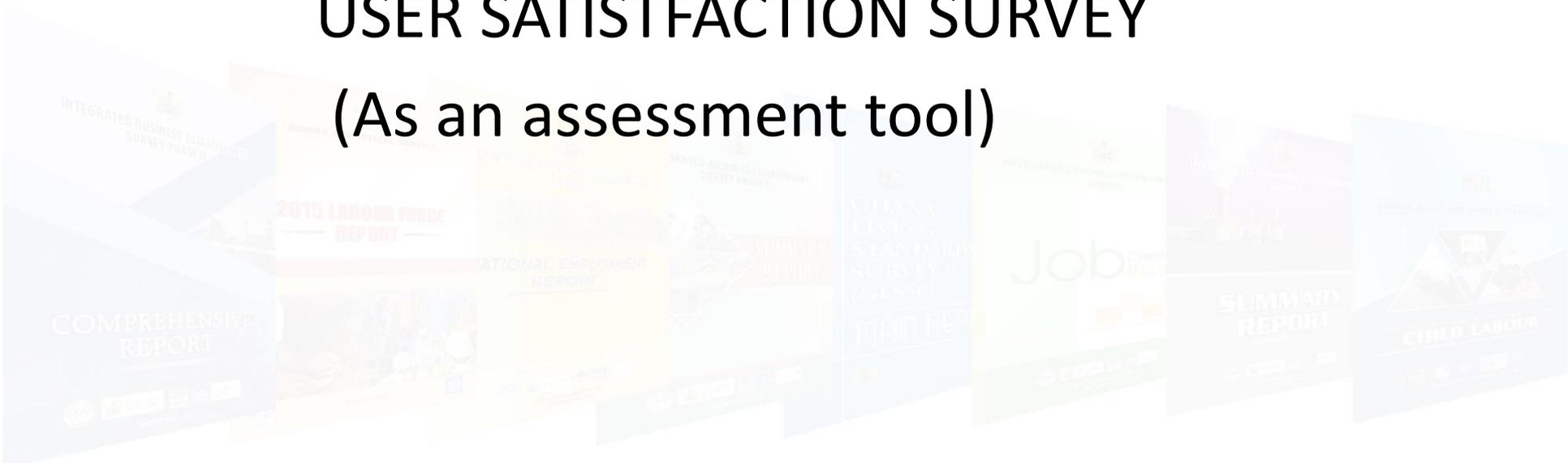




PRESENTATION

ON

USER SATISFACTION SURVEY (As an assessment tool)





OUTLINE of PRESENTATION

- Introduction
- Statistical products
- Evaluation NSS
- Questions asked in the assessment
- Outcome of assessment





Introduction

- The main aim of producers of official statistics is to provide quality, timely and comprehensive information to inform policy decision.





Role of GSS (NSO)

- GSS is mandated by law to coordinate the activities of all other data producers within the NSS.
- It also collects, collates, analyses and disseminates socio-economic data on the country to meet the needs of all users.
- GSS is recognised as the producer of official statistics in the country





Statistical products

- Demographic Statistics
- National Accounts Statistics
- Trade Statistics
- Education Statistics
- Health Statistics
- Censuses and surveys data
- Cartographic/Spatial data





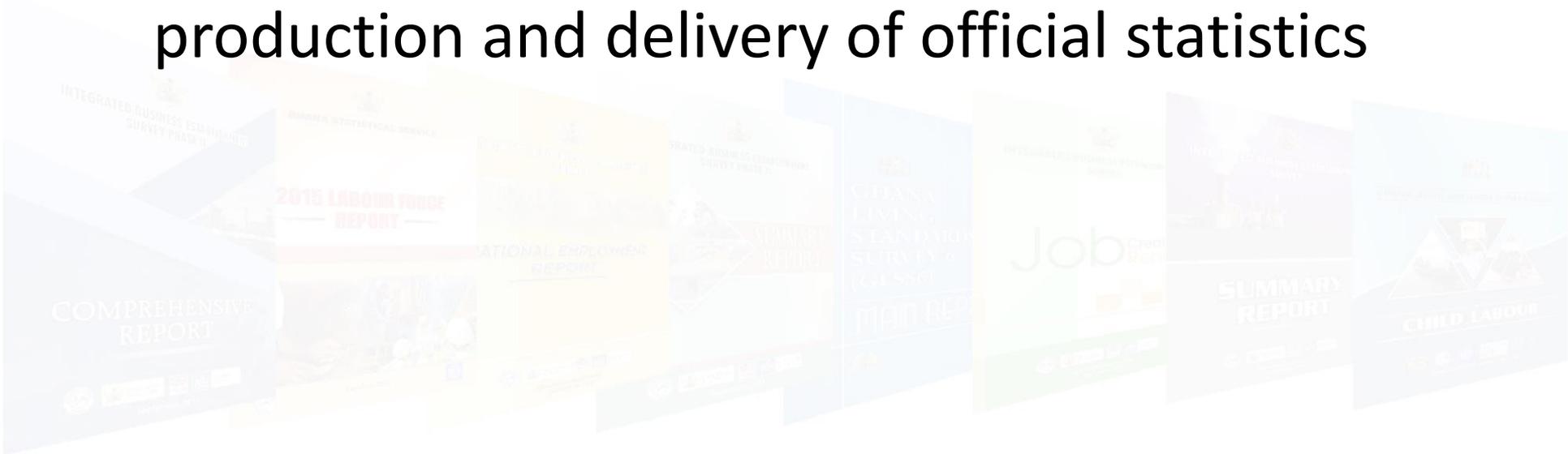
Assessment of data

- User satisfaction surveys are conducted periodically by GSS(NSO) to assess the level of satisfaction of users of the products and services provided by all sectors within the NSS.





- The aim of the USS is to assess the level of satisfaction and perceptions of users of the statistical products and services within the NSS and consequently improve upon the production and delivery of official statistics





SAMPLE FRAME

- The list of users of official statistics compiled by GSS within the years preceding the year of the survey serves as a sampling frame.
- The list comprises users of statistics in the government sector, business community, education sector, media, international agencies, civil society organizations and individual researchers.





QUESTIONS

The questionnaire was divided into five sections:

- Section A: asked about the respondents' use of official statistics
- Section B: asked about the respondents' views on the quality of official statistics
- Section C: asked questions about the quality of service delivery by the GSS





- Section D: asked questions about the quality of statistical products and services provided by selected MDAs in the National Statistical System.
- Section E asked about the respondents' background





- In developing the questionnaire, the survey took into account, users' satisfaction with the following quality dimensions: relevance, accuracy and reliability, timeliness, coherence and comparability, accessibility and clarity.





EVALUATION OF THE NSS

The User Satisfaction Index (USI) was used to do the overall evaluation of the performance of NSS. The USI score is derived from ten latent factors relating to:

Timeliness, Relevance, Frequency, Presentation style, Accessibility, Cost, Accuracy, Web interface design, and Quality of analysis.





RESULT

- The USI score for the National Statistical System was 79.5 percent.





CONCLUSION

Though the overall performance of the NSS was good, most of the MADs could not meet all the data needs of their client.

Hence, the need to improve on the quality of official statistics in terms of accuracy, timeliness and frequency of releases and accessibility by all sectors within NSS.





END OF PRESENTAION

THANK YOU

