“THE USERS’ SATISFACTION SURVEY WITH STATISTICAL PRODUCTS AND SERVICES – 2010”

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Ulaanbaatar

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Contents

Foreword

One. Objectives and methodology of the survey

1.1 Objectives of the survey
1.2 Survey methodology
1.3 Questionnaire

Two. Satisfaction survey on statistical products and services

2.1 General information
2.2 Statistical products
2.3 Evaluation and satisfaction for the statistical products
2.4 Evaluation on data and service quality of the NSO
2.5 The NSO's further considerations to improve statistical education of the public

Conclusion

Annex 1 Questionnaire for the user's satisfaction survey

FOREWORD

The pilot survey on user's satisfaction for statistical products and services covered 500 persons.

This pilot survey was aiming to existed basis for User's satisfaction survey on statistical products and services in upcoming years.

Survey team

The pilot survey on user's satisfaction for statistical products and services has conducted by the NGO-"Erdem medleg tugeekh tov" (Learning center). Survey team consisted of 5 researchers, namely:

1. Ms. L. Oyun, Doctor Prof. Financial department of School of Economic Studies (SES), National University of Mongolia
2. Ms. Narantuya, Master of sociology, Officer of Business center, School of Economic Studies (SES), National University of Mongolia
3. Ms. L. Undarga, Master of finance, Researcher of the NGO-"Erdem medleg tugeekh tov" (Learning center)
4. Mr. E. Bilguun, Student of School of Economic Studies (SES), National University of Mongolia
5. Ms. L. Binderiya, Student of School of Economic Studies (SES), National University of Mongolia

The team conducted survey on 11-30 October 2010 and we have implemented 2 phases of the survey.

1st phase. Preparation work. From March 2010

- Finalizing survey questionnaire
- Planning processes of survey conducting
- Conducting pilot testing of the questionnaire
    - Prepare report
    - Discuss by Chairman's Board Meeting
    - Receive comments and recommendation of the World Bank

2nd phase. 11-30 October 2010

- Conducting survey/Data collection: 11-25 October 2010
- Preparing report: 20-30 October 2010

ONE. OBJECTIVES AND METHODOLOGY OF THE SURVEY

1.1 Objectives of the survey

This pilot survey was aiming to study users' evaluation and satisfaction on products and services produced by the National Statistical Office using user's evaluation method, to identify problems and prepare recommendations on further consideration to improve statistical products and services as follows:

- Problems facing on finding data produced by the National Statistical Office, which are greater usage among others
- Identify areas of improving statistical products and services
- Identify further measurements to improve statistical education of the public

1.2 Survey methodology

We have used sampling method in this survey.

We have to pay more attention for the samples selected form the population. Typically, the population is very large, making a census or a complete enumeration of all the values in the population impractical or impossible. The sample represents a subset of manageable size. Samples are collected and statistics are calculated from the samples so that one can make inferences or extrapolations from the sample to the population. This process of collecting information from a sample is referred to as sampling. Hence we have paid more consideration to avoid a biased or unrepresentative sample.

In mathematical terms, the concept of a sample thus includes the *process* of how the data are obtained (that is, the random variables). This is necessary so that mathematical statements can be made about the sample and statistics computed from it, such as the sample mean and covariance.

By using Aleksandr Lyapunov's central limit theorem stating that given a distribution with a mean μ and variance σ^2, the sampling distribution of the mean approaches a normal distribution with a mean (μ) and a variance σ^2/N as N, the sample size, increases, we showed that our set of sample that participated in our survey represents all the customers.

Because of our pilot survey, 47.85 percent of total respondents expressed that they have neither satisfied nor dissatisfied and let be found it representation of the population following equations.

Survey conducted among 500 persons

Standard error of the sample

μ = $\overline{\quad * (1 - \quad)/}$

μ = $\overline{0{,}4785(1 - 0{,}4785)/500}$ = 0,0223

Errors

Confidence interval suppose to 95%, t would be 1,96 and imputed in formula as follows

Δ = 1,96 *0,0223 = 0,04

Confidence interval, which include mean value of the population:

w - tμ ≤ P ≤ w + tμ

0,4785 – 0.04 ≤ P ≤ 0,4785 + 0.04

0,44 ≤ P ≤ 0,52

Here sample size is 500 respondents, in this case we can see confidence interval is less. Representativeness of samples to the population is proper.

1.3 Questionnaire

The questionnaire has included following parts:

1. Information about survey respondents
2. Statistical products
3. Evaluation and satisfaction on statistical products
4. Types of statistical data dissemination and its evaluation
5. Types of statistical services and its evaluation
6. Evaluation on statistical data quality

We have conducted questionnaire testing among 30 users and finalized questionnaire reflected changes made during the testing.

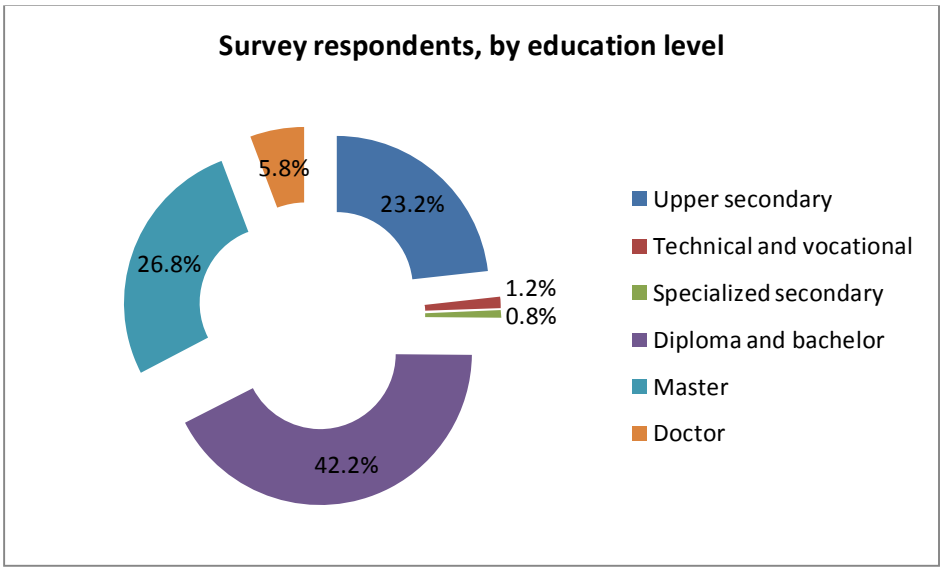
TWO. SATISFACTION SURVEY ON STATISTICAL PRODUCTS AND SERVICES

2.1 General information

Table 1

Education level	Number	Percent
Upper secondary	116	23.2
Technical and vocational	6	1.2
Specialized secondary	4	0.8
Diploma and bachelor	211	42.2
Master	134	26.8
Doctor	29	5.8
Total	500	100

Figure 1



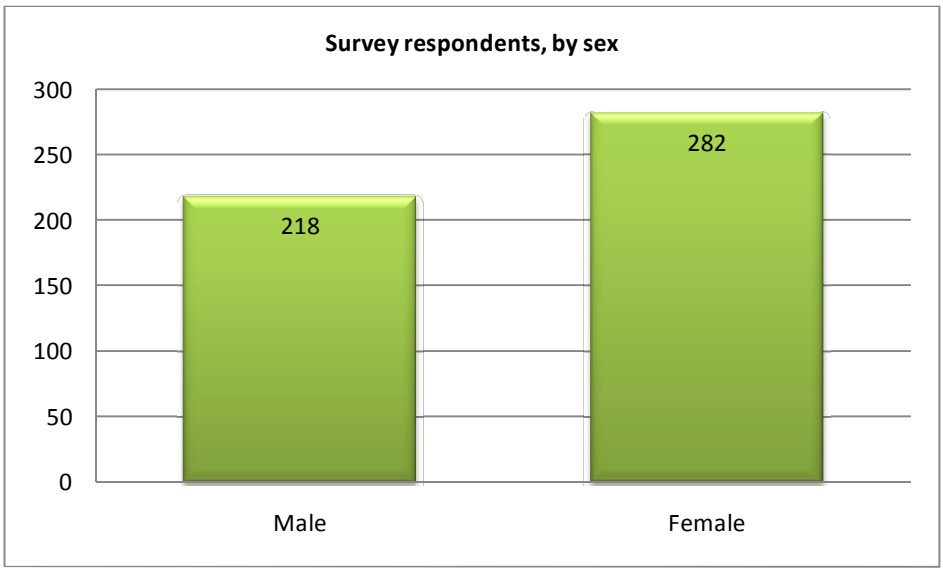
Survey respondents, by sex

Table 2

Sex	Number	Percent
Male	218	43.6
Female	282	56.4
Total	500	100

As seen the table, number of males and females was almost same and presenting following figure.

Figure 2



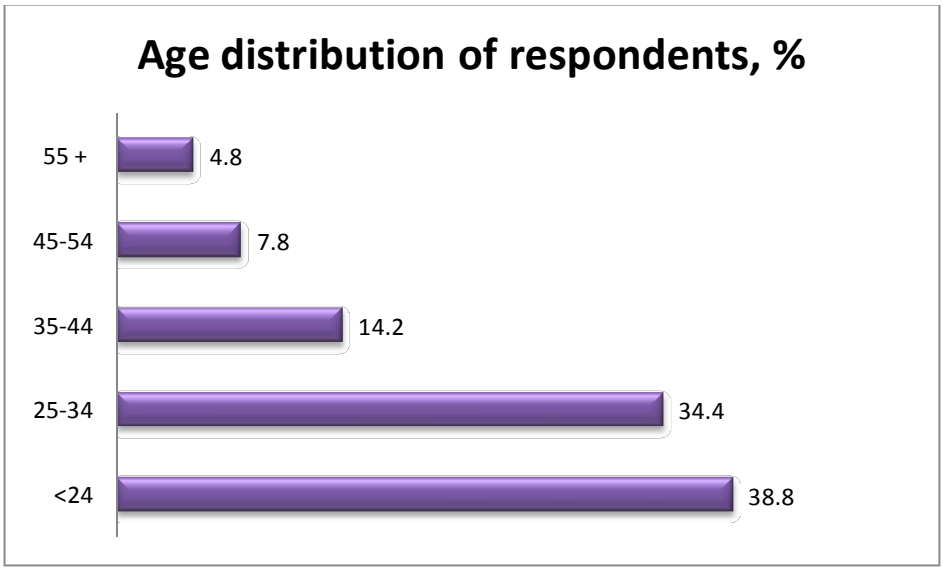
Survey respondents, by age group

Table 3

Age group	Number	Percent
Below 24	194	38.8
25-34	172	34.4
35-44	71	14.2
45-54	39	7.8
55 +	24	4.8
Total	500	100

Among the respondents, persons who are aged under 24 were sharing highest percentage (38.8%) and persons aged above 55 years shared lowest. Please see figure

Figure 3



Task groups of survey respondents

For the task groups, however we planned to cover 100 persons who are working in the Parliament, Government, Ministries and agencies and 80 other users, survey has covered 102 persons who are working in the Parliament, Government, Ministries and agencies, and 78 other users. Other groups selected as planned.

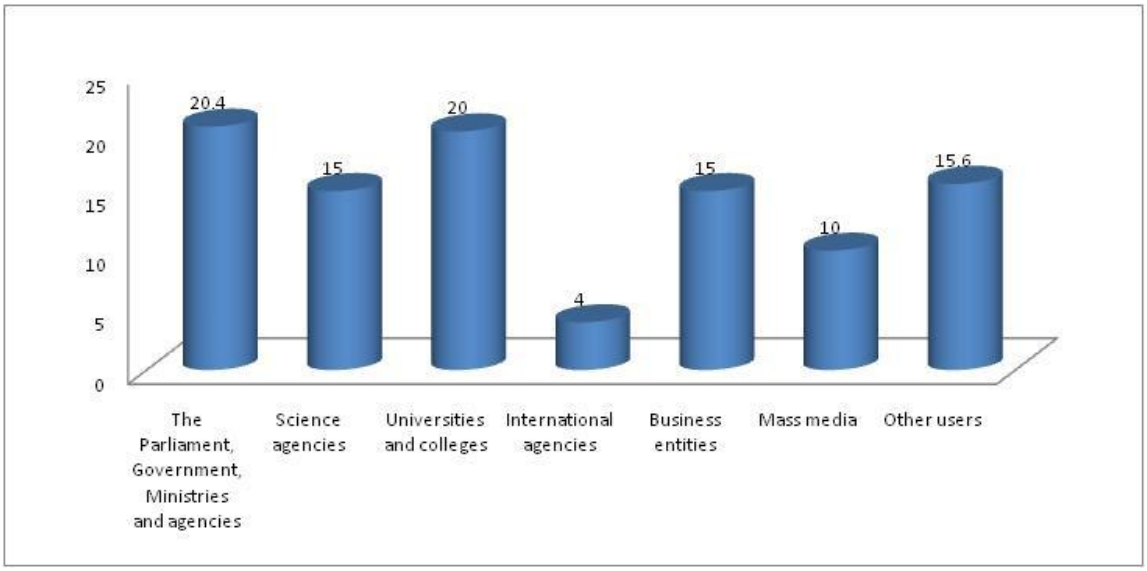
Figure 4

Groups of respondents of satisfaction survey of statistical products 2010

Respondents' groups	Number	Percent
The Parliament, Government, Ministries and agencies	102	20.4
Science agencies	75	15
Universities and colleges	100	20
International agencies	20	4
Business entities	75	15
Mass media	50	10
Other users	78	15.6
Total	500	100

Figure 4

Percentage distribution of respondent groups



2.2 Statistical products

1. Do you use statistical products?

Out of the 500 respondents, 385 respondents or 77% of total respondents have response "Yes" and remained ones answered "No".

Table 5

Respondents, by response

Do you use statistical products?	Number	Percent
Yes	385	77
No	115	23
Total	500	100

Below figure shows percentage of respondents who use and do not use statistical products.

Figure 5

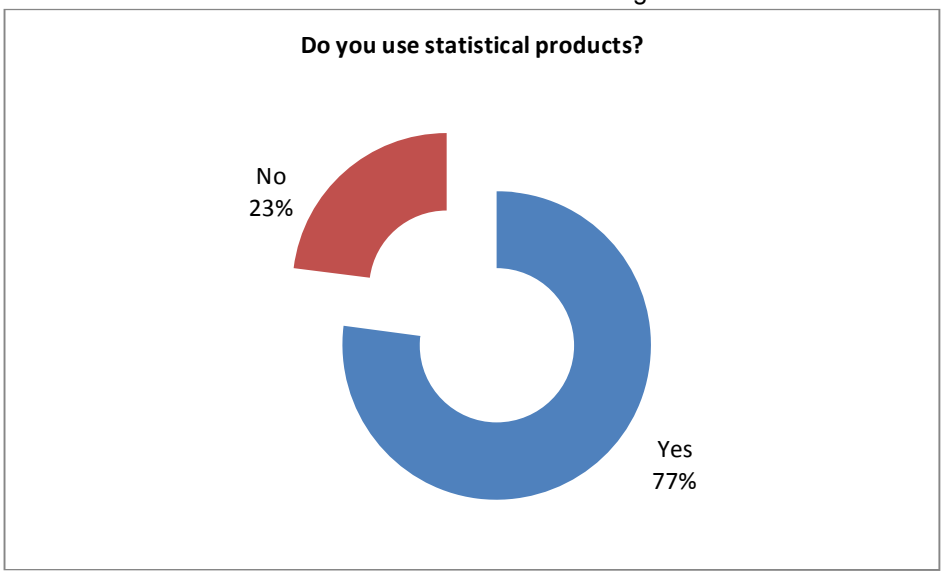


Table 6 presents that status of usage of statistical products by respondents' education level.

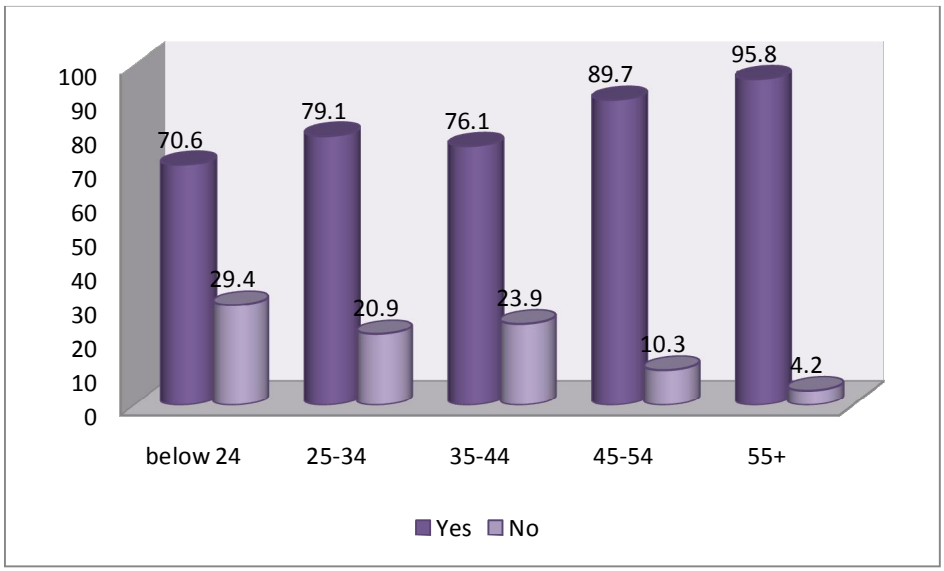
Table 6

		Upper secondary	Technical and vocational	Specialized secondary	Diploma and bachelor	Master	Doctor	Total
Yes	Number	85	3	3	153	113	28	385
	Percent	73.3	50	75	72.5	84.3	96.6	
No	Number	31	3	1	58	21	1	115
	Percent	26.7	50	25	27.5	15.7	3.4	
Total		116	6	4	211	134	29	500

As seen the table, 96.6 percent of total doctors have used statistical products and 3.4 percent are not use statistical products. The half or 50 percent of respondents who have technical and vocational education do not use statistical products.

Regarding the age distribution of respondents, number of selected persons who belong to user groups is different, so we could not say anything about usage difference between age groups of users. Then we identified usage difference between age groups within the selected respondents. Following figure shows such difference.

Figure 6



As seen the figure, persons who aged 55+ have using statistical product highest rate (95.8%) and 70.6 percent of total respondents who aged below 24 are used statistical products.

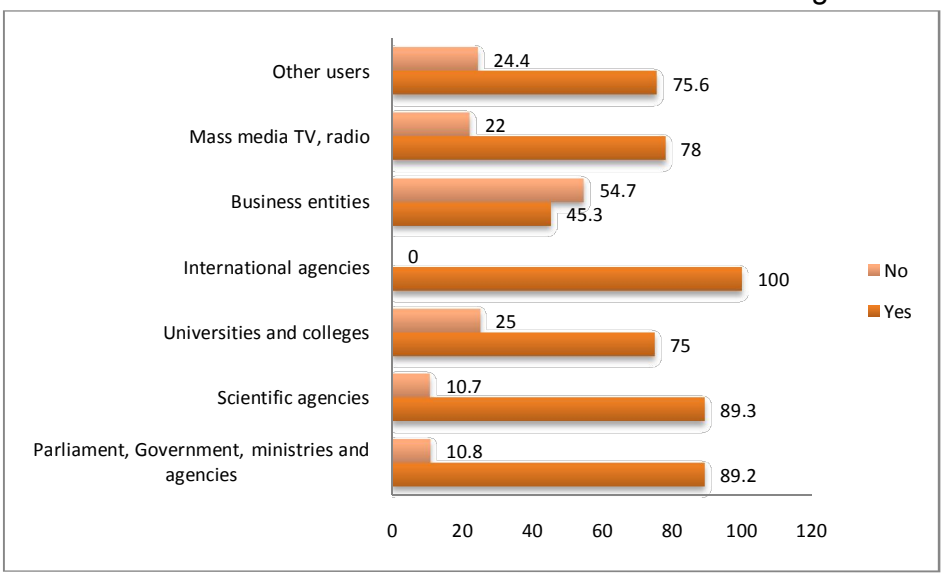
Comparison of usage of statistical products within the user groups, all international agencies (100%) have response that use statistical products produced by the NSO and 89.3% of researchers who work in scientific agencies answered "yes or use", 89.2% of the Parliament, Government, ministries and agencies, 78% of mass media, 75% of universities and colleges and 75.6 percent of other users response "yes". A lowest rate show in respondents of business entities and it was 45.3 percent. See table 7.

Table 7

		Parliament, Government, ministries and agencies	Scientific agencies	Universities and colleges	International agencies	Business entities	Mass media TV, radio	Other users
Yes	number	91	67	75	20	34	39	59
	percent	89.2	89.3	75	100	45.3	78	75.6
No	number	11	8	25	0	41	11	19
	percent	10.8	10.7	25	0	54.7	22	24.4

54.7 percent of respondents who selected from business entities have response that they do not use statistical products produced by the NSO.

Figure 7

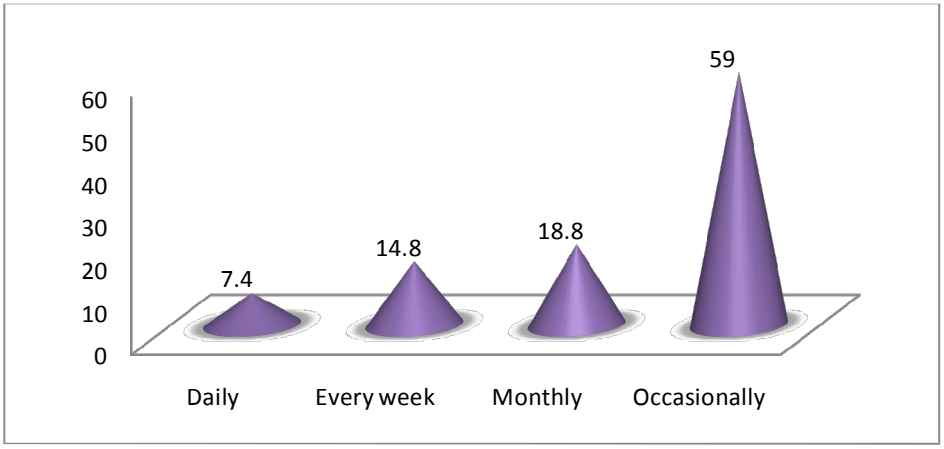


2. How often do you use statistical data?

Table 8

	number	percent
Daily	37	7.4
Every week	74	14.8
Monthly	94	18.8
Occasionally	295	59

Figure 8



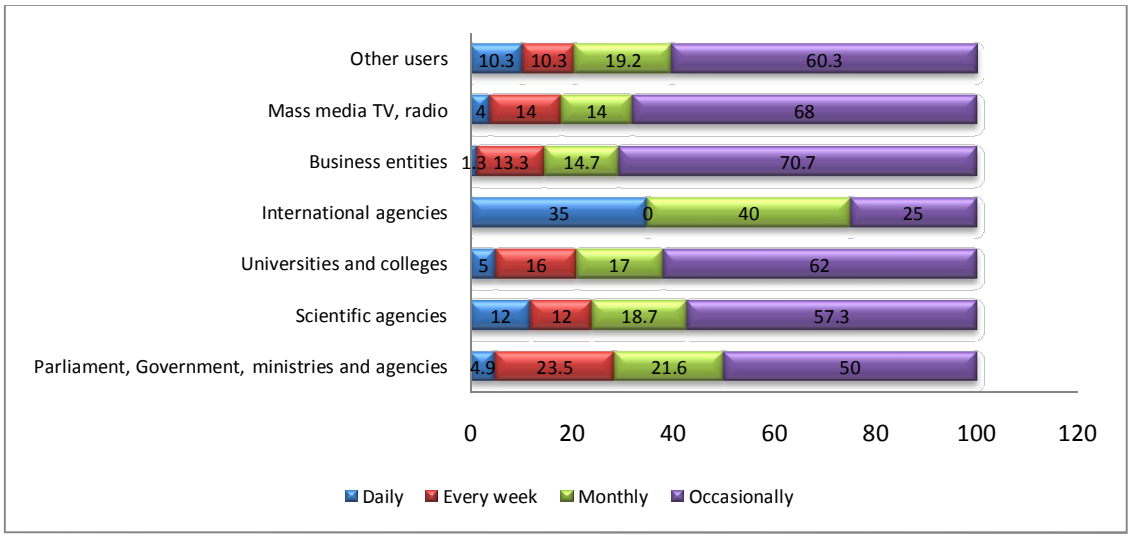
Respondents who use statistical products every day were showing lowest rate and respondents use statistical data occasionally were highest or 59% of all respondents who selected in this survey. Following table shows that user groups how often use statistical products.

Table 9

		Parliament, Government, ministries and agencies	Scientific agencies	Universities and colleges	Interna-tional agencies	Business entities	Mass media TV, radio	Other users
Daily	number	5	9	5	7	1	2	8
	percent	4.9	12	5	35	1.3	4	10.3
Weekly	number	24	9	16	0	10	7	8
	percent	23.5	12	16	0	13.3	14	10.3
Monthly	number	22	14	17	8	11	7	15
	percent	21.6	18.7	17	40	14.7	14	19.2
Occasio-nally	number	51	43	62	5	53	34	47
	percent	50	57.3	62	25	70.7	68	60.3

As seen above table, respondents of business entities were sharing 70.7 % among all respondents who answered occasionally used statistical data. The highest rate (40.0%) of monthly use of statistics showed in international agencies' respondents as well as they have shown highest rate (35.0%) among users who are using statistics every day and among the respondents who use statistics every week, the Parliament, Government, ministries and agencies share highest rate (28.5%).

Figure 9



3. What is your reason you do not use our products?

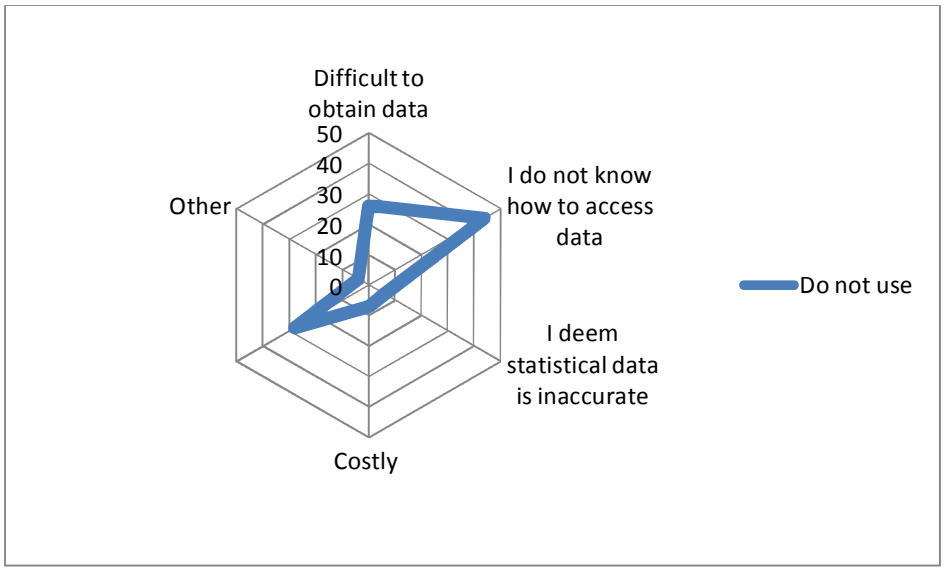
Totally 115 respondents answered that they do not use statistical products and following table shows reasons they do not use our products.

Table 10

	Number	Percentage
Difficult to obtain data	26	23
I do not know how to access data	44	38
I deem statistical data is inaccurate	6	5
Costly	7	6
Those data do not meet with my needs all the time	28	24
Other	4	3
Total	115	100

Most common reason was respondent does not know how to access data. It expresses that **user's statistical education and statistical advocacy** are very crucial. Some respondents answered difficult to obtain data for the question "What is your reason you do not use our products?" is second main reason and this presents also users need statistical education.

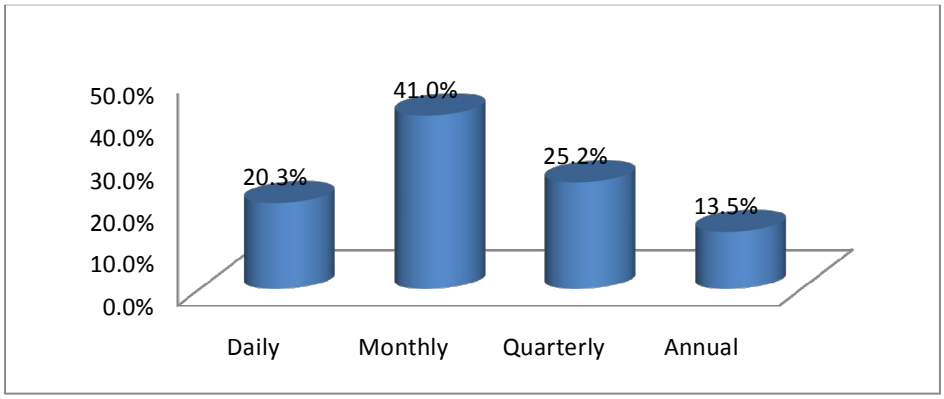
Figure 10



As seen the graph, 38% of total 115 respondents answered that they do not use statistical products are response they do not know how to access data, 24% of them are giving answer that statistical data do not meet with my needs all the time and 23% are answered accessing data is difficult, respectively.

4. Which frequency of data needs for your work? (Questions are aiming to identify future needs of statistical data) Respondents answered statistical information on monthly basis is most crucial.

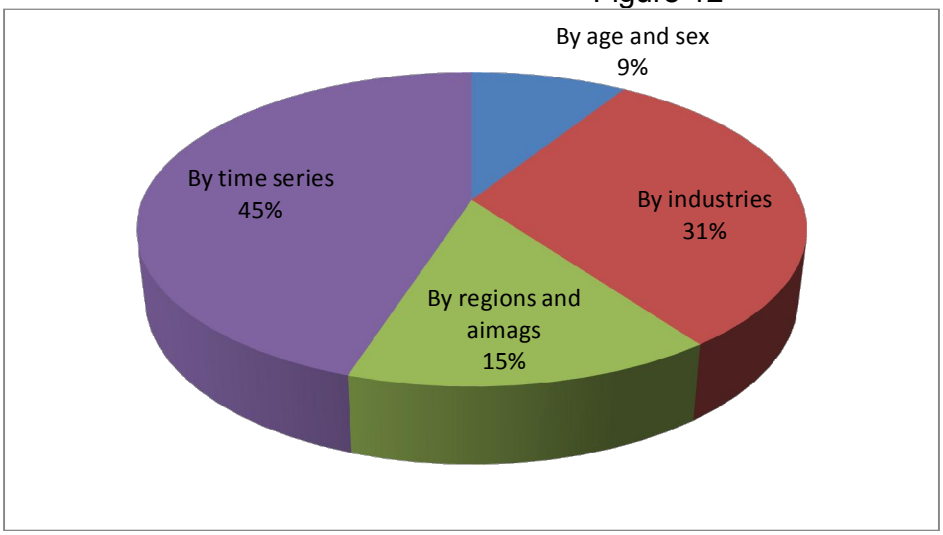
Figure 11



2.3 Evaluation and satisfaction for the statistical products

5. How disaggregated data do you need?

Figure 12



Respondents answered data which disaggregated by industries is more meet to users data needs.

6. What type of statistical products do you use?

As seen the survey results, printed and unprinted products both are necessary to users.

Figure 13

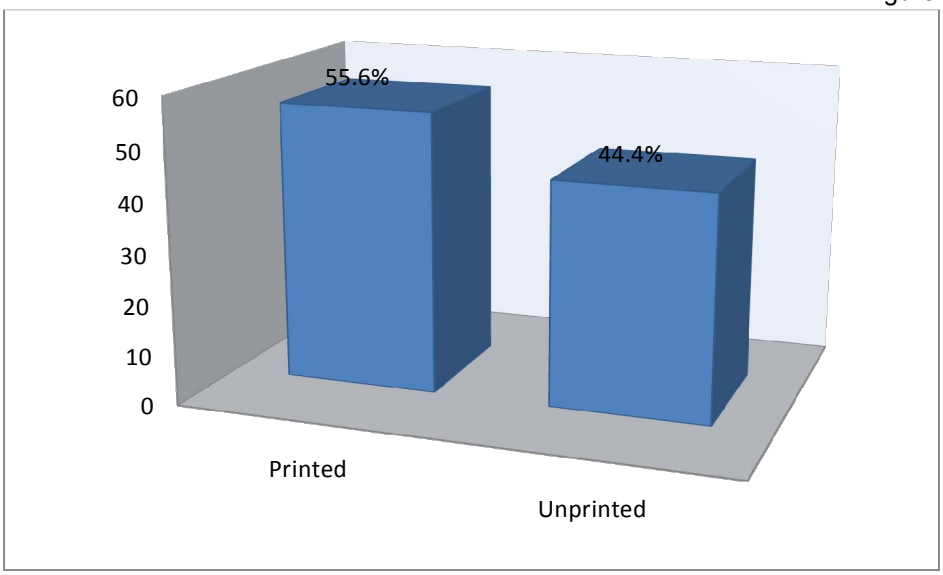


Table 11 shows that which group of users most often use which type of statistical products.

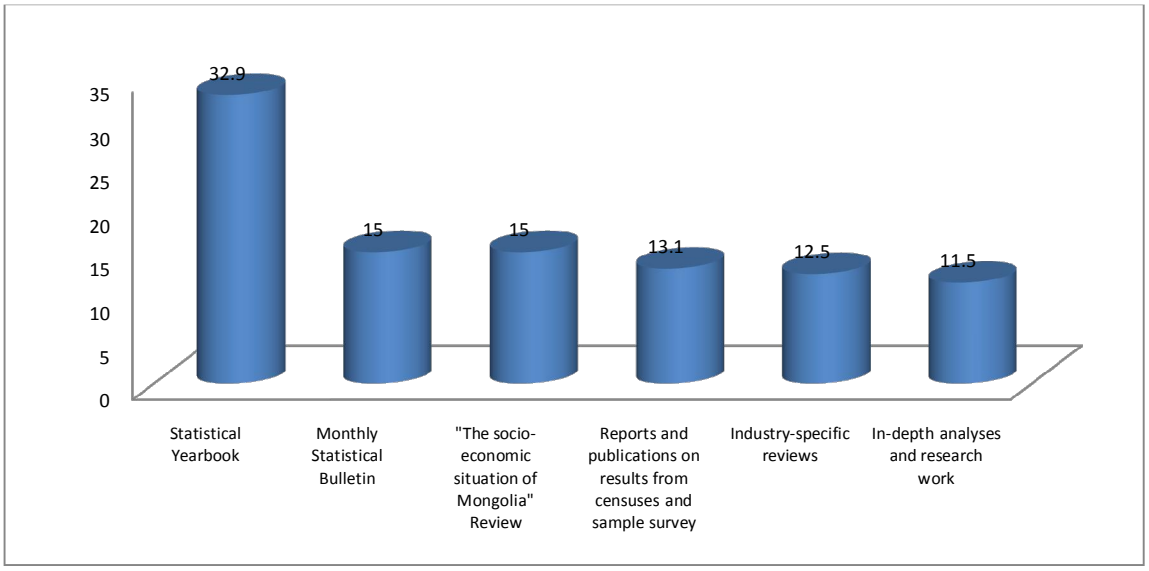
Table 11

		Parliament, Government, ministries and agencies	Scientific agencies	Universities and colleges	Interna-tional agencies	Business entities	Mass media TV, radio	Other users	Total
Printed	num	54	36	34	6	24	36	24	214
	%	69.3	63.2	44.7	40	42.1	87.8	40	
Unprinted	num	24	21	42	9	33	5	36	171
	%	30.7	36.8	55.3	60	57.9	12.2	60	100

The Parliament, Government, ministries and agencies, scientific agencies and Mass media TV, radio have mostly using printed products, while universities and colleges, international agencies, business entities and other users mostly use unprinted products. Basically, users use printed products produced by the NSO.

7. Which of the following printed products do you use in the most?

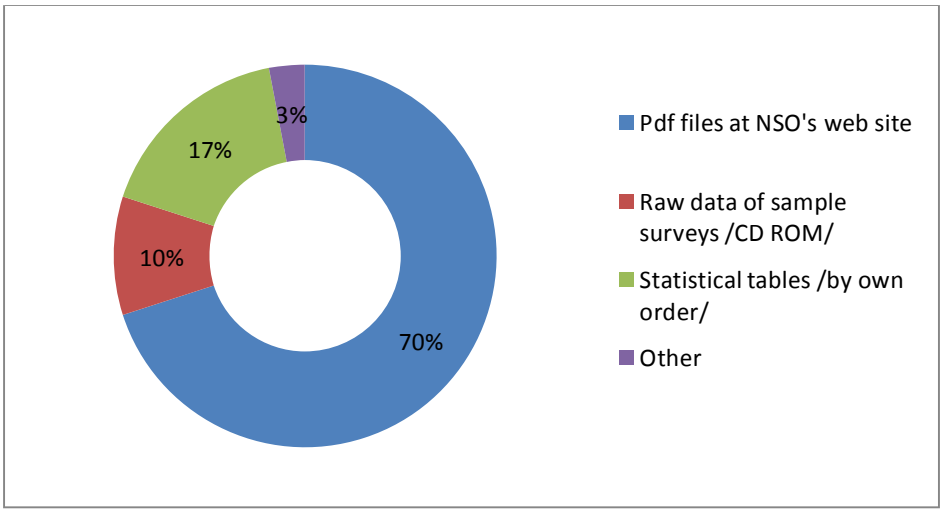
Figure 14



As seen the figure 14, users have mainly used statistical yearbook, it shows 32.9%, 15 percent is monthly bulletin, 15 percent is monthly review, 13.1 percent was reports of censuses and sample surveys, 12.5 percent is industry-specific reviews and 15 percent shows that users use in-depth analysis and research work, respectively.

8. Which of the following unprinted and electronic products do you use in the most?

Figure 15

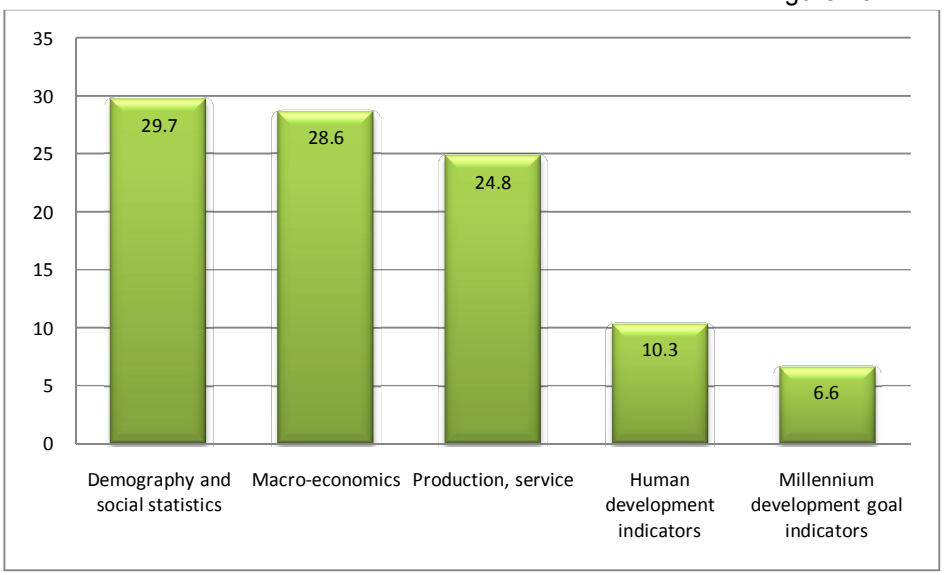


As results of this survey, users mainly use pdf files at NSO's web site; it shows 70 percent and 17 percent of users use some required statistical tables by their own order.

2.4 Evaluation on data and service quality of the NSO

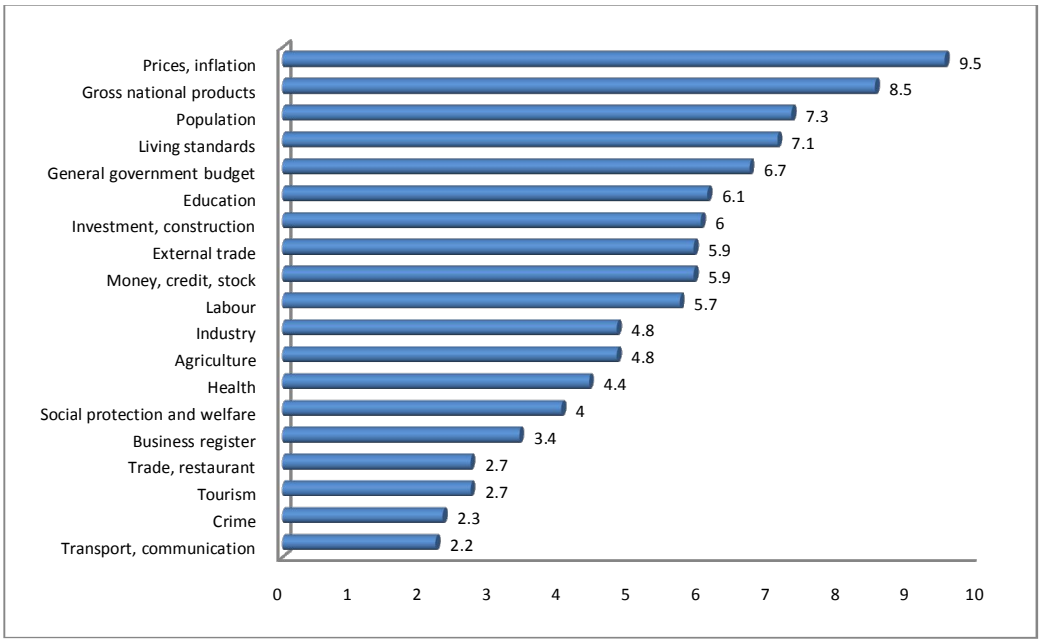
9. Which statistics do you use frequently?

Figure 16



As seen the results, users rare use human development indicators compared with other indicators, while they use information belong to all groups merely equable. Figure 17 shows usage of data by every single indicator.

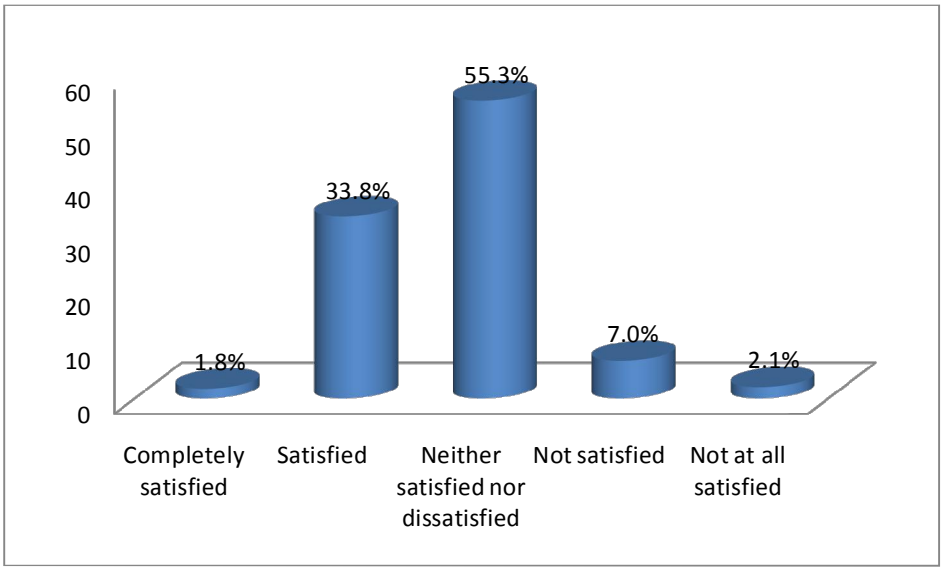
Figure 17



Data on prices, inflation and GDP is most common used indicators as seen the respondents' interviews.

10. How satisfied are you overall with the statistical products?

Figure 18



Most or 55.3% of total respondents have answered neither satisfied nor dissatisfied and 33.8% are answered satisfied.

11. How satisfied are you overall with the statistical printed products?

Table 12

	Data updating and meeting with the users' needs	Data content is easy to read and understand	Schedule to release data and data frequency	Comparability with previous data	Data reliability and accuracy	Data transparency	Rate of chargeable data
Completely satisfied	2.1	5.7	2.9	6.2	5.2	3.9	5.2
Satisfied	32.5	47.3	29.1	40.3	36.1	33.0	21.3
Neither satisfied nor dissatisfied	55.1	37.9	54.0	44.9	44.2	44.2	50.4
Not satisfied	9.9	8.1	11.7	6.8	12.2	15.1	13.5
Not at all satisfied	0.5	1.0	2.3	1.8	2.3	3.9	9.6

Most of users answered neither satisfied nor dissatisfied with the statistical printed products.

12. How satisfied are you overall with the statistical unprinted or electronic products?

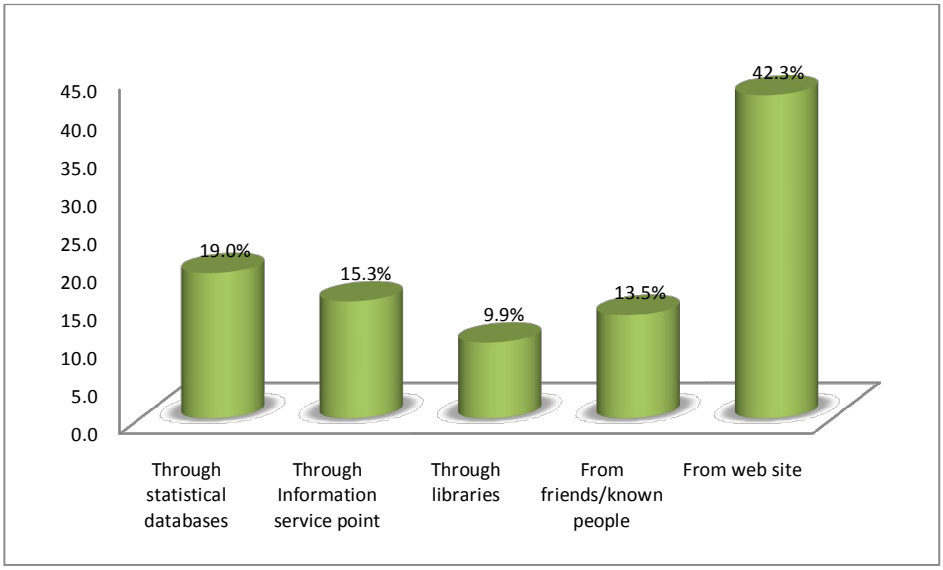
Table 13

	Data updating and meeting with the users' needs	Data content is easy to read and understand	Easy to access data from NSO's web site	Schedule to release data and data frequency	Comparability with previous data	Data reliability and accuracy	Timeliness	Data transparency	Rate of chargeable data
Completely satisfied	4.4	8.3	4.9	3.1	4.9	4.7	4.7	4.2	8.1
Satisfied	43.6	43.6	32.5	29.9	36.4	36.4	30.9	31.2	24.7
Neither satisfied nor dissatisfied	44.2	42.1	47.5	54.0	47.8	45.7	42.9	44.9	47.5
Not satisfied	6.5	5.5	12.2	11.7	9.9	10.4	18.2	16.9	11.9
Not at all satisfied	1.3	0.5	2.9	1.3	1.0	2.9	3.4	2.9	7.8

Most of users answered neither satisfied nor dissatisfied with the statistical unprinted products. Mean value is 46.45%.

13. How do you usually get statistical data from statistical agency?

Figure 19



42.3 percent of total respondents expressed that they usually get statistical data from NSO's website.

14. How satisfied are you overall with services provided by the statistical agency?

Table 14

	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Not satisfied	Not at all satisfied
Types of services for users	3.9	32.7	47.3	13.5	2.6
Value of accessed data	9.1	47.3	34.5	8.1	1.0
Ease of accessing data	5.2	25.5	46.2	17.1	6.0
The ability to meet your requirements	3.9	26.8	47.5	18.7	3.1

As seen the table, users answered that they have satisfied with value of accessed data, while they have not satisfied with remained ones. Mean value is 47.07%.

However it is praiseworthy that some users expressed they completely satisfied with statistical services provided by the NSO, should pay more consideration on its value, it shows less than 10%.

15. How satisfied are you overall with quality of the statistical data?

Table 15

	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Not satisfied	Not at all satisfied
Comparability	8.8	36.9	45.5	6.2	2.6
The statistical data are released according to the announced dates	6.2	36.1	43.1	11.9	2.9
Timeliness	7.0	28.1	46.2	15.3	3.4
Accuracy and reliability	8.3	37.1	43.6	7.8	3.1

As regarding the 4 criteria, users expressed they have neither satisfied nor dissatisfied with quality of statistical data and its mean value is 44.6%.

Users' satisfaction with statistical printed products - 48.58%,

Users' satisfaction with statistical unprinted products - 46.55%

Users' satisfaction with statistical services - 47.07%

Users' satisfaction with quality of statistical data - 44.6%

It can be concluded users' satisfaction with statistical products is average and its value is 46.7 percent.

To classifying the determinants to the users' satisfaction with statistical products by 4 groups:

1. For printed products, "Data updating and meeting with the users' resent needs" factor has affected by 61 percent. "Rate of chargeable data" shows negative value and it presents that if rate of chargeable data increased, user's satisfaction would be decreasing.

2. For unprinted products

$$y = 0.22^* x_7 + 0.23^* x_3 + 0.43^* x_1 + 0.06^* x_8 + 0.09^* x_2 + 0.15^* x_5 + 0.07^* x_4 + 0.22^* x_6 - 0.14^* x_9$$

As seen the equation, "Data content is easy to read and understand" affected by 43 percent to the user's satisfaction. "Rate of chargeable data" shows negative value and it presents that if rate of chargeable data increased, user's satisfaction would be decreasing.

3. For satisfaction with statistical services

$$y = 0.27^* x_1 + 0.07^* x_2 + 0.41^* x_4 + 0.38^* x_3$$

"The ability to meet user's requirements" has affected by 41 percent to satisfaction with statistical services and "Value of accessed data" affected very less or by 7 percent.

4. For satisfaction with quality of statistical data

$$y = 0.40^* x_1 + 0.48^* x_3 + 0.07^* x_2 + 0.08^* x_4$$

As seen the result, "Timeliness" has affected by 48 percent and "Comparability" affects by 40 percent to data quality satisfaction and remaining two are affecting by 7-8 percent respectively.

We evaluated satisfaction by 5 points (1-completely satisfied, 2-satisfied, 3-neither satisfied nor dissatisfied, 4-not satisfied, 5- not at all satisfied).

The users' satisfaction with statistical products resulted 2.83 is satisfaction evaluated by between "2" and "3" and we mentioned it in table 1 detailed.

We have using cronbach alpha and its all indicators resulted by above 0, 7. It is presenting that response of the survey would be acceptable.

CONCLUSION

1. **For policy makers and decision making people have expressed their satisfaction with statistical products is 80.0%. As result of our survey, respondents' satisfaction was 46.7% on average.**
2. **NSO has taking number of measurements to improve data dissemination technology, increase in number and strengthen statistical capacity, it seems as our observation.**

Further areas of providing statistical education to the users:

1.Use statistical database loaded in NSO website

2. Demonstrate and advocate possible data from statistical database

3. Interpret or make clear to special permission to access web site

4. Compare required data

Ways to give statistical education:

1. Organize training for the users
2. Advocacy / Using mass media/

3. Hold contest among the students and pupils
4. Expand sample size and coverage, and cover local areas for the satisfaction survey in 2011
5. Develop budget and work plan to conduct survey earlier in collaboration with and conclude contracts
6. Based on survey results, develop future work plan for statistical advocacy and giving statistical education and we could be assisted on this matter.

Approved by National Statistical Office of Mongolia. Form - USS-1
Order No…

USER SATISFACTION SURVEY - 2010

The officials at all levels of the National Statistical Office will keep your private data as strictly confidential, according to the Paragraph 3 of Article 22 of the Law on Statistics of Mongolia.

GENERAL INFORMATION

1. User Number ☐☐☐☐

2. Interviewer's name ☐☐

3. Date of interview conducted _____ / _____ / _____ (yyyy/mm/dd)

4. Location* ☐

*Location code
Capital city..... 1
Aimag center.....2

5. Employment of user

6. Sex M 1 F 2 ☐

☐

7. Do you belong in which age group?
up to 24 1
25 - 34 2
35 - 44 3
45 - 54 4
55 + ... 5

8. Do you belong in which user group?
/Please circle appropriate response/

Parliament, Government ministry/agenice	1
Science institute (academics, scholars etc.,)	2
University	3
International organization	4
Business enterprise	5
Media	6
Other users	7

I. STATISTICAL PRODUCTS

No	Question	Codes for Answers		Skip
1	Do you use statistical products?	Yes	1	
		No	2	→ 3
2	How often do you use statistical data?	Daily	1	
		Weekly	2	
		Monthly	3	
		Occasionally	4	
3	If no, what is your reason you do not use our products?	Difficult to obtain data	1	
		I do not know how to access data	2	
		I deem statistical data is inaccurate	3	
		Costly	4	
		Those data do not meet with my needs all the time	5	
		Other /please specify/	6	
4	Which frequency of data needs for your work?	Daily	1	
		Monthly	2	
		Quarterly	3	
		Annually	4	
5	How disaggregated data do you need?	By age and sex	1	
		By industries	2	
		By regions and aimags	3	
		By time series	4	
6	What type of statistical products do you use?	Printed	1	
		Unprinted	2	→ 7
7	Which of the following printed products do you use in the most?	Statistical Yearbook	1	
		Monthly Statistical Bulletin	2	
		"The socio-economic situation of Mongolia" Review	3	
		Reports and publications on results from censuses and sample surveys	4	
		Industry-specific reviews	5	
		In-depth analyses		
		Research work	6	
8	Which of the following unprinted and electronic products do you use in the most?	Pdf files at NSO's web site	1	
		Raw data of sample surveys /CD ROM/	2	
		Statistical tables /by own order/	3	
		Other /specify/	4	
9	Which statistics do you use frequently? /Please circle all mentioned/	Demography and social statistics		
		Population	A	
		Labour	B	
		Living standards	C	
		Education	D	
		Health	E	
		Social protection and welfare	F	
		Crime	G	
		Macro-economics		
		Gross national products	H	
		Prices, inflation	I	
		Money, credit, stock	J	
		General government budget	K	
		External trade	L	
		Production, service		
		Business register	M	
		Agriculture	N	
		Industry	O	
		Investment, construction	P	
		Tourism	Q	
		Transport, communication	R	
		Trade, restaurant	S	
		Human development indicators	T	
		Millennium development goal indicators	U	
		Other (please specify):	V	

Cont'd 1

		Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Not satisfied	Not at all satisfied
10	**How satisfied are you overall with the statistical products?**	☐	☐	☐	☐	☐
11	**How satisfied are you overall with the statistical printed products? /please answer each rows/**	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Not satisfied	Not at all satisfied
	Data updating and meeting with the users' needs	☐	☐	☐	☐	☐
	Easy to read and understand data content	☐	☐	☐	☐	☐
	Schedule to release data and data frequency	☐	☐	☐	☐	☐
	Comparability with previous data	☐	☐	☐	☐	☐
	Data reliability and accuracy	☐	☐	☐	☐	☐
	Data transperancy	☐	☐	☐	☐	☐
	Rate of chargeable data	☐	☐	☐	☐	☐
12	**How satisfied are you overall with the statistical unprinted or electronic products? /please answer each rows/**	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Not satisfied	Not at all satisfied
	Data updating and meeting with the users' needs	☐	☐	☐	☐	☐
	Easy to read and understand data content	☐	☐	☐	☐	☐
	Schedule to release data and data frequency	☐	☐	☐	☐	☐
	Comparability with previous data	☐	☐	☐	☐	☐
	Data reliability and accuracy	☐	☐	☐	☐	☐
	Data transperancy	☐	☐	☐	☐	☐
	Rate of chargeable data	☐	☐	☐	☐	☐

II STATISTICAL SERVICE

13	**How do you usually get statistical data from statistical agency?**	Through statistical databases	1
		Through Information service point	2
		Through libraries	3
		From friends/known people	4
		From web site	5
14	**Current status of statistical services**	Bureaucratic	1
		Not timely	2
		With correption and bribe	3
		Non-transparent	4
		Other /specify/	5

15	**How satisfied are you overall with services provided by the statistical agency? /please answer each rows/**	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Not satisfied	Not at all satisfied
	Types of services for users	☐	☐	☐	☐	☐
	Value of accessed data /tariff, charges/	☐	☐	☐	☐	☐
	The ability to meet your requirements	☐	☐	☐	☐	☐
	Ease of contacting NSO's staff	☐	☐	☐	☐	☐
	Being kept informed of the progress of your request	☐	☐	☐	☐	☐

III.DATA QUALITY

16	**How satisfied are you overall with quality of the statistical data? /please answer each rows/**	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Not satisfied	Not at all satisfied
	Comparability	☐	☐	☐	☐	☐
	The statistical data are released according to the announced dates.	☐	☐	☐	☐	☐
	Timeliness	☐	☐	☐	☐	☐
	Accuracy and reliability	☐	☐	☐	☐	☐

Thank you for your accurate and valuable responses.