

Palestinian Central Bureau of Statistics

Users Satisfaction Survey & Users & producers dialogue

Haitham Zeidan

Dissemination and Documentation Department

Introduction

Users satisfaction survey aims to measuring users' satisfaction on data and services provided by PCBS as a sole official source of statistics in Palestine,

Also measures the extent of using statistics in planning and decision-making

It also measures the general satisfaction of users with quality indicators to the statistical surveys and data.

Introduction

The types of services provided by PCBS including:

- Statistical Reports and data
- Statistical Releases, Brochures
- PCBS Press Releases.
- Statistical Calendar
- Statistical Indicators
- Statistical Atlas
- Users Services
- Workshops, Seminars and Conferences
- PCBS Website, and Statistical Databases on PCBS website
- Social media

Historical view

2007

2008

2010

2013

2016

4

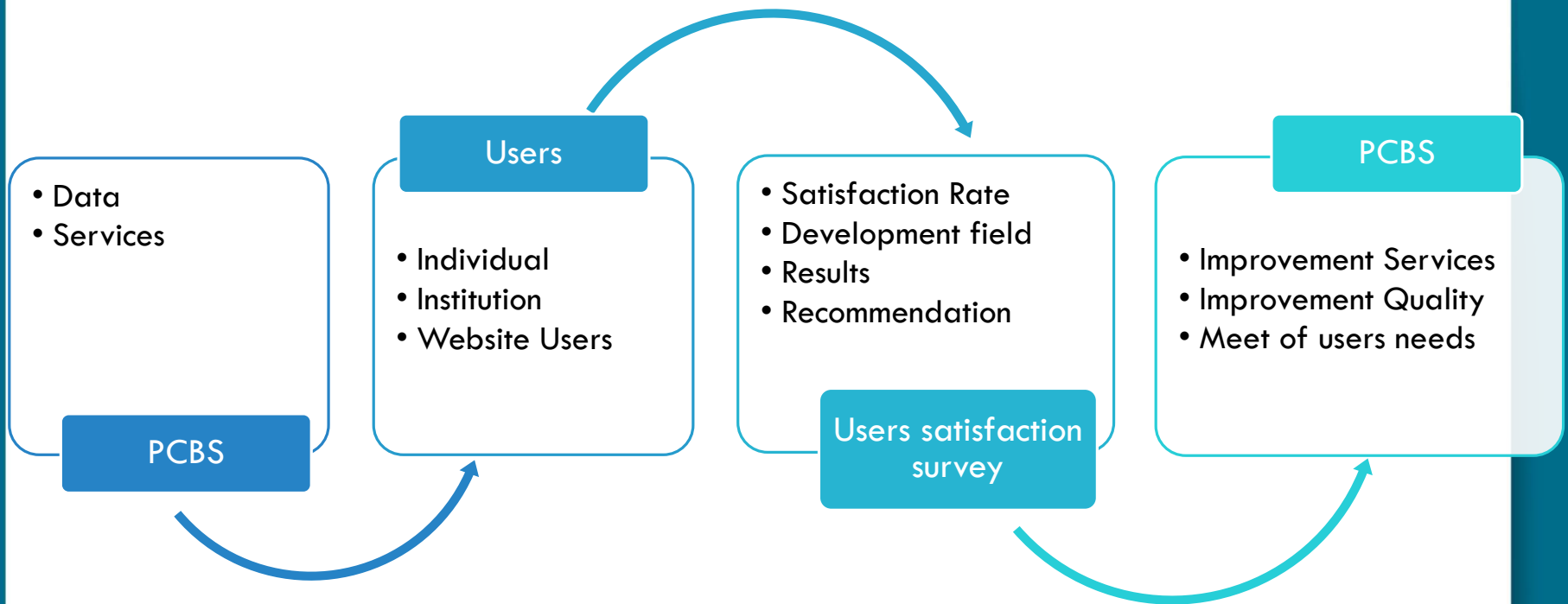


Objectives

The importance of this survey is that it enables PCBS to identify users' needs to be considered in PCBS future plans. **The main objectives are the following:**

- The favourite way for users to receive PCBS data and services
- The purpose to use PCBS data
- Measure the users' satisfaction with PCBS services and data (in general and detail).
- Measure the users' satisfaction with the quality indicators in regards to the statistical data
- Expectations of the users regarding what PCBS should do to meet their needs

Objectives



Methodology

- ❑ The survey measures the extent of users satisfaction on data and services provided by PCBS (internal use).
- ❑ The survey was prepared based on the **international standards** and expertise; especially, **the expertise of Eurostat, the British, Croatian and Greek statistics.**
- ❑ The targeted group survey population are the users of **individuals, institutions and PCBS website**

Methodology

- ❑ The survey was performed by using **electronic questionnaire, online questionnaire with users** (individuals and institutions), and **web survey with PCBS website users**
- ❑ The questionnaire survey was divided into several sections, **General Information, relationship with PCBS, general satisfaction, satisfaction with the services provided by PCBS, general satisfaction with the quality indicators and development fields**

Methodology

The population was divided by

All users (institutions), in Palestine and abroad, of PCBS services and data statistics during 01/07/2015 to 31/07/2016
(270 institutions)

All users (individuals), in Palestine and abroad, of PCBS services and data statistics during 01/07/2015 to 31/07/2016
(972 individuals)

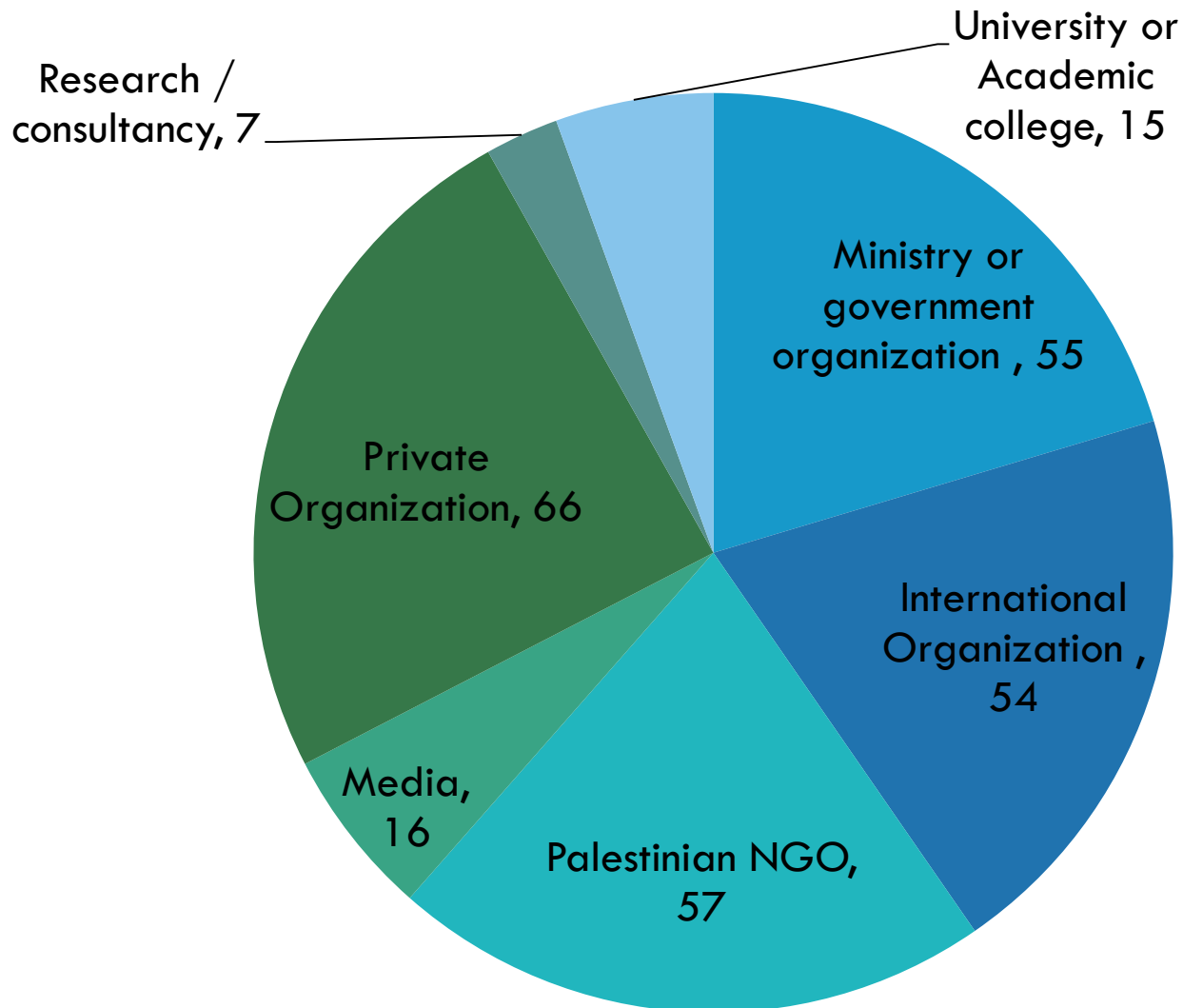
All users of PCBS website

Sample design:

One Stage Stratified random sample.

The sample size is 135 institutions and 275 individuals

Institution frame distribution



Highlights

- ❑ The response rate of survey is good
- ❑ There is high satisfaction with the services and statistical data provided by PCBS
- ❑ There is a lack of knowledge of the number of users with PCBS social media (Facebook-Twitter-YouTube)
- ❑ A high percentage of government and private institutions use statistical data for the purposes of planning or decision-making

Highlights

- ❑ The need to further improve statistical data quality
- ❑ Improve the design of PCBS website, and the development of its own search engine
- ❑ The need for PCBS to develop its work in respect of data availability with more details, and coverage of new surveys

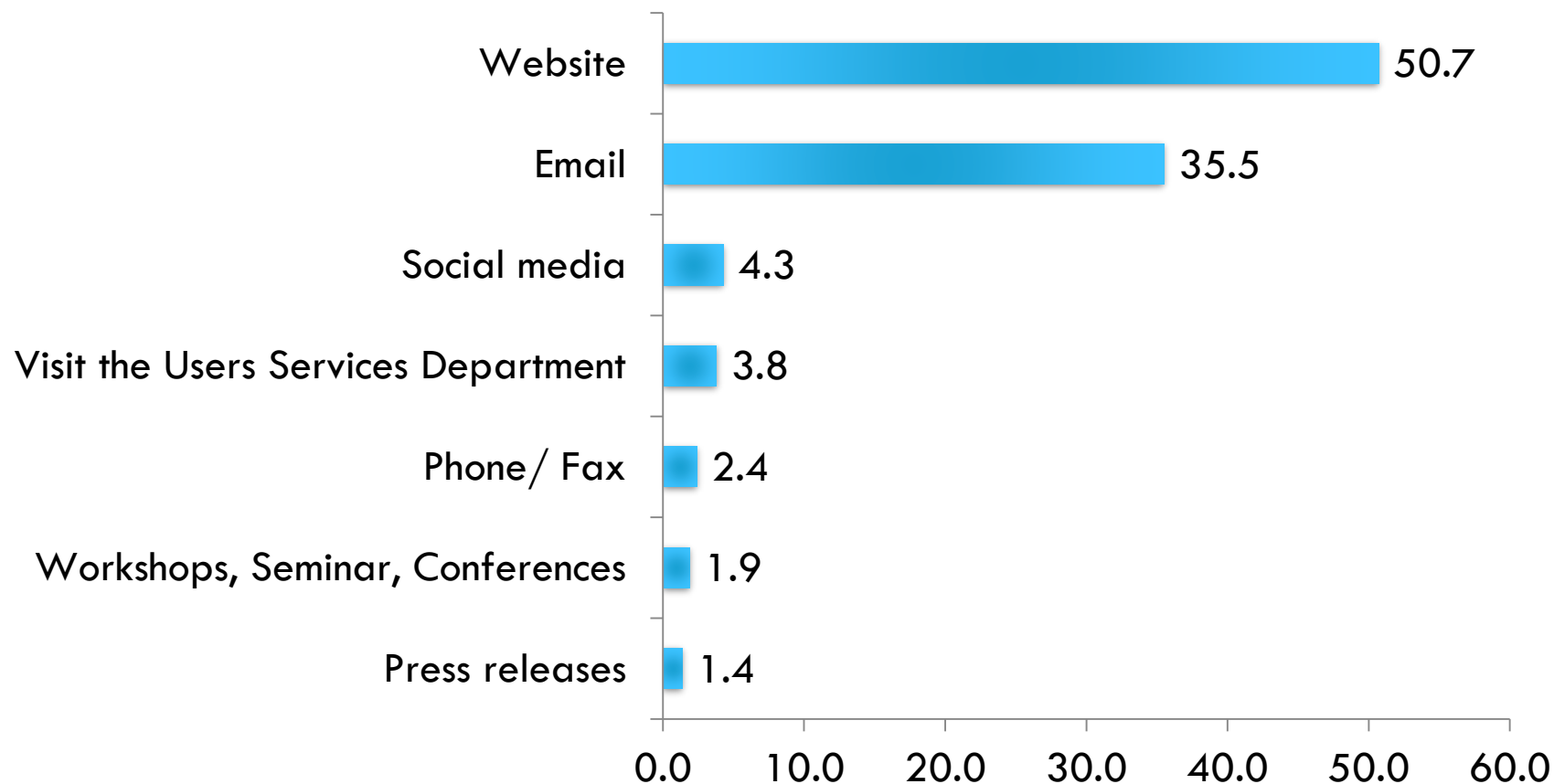
Recommendations

- ❑ Improve statistical atlas, Press Releases, and Statistical Calendar
- ❑ Regular update of data
- ❑ Data availability for previous periods (time series).
- ❑ Promote using the statistical number in planning and decision-making.
- ❑ More details on level of statistics
- ❑ Design of PCBS website, and improve the search engine in PCBS website
- ❑ The implementation of new statistical surveys
- ❑ Promoting for PCBS official website on social media

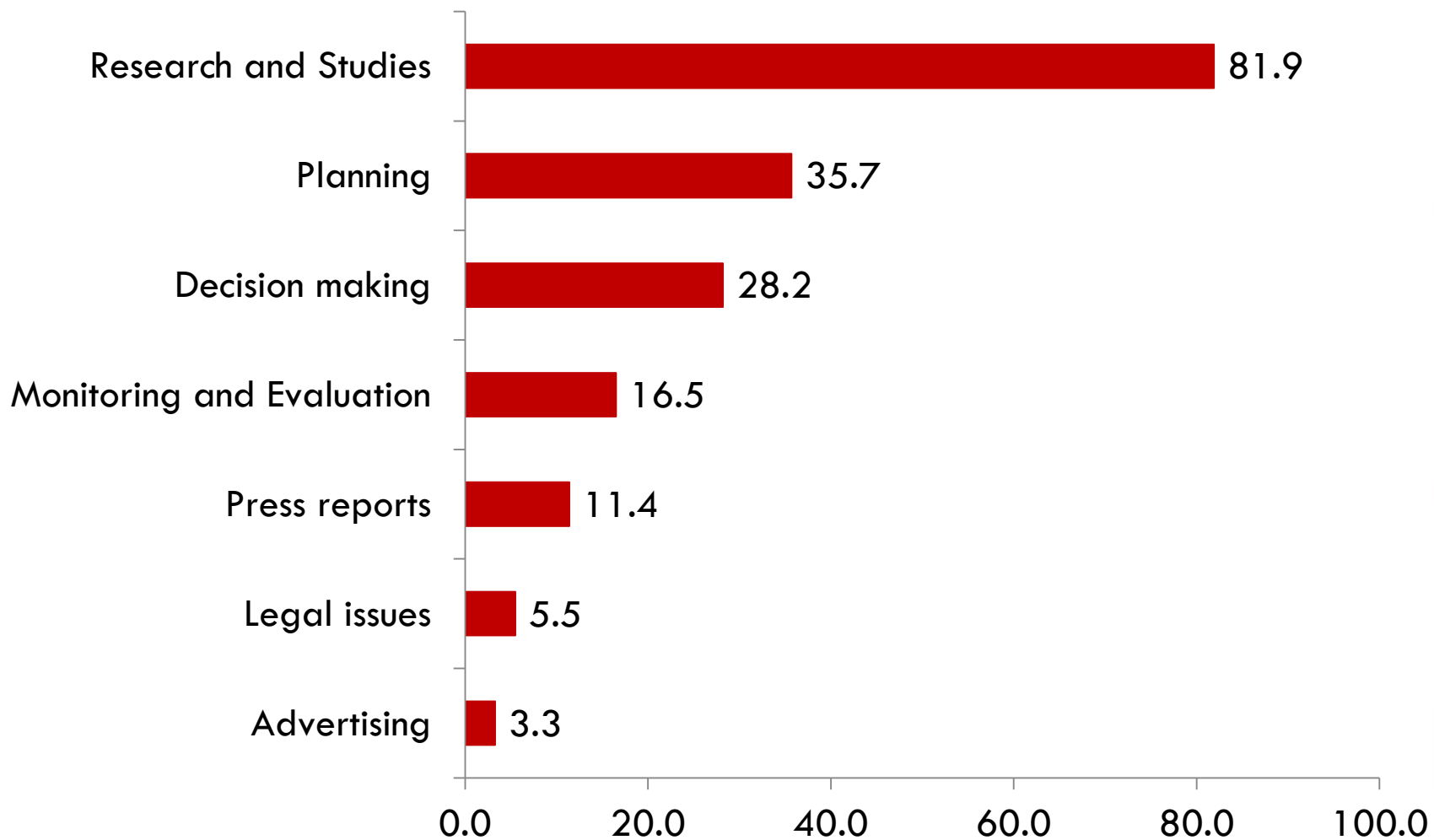
MAIN RESULTS



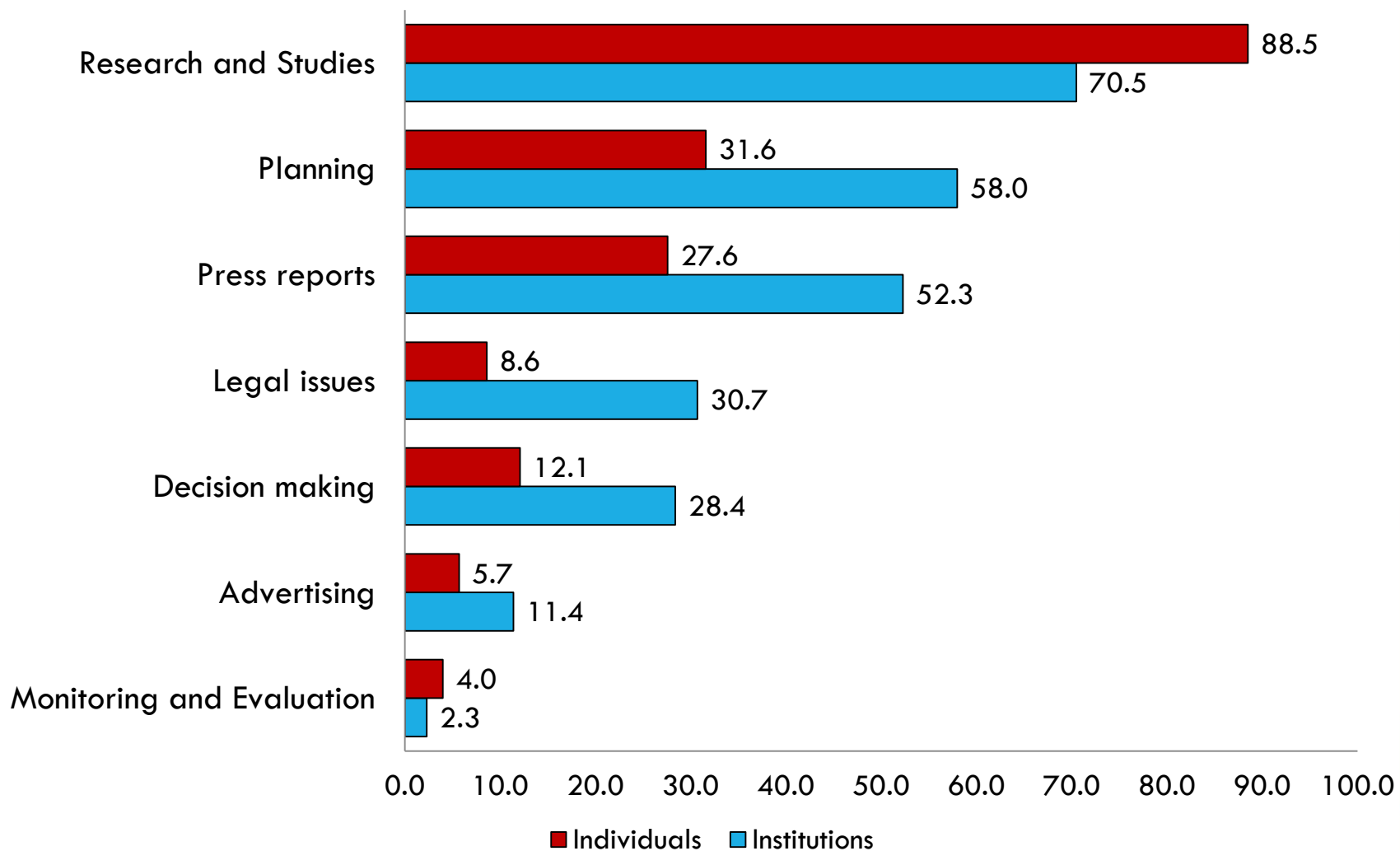
Percentage distribution of preference way for users to receive PCBS data and services



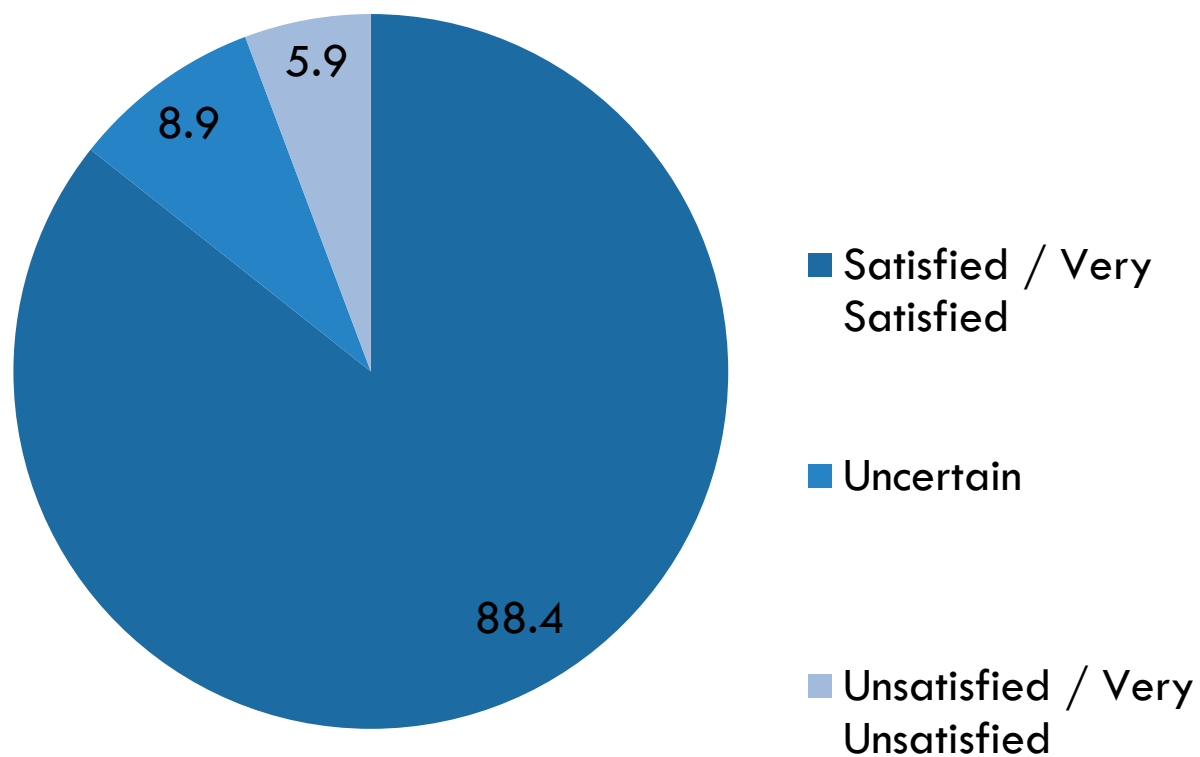
Percentage of users using PCBS data by purpose to use



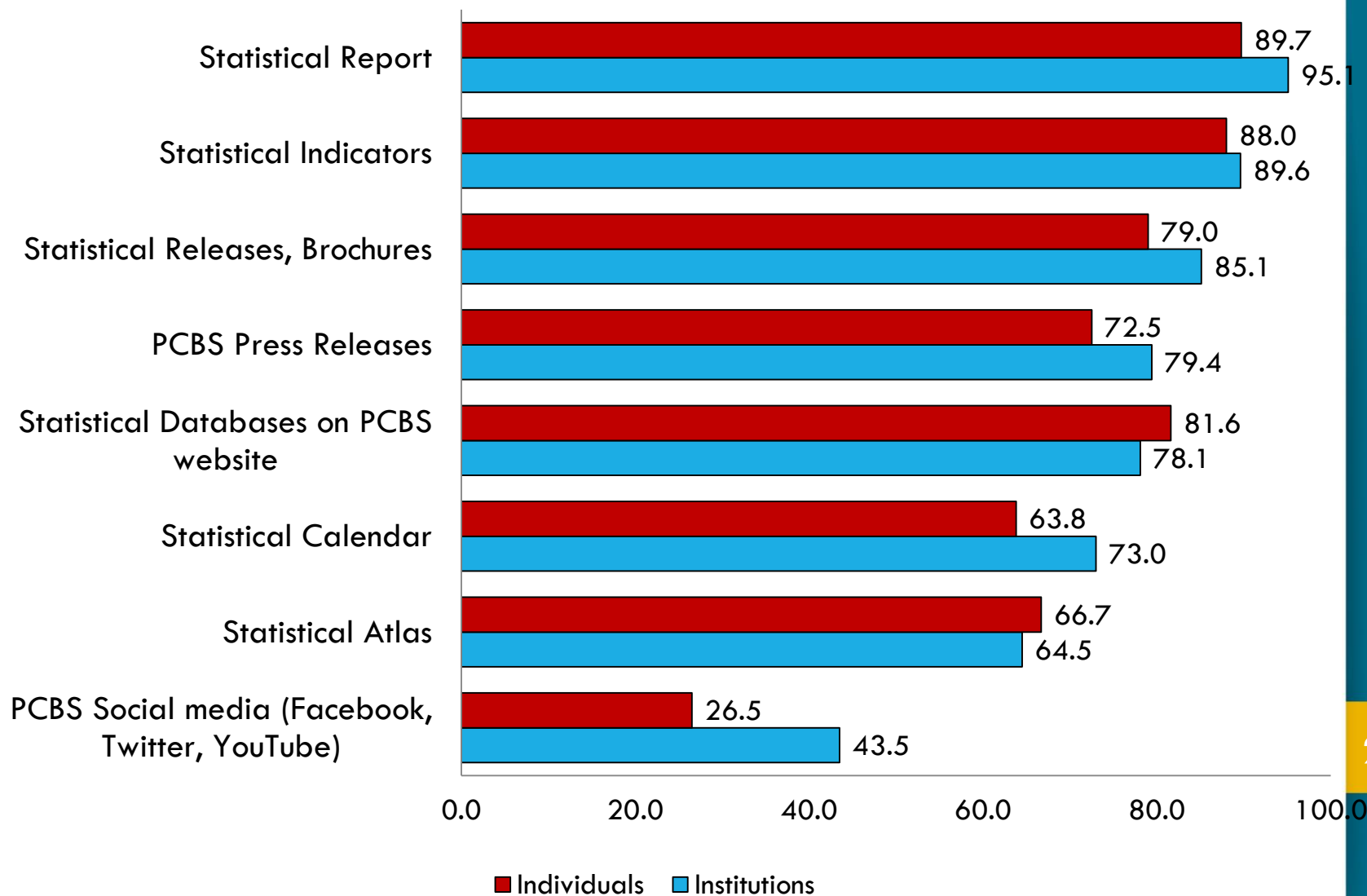
Percentage of using PCBS data by purpose to use



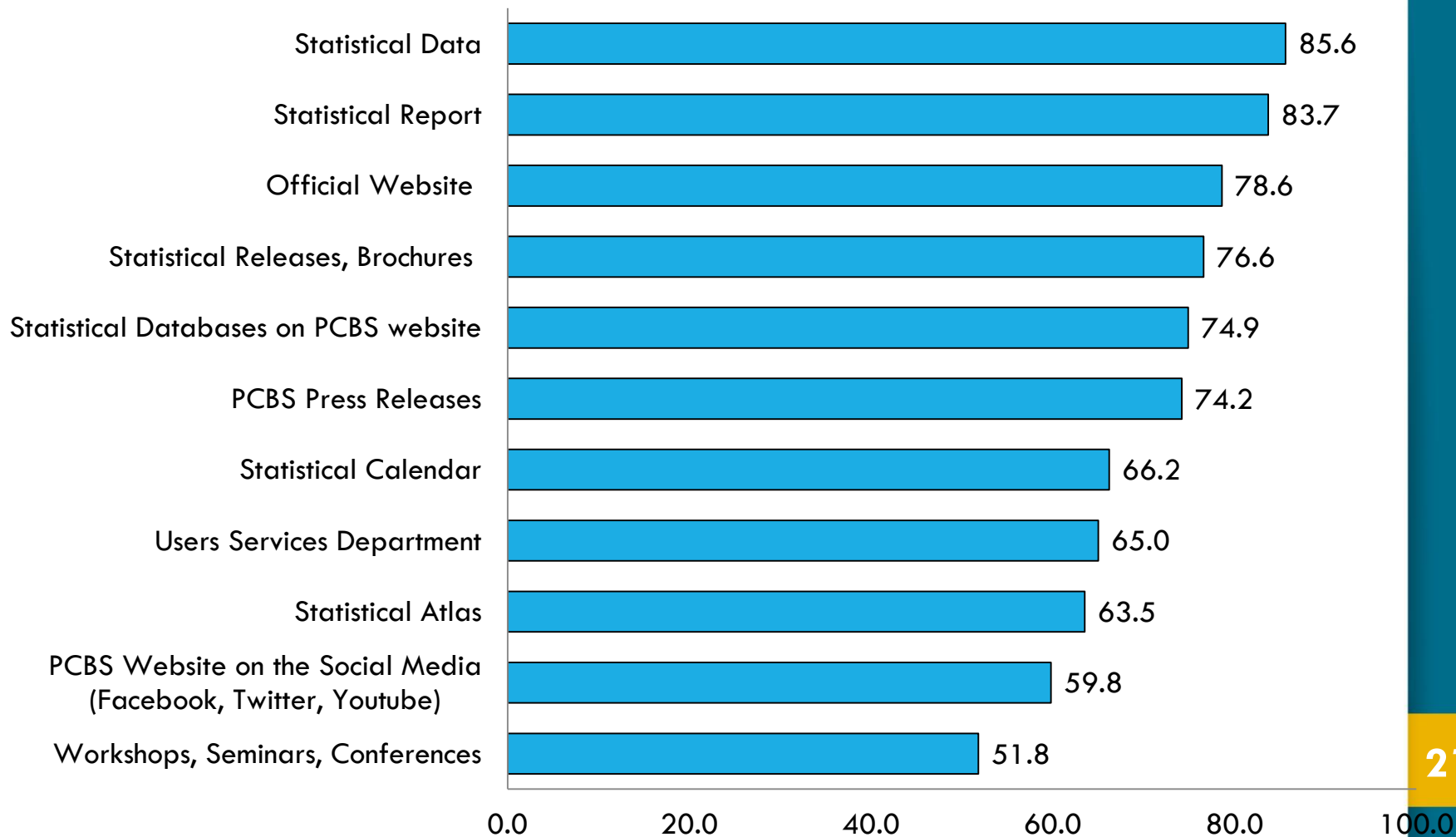
Percentage distribution of the general satisfaction with the PCBS services and data



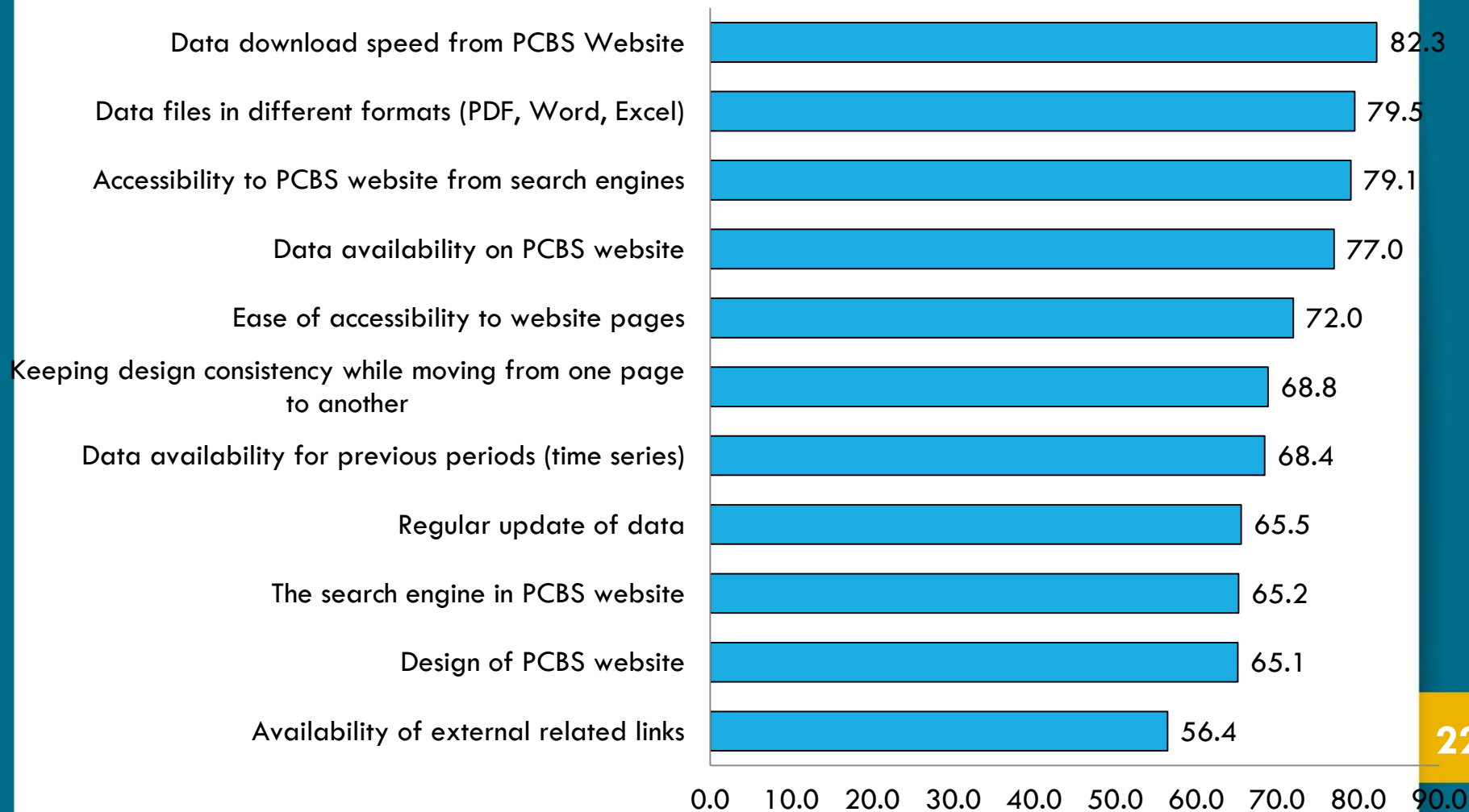
Percentage distribution of the general satisfaction with the quality of PCBS statistical products



Percentage distribution of the general satisfaction for PCBS website users with the quality of statistical products

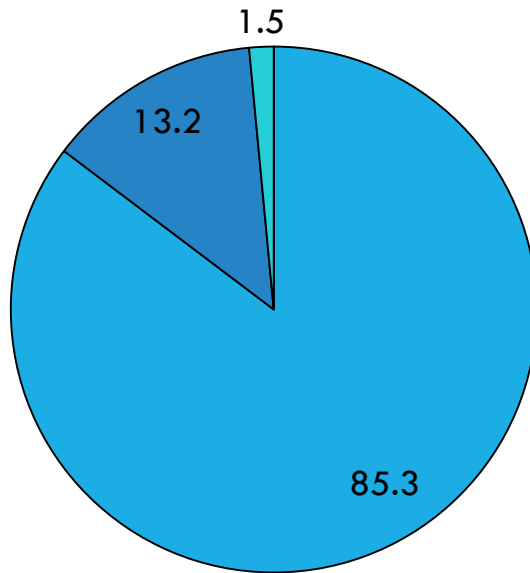


Percentage distribution general satisfaction for PCBS website

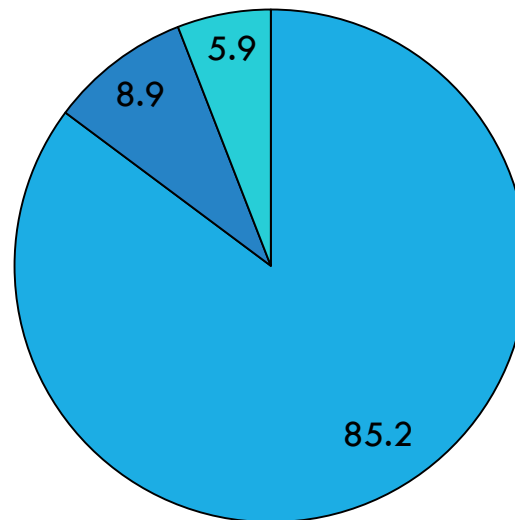


Average of Satisfaction with PCBS Users Services

Institutions

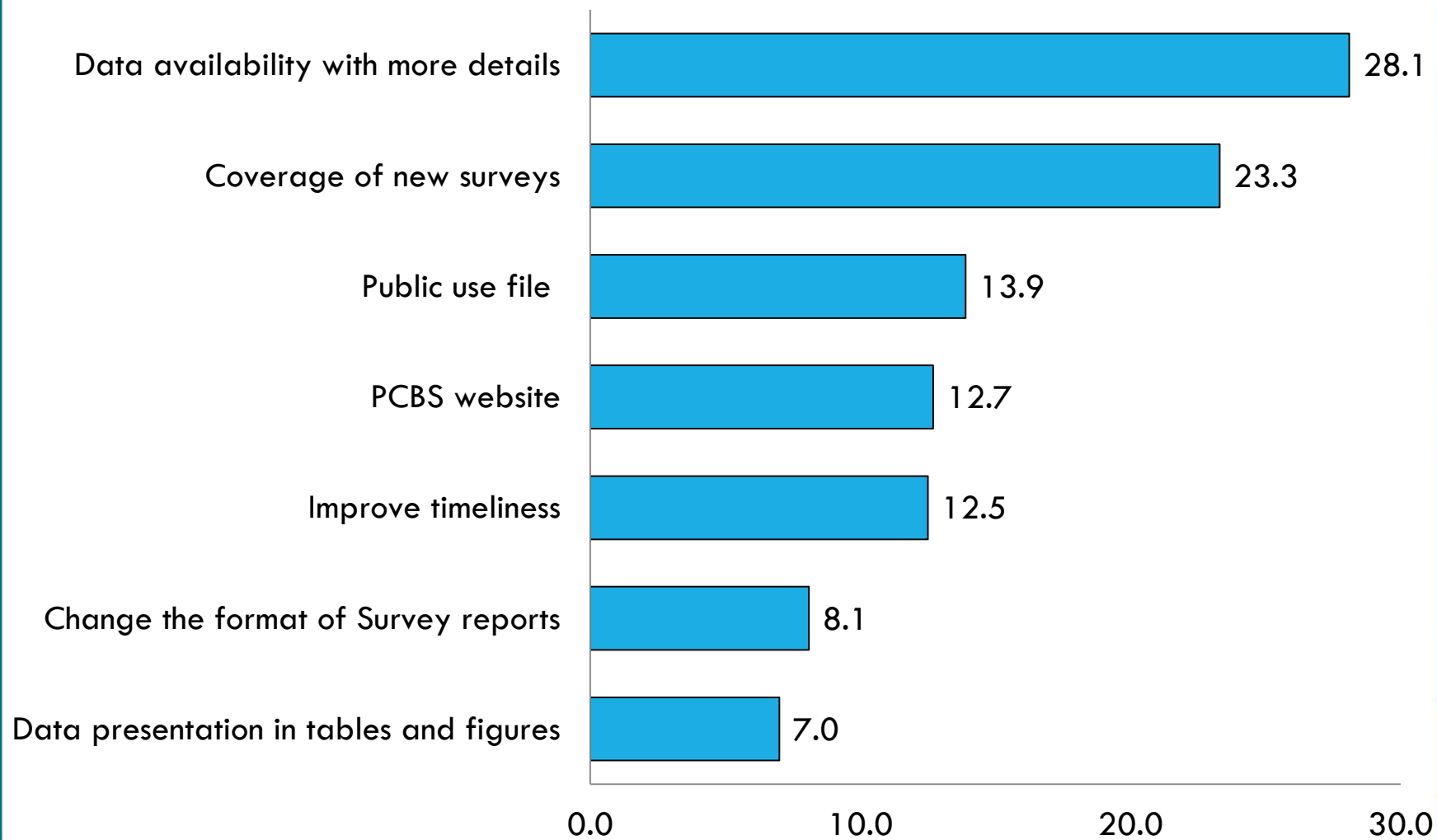


Individuals

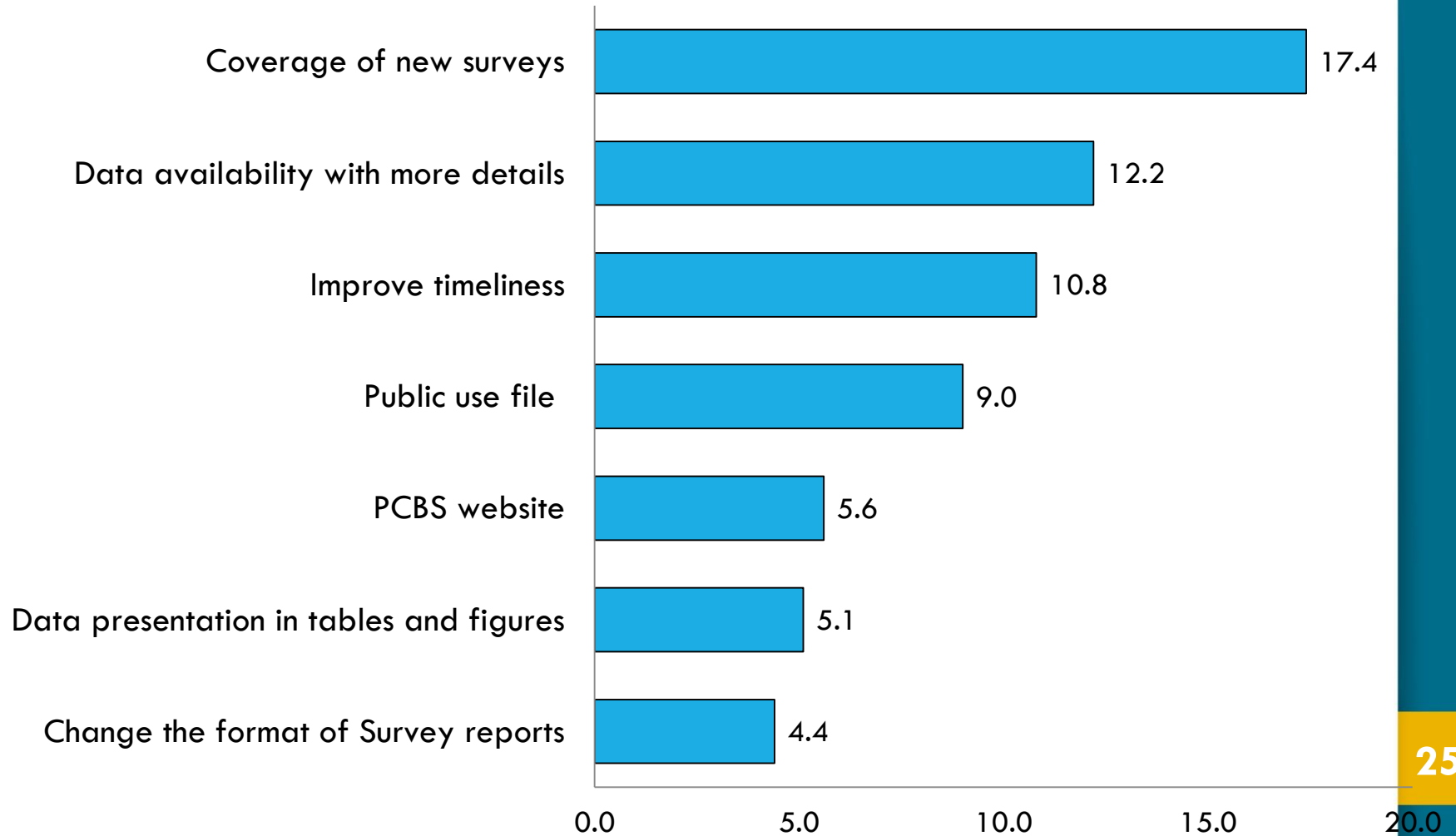


- Satisfied / Very Satisfied
- Uncertain
- Unsatisfied / Very Unsatisfied

Percentage distribution of PCBS great need to develop its work from the point of view of individual



Percentage distribution of PCBS great need to develop its work from the point of view of institution



Users - Producers Dialogue

- ❑ Since its establishment, PCBS was keen to keep the user-producer dialog as a main pillar for its overall mission.
- ❑ Coordination and consultation with data users ,and stakeholders is key and has taken many forms including conferences, workshops and focused groups meetings to discuss results of key surveys and receive feedback for better tailoring of activities to serve users' needs..
- ❑ In this context, PCBS organized 39 workshops, 5 conferences.



Special Event on the Occasion of the International Day of the People with Disabilities



A Workshop on CEDAW Treaty

The following table shows the number of activities implemented by PCBS under the Users - Producers Dialogue Program during 2010 – 2018.

2010	2011	2012	2013	2014	2015	2016	2017	2018
28	30	24	25	20	41	51	22	39

