

## REPORT

### **on the analysis and comparison of the results of the online survey on providing users with statistical data for 2021 and the results of the survey conducted in 2020**

The survey consists of questions that reflect the users' field of activity, their interests, what statistics they trust, users' assessment of the statistical activity in terms of quality, the ease of use of the Committee's website, the evaluation of the relevance and completeness of statistical data, the quality of the level of service to users, whether the users of statistical data are aware of the dissemination calendar of the State Statistical Committee, how satisfied they are with activity of the State Statistical Committee, etc.

As of 16.12.2021, 56.1 percent of those who participated in the survey were natural persons, 34.5 percent represented non-state enterprises, and 9.4 percent represented the public administration bodies. In comparison with the same period of 2020, the number of natural persons participated in the survey increased by 0.2 percent, the number of non-state enterprises increased by 0.1 percent, and the number of public administration bodies decreased by 0.3 percent. Among the fields of interest, labour market, population and gender statistics, industry, trade, price, tourism, education, science and culture, finance and banking, energy, agriculture, and construction statistics dominate.

41.2 percent of those who expressed their opinion stated that they use statistical data for more than 5 years, and 49.3 percent noted that they use statistical data every month. In comparison with the same period of the previous year, the number of those who used statistical data for more than 5 years increased by 0.2 percent, and the number of those who use statistical data every month increased by 0.3 percent.

The number of users who indicated that the website of the State Statistical Committee is the main source of obtaining statistical information compared to the same period of the previous year increased by 0.3 percent and made 70.3 percent. Most of those who expressed their opinion stated that they use the website regularly. After that, the publications of the State Statistical Committee and mass media information were indicated as the most important source of information.

To the question of the survey "Do you trust the State Statistical Committee and the statistics it publishes?" 74.5 percent of participants replied "Yes", 20.3 percent – "Partially", and 5.2 percent did not express their opinion. In comparison with the same period of the previous

year, the number of those who replied “Yes” increased by 0.2 percent, the number of those who replied “Partially” increased by 0.1 percent, and the number of those who did not express their opinion decreased by 0.3 percent.

**Table 1**

The level of confidence in the data on the following indicators presented by the State Statistical Committee in terms of their relevance to the real situation (in percent)

	Trust	Partially trust	Do not trust	Do not know
Population size	92.6	7.4	-	-
Population income	77.7	13.5	8.8	-
Poverty level	60.4	23.8	15.8	-
Unemployment rate	74.4	21.9	3.7	-
Growth rate of gross domestic product (GDP)	79.8	20.1	0.1	-
Industrial production	81.0	17.8	-	1.2
Inflation rate	81.5	14.0	2.4	2.1
Average monthly salary	81.0	13.0	6.0	-

As shown in the table, the survey participants trust in data on the population size more. Thus, 92.6 percent of those who expressed their opinion stated that they trust in this indicator. 81.0 percent of users stated that they trust in data on industrial production and salary, more than 81.0 percent of users on inflation, and more than 77.0 percent of users on the growth rate of population income and GDP. In terms of confidence, the lowest result was related to the poverty level.

As a result of the analysis of the table, it was determined that compared to the same period of 2020, the number of users who stated trust in data on population size increased by 0.2 percent, population income - 0.4 percent, poverty level - 0.2 percent, unemployment rate - 0.1 percent, industrial production - 0.2 percent, inflation rate - 0.2 percent and the salary - 0.2 percent. The number of users who stated that they partially trust in data on population size decreased by 0.2 percent, population income - 0.1 percent, poverty level – 0.1 percent, GDP - 0.1 percent, industrial production – 0.1 percent and the salary – 0.1 percent. No users stated

that they do not trust in data on population size and income. However, the number of those who stated that they do not trust in data on population income decreased by 0.3 percent, poverty level – 0.1 percent, unemployment level – 0.1 percent, inflation rate – 0.1 percent, and the salary – 0.1 percent.

**Table 2**

Relation to the specified provisions (in percent)

	Yes	Partly	No	Do not know
The State Statistical Committee provides good (quality) statistical information	75.3	21.4	0.3	3.0
Statistical information of the State Statistical Committee reflects more important social events	76.2	20.4	3.4	-
The State Statistical Committee provides objective information	81.5	15.5	-	3.0
The State Statistical Committee regularly provides its information materials and services to users	80.1	14.3	1.1	4.5

By comparing the indicators shown in the table with the same indicators of the previous year, the following results were obtained:

- The number of users who replied “Yes” to the question “The State Statistical Committee provides good (quality) statistical information” compared to the corresponding period of the previous year increased by 0.4 percent and reached 75.3 percent of the total number of users, the number of those who replied “Partly” declined by 0.1 percent and amounted to 21.4 percent, and the number of users who replied “No” decreased by 0,1 and reached 0.3 percent, the number of those who replied “Do not know” declined by 0.2 percent and amounted to 3.0 percent;

- The number of users who replied “Yes” to the question “Statistical information of the State Statistical Committee reflects more important public events” compared to the corresponding period of the previous year increased by 0.2 percent, the number of those who

replied “Partly” declined by 0.2 percent, the number of those who replied “No” remained stable and there were no users who replied “Do not know”;

- The number of users who replied “Yes” to the question “The State Statistical Committee regularly provides its information materials and services to users” increased by 0.2 percent compared to the corresponding period of the previous year and the number of those who replied “Do not know” decreased by 0.2 percent.

The following results on the survey questions related to the website of the State Statistical Committee were obtained:

**Table 3**

in percent

	Yes	No	Do not know
The design of the website is interesting	97.7	2.0	0.3
The website is easy to use	93.4	4.4	2.2
I quickly access the information I'm looking for	89.2	7.9	2.9

As a result of the analysis of this table, compared to the same period of the previous year, the number of those who replied “Yes” to the question “The design of the website is interesting” increased by 0.1 percent and reached 97.7 percent, the number of those who replied the question “The website is easy to use” increased by 0.1 percent and reached 93.4 percent and the number of those who replied to the question “I quickly access the information I'm looking for” increased by 0.1 percent and reached 89.2 percent. The number of those who replied “No” to the question “The design of the website is interesting” decreased by 0.1 percent and reached 2.0 percent, and the number of users who replied “No” to the question “The website is easy to use” decreased by 0.1 percent and reached 4.4 percent, the number of those who replied “No” to the question “I quickly access the information I'm looking for” remained unchanged. The number of users who replied “Do not know” to the question “I quickly access the information I'm looking for” declined by 0.1 percent.

89.9 percent of respondents who gave a positive reply to the question “The State Statistical Committee publishes statistical data in due time”, which means an increase of 0.1 percent compared to the corresponding period of the previous year.

89.9 percent of those who participated in the survey (0.1 percent more compared to the same period of the previous year) considered the statistical data published by the State Statistical Committee to be relevant and complete, while 10.1 percent (0.1 percent less compared to the same period of the previous year) agreed partially.

**Table 4**

Opinion on the level of service to users (in percent)

	Yes	No	No opinion
Can you get clarifications or comments on the data from the State Statistical Committee by phone or e-mail?	91.5	3.1	5.4
Does the State Statistical Committee publish statistical data in a user-friendly form?	94.3	2.0	3.7

The number of users who replied “Yes” to the question “Can you get clarifications or comments on the data from the State Statistical Committee by phone or e-mail?” increased by 0.2 percent, while the number of those who stated “No opinion” decreased by 0.2 percent. The number of users who replied “Yes” to the question “Does the State Statistical Committee publish statistical data in a user-friendly form?” increased by 0.2 percent, the number of those who replied “No” remained unchanged, and the number of those who stated “No opinion” declined by 0.2 percent.

Below are the answers to the question “In general, how do you evaluate the activities of the State Statistical Committee?”:

in percent

Poor	Good	High	No opinion
0.2	52.7	46.4	0.7

As can be seen from the table, the number of users who replied “Good” to the question “In general, how do you evaluate the activities of the State Statistical Committee?” increased by 0,1 percent and reached 52,7 percent compared to the same period of the previous year, the

number of users who marked “High” and “Poor” remained unchanged, the number of those who replied “No opinion” decreased by 0.1 percent and reached 0.7 percent.

It can be seen from the replies that the overwhelming majority of those who expressed their opinion stated their satisfaction with the activity of the State Statistical Committee. Summarizing the survey results, it can be said that compared to the same period of 2020, the attitude of statistical data users to statistical data and its quality, to the activity of the statistical body is positive.

**Department of Information and Public Relations**