

## **REPORT ON USER SATISFACTION WITH SERVICES OF STATISTICAL OFFICE IN 2024**

Podgorica, April 2025

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## INTRODUCTION

Biannual *Survey on Satisfaction of Users with Services of Statistical Office* (hereinafter referred to as the '2024 User Satisfaction Survey') is regularly implemented by the Statistical Office with purpose of to measure the level to which users' needs for the official statistical data are met compared to the available official statistics, respecting users' potential expectations.

This is a regular survey providing the data on use of different domains of official statistics produced by Montenegro statistical system institutions, in line with the criteria of quality defined by the principles of the European Statistics Code of Practice.

This survey aims to rate usability and availability of official statistics in the decision-making processes, on its use in all phases of strategic planning, understanding level of official statistics processes by all its users, timeliness of released official statistical data, but also on suggestions for statistical domains where further improvement is required.

The results of the *2024 User Satisfaction Survey* show positive improvement trends in total users' satisfaction. The survey indicates that 75.8% of users are satisfied with the overall quality of official statistical data and statistical services provided by the Statistical Office, which represents an increase of 2.2 percentage points in comparison with the previously implemented survey on 2022.

Having in mind that in our work we rely on the modern European trends and we strive to align our work with the European standards, results of this survey will serve as a continuation of constant work on further improvements of total quality of official statistical data and statistical services provided.

Statistical Office exists because of its users, and we would like to express our gratitude to official statistical data users for their time spent to filling the survey form and contributions to further improvements of our work.

## 1. LEGAL FRAMEWORK

Legal framework for the implementation of *User Satisfaction Survey*:

- [Law on Official Statistics and Official Statistical System](#) (Official Gazette of Montenegro No 18/12 and 47/19);
- [Development Strategy of Official Statistics 2024-2028](#) (Official Gazette of Montenegro No 101/24);
- [Programme of Official Statistics 2024-2028](#) (Official Gazette of Montenegro No 122/23).

Strategic aim of the Strategy is to provide all users with the official statistical data produced in line with the principles of official statistics, determined by national and international methodology, with respecting ethical and professional standards.

Vision of Montenegro statistical system is to produce, with strengthening its professional and infrastructural capacities, official statistical data which are based on international standards and methodologies, and respecting the official statistical principles.

By introducing a quality management system, the Statistical Office will enhance the quality of statistical processes, final results and user satisfaction

Strategic framework of quality managements implies a quality monitoring with the aim to have interested users satisfied with the official statistical data and statistical services provided by the official statistical producers. Accordingly, the national system of quality reporting toward users has been established and available on the Statistical Office's website.

## 2. METHODOLOGICAL NOTES

The 2024 User Satisfaction Survey has been implemented to assess how much user needs for the official statistical data are met compared with the available official statistics, having in mind users' potential expectations. Indicators received by the survey will enable the official statistical producers in Montenegro to examine the needs of users and to improve statistical services and in this way to meet the increased demands for the official statistical data.

Periodicity of implementing the User Satisfaction Survey is biannual. User satisfaction reports are available at the Statistical Office's website.

The data collection for the User Satisfaction Survey was implemented in period from 12 September to 27 December 2024 via a web questionnaire. The survey questionnaire was prepared in Montenegrin and English language.

The survey was participated by users who sent at least one data request to the Statistical Office's official email address. The mentioned users were provided with the email invitation to take part in the User Satisfaction Survey questionnaire in 2024, via a link.

Additionally, all users who wanted to fulfil the User Satisfaction Survey questionnaire could also do it via the official website of Statistical Office.

The survey questionnaire was filled by 153 users of Statistical Office.

Survey aims refer to:

- Measuring users' satisfaction with all aspects of Statistical Office's work;
- Measuring users' satisfaction with the official statistical data and statistical services, as well as type of statistical data dissemination;
- Monitoring users' needs and collecting feedback information from users on the official statistical data;
- Exploring how much users are informed on the ways to be included in the statistical activities of Statistical Office and Montenegro statistical system;
- Monitoring priority needs of users for the official statistical data;
- Collecting type and purpose of using official statistical data and statistical services of Statistical Office.

The survey results will be used for taking further activities aimed at increasing the level of users' satisfaction with the official statistical data.

### 3. THE 2024 USER SATISFACTION SURVEY SUMMARY

Key results of the 2024 User Satisfaction Survey:

- ✚ **Total average score of user satisfaction with the Statistical Office's services is 4.1** with rating scale from 1 to 5 (from 1 very unsatisfied, to 5 very satisfied), i.e. 75.8% of respondents rated the overall satisfaction with the Statistical Office with 4 and 5;
- ✚ **Observed by individual elements of total satisfaction index, users are mostly satisfied with:**
  - Professional behaviour of Statistical Office's staff, average score 4.5;
  - Data reliability, average score 4.3;
  - General quality of official statistical data and statistical services, average score 4.2;
  - Statistical Office's official website, average score 3.8;
  - How much needs for data are met, average score 3.8.
- ✚ **Structure of respondents in the User Satisfaction Survey:**
  - Out of total number of respondents, there are 58.8% women, and 41.2% are men;
  - Out of total number of respondents, there are 91.5% respondents from Montenegro;
  - There are 66.7% of respondents that belong to the age group 30-49 years;
  - There are 56.9% of respondents with the completed faculty, while 27.5% of respondents are with completed MSc, and 7.8% with PhD level;
  - With completed social science, journalism and information are 39.2% of respondents;
  - Out of total number of respondents, the most respondents are researchers 26.1%, while 17% are those working in businesses;
  - Out of total number of respondents, there are 22.2% submitted a proposal for the improvement of Montenegro statistical system.
- ✚ **How frequent are used official statistical data by respondents:**
  - Respondents use 'very often' official statistical data, i.e. daily or weekly – 48.4%;
  - 'Often use' of official statistical data (monthly or quarterly) is present among 37.3% of respondents;
  - 14.4% of respondents belong to the group of users who use rarely the official statistical data (annually or less);
- ✚ **The most often used official statistical data are from the following statistical domains:**
  - Demography:
    - Population 44.4%, and
    - Censuses 45.1%;
  - Labour market:

- Employment and unemployment 44.4%, and
- Earnings 47.7%;
- Prices/inflation 48.4;
- Tourism 44.4%;
- National accounts 35.3%;
- Foreign trade 27.5%;
- Industry 24.8%;
- Income and living conditions 24.2%.

**Recommendations of official statistical data and services' users** that could contribute to the increase of users' satisfaction, refer to the improvements in the following domains:

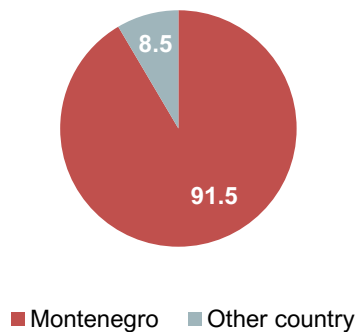
- ✚ Improvement of digital infrastructure and user experience through modernization of website with better design and intuitive structure, user support available 24/7, as well as notices on data changes;
- ✚ Increase of resources and human capacities (increased number of employees, interviewers and introduction of modern technologies for data collection and analysis);
- ✚ Increase and availability of data by introducing new statistical surveys and improve cooperation with educational institutions, but also with other entities which can contribute to the improvement of data quality, and also increased availability.

## 4. THE 2024 STATISTICAL OFFICE USER SATISFACTION SURVEY – RESPONDENTS' PROFILE

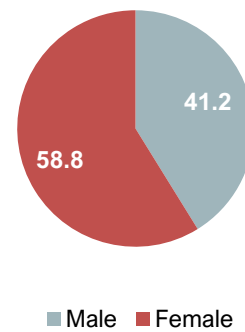
### 4.1. Structure of respondents that participated in the user satisfaction survey of the Statistical Office in 2024

The 2024 User Satisfaction Survey of the Statistical Office was participated by users from Montenegro (91.5%), and users from other countries (8.5%). Out of the total number of respondents in the sample, women make 58.8%.

**Graph 1. Structure of respondents by residence country (%)**



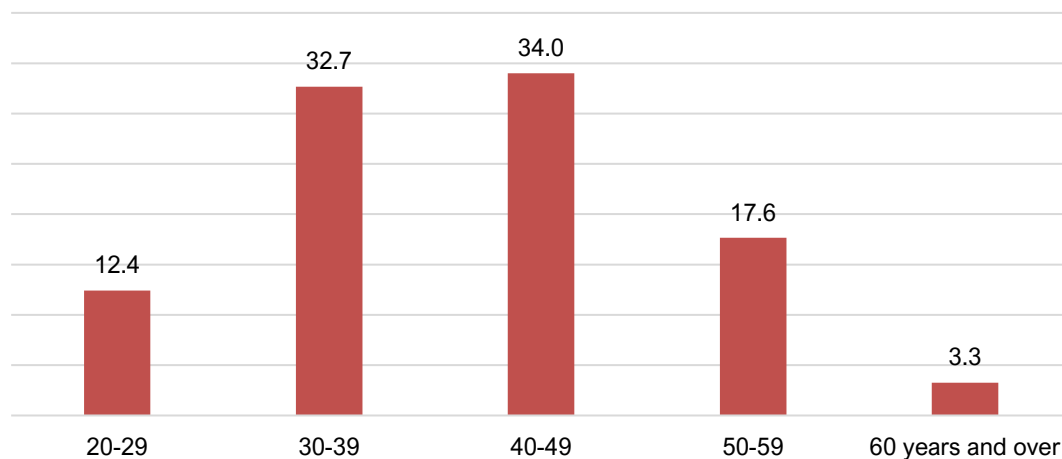
**Graph 2. Structure of respondents by sex (%)**



### 4.2. Respondent age structure

Out of the total number of respondents, there are 32.7% belonging to the age structure from 30 to 39 years, while 34% belong to the age group 40 to 49 years.

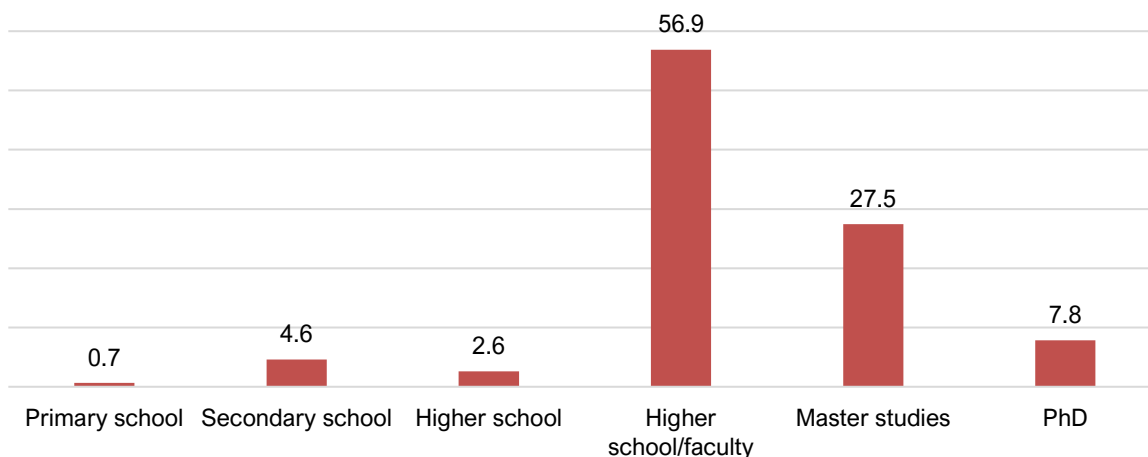
**Graph 3. Age structure of respondents by years (%)**



### 4.3. Level and type of respondents' education

Out of total number of respondents in the sample, the highest percentage belongs to those with completed faculty (56.9%).

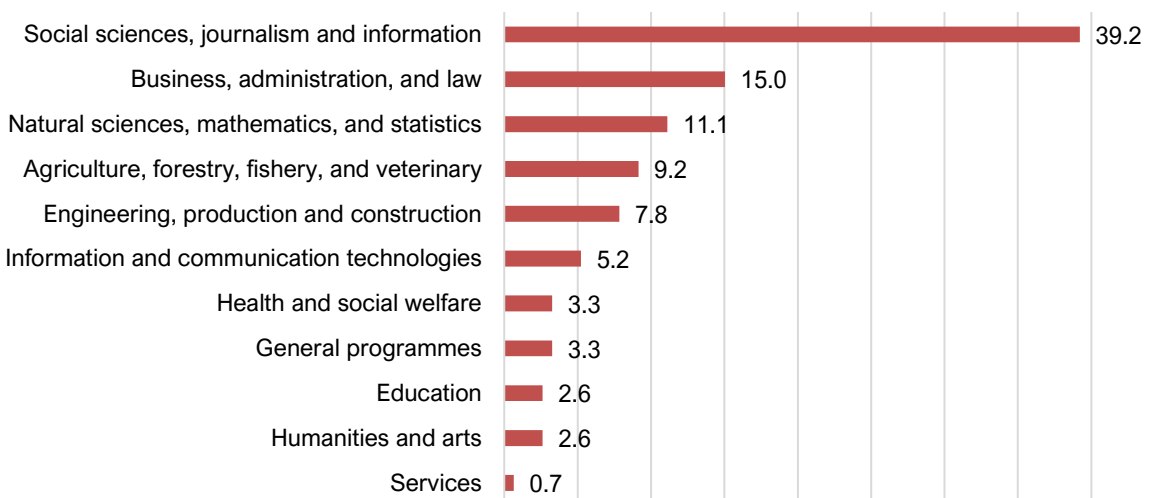
**Graph 4. Level of respondent education (%)**



Pursuant to the [National Classification of Education](#) which is aligned with the *International Standard Classification of Education (ISCED)*, respondents are classified by type of education they completed, which is presented on graph 4. *Education level of respondents (%)*.

The highest percentage of respondents is from field of: social sciences, journalism, and informing (39.9%); business, administration, and law (15%), while the lowest percentage of respondents is from the field of services 0.7%.

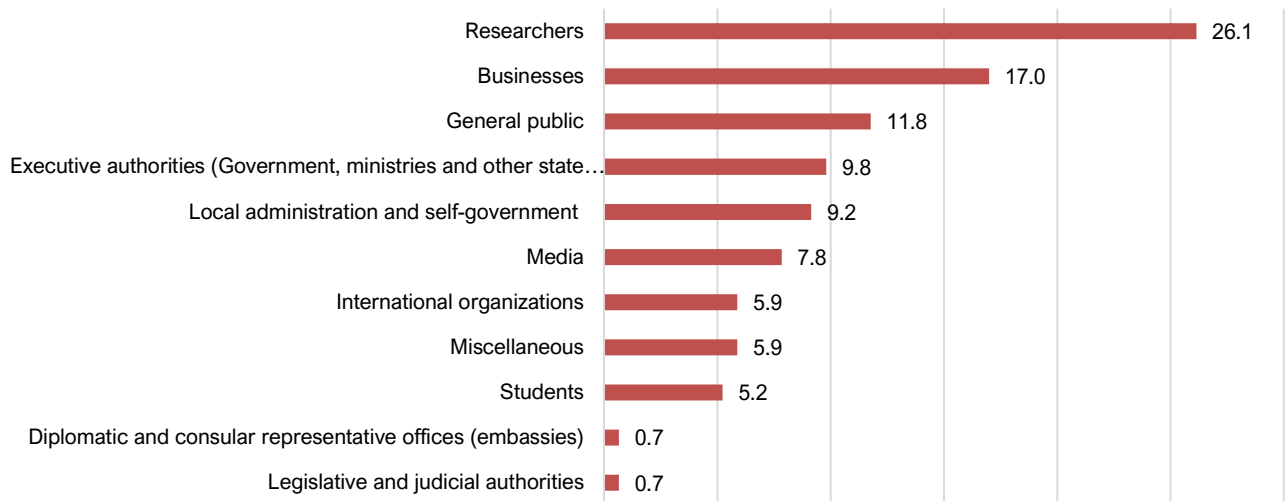
**Graph 5. Type of education attained (%)**



#### 4.4. Structure of respondents by user groups

The highest number of respondents that provided answers in the questionnaire are researchers (26.1%), followed by employees in businesses (17%). The lowest number of respondents is employed in diplomacy – consular representatives and legislative and judicial authorities 0.7%.

**Chart 6. Structure of respondents by group of users (%)**

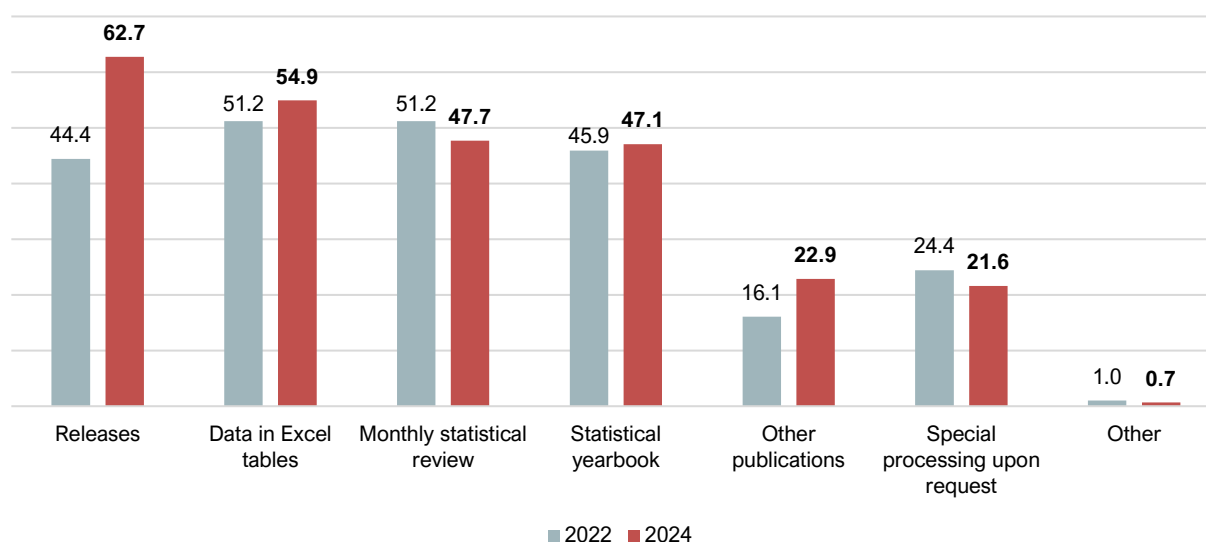


## 5. USE OF OFFICIAL STATISTICAL DATA

### 5.1. Statistical products mostly used by respondents

Users mostly use the official statistical data given in the releases (62.7%) and Excel tables (54.9%), as a necessary data source. Graph 7 presents comparable results of this year survey compared to the previous survey, and they refer to the type of statistical products used by users as a data source.

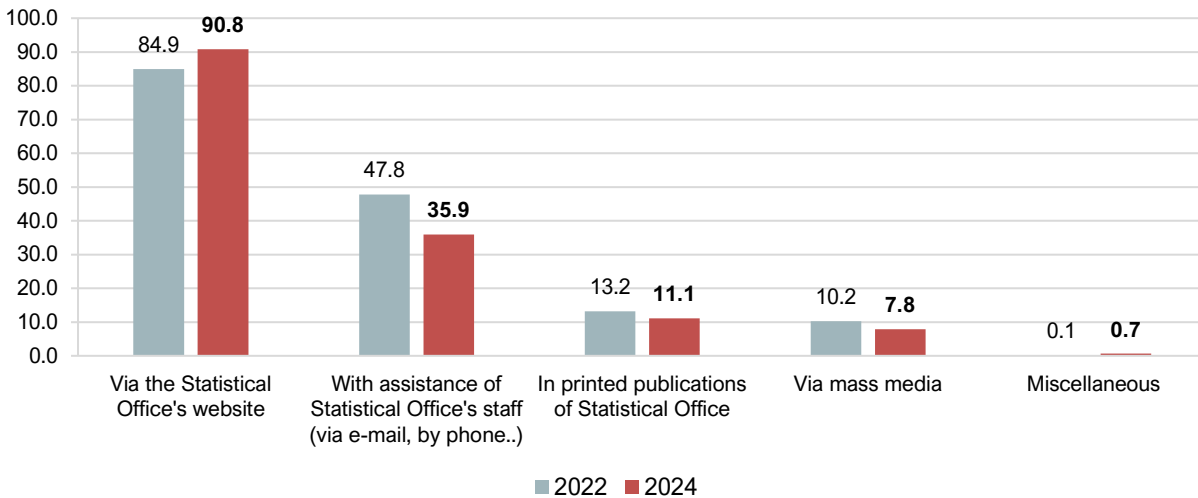
**Chart 7. Statistical products used mostly by respondents (%), multiple answers possible**



## 5.2. Access to official statistical data

The highest number of users access the official statistical data via the Statistical Office's official website, 90.8%, what is also shown by the results of the previous user satisfaction surveys.

**Chart 8. Access to official statistical data (%), multiple answers possible**



Additionally, the results of the 2024 user satisfaction survey show a decrease in number of respondents who reach the data directly from the staff of Statistical Office, from 47.8% to 35.9%, as well as an increase of users who directly use the Statistical Office's website, indicating a self-reliance of users when using the official statistical data. Mass media, as a data source is used by 7.8% of respondents.

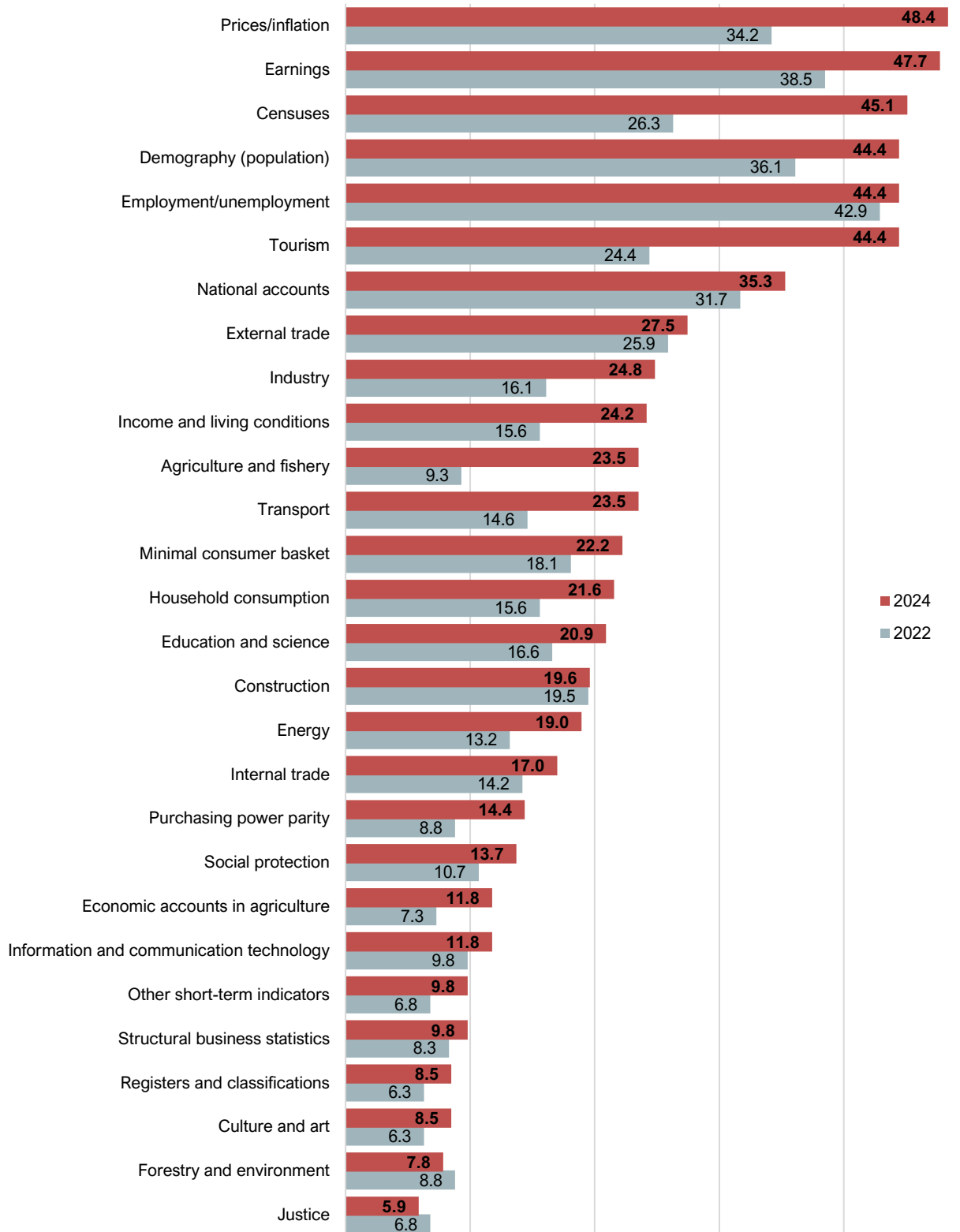
## 5.3. Use of data by statistical domains

The most often used statistical domains are:

- Demography:
  - Population 44.4%, and
  - Censuses 45.1%;
- Labour market:
  - Employment and unemployment 44.4%, and
  - Earnings 47.7%;
- Prices/inflation 48.4;
- Tourism 44.4%;
- National accounts 35.3%;
- Foreign trade 27.5%;
- Industry 24.8%;
- Income and living conditions 24.2%.

Chart 9 presents comparable results of the 2024 survey with the previous survey's results about the data usage by statistical domains.

**Chart 9. Data use by statistical domains %, multiple answers possible**

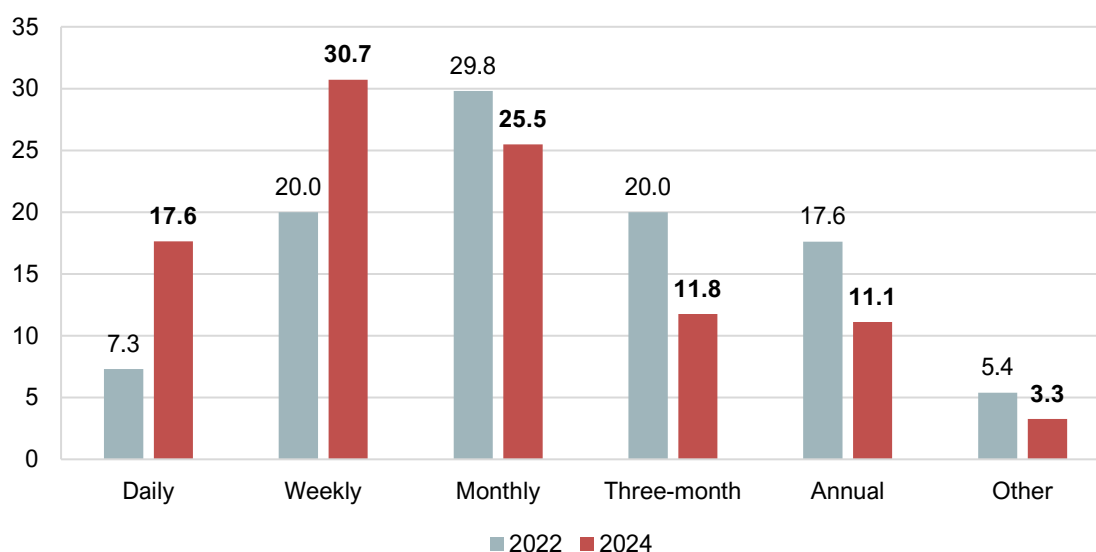


Additionally, it is visibly that official statistical data users use the data, in addition to the mentioned, also for *decision making in businesses* 19.6%, while the lowest percentage of users indicated the purpose of data used for *re-dissemination of statistical data* 9.2%, and *Miscellaneous* 4.6%.

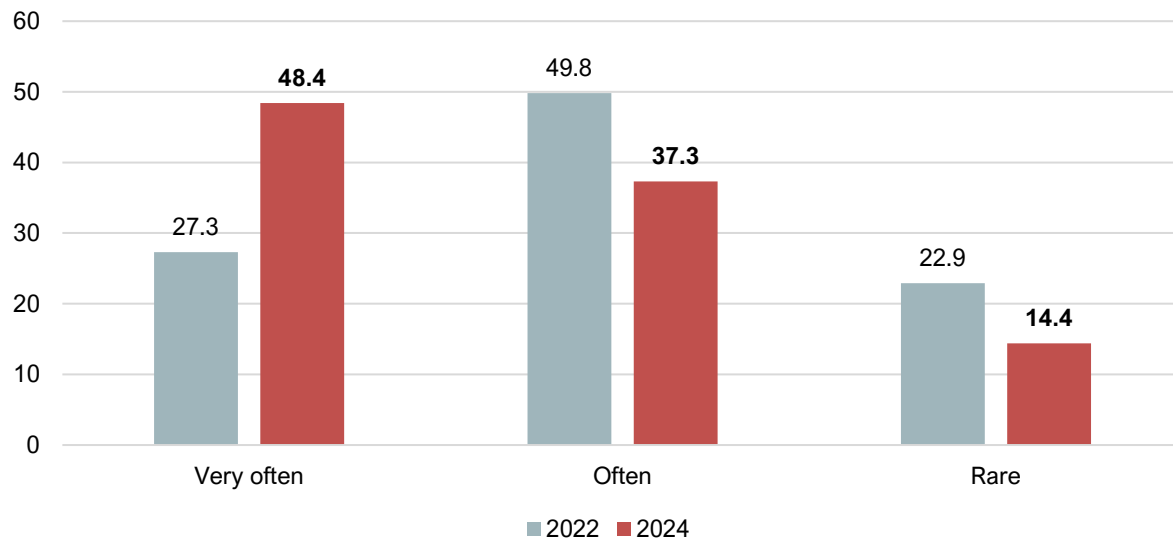
#### 5.4. Frequency of official statistical data use

The question on frequency of using the data of official statistics was answered by a majority of respondents as weekly use 30.7%, and monthly use 25.5%. Chart 11. *Frequency of official statistical data use (%)* presents, in addition to the data from this survey, answers of respondents in the previous survey.

**Chart 10. Frequency of official statistical data use (%)**



Answers to the previous question '*How often do you use the Statistical Office's data?*' served as a basis for grouping the users in three categories which defined the frequency of official statistical data usage.

**Chart 11. User categories by frequency of official statistical data use (%)**

Three categories of using the official statistical data are: '*very often*'; '*often*' and '*rare*'.

Category of users '*very often*' comprises those users that daily or weekly use the official statistical data. According to the 2024 survey results, the percentage of those users is 48.4%, while in previous survey in 2022 those users were 27.3%.

Category of users '*often*' belong to the users that use the official statistical data in monthly or quarterly dynamics. According to the survey results in 2024, there are 37.3% of users, while in 2022 there were 49.8% of users.

Category of users '*rare*' are those using the official statistical data annually or rarely, i.e. upon a need. According the survey results in 2024, a percentage of those users is 14.4%, while in the 2022 survey there were 22.9% of users, comprising also those users that were not able to decide how much often they use the data.

### 5.5. Users informed on work of Council of Statistical System of Montenegro

The Council of Statistical System was established as both professional and advisory body aimed at improving statistical culture and knowledge, as well as taking care of official statistical users' needs.

Question '*Are you informed with the work of the Council of Statistical System, which takes care on needs of official statistical users, and is established with purpose of sharing knowledge and culture?*'; 35.9% of respondents affirmatively, while this percentage in 2022 was 28.8%.

Question '*Have you had an initiative for introducing new statistical survey or data in statistical system?*', there were 77.1% of respondents with no initiative, while 22.9% of users answered

affirmatively. Out of total number of respondents, 54.2% of responders were interested in trainings to be organized by official statistical producers. 28 users provided their email address to be contacted for the purpose of education.

Answers to these questions encourage the Statistical Office to continue to work on the improvement of statistical culture and knowledge, promoting statistics as a science; informing users on manners of statistical production and use of official statistical data, what is purpose of developing official statistics.

## 5.6. Work of Statistical Office through perception of official statistical data users

To ensure the quality of official statistical data, the production of statistical products is based on the quality criteria defined by the principles of the European Statistics Code of Practice, i.e. quality criteria are implemented in line with the EU *acquis* and national legislation.

The work of Statistical Office through the perception of official statistical data users is grouped using the quality criteria, as it follows:

1. **Relevance:** refers to the level of official statistical data should meet certain conditions of informing in line with the tasks of official statistics;
2. **Accuracy and reliability:** official statistics accurately and reliably portray the reality;
3. **Timeliness and punctuality:** refer to the time period between the availability of official statistical data and events or phenomena it describes;
4. **Coherence and comparability:** official statistical data should be internally consistent, over time and comparable in terms of contents, terminology, and over a period of time, as well as based on internationally adopted concepts, nomenclatures, classifications, definitions, and methods, aimed at reaching their comparability;
5. **Accessibility and clarity:** results are represented in a clear and understandable form, released in both suitable and convenient manner, and available on an impartial basis, with supporting metadata and guidance.

Suggestions given by respondents with the purpose of improvement of Statistical Office's work are grouped as it follows:

- ✚ Improvement of digital infrastructure and user experience through the modernization of the website with better design and more intuitive structure, user support available 24/7, as well as information on changes in data;
- ✚ Increase of resources and capacities (increased number of staff members, increased number of interviewers, and introduction of modern technologies in collection and analysis of data);
- ✚ Increased availability of data through the introduction of new statistical surveys with topics of public importance, increase the number of data published among the existing surveys, and improve cooperation with education institutions, but also other entities that may contribute to the improved data quality, and increased availability.

Detailed recommendations of users with the aim of improvements of Statistical Office's work are given below:

1. Modernize, i.e. redesign the website, improve search and data organization in line with the practice of neighbouring countries;
2. Introduce new logo and make it visually acceptable;
3. Use modern technologies and artificial intelligence in processing and analysing the data;
4. Organize trainings and meetings for data users;
5. Create mobile application with user support 24/7, enabled data search and notifications on updates;
6. Increase transparency and communication with public through increased number of releases and regularly sending them to media;
7. Increase the number of surveys on topics of public interest and importance for society;
8. Calculate median earnings, with separate earnings in public and private sector, and change to administrative method of calculation;
9. Strengthen cooperation with state institutions which collect the data through organizing trainings and investments in technical support for purpose of alignment of definitions and methodologies of statistical surveys;
10. Production of publications with analysis of statistical data in key areas of public interest;
11. Improve cooperation with education institutions aimed at better data centralization;
12. Improve working conditions through increase of resources and capacities, including increased number of staff members and interviewers.

## 6. SATISFACTION OF USERS WITH SERVICES PROVIDED BY STATISTICAL OFFICE IN 2024

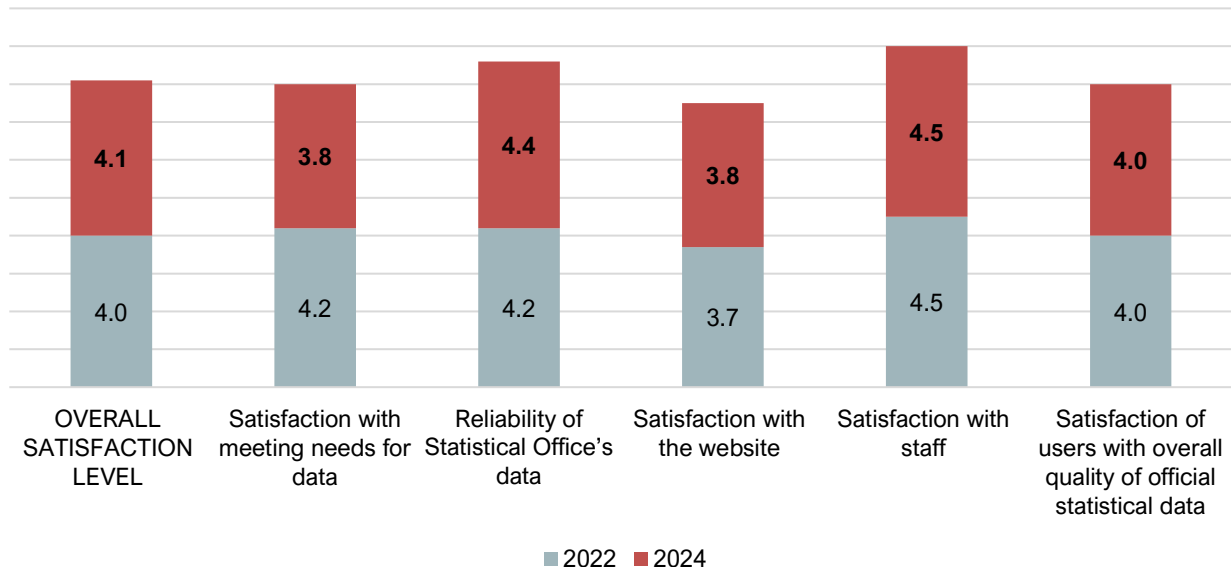
### 6.1. Total rating of users' satisfaction with Statistical Office's services

Calculation of user overall satisfaction indicators used the following five categories with highest impact on the overall satisfaction of users:

1. **Relevance** (satisfaction with meeting the needs by data produced by Statistical Office) refers to the level where current and potential user needs are met with the official statistical data);
2. **Reliability of official statistical results** (reliability of Statistical Office's data);
3. **Accessibility and clarity** (satisfaction with the website);
4. **Professionalism** of Statistical Office's staff (satisfaction with employees), and
5. **Users' satisfaction with the overall quality of official statistical data and statistical services** (general satisfaction of users with data and service quality).

**Total rating of user satisfaction with the Statistical Office's services** was calculated based on the average rating of the five mentioned categories, **which is 4.1**. Average rating for all five categories is presented in Chart 13. *Average rate of overall user satisfaction by categories.*

**Chart 12. Average rate of overall user satisfaction by categories**



When analysing the overall rate of user satisfaction with the Statistical Office' services in 2024 by groups of respondents, the following information is collected:

- With the overall work of Statistical Office more satisfied are men, with the total average rate 4.2, while women's satisfaction is somewhat lower, 4.1;
- Respondents of age group 40 - 49 years, as well as 50 - 59 years are more satisfied with the overall work of Statistical Office (total average rate 4.2) compared to other respondents;
- Respondents with secondary school and higher school/faculty education level are more satisfied with the overall work of Statistical Office (total average rate 4.4 and 4.2);
- Respondents that one a day and once a week visit the Statistical Office's official website are more satisfied compared to those that do it more rarely (total average rate 4.2);
- Respondents communicating with the Statistical Office's employees by phone or directly come to the Statistical Office's premises are more satisfied compared to other respondents (total average rate 4.4).

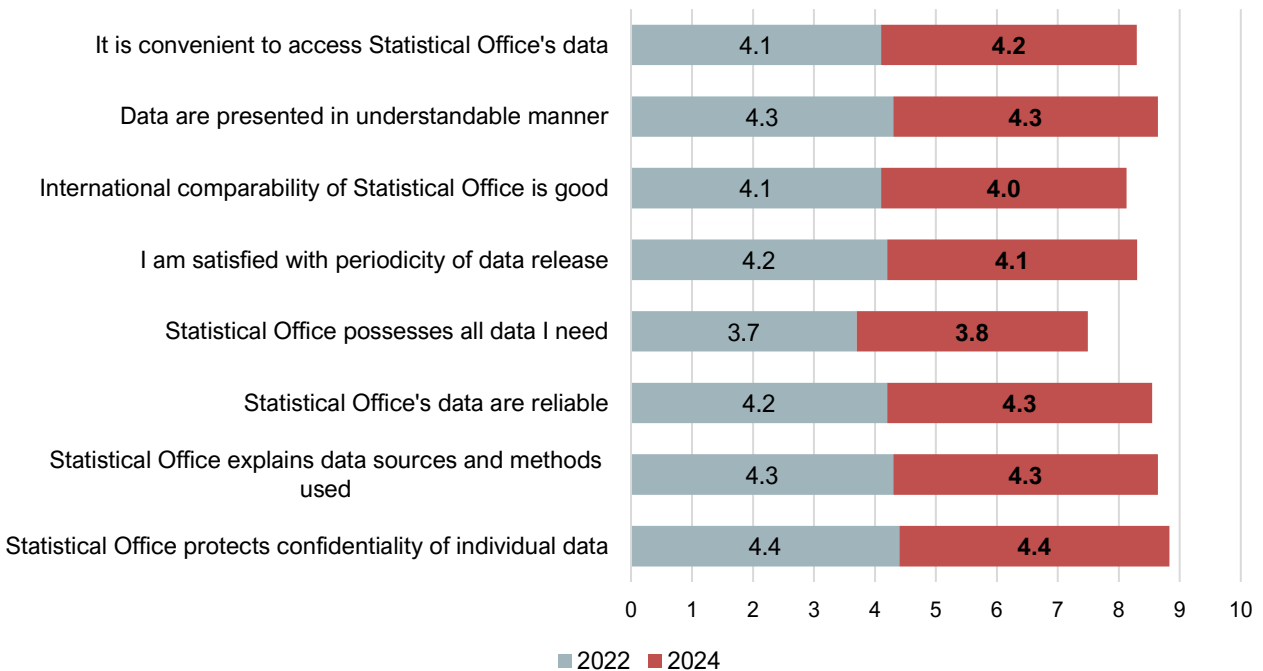
Results of the survey are below presented for five categories in details which have an impact on the total rate of user satisfaction with the Statistical Office's services in 2024.

## 6.2. Relevance and accessibility of official statistical data

Principle *Relevance* is Principle 11 of the European Statistics Code of Practice and refer to the level where official statistical data meet current and potential user needs. With the User Satisfaction Survey implemented by Statistical Office in 2024, respondents were able to rate the **satisfaction of users with meeting the needs by Statistical Office's data**, what indicates the rate of relevance principle.

Total average rate of user satisfaction with meeting the needs for official statistical data available in Statistical Office is 3.8 (on the scale from 1 to 5, where 1 implies very unsatisfied users, and 5 very satisfied).

*Chart 14 Average rate of meeting needs for official statistical data by categories* presents variables with the impact on the total average rate of respondents' satisfaction with meeting the needs for official statistical data available at the Statistical Office. The results presented are compared with the data from the previous user satisfaction survey implemented by the Statistical Office.

**Chart 13. Average rate of meeting needs for official statistical data by categories**

When analysing the variables presented in Chart 14 *Average rate of meeting needs for official statistical data by categories*, the respondents gave the best score to:

- *Protection of confidentiality of individual data, average rate 4.4;*
- *Statistical Office's data are reliable, average rate 4.3;*
- *Data are presented in an understandable manner, average rate 4.3;*
- *Statistical Office explains data sources and methods used, average rate 4.3.*

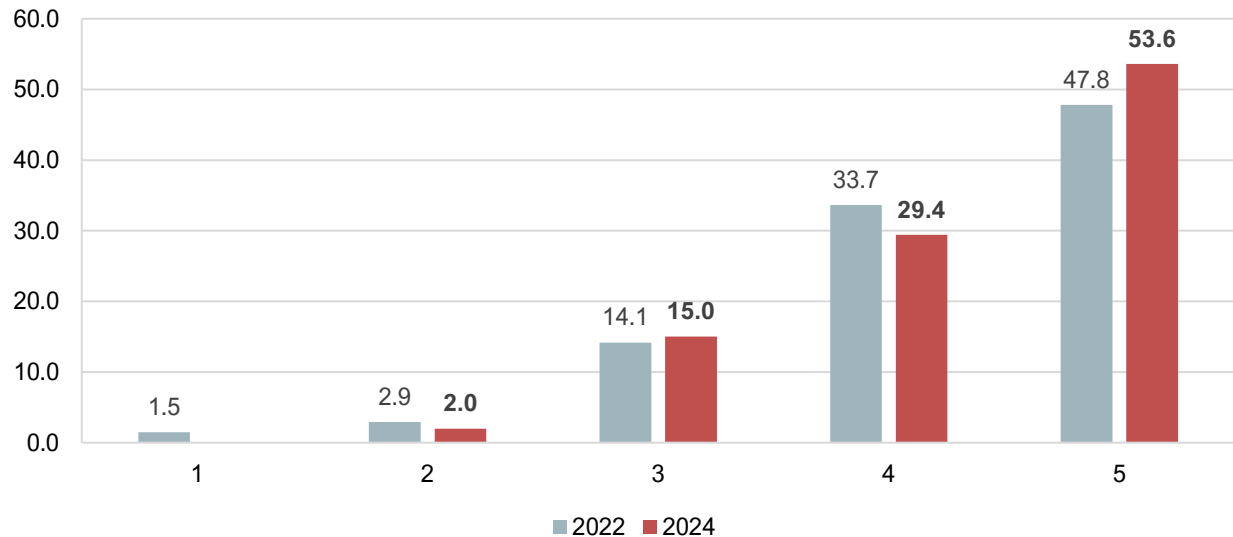
The analysis also covered comments of official statistical data users with purpose of improvement of the Statistical Office's work, which refer to:

- Unfriendly website design;
- Need for more comprehensive data and statistical analyses;
- Need for additional notes related to survey methodologies in certain areas;
- Improvement of periodicity for data releases;
- Need for more updated and detailed data in certain statistical domains (tourism, maritime transport, migration, livestock, agriculture);
- Introduction of new statistical surveys;
- Better comparability over time and space, as well as by demographic characteristics (sex, age). Time data series in one place.

### 6.3. Data reliability

Average rate of Statistical Office's data reliability is 4.3, which is on scale from 1 to 5 very good. Data reliability is rated by highest score, 53.6% of respondents, while the lowest rate is given by no respondent. Chart 15 presents answers to this question, together with the comparison of answers from the previous survey.

**Chart 14. Reliability of official statistical data, in %**



Considering the satisfaction with data reliability by groups of respondents, there can be concluded the following:

- Respondents older than 50-59 years are more satisfied with the reliability of data released by Statistical Office;
- The most satisfied respondents are those with primary education level (5.0), and secondary education level (4.4);
- Respondents using Statistical Office's data daily, weekly and every three months are more satisfied than others (rate 4.4);
- Persons visiting once a week Statistical Office' website are more satisfied (4.6) from others;
- Persons that communicated with employees via electronic mail or by phone (4.5) are the most satisfied ones with the Statistical Office's data reliability.

## 6.4. User satisfaction with the Statistical Office's website

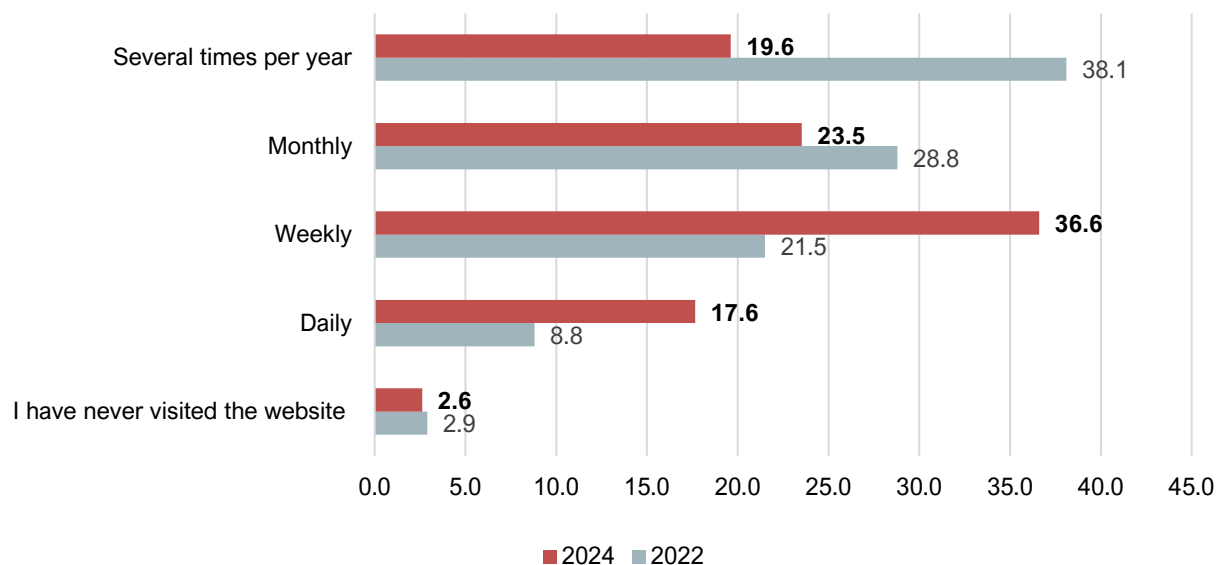
### Visits to the Statistical Office's official website

The official website of Statistical Office is the most important dissemination channel for presenting the official statistical data. Thus, in this part of user satisfaction questionnaire of Statistical Office in 2024, users reported on:

- Use of Statistical Office official website;
- Satisfaction with the Statistical Office official website;
- Satisfaction with the dissemination of official statistical data in Excel, and
- Satisfaction with the Statistical Release Calendar available at the Statistical Office's official website.

Comparing with the previous surveys' results, the number of users visiting the Statistical Office's official website daily and monthly increased.

**Chart 15. Visit to the Statistical Office's official website, in %**



### Rating satisfaction with Statistical Office's official website

Total rate of user satisfaction with the Statistical Office's official website is 3.8 measured by an average of user satisfaction over all four categories (on scale from 1 to 5).

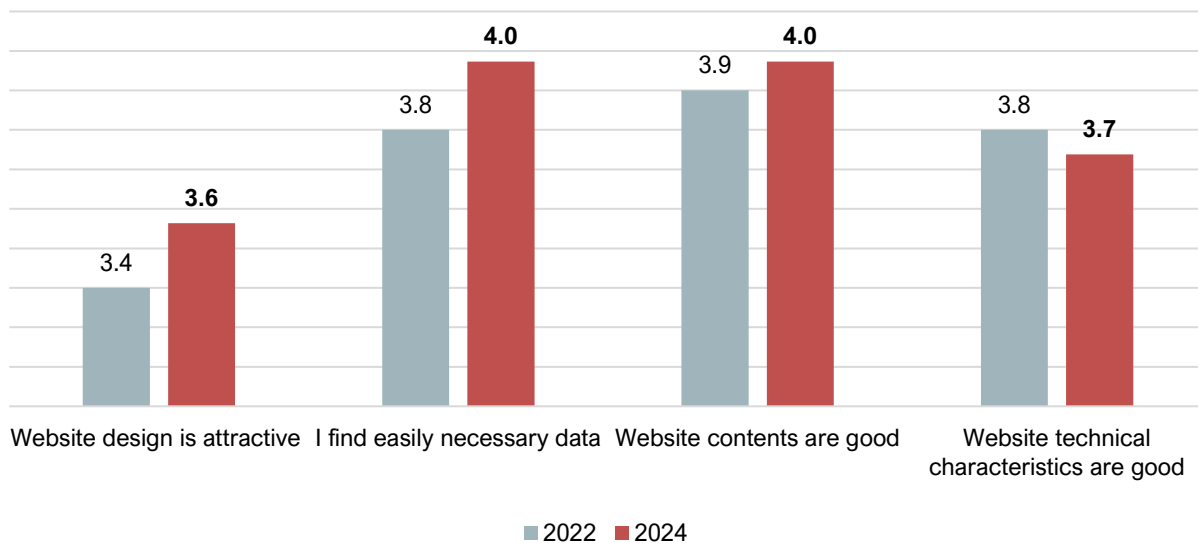
Users that use the official statistical data via the official website show the most satisfaction with:

- Contents of official website and easy finding official statistical data, average rate 4;
- Technical characteristics of website, average rate 3.7;

- Official website design, average rate 3.6;

The lowest rate of user satisfaction is given to the Statistical Office's official website design with an average rate 3.6, answering that the design is out of date, poorly visible, poorly organized, and some data are hard to find.

**Chart 16. Average rate of user satisfaction with Statistical Office's official website by categories**



Satisfaction with the Statistical Office's official website observed by users' groups shows the following:

- Respondents with higher education attainment/faculty expressed a satisfaction with the Statistical Office's official website with an average rate 4.2;
- Respondents aged 40 - 59 years are more satisfied with the Statistical Office's official website compared to other respondents, average rate 4.2;
- Respondents daily or monthly visiting the Statistical Office's official website are more satisfied compared to other respondents, average rate 4.2;
- Respondents that contact the Statistical Office's staff members rated the official website of Statistical Office with 4.1;
- Respondents that are informed on the work of the Council of Statistical System are more satisfied with the Statistical Office's official website compared to others, average rate 4.3;
- Men are more satisfied with the Statistical Office's official website compared to women, average rate 4.4.

Respondents that rate certain aspects of the website with 1 or 2 mentioned their reason for that as: bad design; lack of visibility, and not systemized data.

A number of respondents (24.8%) gave suggestions for the improvement of the Statistical Office's official website with the summary below:

- To modernize official website, make it more accessible for users and adjust to the user requirements;
- To create an online database of official statistical data with detailed categorization and longer time series;
- Interactive presentation of data;
- Spatial presentation of data from all censuses (GIS).

### **Dissemination of official statistical data in Excel**

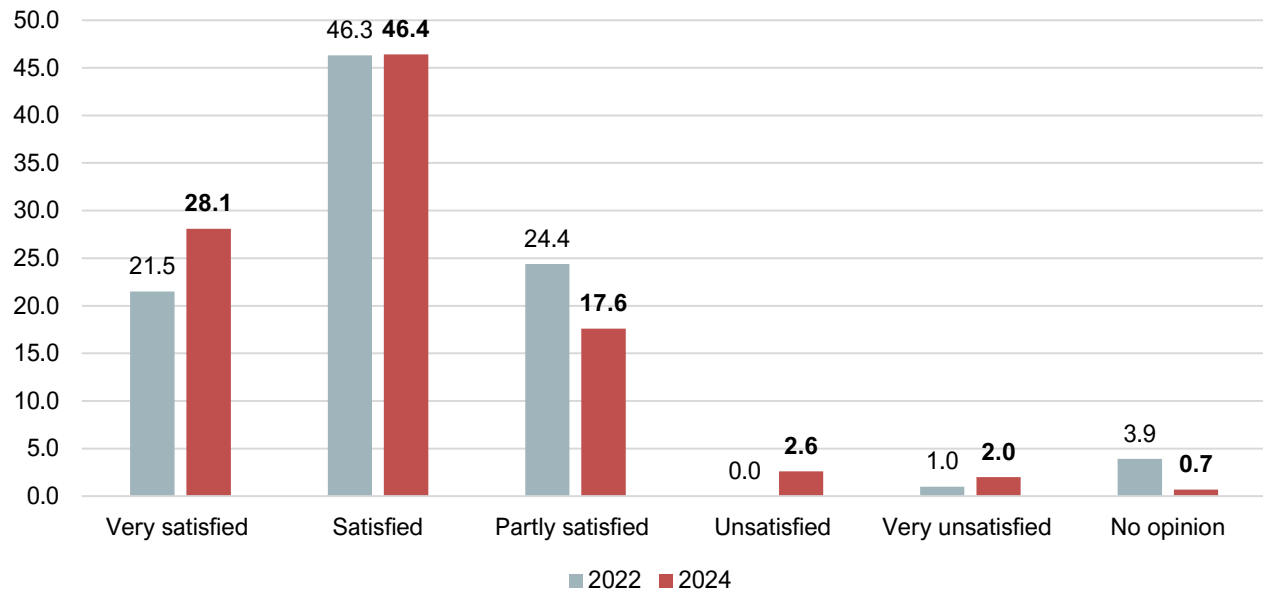
Respondents rated their satisfaction with the dissemination of official statistical data in Excel with average rate 4.

- Men are more satisfied with the dissemination of official statistical data in Excel compared to women, average rate 4.1;
- Respondents older than 30 years are more satisfied with the dissemination of official statistical data in Excel compared to other respondents, average rate 4.0;
- Respondents daily using the official statistical data in Excel are more satisfied compared to others, average rate 4.1.

Chart 18. *Dissemination of official statistical data in Excel on the Statistical Office's official website (%)* presents comparable results of the 2024 survey compared to the previous survey.

Out of total number of respondents in 2024, there are 74.5% in total satisfied or very satisfied with the dissemination of official statistical data in Excel on the Statistical Office's official website, while there are 4.6% of those unsatisfied or very unsatisfied.

**Chart 17. Dissemination of official statistical data in Excel on the Statistical Office's official website (%)**

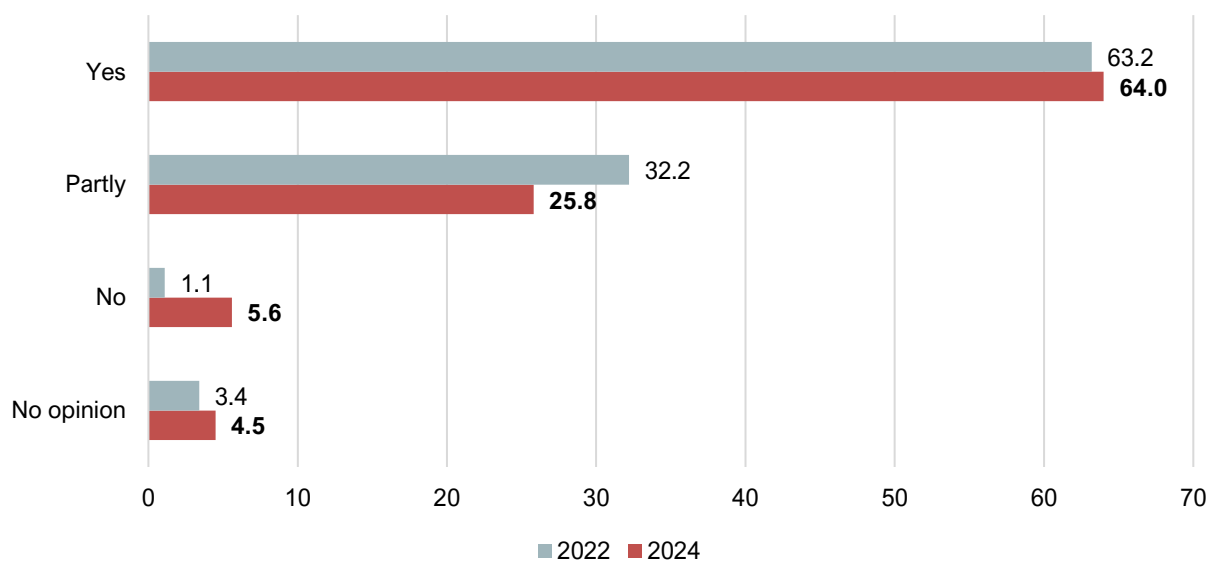


### Statistical Release Calendar

The Statistical Release Calendar represents a document with the schedule of releasing the official statistical data during one calendar year. Based on the Statistical Release Calendar, users are in advance informed on release dates which official statistical producers must meet to release statistical data. It is published not later than 31 December of the current year for the next year.

Question on the use of Statistical Release Calendar was answered by 59.7% of respondents affirmatively, while this percentage in the previous survey was somewhat less (42.4% in 2022).

Respondents having answered the question on use of Statistical Release Calendar with “Yes“, were provided with the question “*Does the Statistical Release Calendar possess all information you need?*“. Considering the asked question, 64% of users that use the Statistical Release Calendar answered the Calendar comprises all information needed, while 25.8% of users answered that it comprises partial information they need.

**Chart 18. Rating the contents of the Statistical Release Calendar (%)**

## 6.5. Satisfaction of users with the work of Statistical Office's employees

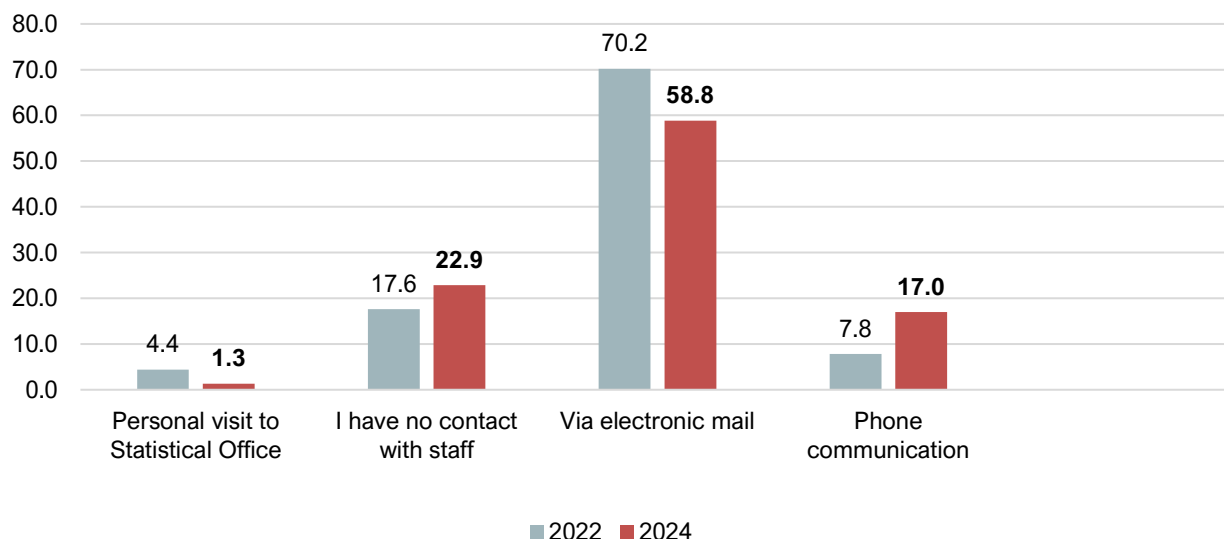
### Cooperation of official statistical data users with Statistical Office's employees

Official statistical data users answered in the survey questionnaire the question 'Have you has a contact with the staff members of Statistical Office?' and processed data show that the most often type of cooperation between users with the Statistical Office's staff via email 58.8%, while in 2022 this percentage was 70.2%. Communication via phone in 2024 was at the level of 17%, while this percentage in 2022 was 7.8%.

Cooperation with users by personal visit to Statistical Office is fewer compared to the results from the previous years.

Chart 20 presents comparable data on type of cooperation with the Statistical Office's employees.

**Chart 19. Type of cooperation between official statistical data users and Statistical Office staff**



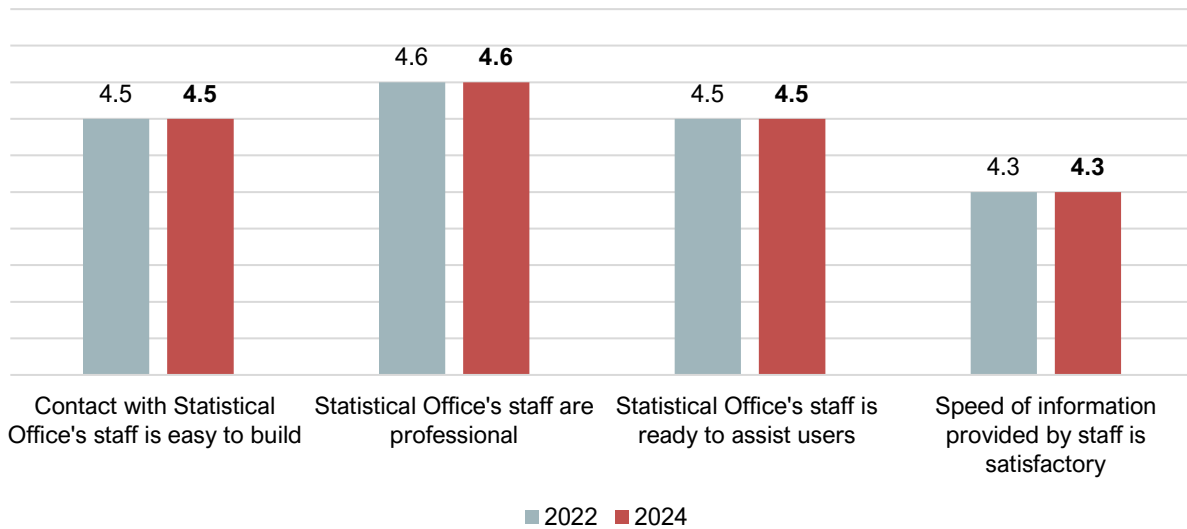
### Cooperation with the Statistical Office's employees rated by users

It was possible for users to rate the **cooperation with the staff members of the Statistical Office** through answering the question. Rates were on scale 1 to 5 (1 – very unsatisfied, 5 – very satisfied).

Average rate given by users on the cooperation with the Statistical Office's staff is 4.5, the same as it was in the previous survey.

A professional behaviour of staff members of the Statistical Office and their readiness to assist users were rated with an average score 4.6, while the speed of information obtaining from staff members is rated with average score 4.3.

Chart 21 *Average rate of users on cooperation with the Statistical Office's staff* presents comparable average rates of individual categories of user satisfaction over a cooperation with the Statistical Office's staff.

**Chart 20. Average rate of users on cooperation with the Statistical Office's staff**

Those respondents not satisfied with the cooperation with the staff members in the Statistical Office were provided with a possibility to indicate reasons of dissatisfaction, such as speed of providing answers by staff, not receiving data they asked for, i.e. receiving other type of data.

After analysed the survey results on the cooperation between users and staff of Statistical Office by group of respondents, the results are the following:

- Respondents aged 50-59 years are more satisfied with the cooperation with the Statistical Office's staff compared to others, average rate 4.7;
- Respondents with the completed secondary education are more satisfied with the work of Statistical Office's staff compared to others, average rate 4.7;
- Respondents visiting once a week the Statistical Office's website are more satisfied compared to those with less often visits, average rate 4.6;
- Satisfaction of both women and men is equal with the cooperation of the Statistical Office's staff, average rate 4.5.

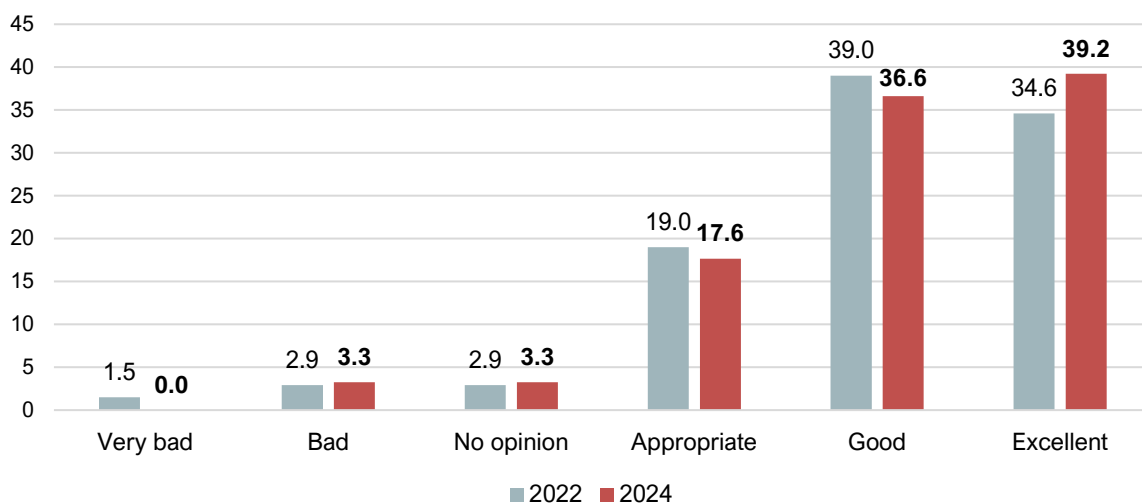
## 6.6. Overall quality rating of official statistical data and statistical services provided by Statistical Office

Out of total 153 of respondents, there are 96.7% of respondents who rated the overall quality of official statistical data and statistical services provided by Statistical Office, while 3.3% of respondents had no opinion.

Average rate of overall quality of official statistical data and statistical services provided by the Statistical Office is 4.0.

Out of total number of respondents, there are 75.8% of respondents who rated the quality of official statistical data and statistical services as good or excellent, while 3.3% answered the quality is bad.

**Chart 21. Overall quality of official statistical data and statistical services provided by the Statistical Office**



Users mentioned the following reasons of dissatisfaction with the overall quality of official statistical data and statistical services:

- Not timely delivering the official statistical data;
- Insufficiently detailed level of data release;
- Detailed definitions and methodological notes for certain statistical surveys.

### Rating quality of Statistical Office's data by domains

Chart 22 *Average rate of data quality by domains* presents comparable survey results when the rating of quality by statistical domains is considered. It is rated using the scale from 1 to 5, where 1 is very dissatisfied, and 5 is very satisfied.

Statistical domains rated by users:

- Prices/Inflation; demography; earnings, average rate 4.2;
- National accounts; censuses, average rate 4.1;
- Energy; industry; foreign trade; and employment/unemployment, average rate 4.0;
- Education; and science; transport, average rate 3.9;
- Income and living conditions; construction; ICT; other short-term indicators, agriculture and fishery, social protection and tourism, average rate 3.8;
- Purchasing power parity; and internal trade, average rate 3.7;
- Economic accounts in agriculture; minimal consumer basket, registers and classifications; forestry; environment, average rate 3.6;
- Culture and art; household consumption; justice; structural business statistics, average rate 3.5;

When the data are compared with the previous surveys' data, average rate of official statistical data quality has the highest increase in: forestry and environment, prices/inflation, and demography. The highest decrease in average rate, compared to the previous survey, were in the following domains: *justice, registers and classification, and construction.*

## CONCLUSION AND RECOMMENDATIONS

*User satisfaction survey in 2024 implemented by the Statistical Office* aims to measure the level of meeting user needs for the official statistical data compared to available official statistics, with purpose of future improvements of statistical data and services.

General conclusions on the *2024 User Satisfaction Survey of Statistical Office* are the following:

- Total average rate of user satisfaction with the services of Statistical Office 4.1 (out of possibly 5);
- Compared to the previous survey, according to the survey results, a professional relation of staff and data reliability have the highest score from data users;
- 97.2% of respondents reported that they use website as a primary channel for data access, where respondents gave comments on out of date design of website, complexity of search, and a lack of data timeseries in one place, with possibilities of interactive approach;
- Cooperation with staff members is the most often via electronic mail (58.8%), where the most used data are from demography, labour market and prices/inflation;
- Out of total number of respondents, there are 54.2% of respondents interested for trainings organized by the official statistical producer, which will improve understanding of statistical methodology and process of official statistics production.

Based on the quantitative analyses of answers and comments of official statistical data users, a list of recommendations provided by users and aimed at the improvement of Statistical Office's work is given below:

➤ ***Improvement of digital platforms:***

- ✓ Modernization of official website with the focus on better clarity, intuition, and dynamic database;
- ✓ Improvement of digital communication channels;
- ✓ Improvement of collection system;
- ✓ Use of modern technologies for data presentation/visualization.

➤ ***Strengthening Statistical Office's capacities:***

- ✓ Increase of number of staff members and introduction of modern technologies for data processing;
- ✓ Organization of education for users on use and importance of official statistical data.

➤ **Improved communication:**

- ✓ More active presence in social media – regularly updating accounts on platforms such as Facebook, LinkedIn, Instagram, and Twitter;
- ✓ More often publish statistical data presented in a simple manner, infographics, and news on released surveys;
- ✓ Regular informing the users on new surveys;
- ✓ To plan and organize seminar(s) on key statistics and survey results, inviting general public, academic community, and media aimed at raising the consciousness on importance of statistical data.

Results of this survey, together with recommendations received by users will serve to us as a continuation of work on further improvements of overall quality of official statistical data, and statistical services provided by Statistical Office. In accordance with available resources, Statistical Office will take appropriate measures for the improvements of existing situation based on the received results.