	Demography	☐	☐
7	Education and science	☐	☐
8	Health care	☐	☐
9	Offences and judicial statistics	☐	☐
10	Agriculture	☐	☐
11	Environmental protection	☐	☐
12	Business statistics (e.g. enterprises and entrepreneurs)	☐	☐
13	Prices	☐	☐
14	Trade and services	☐	☐
15	Tourism	☐	☐
16	Transport and communications	☐	☐
17	Industry	☐	☐
18	Construction and investment	☐	☐
19	Production (provision) of electricity, water supply	☐	☐
20	Data on Indicators of the Sustainable Development Goals	☐	☐
21	Results of population censuses	☐	☐
22	Results of agricultural censuses	☐	☐
23	Regional statistics	☐	☐
24	Other (specify)	☐	☐
		☐	☐

13. How much do you trust the official statistics?

N	Direction	I fully trust	Rather, I trust	I rather don't trust	I don't trust
---	-----------	---------------	-----------------	----------------------	---------------

1	National accounts	☐	☐	☐	☐
2	Finance	☐	☐	☐	☐
3	Labor market and employment of the population	☐	☐	☐	☐
4	Living standards and poverty	☐	☐	☐	☐
5	Gender statistics	☐	☐	☐	☐
6	Demography	☐	☐	☐	☐
7	Education and science	☐	☐	☐	☐
8	Health care	☐	☐	☐	☐
9	Offences and judicial statistics	☐	☐	☐	☐
10	Agriculture	☐	☐	☐	☐
11	Environmental protection	☐	☐	☐	☐
12	Business statistics (e.g. enterprises and entrepreneurs)	☐	☐	☐	☐
13	Prices	☐	☐	☐	☐
14	Trade and services	☐	☐	☐	☐
15	Tourism	☐	☐	☐	☐
16	Transport and communications	☐	☐	☐	☐
17	Industry	☐	☐	☐	☐
18	Construction and investment	☐	☐	☐	☐
19	Production (provision) of electricity, water supply	☐	☐	☐	☐
20	Data on Indicators of the Sustainable Development Goals	☐	☐	☐	☐
21	Results of population censuses	☐	☐	☐	☐
22	Results of agricultural censuses	☐	☐	☐	☐
23	Regional statistics	☐	☐	☐	☐
24	Other (specify)	☐	☐	☐	☐
		☐	☐	☐	☐

14. What types of materials containing official statistical information do you prefer to use?
(there are several possible answers)

statistical tables	☐
--------------------	--------------------------

analytical reviews	☐
statistical compilations	☐
time series	☐
Graphs/Charts	☐
requests for official statistical information	☐
materials in the media	☐
other kind (decipher please)	☐
	☐

15. What reasons do you think are detrimental to the quality of the Agency's statistics?

N	Direction	Lack of impressions	Dignity of the showers	Methodological clarification	Presentation period	Presentation form
1	National accounts	☐	☐	☐	☐	☐
2	Finance	☐	☐	☐	☐	☐
3	Labor market and employment of the population	☐	☐	☐	☐	☐
4	Living standards and poverty	☐	☐	☐	☐	☐
5	Gender statistics	☐	☐	☐	☐	☐
6	Demography	☐	☐	☐	☐	☐
7	Education and science	☐	☐	☐	☐	☐
8	Health care	☐	☐	☐	☐	☐
9	Offences and judicial statistics	☐	☐	☐	☐	☐
10	Agriculture	☐	☐	☐	☐	☐
11	Environmental protection	☐	☐	☐	☐	☐
12	Business statistics (e.g. enterprises and entrepreneurs)	☐	☐	☐	☐	☐
13	Prices	☐	☐	☐	☐	☐
14	Trade and services	☐	☐	☐	☐	☐
15	Tourism	☐	☐	☐	☐	☐
16	Transport and communications	☐	☐	☐	☐	☐
17	Industry	☐	☐	☐	☐	☐
18	Construction and investment	☐	☐	☐	☐	☐
19	Production (provision) of electricity, water supply	☐	☐	☐	☐	☐
20	Data on Indicators of the	☐	☐	☐	☐	☐

	Sustainable Development Goals					
21	Results of population censuses	☐	☐	☐	☐	☐
22	Results of agricultural censuses	☐	☐	☐	☐	☐
23	Regional statistics	☐	☐	☐	☐	☐
24	Other (specify)	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐

16. Do you visit the official Internet portal of the Agency ([www. stat. tj](http://www.stat.tj))?

(a) Yes (turn to question No. 17)

b) No (go to question No. 18)

17. How would you rate the official Internet portal of the Agency according to the following criteria: (Evaluate on a 5-point scale, where 1 - completely dissatisfied, and 5 - completely satisfied);

Criterion	Evaluation				
	1	2	3	4	5
Completeness of information provision	☐	☐	☐	☐	☐
Timeliness of updating information	☐	☐	☐	☐	☐
Convenience	☐	☐	☐	☐	☐
Interface	☐	☐	☐	☐	☐
Easy to find information	☐	☐	☐	☐	☐
Your overall impression	☐	☐	☐	☐	☐

18. How do you assess the Agency's activities over for the first half of 2025) in general?

Above expectations	☐
Positively	☐
Nothing has changed	☐
Negatively	☐

CHARACTERISTICS OF DATA USERS

Please indicate your age:

1	up to 18 years	☐
2	18 – 24	☐
3	25 - 35	☐
4	36 - 50	☐

5	51 - 60	☐
6	61 and older	☐

Please indicate your gender:

1	male	☐
2	female	☐

Please indicate the highest level of education achieved:

1	primary education	☐
2	secondary education	☐
3	initial vocational education	☐
4	secondary vocational education	☐
5	higher professional education	☐
6	Ph.D. degree	☐
7	Ph.D.	☐
8	Other (please specify)	☐

Please indicate your field of activity:

1	Central authorities	☐
2	Local government	☐
3	Political party or organization	☐
4	Non-governmental organization	☐
5	International organization	☐
6	Teacher or student	☐
7	Researcher	☐
8	Media	☐
9	Private enterprise	☐
10	Private user	☐
11	Industry Association	☐
12	Other (please specify) ____	☐

19. Why don't you use statistical information?

1	I didn't need statistical information	☐
2	Did not have access to the data that was needed	☐
3	Other (please specify) ____	☐

Thank you for participating in the survey!