

Results of the carried out survey on studying of the opinion of statistical data users' in 2010

Strategic aim of the state statistical agency is provision of all users with complete, reliable and timely data on social, economic, demographic and ecological situation of the country. Assessment of the quality of statistical data as well as express confidence in activity of the statistical agency by statistical data users' is one of the important issues.

Firstly in 2009, repeatedly in 2010 the State Statistical Committee was carried out a survey on assessment of the confidence level of users in official statistics in the framework of execution of the State Program on "Improvement of the official statistics in the Republic of Azerbaijan during 2008-2012". The main methodological term of the carried out survey is guided to the received criterions reflected in the official documents of Eurostat, OECD and other international organizations. Compliance of data, confidentiality of private data, objectivity, possibility and clarity, fullness, operativeness and exactness are included here.

The aim of the carried out survey is to improve statistical data dissemination by means of definition of needs of users and to increase confidence level in statistical agency.

Statistical data is estimated according to the following parameters: actuality, reliability, detailed, operativeness, periodicity of presentation, time comparison. As well as, easiness on reading and understanding of data, availability of methodological explanations and analysis of the State Statistical Committee, graphic description of data and existence of different formats of their presentation is studying as an effort of statistical data.

Level of professionalism on presentation of data by the employer of statistics also estimated in the survey.

Different indicators such as population size and income, level of unemployment, growth rate of GDP, inflation rate are used for assessment of the confidence level of users in important published statistical data. Here respondents assess how the data reflects a real situation of certain area by means of corresponding indicators.

Total assessment of the statistical activity is indicated at the end of the questionnaire. This evaluation gives possibility to study the level of satisfaction by different items such as: the SSC presents quality information, statistical information of the SSC reflects major social events, the SSC presents impartial data, the SSC presents information and provided with services own users regularly and etc. Generally, level of satisfaction with the activity of the statistical agency is defined at the end.

Answers to questions of the questionnaire have been assessed based on 10 grade assessment scale. Here “1” indicates poor grade, “10” – excellent grade.

Eight special indices were used for calculation of the satisfaction index (number of primary indicators used for calculation of the special indices was indicated in brackets): evaluation of the statistical data quality (6); evaluation of the quality of statistical data presentation (7); evaluation of the easiness of data retrieval at web page (1); evaluation of services rendered to user obtained information by means of e-mail, phone or letter (4); assessment of the activities of employees of the statistical agency (5); assessment of the confidence of users in statistical indicators issued by SSC (5); assessment of activities of the statistical agency (4); assessment of the satisfaction related with activities of the SSC (1).

Six primary indicators were used for calculation of the index of assessment of statistical data quality: relevance, reliability and completeness of the data, immediacy and periodicity of data presentation, comparability of the data. Equal weights were used on calculation of the special indices.

Three special indices were used for calculation of the confidence index in activity of the statistical agency. These special indices were assessment of the statistical data quality, confidence level in issued statistical indicators and assessment of the activity of the statistical agency.

The weight rates defined in the result of expert assessment were used in the calculation of the satisfaction and confidence indices. Equal weights were used in definition of the satisfaction index. The weight of the confidence index in issued statistical indicators was equal to 0.5 and the weight of the rest two special indices was equal to 0.25.

Survey on studying of the opinion of statistical data users' is planning carrying out once in a year on a regular basis. 2093 organizations were covered by survey conducted in 2010. This survey was carried out in all part of the country. Information on participants was indicated in below-mentioned table:

	2010	
	Number	Share in total volume, percent
Participants, total	2093	100
including:		
Organs of public authorities	599	28.6
Research institutions	73	3.5
Radio and TV company, information agencies	24	1.1
Press (newspapers, magazines) and publishing house	60	2.9
Marketing, consulting and advertising agency	17	0.8
Financial organizations (Bank, insurance, investment fund and etc.)	230	11.0
Industrial enterprises	259	12.4
Agency of construction organizations and real estates	161	7.7
Transport enterprises	88	4.2
ICT enterprises (communication, telecommunication and etc.)	77	3.7
Trade organizations	223	10.7
Organizations provided with communal and social services	203	9.7
other	79	3.7

Indices of satisfaction and confidence were calculated based on obtained information. It should be noted that, in contrast to the previous survey this time the respondents were grouped on country scale as a whole by economic regions, as well as separate areas of activity and the final results were obtained. The prices of special indices are the followings:

Name of indices	Price of index
evaluation of the statistical data quality	8.2
evaluation of the quality of presentation of statistical data	8.3
evaluation of the easiness of data retrieval at web page of SSC of the Republic of Azerbaijan	8.4
evaluation of services rendered to user obtained information by means of e-mail, phone or letter	8.7
assessment of the activities of employees of the statistical agency	8.7
assessment of the confidence level of users in statistical indicators issued by SSC	8.1
assessment of activities of the statistical agency	8.5
total assessment of the satisfaction related with activities of the SSC	8.5
Satisfaction index of user	8.4
Confidence index of user	8.2

According to the system of 10 point the users' satisfaction index was equal to 8.4 and confidence - 8.2. These indicators in survey carried out 2009 correspondingly were 8.36 and 7.03. This shows increasing on satisfaction, also, relatively increasing of confidence to the activity of statistical body.

The best results were found with respect to average grade of activities of employees of the statistical agency (8.7), average grade of services rendered to user that obtains information by means of e-mail, phone or letter (8.7), comparatively

low results were received with respect to average assessment of the confidence level of users in statistical indicators issued by SSC (8.1) and assessment of the statistical data quality (8.2).

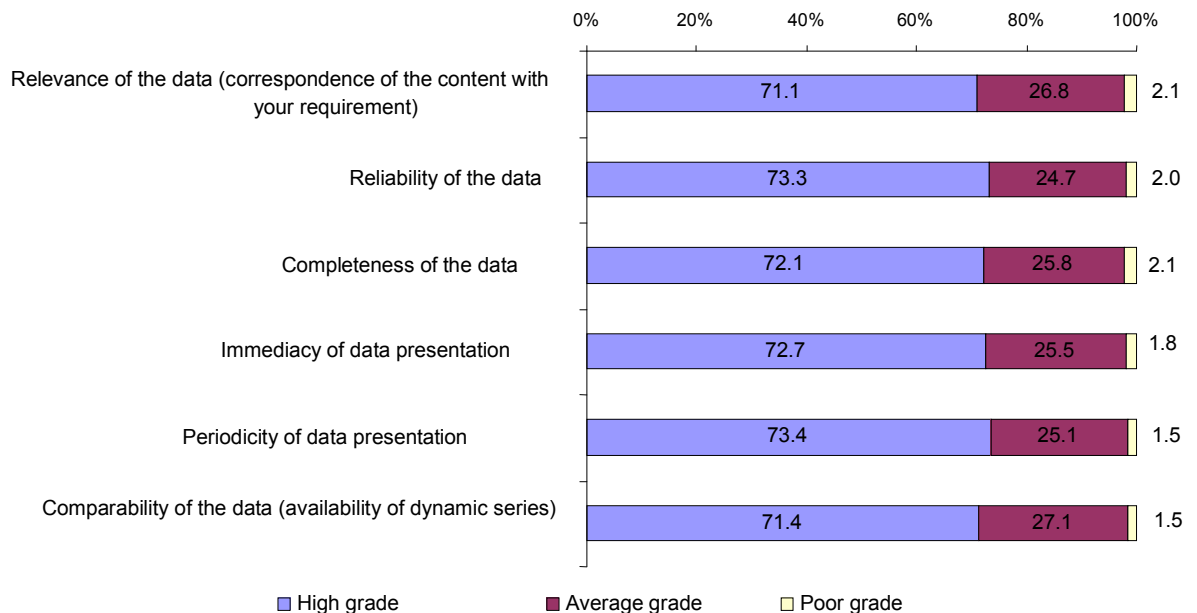
Indices on economic regions

Name of index	Baku	Absheron	Ganja-Gazakh	Shaki-Zagatala	Lankaran	Guba-Khachmaz	Aran	Daglig Shirvan	Nakhcivan
Evaluation of the statistical data quality	7.7	9.2	8.1	8.1	8.6	8.1	8.1	8.1	9.0
Evaluation of the quality of presentation of statistical data	7.7	9.1	8.2	8.1	8.5	8.3	8.1	8.3	9.0
Evaluation of the easiness of data retrieval at web page of SSC of the Republic of Azerbaijan	8.1	9.3	8.0	8.6	8.9	8.6	8.1	9.0	8.9
Evaluation of services rendered to user obtained information by means of e-mail, phone or letter	8.2	9.6	8.5	8.8	8.6	9.1	8.5	9.3	9.1
Assessment of the activities of employees of the statistical agency	8.1	9.5	8.7	8.7	8.7	8.9	8.5	9.3	9.0
Assessment of the confidence level of users in statistical indicators issued by SSC	7.5	9.3	7.7	8.0	8.1	7.9	8.1	8.1	9.0
Assessment of activities of the statistical agency	7.9	9.5	8.3	8.3	8.7	8.5	8.4	8.8	9.0
Total assessment of the satisfaction related with activities of the SSC	8.0	9.5	8.4	8.3	8.9	8.3	8.5	8.9	8.9

Satisfaction index of user	7.9	9.4	8.2	8.4	8.6	8.5	8.3	8.7	9.0
Confidence index of user	7.6	9.3	8.0	8.1	8.4	8.1	8.2	8.3	9.0

From the above table can understand that, the highest indices were obtained in Absheron economic region, the lowest indicators was registered in Baku.

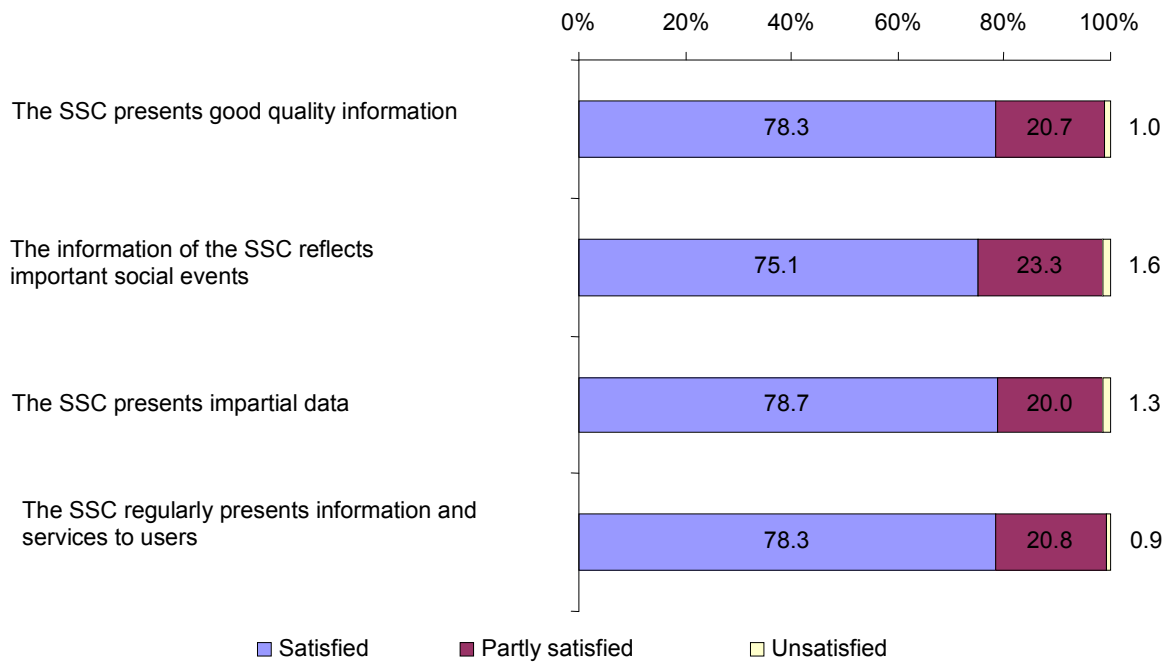
Final diagram on assessment of the statistical data quality presented by SSC



Note: grade from 1 to 3 includes poor assessment, from 4 to 7 – average assessment, from 8 to 10 – high assessments. Final results are calculated as ratio of the number of estimators to total number of the respondents.

According to the results of the diagram it was clear up that majority of parameters were highly assessed by respondents. The best grade made 69.0 per cent (periodicity of data presentation). Note that the previous survey, this figure was 69.0 percent

Final diagram on assessment of the statistical data quality presented by SSC

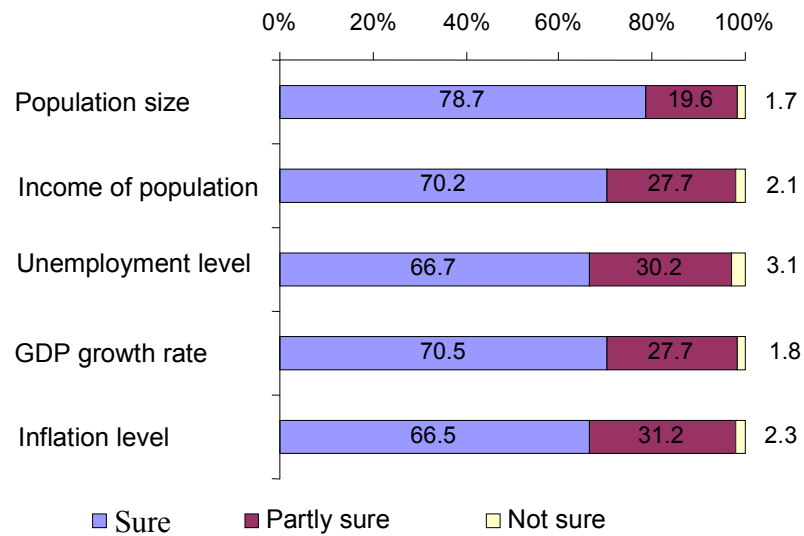


Note: grade from 1 to 3 includes unsatisfied, from 4 to 7 – partly satisfied, from 8 to 10 – satisfied.

Majority of respondents were agreeing with corresponding opinions. The highest assessment referred to “SSC presents impartial data” (78.7 per cent) and “SSC regularly presents information and services to users” (78.3 per cent). 75.1 per cent of respondents were agreeing with opinion of the SSC reflects important public events”.

Generally, four out of every five respondents indicated that they are satisfied with activity of the SSC, 19.5% of respondents– partly satisfied, 0.5 per cent – unsatisfied. During previous survey these indicators correspondingly were 73.9, 24.6 and 1.5%.

Diagram of users' confidence level in issued statistical data



Note: grade from 1 to 3 includes not sure, from 4 to 7 – partly sure, from 8 to 10 – sure.

Highest assessments refer to data on population size. 78.7 per cent of respondents expressed confidence in data on population size, as well as 70.5% GDP growth rate, 70.2% - income of the population, 66.7% - unemployment level, 66.5% -inflation rate.

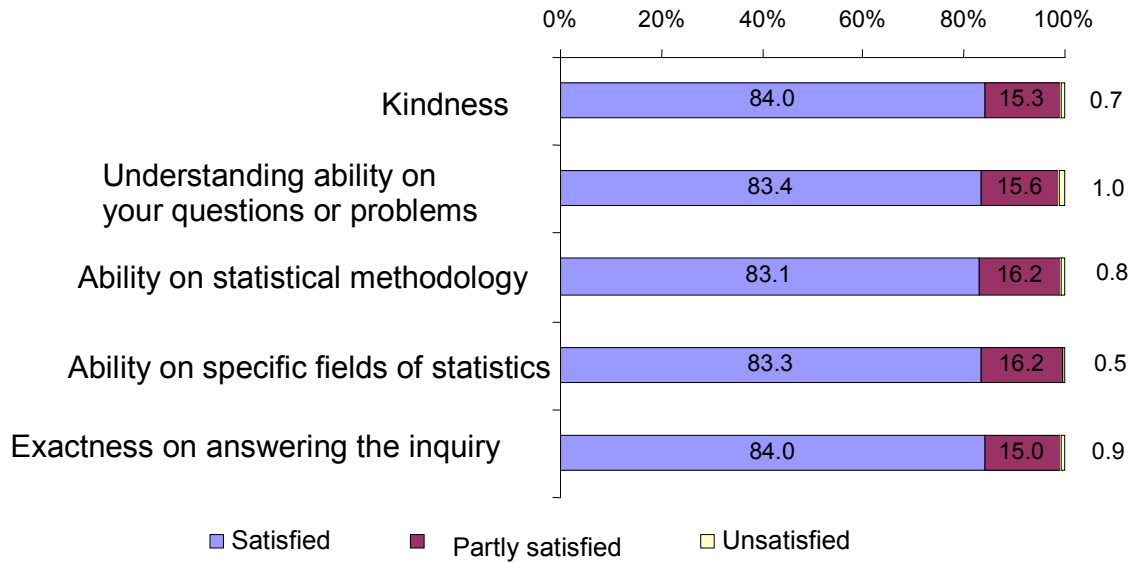
Table on assessment of confidence of statistical indicators published by different activity fields

	Number of population	Income of population	Unemployment level	GDP growth rate	Inflation rate
All groups	8.4	8.0	7.9	8.1	7.9
Organs of public authorities	8.6	8.2	8.2	8.3	8.2
Research institutes	8.1	7.6	7.2	7.5	7.5
Radio, TV company and information agencies	8.5	8.3	8.3	8.5	8.3
Newspaper, magazine and publishing houses	8.6	8.2	8.0	7.9	8.1
Marketing, consulting, advertising agencies	8.6	8.3	8.1	8.1	8.1
Finance (bank, insurance, investment fund and etc.)	8.3	7.9	7.7	8.1	7.9
Industry	8.2	7.8	7.6	7.7	7.7
Construction, real estate	8.5	8.1	7.9	7.9	7.9
Transport enterprises	8.5	8.0	7.8	8.1	7.8
ICT enterprises (communication, telecommunication and etc.)	8.7	8.2	8.3	8.5	8.2
Trade	8.2	7.7	7.4	7.8	7.5
Organizations provided communal and social services	8.5	8.1	8.0	8.1	7.9

Indices on different types of activity

Name of index	Organs of public authorities	Research institutions	Radio, TV company and information agencies	Finance (bank, insurance, investment fund and etc.)	Industry enterprises	Construction organizations and real estate agencies	Transport enterprises	Trade organizations	Organizations provided communal and social services
Evaluation of the statistical data quality	8.3	8.0	8.6	8.1	8.1	8.2	8.2	8.0	8.2
Evaluation of the quality of presentation of statistical data	8.3	7.8	8.6	8.1	8.2	8.2	8.3	8.1	8.3
Evaluation of the easiness of data retrieval at the web page of SSC	8.3	7.9	8.6	8.3	8.6	8.8	8.7	8.2	8.5
Evaluation of services rendered to user obtained information by means of e-mail, phone or letter	8.7	8.2	9.1	8.6	8.6	8.7	8.9	8.6	8.8
Assessment of activities of employees of the statistical agency	8.7	8.0	8.7	8.6	8.7	8.8	8.8	8.7	8.6
Assessment of the confidence level of users in statistical indicators issued by SSC	8.3	7.6	8.4	8.0	7.8	8.1	8.0	7.7	8.1
Assessment of activities of the statistical agency	8.6	8.1	8.8	8.3	8.3	8.5	8.5	8.3	8.5
Assessment of the satisfaction related with activities of the SSC	8.6	8.0	8.8	8.5	8.4	8.6	8.7	8.3	8.5
Satisfaction index of user	8.5	7.9	8.7	8.3	8.3	8.5	8.5	8.2	8.4
Confidence index of user	8.4	7.8	8.5	8.1	8.0	8.2	8.2	7.9	8.2

Assessment of activities of employees of the SSC



Note: grade from 1 to 3 includes unsatisfied, from 4 to 7 – partly satisfied, from 8 to 10 – satisfied.

Final results for each group are calculated as a proportion of the total number of respondents in the number of price-makers.

Satisfied with the activity of different types of activity of the employees of SSC, percent

	Organs of public authorities	Research institutions	Radio, TV company and information agencies	Finance (bank, insurance, investment fund and etc.)	Industry enterprises	Construction organizations and real estate agencies	Transport enterprises	Trade organizations	Organizations provided communal and social services
Kindness	84.1	74.6	95.5	85.6	80.0	85.1	85.5	86.3	81.9
Understanding ability on your questions or problems	84.8	70.9	90.9	84.4	79.0	81.6	84.1	85.7	81.9
Ability on statistical methodology	82.7	72.7	90.9	80.8	82.5	87.7	85.5	85.1	79.2
Ability on specific fields of statistics	83.1	63.6	90.9	80.8	81.5	85.9	88.4	87.6	83.9
Exactness on answering the inquiry	84.1	67.3	90.9	81.4	83.5	85.9	85.5	88.8	81.9

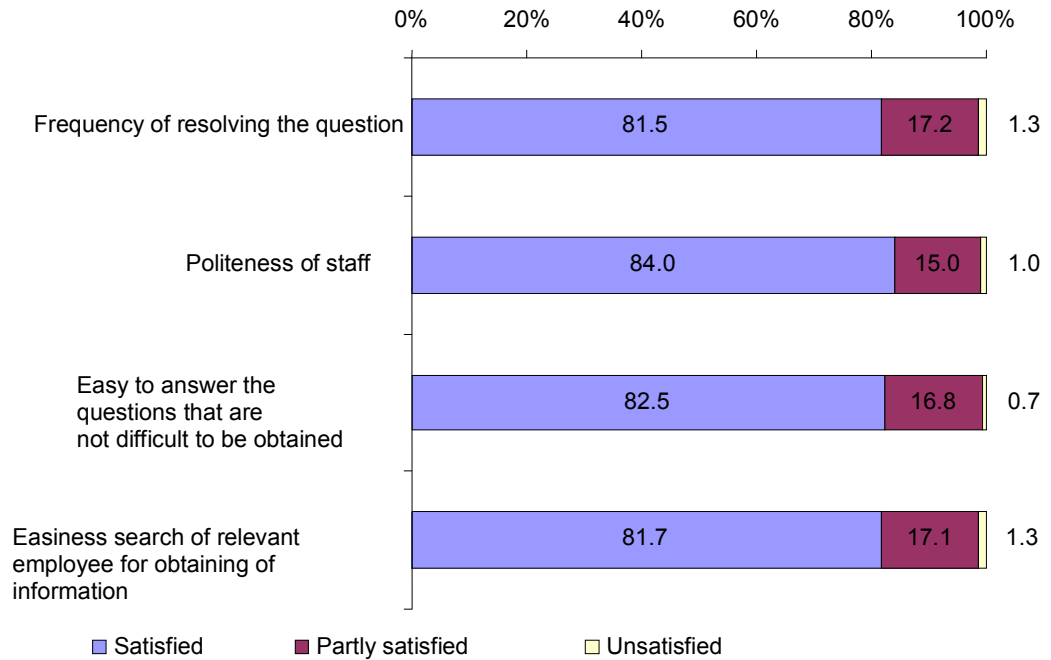
Note: Grade from 8-10 includes "satisfied".

Satisfied with activity of SSC employees by economic regions, percent

	Baku	Absheron	Ganja-Gazakh	Shaki-Zagatala	Lankaran	Guba-Khachmaz	Aran	Daglig Shirvan	Nakhchivan
Kindness	70.3	95.9	83.8	93.7	86.7	87.7	77.8	96.6	100.0
Understanding ability on your questions or problems	67.6	95.9	81.3	93.0	83.7	90.8	78.2	97.7	100.0
Ability on statistical methodology	68.1	93.9	78.4	91.6	82.7	87.7	79.8	95.6	100.0
Ability on specific fields of statistics	67.0	95.9	83.4	88.8	84.7	87.7	78.6	97.7	100.0
Exactness on answering the inquiry	70.9	97.9	84.2	96.5	80.6	87.7	77.8	96.6	98.9

Note: Grade from 8-10 includes “satisfied“.

Evaluation of services rendered to user obtained information by means of e-mail, phone or letter



Note: grade from 1 to 3 includes unsatisfied, from 4 to 7 – partly satisfied, from 8 to 10 – satisfied.

Final results for each group are calculated as a proportion of the total number of respondents in the number of price-makers..

Satisfied with the services rendered to user obtained information by means of e-mail, phone or letter on different types of activity, percent

	Organs of public authorities	Research institutions	Radio, TV company and information agencies	Finance (bank, insurance, investment fund and etc.)	Industry enterprises	Construction organizations and real estate agencies	Transport enterprises	Trade organizations	Organizations provided communal and social services
Frequency of resolving the question	80.5	68.0	91.3	84.9	78.5	81.2	87.3	81.3	81.5
Politeness of staff	84.8	68.0	100.0	85.5	76.7	82.9	90.5	82.7	87.0
Easy to answer the questions that are not difficult to be obtained	83.0	72.0	95.7	77.7	82.2	87.2	90.5	79.9	80.8
Easiness search of relevant employee for obtaining of information	81.0	68.0	82.6	80.7	80.4	84.6	90.5	79.9	84.9

Satisfied with the services rendered to user obtained information by means of e-mail, phone or letter on economic regions, percent

	Baku	Absheron	Ganja-Gazakh	Shaki-Zagatala	Lankaran	Guba-Khachmaz	Aran	Daglig Shirvan	Nakhchivan
Frequency of resolving the question	68.0	98.0	76.2	93.7	84.3	85.2	74.4	97.7	100.0
Politeness of staff	76.4	98.0	78.3	92.3	83.3	87.0	77.7	98.8	100.0
Easy to answer the questions that are not difficult to be obtained	69.7	98.0	79.3	88.1	77.8	87.0	77.7	98.8	100.0
Easiness search of relevant employee for obtaining of information	66.7	98.0	78.8	88.8	71.3	90.7	77.5	98.8	100.0