



Survey of CSO Users 2002

National Statistics Board

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Abbreviations:

BOP	Balance of International Payments
CIP	Census of Industrial Production
COP	Census of Population
CPI	Consumer Price Index
ED	Electoral Division
ESS	Eirestat Spreadsheet Service
FÁS	Foras Áiseanna Saothair
GIS	Geographic Information Systems
HBS	Household Budget Survey
NIE	National Income and Expenditure
MRBI	Market Research Bureau of Ireland
QNHS	Quarterly National Household Survey
RSI	Retail Sales Index
SAPS	Small Area Population Statistics
VEC	Vocational Education Committee
WPI	Wholesale Price Index

Chairperson's Preface

The National Statistics Board (NSB) is responsible to Government for developing its statistical strategy and this is done through the publication of five-yearly strategic plans, the latest of which is *Strategy for Statistics, 1998-2002*. This responsibility includes setting priorities for the compilation and development of official statistics in Ireland, and for guiding the strategic direction of the Central Statistics Office (CSO). The NSB oversees the implementation of these strategies by the CSO, which is the primary provider of statistical information in Ireland. Progress on implementation of these strategies is reported in annual or biennial Board reports¹.

The Board is, at present, preparing a new strategy for statistics, covering the period 2003-2008. This strategy will seek to meet new and emerging national demands for data to monitor economic and social change and increasing international data demands. In the context of the information age, this strategy will cover a broader range of areas than has been covered in the three preceding plans.

In order to determine the adequacy of the present system from the perspective of users, the Board has undertaken a survey of a representative group of key users of official statistics. The users were invited to comment on the present system and on progress made since the last user survey in 1997. They were also asked to identify the changes and improvements they would wish to see implemented over the next three to five years. The results of this survey are published in this Report to inform discussion and debate by the NSB and the wider community of users of statistics in Ireland.

The responses from users were, in the main, positive in that they identified many significant improvements since the last survey in the service provided by the CSO. As such, the results are very encouraging and indicate the added value that has been obtained from the increased resources which have been devoted to developing the statistical system over this period. There was a clear perception of a significant improvement by the CSO in the delivery of services (Section 3.1); in timeliness (Section 4.1); and in its capacity to meet the changing requirements of users (Section 4.6). There are many suggestions for improvements and these mostly revolved around: further development of the CSO website; access to small area statistics and anonymised microdata sets; more statistics on the new economy and social areas; and more interpretation by the CSO of its statistics. Progress has already been made on some of these suggestions by the CSO and the Board will consider the more strategic proposals in the context of the strategy which is currently in preparation.

Section 1 of the Report briefly describes the respondents to the survey. Section 2 provides an overall analysis of the usage of CSO products and services. Sections 3 and 4 summarise users' opinion on the service delivered by CSO as an organisation and on the quality of the statistical products it produces respectively. Section 5 reviews how complaints to the CSO were handled. Section 6 explores whether respondents regard the CSO as providing value for money. Section 7 summarises the views of data users who also supply survey data to CSO; while these are a relatively small group (only 20 per cent of user respondents), their replies show a positive attitude to supplying data to CSO and they suggest that the increased use of technology could reduce supplier burden. Section 8 summarises some general comments and suggestions by users as to how CSO products and services could be expanded or improved. Section 9 presents the response of the CSO to the findings of the survey. The questionnaire used in the survey is printed in full in Appendix 1.

On behalf of the Board, I would like to thank all the users who contributed to this survey – this type of feedback from users is essential if we are to ensure that official statistics in Ireland develop in tandem with societal needs. The constructive comments and criticisms are invaluable to the Board in its present deliberations and to the CSO in informing its staff in a systematic and open way of the opinions of those who use its products and services.

Frances Ruane
Chairperson

¹ Implementation of Strategy for Statistics, 1998-2002: Progress Report 2001 (Stationery Office, Dublin, July 2002)

1 Respondent profile

A detailed questionnaire (see Appendix 1) was issued to 314 organisations and individuals at the end of 2001. A total of 170 usable questionnaires were received and are included in the analysis in this report. These questionnaires relate to 149 organisations as some organisations sent in more than one completed questionnaire. Where possible, the responses received are compared with those of the last NSB survey of CSO users, which was undertaken in 1997 as part of the preparation for the NSB 1998-2002 strategy. There were 151 usable questionnaires returned in the 1997 survey. For the purposes of the tabular analyses in this report, respondents have been classified into eight categories as indicated in Table 1.1.

Table 1.1 Distribution of survey respondents by category

User category	2002	1997
Consultants; Market Research	12	9
Third Level; Research	33	25
Financial; Stockbrokers	15	13
Government Departments	18	19
Media; Political; Business	12	13
Local Administration	38	22
Representative Bodies	14	16
State Sponsored Bodies	28	34
All returns	170	151

Details regarding each of the user categories are as follows:

- Consultants; Market Research:** Organisations such as Fitzpatrick Associates, Goodbody Economic Consultants, and MRBI.
- Third Level; Research:** Universities, Institutes of Technology, Economic and Social Research Institute.
- Financial; Stockbrokers:** Banks, insurance companies, building societies and stockbrokers.
- Government Departments:** Government Departments only.
- Media; Political; Business:** Media, political parties, large manufacturing and distribution concerns.
- Local Administration:** Corporations, County Councils, Health Boards, Dublin Port, City of Dublin VEC, Mid-East Regional Authority.
- Representative Bodies:** Industry or business associations, farm organisations, trade unions.
- State Sponsored Bodies:** Organisations such as Bord Fáilte, An Bord Bia, Equality Authority, National Council on Ageing and Older People, Environmental Protection Agency, FÁS, Industrial Development Authority Ireland, Disability Federation, National Economic and Social Council, Combat Poverty Agency, Shannon Development, Teagasc, Údarás na Gaeltachta, Voluntary Health Insurance, and commercial semi-state organisations.

2 Service and product usage

This section outlines the CSO products and services most frequently accessed by users, tracks changes in usage of products and services since the last user survey and discusses the methods by which users access information from the CSO.

2.1 Particular areas of interest

Respondents were asked to list the CSO statistical series that they use. The Quarterly National Household Survey (63), Census of Population (53), Consumer Price Index (50) and National Accounts (39) were the specific statistical series most frequently used by the respondents in the 2002 survey. In comparison with the 1997 user survey, respondents reported reduced usage. There was significantly reduced usage of the Census of Population, External Trade, Services and Agricultural statistics. The delayed census and an element of non-response (8 per cent) to this question in the 2002 survey explains much of the reduction in usage. The very significant increase in the use of the CSO website and the electronic availability of data may also have impacted on the respondents answers in Table 2.1.

Table 2.1 CSO statistical series used by survey respondents

Statistical series	2002	1997	Statistical series	2002	1997
Demography	113	133	Services	25	57
Census of Population	53	75	Retail Sales Index	16	13
Vital Statistics	17	22	Services	6	6
Demography and Labour Force	14	4	Census of Services	3	15
Annual Population and Migration	11	6	Public Sector Employment/Earnings	-	12
Small Area Population Statistics	9	7	Other	-	11
Population or Labour Force Projections	4	11			
Local Population Reports	4	3	Building and Construction	23	27
Other	1	5	Building and Construction	10	6
			Planning Permissions	7	9
Labour market	98	114	Employment	5	5
Quarterly National Household Survey	63	72	Other	1	7
Live Register analyses	18	28			
Employment or Unemployment	17	13	Agriculture	19	46
Other	-	1	Census of Agriculture	5	5
			Output, Input and Income	4	8
Economic	91	126	Agricultural Prices	4	3
National Accounts	39	47	Other	6	30
External Trade	22	46			
Balance of Payments	16	16	General publications	19	43
General economic/financial statistics	14	14	<i>Economic Series</i>	8	12
Other	-	3	<i>Statistical Bulletin</i>	6	16
			<i>Statistical Abstract/Yearbook</i>	4	14
Prices	90	113	<i>Other</i>	1	1
Consumer Price Index	50	55			
Wholesale Price Index	10	14	Tourism and Transport	17	27
Household Budget Survey	17	32	Tourism/Travel	9	5
Prices	9	11	Transport	5	4
Other	4	1	Vehicle Licensing	3	9
			Other	-	9
Industry	42	73			
Census of Industrial Production	12	25	Other areas	19	23
Industrial Production	10	15	Earnings	12	6
Industrial Earnings/Hours Worked	9	12	Housing	3	3
Employment	6	9	Health	2	3
Industrial Statistics	5	6	Education	2	3
Other	-	6	Other	-	8

2.2 More frequently used CSO products and services

The QNHS² was identified by 25 users as the CSO product they were using more frequently than at the time of the last survey in 1997. The reasons given for its increased use were: its quarterly frequency; (the QNHS replaced the annual Labour Force Survey in late 1997); the inclusion of special survey modules in conjunction with the main survey; and the availability of time series data. The CSO website is also in greater use with praise for its ease of access and the wider availability of products free of charge. The quarterly and regional availability of national accounts was seen as greatly increasing their value. The possibility of combining Geographic Information Systems (GIS) techniques with the Census small area population statistics has added to their value, as has their electronic availability.

Table 2.2 More frequently used CSO products and services

Product/Service	128
QNHS	25
Website	17
National Accounts/Financial Statistics	14
COP/SAPS	13
Labour Market	8
Population/Labour Force Projections	6
CPI	6
Employment and Earnings	5
HBS	5
Industry/CIP	4
Census of Services	3
Vital statistics	3
Live Register	3
Other areas	16

2.3 Less frequently used CSO products and services

A number of users identified agricultural statistics (see Table 2.3) as being less in demand now than in the 1997 survey. Some respondents referred to the 1996 Census of Population as being out-of-date, given the widespread demographic changes that have occurred in Ireland since then. The postponement of the 2001 Census is likely to have been a factor in this regard. Website and electronic availability have reduced the need for phone queries and paper releases. There were 35 responses identifying services used less frequently in 2002 than in 1997, compared to 128 indicating services more frequently used, reflecting a significantly increased demand for CSO products and services.

² See table of abbreviations on page 6

Table 2.3 Less frequently used CSO products and services

Product/Service	35
Agriculture	7
COP	7
Printed Releases	4
CIP	2
Vital Statistics	2
BOP	2
All Statistics	2
Other	9

2.4 Method of receiving information from CSO

The CSO has made significant progress in electronic dissemination of its products in the last five years. The website, which was not available in 1997, is now in joint top place (see Table 2.4) as the main means by which users obtain CSO statistics.

Table 2.4 Method of receiving information from CSO

User category	Post	Fax	Disc	CD-ROM	Publications	E-mail	Website
Consultants; Market Research	6	4	3	2	8	7	10
Third Level; Research	14	8	8	9	26	11	25
Financial; Stockbrokers	8	7	-	1	6	10	13
Government Departments	12	7	3	2	11	10	11
Media; Political; Business	8	6	1	1	5	5	5
Local Administration	30	14	4	1	19	16	17
Representative Bodies	8	5	2	1	7	4	10
State Sponsored Bodies	22	10	5	6	18	11	17
All organisations	108	61	26	23	100	74	108

In comparison with the last survey, respondents are less satisfied with using post, fax and e-mail as methods of receiving information from the CSO, as shown in Table 2.5. Website usage was given a very good average satisfaction rating of 2.2.

Table 2.5 Average³ satisfaction rating with dissemination method

User category	Post	Fax	Disc	CD-ROM	Publications	E-mail	Website
Consultants; Market Research	2.2	2.3	2.3	1.5	2.9	2.0	2.5
Third Level; Research	2.2	2.8	2.5	2.7	2.4	1.7	2.4
Financial; Stockbrokers	2.3	1.7	-	4.0	2.2	1.9	2.0
Government Departments	2.2	2.1	2.3	1.5	2.0	1.9	1.7
Media; Political; Business	2.5	1.8	3.0	3.0	2.0	2.4	1.6
Local Administration	2.3	2.3	1.5	3.0	2.3	2.6	2.2
Representative Bodies	2.3	1.6	2.0	3.0	2.1	2.3	2.4
State Sponsored Bodies	2.5	3.2	3.6	3.2	2.3	1.4	2.1
All organisations 2002	2.3	2.3	2.5	2.7	2.3	2.0	2.2
All organisations 1997	2.1	1.7	2.6	-	2.4	1.4	-

2.5 Potential dissemination methods and their importance

Table 2.6 shows that users preferred dissemination methods were e-mail and the website. The CSO is progressively improving its website services and a number of respondents proposed that historical series and old releases should be made available on the website. Three users proposed a monthly newsletter which would keep users up-to-date with recent and impending developments.

Table 2.6 Preferred dissemination methods

Method	123
E-mail	35
Website	32
Post	19
CD-ROM	7
Publications	7
Disc	5
Fax	5
Monthly newsletter	3
Other	10

³ Scale of 1 to 7 (1 = "Extremely good", 7 = "Unsatisfactory")

3 Service delivery

This section reviews the user opinions of various aspects of service delivery by the CSO, including suggestions for where further improvements could be made.

3.1 Quality of service delivery

Table 3.1 identifies the importance respondents attach to various services and rates their level of satisfaction with the CSO for the same services. Although respondents rated courtesy as relatively less important (2.4), it is the aspect of service in which the CSO achieved its highest rating (1.6). This was also the case in the 1997 survey and the CSO rating has improved over the period. All ratings of CSO services were well above the mid-point of the range and in eight of the thirteen cases, they were in the top quartile (i.e., a rating of 2.5 or better). The pattern was similar in 1997 and it is encouraging that most improvement has been recorded in those areas where services were deemed to be weaker in 1997. Only one service (level of understanding of requests) was considered to be less satisfactory in 2002 than in the 1997 survey.

Table 3.1 Importance of aspects of service delivery and CSO rating

Aspects of service delivery	Importance of service to users ⁵	Level of satisfaction with CSO ⁴		
		2002	1997	Improvement in rating 1997-2002
Ease of contacting the office	1.5	1.7	2.0	0.3
Level of understanding of requests	1.5	2.0	1.9	-0.1
Ability to meet your requirements	1.5	2.2	2.5	0.3
Staff ability to answer your questions	1.6	2.0	2.1	0.1
Speed of response to your queries	1.7	2.1	2.1	0.0
Speed of delivery on required products	1.8	2.4	2.5	0.1
Technical expertise of staff	2.0	2.0	2.0	0.0
Willingness to adapt to meet your needs	2.0	2.8	3.0	0.2
Courtesy shown throughout dealings	2.4	1.6	1.8	0.2
Proactive in providing solutions	2.4	3.1	3.5	0.4
Being kept informed of progress	2.7	2.9	3.4	0.5
Level of contact maintained	3.0	2.9	3.1	0.2
Ability to anticipate customers requirements	3.1	3.1	3.5	0.4

When these services are examined by category of respondent, the CSO was regarded as having made considerable progress since 1997. The one exception was the Representative Bodies category which judged that a number of services had deteriorated (see Table 3.2).

Table 3.3 presents the detailed ratings for importance of service and level of satisfaction, cross-classified by user category and the aspects of service delivery.

⁴ Scale of 1 to 7 (1 = "Very satisfactory", 7 = "Totally unsatisfactory")

⁵ Scale of 1 to 7 (1 = "Very important", 7 = "Totally unimportant")

Table 3.2 Overall satisfaction with CSO services by user category

User category	Level of satisfaction with CSO ⁴		
	2002	1997	Improvement in rating 1997-2002
Consultants; Market Research	2.1	2.9	0.8
Third Level; Research	2.5	2.6	0.1
Financial; Stockbrokers	2.5	2.5	0.0
Government Departments	2.0	2.2	0.2
Media; Political; Business	2.3	2.3	0.0
Local Administration	2.4	2.7	0.3
Representative Bodies	3.0	2.6	-0.4
State Sponsored Bodies	2.1	2.7	0.6
All organisations	2.4	2.6	0.2

Table 3.3 Detailed analysis of the importance of aspects of service delivery and level of satisfaction with CSO

User category	Ease of contacting the office	Level of understanding of requests	Ability to meet your requirements	Staff ability to answer your questions	Speed of response to your queries	Speed of delivery on required products	Technical expertise of staff	Willingness to adapt to meet your needs	Courtesy shown throughout dealings	Proactive in providing solutions	Being kept informed of progress	Level of contact maintained	Ability to anticipate customers requirements	All
Importance of service to users ⁵														
Consultants; Market Research	1.6	1.2	1.6	1.8	1.4	1.7	1.9	2.1	2.5	2.3	2.9	3.2	3.0	2.1
Third Level; Research	1.5	1.5	1.7	2.0	1.8	1.8	2.0	2.2	2.0	2.7	2.9	3.3	3.3	2.2
Financial; Stockbrokers	1.6	1.4	1.7	1.5	1.7	2.1	1.8	2.3	2.5	2.6	2.6	2.6	3.1	2.1
Government Departments	1.7	2.0	1.3	2.0	1.8	1.6	2.4	2.3	2.5	2.6	2.6	2.8	3.1	2.2
Media; Political; Business	1.7	1.5	1.4	1.2	1.7	2.0	2.2	1.5	2.7	2.3	3.2	3.5	3.6	2.2
Local Administration	1.5	1.6	1.4	1.6	1.9	1.7	2.3	2.0	2.3	2.5	2.5	2.9	2.9	2.1
Representative Bodies	1.3	1.4	1.2	1.5	1.6	1.5	2.0	1.8	2.6	2.7	2.8	3.1	3.2	2.1
State Sponsored Bodies	1.4	1.5	1.5	1.6	1.6	1.7	1.6	1.8	2.0	1.9	2.4	2.5	2.6	1.9
All organisations	1.5	1.5	1.5	1.6	1.7	1.8	2.0	2.0	2.4	2.4	2.7	3.0	3.1	2.1
Level of satisfaction with CSO ⁴														
Consultants; Market Research	1.8	2.0	1.7	2.1	1.9	2.5	1.8	2.2	1.2	2.8	2.5	2.3	2.5	2.1
Third Level; Research	1.9	2.0	2.3	1.9	2.3	2.5	1.8	2.8	1.3	3.0	3.5	3.4	3.5	2.5
Financial; Stockbrokers	1.9	2.3	2.4	2.1	2.2	2.7	1.9	2.8	1.6	3.2	2.8	2.8	3.3	2.5
Government Departments	1.7	1.8	1.6	1.7	1.7	1.8	1.6	2.5	1.6	2.9	2.5	2.1	2.9	2.0
Media; Political; Business	1.5	1.7	1.7	1.9	2.1	1.9	1.9	3.1	1.9	3.1	2.9	3.3	2.9	2.3
Local Administration	1.8	1.9	2.0	1.8	2.1	2.1	2.5	2.6	1.8	3.2	3.1	3.1	3.0	2.4
Representative Bodies	1.7	2.4	3.5	2.9	2.8	3.5	2.4	3.7	2.0	3.9	3.6	3.5	3.7	3.0
State Sponsored Bodies	1.5	1.7	2.3	1.5	2.0	2.0	1.8	2.4	1.5	2.6	2.5	2.6	2.7	2.1
All organisations	1.7	2.0	2.2	2.0	2.1	2.4	2.0	2.8	1.6	3.1	2.9	2.9	3.1	2.4

3.2 Change in the level of service from CSO

The vast majority of respondents (78 per cent) stated that the overall service had improved since the last survey (see Table 3.4). Only two respondents felt that there had been a deterioration. The website was cited as being the main reason for the perceived improvement (see Table 3.5). Other reasons mentioned as improvements in the level of service from CSO were more customer focus, better timeliness, and greater use of electronic media.

Table 3.4 Change in level of overall service from CSO

User category	Improved	Remained the same	Deteriorated
Consultants; Market Research	10	2	–
Third Level; Research	23	3	–
Financial; Stockbrokers	12	1	–
Government Departments	9	4	–
Media; Political; Business	9	1	–
Local Administration	23	9	–
Representative Bodies	7	4	1
State Sponsored Bodies	20	5	1
All organisations 2002	113	29	2
All organisations 1997	80	45	9

Table 3.5 Reasons for change in level of service from CSO

Reasons for improvement	207	Reasons for deterioration	2
Website	53	Timeliness	1
Staff; Customer focus	35	Staff turnover	1
Timeliness	26		
Automation; computerisation; e-mail	24		
Better dissemination or presentation	20		
Wider range of statistics	15		
Quality of publications	7		
Easier to contact	5		
More flexible, adaptive or responsive	5		
More open or approachable	5		
Availability on disc	3		
Data quality	3		
Management	3		
Ability to do special runs	1		
More resources	1		
Yearbook	1		

3.3 Suggested improvements to CSO services

Users were asked to make suggestions as to how the CSO could improve its level and range of services. Classifying the responses broadly, the most common suggestions were to improve the information on the website with more on-line services and historical data (35); provide more detailed statistics (25); improve timeliness (12); increase use of e-mail (9); and provide specific electronic solutions (7).

More detailed suggestions included: publish information from the Household Travel Survey and National Accommodation Survey; more information on services; more detailed geographical area information (NUTS III); statistics on education; use of GIS technology; more environmental and energy statistics; more comprehensive QNHS publication; public use samples from the Census of Population; more detailed housing information; use of address geo-directory; good quality social statistics; better search facility on the website; have the main library in Dublin; availability of time series and archive of releases on the website; more data on multinationals and technology; publish educational attainment of the population collected in the QNHS; statistics on holiday homes and houses not used as a main residence; and quarterly briefings on the CPI and RSI.

One proposal suggested that the CSO should hold a conference discussing which types of information needed to be collected and the most appropriate means to collect this information. Another proposal recommended that the CSO publish a series of thematic reports on issues such as age, local geographical areas, education and migration patterns. Some respondents admitted to a lack of awareness of CSO products and proposed that the CSO publicise its services more, especially to students and staff in third level institutions.

4 Quality of CSO products

This section reviews the user perceptions of the quality of CSO products, the capacity of the CSO to meet changing needs of users and the adequacy of mechanisms by which users can provide feedback to the CSO.

4.1 CSO products in general

Table 4.1 shows that users were most satisfied with the accuracy of CSO's statistics (1.9) and least satisfied with their timeliness (2.9). This was also the case in 1997 and it reflects the classic conflict facing a statistical office in attempting to simultaneously satisfy these two dimensions of statistical quality. The table shows that users, in general, feel that the CSO has made considerable progress since 1997 in meeting this challenge, as the satisfaction level with timeliness has improved from 4.2 to 2.9 while at the same time there has been a slight improvement in the rating for accuracy. Progress was made on all the characteristics except relevance where a slight disimprovement was registered. In the context of relevance, it was suggested that the CSO should broaden its range of statistics to include more on the new economy and on social issues. Examining the individual comments, we find that: some respondents wanted further improvement in the timeliness of the results of the Household Budget Survey; a number of respondents noted the decreasing relevance of agricultural statistics; and one respondent felt that the presentation of the Retail Sales Index release could be improved.

Table 4.1 Average rating of level of satisfaction with the quality of CSO products

User category	Level of detail	Timeliness	Accuracy	Relevance	Style of Presentation	Overall cost	Requirements fulfilled
Consultants; Market Research	1.7	2.3	1.9	2.0	2.0	2.2	2.0
Third Level; Research	2.5	3.3	2.0	2.4	2.2	2.3	2.4
Financial; Stockbrokers	2.1	3.0	1.6	2.1	2.3	1.8	2.4
Government Departments	1.6	2.5	1.6	2.3	2.7	2.2	2.3
Media; Political; Business	2.0	2.9	1.7	2.9	2.6	2.5	2.3
Local Administration	2.1	2.4	2.0	2.0	2.6	2.5	2.4
Representative Bodies	3.2	4.0	2.6	2.8	2.8	2.4	3.4
State Sponsored Bodies	2.5	3.1	2.1	2.2	2.0	2.0	2.7
All organisations 2002	2.2	2.9	1.9	2.3	2.4	2.2	2.5
All organisations 1997	2.6	4.2	2.0	2.2	2.8	2.6	3.1

4.2 Perceived change in quality of CSO products

Around 70 per cent of the responses indicated that there had been an improvement in the quality of CSO products (see Table 4.2). In the 1997 survey, only 46 per cent of the responses indicated an improvement. There was some variation between user categories in the responses. Third Level; Research and State Sponsored Bodies indicated strongly that improvements had occurred whereas significant numbers in Government Departments, Local Administration and Representative Bodies felt that quality levels had remained unchanged.

Table 4.3 outlines the reasons respondents gave to explain the change in the quality of CSO products. Positive comments made by respondents included the following: acknowledgement of the recently improved level of detail in the QNHS release; the improved format of CSO releases; the value of one-off publications such as the Demographic, Social and Economic Situation of the Farming Community in 1991; and better regional data. Negative comments included: the lack of international comparisons in CSO releases; concerns about the accuracy of external trade meat statistics and the delay in the production of Input-Output tables. One respondent stressed that the HBS publications needed to be redesigned. Another had concerns over the consistency of the environment and energy statistics.

Table 4.2 Change in quality of CSO products in previous five years

User category	Improved	Remained the same	Deteriorated
Consultants; Market Research	9	3	–
Third Level; Research	21	2	–
Financial; Stockbrokers	10	3	–
Government Departments	7	6	–
Media; Political; Business	7	2	–
Local Administration	17	13	–
Representative Bodies	6	6	–
State Sponsored Bodies	20	4	1
All organisations 2002	97	39	1
All organisations 1997	61	65	6

Table 4.3 Reasons for change in quality of CSO products

Reasons for improvement	115	Reasons for deterioration	1
Website	21	Accuracy	1
Improved presentation	20		
Better access or availability	14		
Better quality	12		
More information available	12		
Timeliness	9		
E-mail	8		
More data available electronically	5		
Other	14		

4.3 Special statistical requirements

A total of 117 respondents made special statistical requests to the CSO (see Table 4.4). One-third of these related to demography and QNHS. Many of these requests related to disaggregation by, for example, gender, age and region. There was also a request to restore the old Labour Force Survey question on union membership. The average level of satisfaction with the response to these requests in 2002 at 1.6 was better than the 2.1 recorded in the 1997 survey (see Table 4.5). This relative improvement was recorded by all categories of respondents except Representative Bodies where the absence of disaggregated data in certain areas was strongly criticised.

Table 4.4 Distribution of special statistical requests

Statistical topics	117
Demography and LFS	21
QNHS/LFS	18
Economic or financial	13
Microdata	8
CPI	6
External trade	6
Agriculture	5
Other	40

Table 4.5 Level of satisfaction with response to special statistical requests

User category	Special requirements asked	Level of satisfaction ⁶ with CSO		
		2002	1997	Improvement in rating 1997-2002
Consultants; Market Research	8	1.4	2.6	1.2
Third Level; Research	18	1.3	1.9	0.6
Financial; Stockbrokers	10	1.6	1.7	0.1
Government Departments	9	1.2	2.0	0.8
Media; Political; Business	2	1.0	1.3	0.3
Local Administration	19	2.1	2.9	0.8
Representative Bodies	9	2.3	1.8	-0.5
State Sponsored Bodies	17	2.1	2.3	0.2
All organisations	92	1.6	2.1	0.5

⁶ Scale of 1 to 5 (1 = "Completely satisfied", 5 = "Completely dissatisfied")

4.4 Adequacy of feedback mechanisms

There was a significant number of negative responses regarding the adequacy of CSO user feedback mechanisms. Many respondents said they were unaware of the existence of any feedback mechanisms. A proposal was made that a feedback form should be made available on the CSO website. This would allow users to respond to the CSO with their experience of using the CSO website in a more interactive manner. One respondent suggested that the National Statistics Board should be more proactive in representing users. This NSB survey of CSO users was praised, as were the CSO Statistics Liaison Groups. Compared with the 1997 survey, respondents were more satisfied now that adequate feedback mechanisms existed (see Table 4.6).

Table 4.6 Adequacy of feedback mechanisms

User category	Yes	No
Consultants; Market Research	3	6
Third Level; Research	11	7
Financial; Stockbrokers	10	3
Government Departments	8	4
Media; Political; Business	2	1
Local Administration	15	8
Representative Bodies	5	5
State Sponsored Bodies	12	7
All organisations 2002	66	41
All organisations 1997	37	65

4.5 Change in requirements

The requirements of respondents have changed, particularly in the direction of needing more county level statistics. The five-yearly Census of Population is seen as insufficient, on its own, to provide up-to-date information for preparing local area strategies. Some users mentioned requirements for more statistics on social inclusion and culture.

Table 4.7 Changing user requirements since 1997

User category	Yes	No
Consultants; Market Research	6	6
Third Level; Research	15	13
Financial; Stockbrokers	10	2
Government Departments	4	8
Media; Political; Business	5	3
Local Administration	19	12
Representative Bodies	6	5
State Sponsored Bodies	13	7
All organisations 2002	78	56
All organisations 1997	79	49

4.6 Ability of the CSO to meet changing requirements

Over 70 per cent of respondents said that the CSO has been able to meet their changing requirements compared with less than 60 per cent in 1997 (see Table 4.8). As consideration for the future development of statistics, the following new requirements were raised: the need for a range of priority social statistics; classification variables to monitor discrimination; more statistics on fertility, divorce, healthcare, education, ethnicity, national trip patterns and service exports.

Table 4.8 Ability of CSO to meet changing user requirements

User category	Yes	No
Consultants; Market Research	6	2
Third Level; Research	12	7
Financial; Stockbrokers	9	1
Government Departments	7	1
Media; Political; Business	5	1
Local Administration	15	7
Representative Bodies	4	4
State Sponsored Bodies	13	3
All organisations 2002	71	26
All organisations 1997	49	35

4.7 Specific shortcomings of CSO statistics

A broad range of shortcomings were identified in respect of existing statistics or services. These are summarised in Table 4.9. Specific issues mentioned include: absence of a seasonally-adjusted QNHS; a need for statistics on the new software sectors; a requirement for breakdown of GDP by origin; more statistics on immigration; more statistics on the homeless and persons not in the labour force; more detailed disaggregation of mortality data including Electoral Division (ED) and occupation coding; and the need for local area statistics rather than the Small Area Population Statistics approach.

Table 4.9 Specific shortcomings of CSO statistics

Detail or frequency	70	Availability	34
COP	9	Microdata	12
Services	7	Website	5
Earnings	7	Housing	3
Industry	7	Social	3
National Accounts	6	Travel	2
Tourism	4	Other	9
LFS	4		
E-mail	4	Accuracy or revisions	2
Website	3	Trade	1
Education	3	Vital Statistics	1
Live Register	2		
QNHS	2	Timeliness	12
CIP	2	COP	4
Trade	2	National Accounts	2
Building	1	QNHS	1
Other	7	Vital Statistics	1
		Other	4

4.8 General shortcomings of CSO statistics

Recurrent general shortcomings of CSO statistics include the lack of detailed geographical and disaggregated statistics and the need to improve timeliness (see Table 4.10). Other issues raised include: the need for greater access to anonymised microdata files covering both economic and social surveys; more information on methodology; more interpretation of results; and the use of maps to illustrate geographical differences more vividly.

Table 4.10 General shortcomings of CSO statistics

Shortcomings	62
Not enough data or detail	21
Timeliness	16
Not enough regional or local area information	7
Inadequate use of Internet or electronic media	6
Availability of official statistics	1
Gender equality issues	1
Economic data bias	1
More resources needed	1
Environment/Energy data	1
Other	7

4.9 Statistical needs that are not currently being met

Table 4.11 indicates the broad areas where users identified unmet needs. A wide variety of specific statistical needs were expressed including: financial information on consumer debt and wealth; quarterly labour cost index; business register analyses; family expenditure surveys; indicators of flexibility in employment; volume information on external trade; input-output tables; car ownership and vehicle driver statistics; property prices; statistics on the number of shops, factories and offices built annually; statistics on company start-up and failure rates; trade data by nationality of traders; activity of foreign owned companies; competition and competitiveness indicators; greater disaggregation of housing statistics by occupancy, tenure type, cost; overseas tourism; gender statistics; spending on social services; voter data; local area deprivation indices; drugs use; wider range of social indicators; equality monitoring; transport and traffic volumes.

Table 4.11 Areas where user statistical needs are not being met

Areas	108
Microdata	13
QNHS/Labour Market	10
National Accounts and BOP	9
Housing	9
Earnings	7
Social	7
Services	7
External Trade	7
COP	6
Health	6
Prices	3
Tourism/Travel	3
Website	3
Education	2
Transport	2
Labour Costs	2
Other	12

4.10 Proposals for discontinuing existing statistics

Only 23 respondents made proposals suggesting that the CSO should drop or reduce the frequency of some statistics. The most commonly mentioned area was Agricultural statistics. Most respondents were generally only aware of the statistical areas that concerned them directly and were unwilling to comment on other areas where they lacked knowledge on the statistical and legal requirements to provide data.

5 Complaint handling

This section describes problems encountered by users when accessing CSO services and the manner in which users make contact with the CSO.

5.1 Problems with service

A total of 140 respondents indicated that they had no problems with the service from the CSO. In the 2002 survey, 12 problems were brought to the attention of staff compared to 21 in the 1997 survey (see Table 5.1). Timeliness and lack of availability of statistics were the main reasons for dissatisfaction. The average satisfaction level with the handling of the complaints was 2.4 compared to 2.6 in the 1997 survey. One respondent was unable to locate the 1994 HBS publications on the website⁷. Another respondent complained that there was sometimes a lack of information transfer and continuity when CSO staff changed jobs.

Table 5.1 Problems with service from CSO

User category	Problem brought to attention of staff		Average satisfaction with handling of problem ⁸	
	Yes	No	2002	1997
Consultants; Market Research	–	–	–	3.0
Third Level; Research	2	–	1.0	2.3
Financial; Stockbrokers	1	–	3.0	3.0
Government Departments	–	1	–	2.5
Media; Political; Business	–	1	–	2.0
Local Administration	2	–	3.0	2.5
Representative Bodies	2	–	3.0	-
State Sponsored Bodies	5	–	2.2	2.6
All organisations 2002	12	2	2.4	2.6
All organisations 1997	21	5		

⁷ At that time these publications were produced in specialised printing software and hence would not be readable by users without this software.

⁸ Scale of 1 to 5 (1 = “Completely satisfied”, 5 = “Completely dissatisfied”)

5.2 Difficulties in trying to contact the CSO

Most users still make contact with CSO using the telephone (see Table 5.2). However, a significant number now use e-mail. Twelve respondents gave details of difficulties encountered in contacting the CSO (see Table 5.3). These mainly related to making contact with the right person.

Table 5.2 Normal methods of contacting the CSO

Normal method of contacting the office	235
Telephone	146
E-mail	62
Fax	12
Post	8
Website	4
Calling into the Office	3

Table 5.3 Difficulties encountered in contacting the CSO

Difficulties in trying to contact the CSO	12
Difficult to get to the right person	8
Telephone switch; extension unattended	3
E-mail difficulties	1

6 Value for money

Table 6.1 shows that just under 90 per cent of respondents in 2002 classified the CSO as giving very good or good value for money compared to 76 per cent in the 1997 survey. Responses included; “the CSO does a wonderful job”; “I would support the allocation of more staff to the CSO”; and “statistics are fundamental to my work”. Unfavourable replies related to the cost of publications and the unavailability of statistics on education or travellers, including “Limited amount of statistics related to education and learning”, and “We could not perceive the service and products offered by the CSO as good value as they do not respond to our most basic needs i.e. socio-economic information on Travellers”.

Table 6.1 Evaluation of CSO services

User category	Value for money				
	Very good	Good	Middle	Bad	Very bad
Consultants; Market Research	5	6	1	–	–
Third Level; Research	9	13	2	1	1
Financial; Stockbrokers	4	8	–	–	–
Government Departments	3	10	–	1	–
Media; Political; Business	1	5	1	–	–
Local Administration	3	27	3	–	–
Representative Bodies	–	7	2	1	1
State Sponsored Bodies	9	16	1	–	–
All organisations 2002	34	92	10	3	2
All organisations 1997	18	75	26	2	1

7 Data supplied to the CSO

This section reviews users preferred methods of supplying data to the CSO and includes users' suggestions on how the burden of reporting might be alleviated.

7.1 Users who supply data to the CSO

Almost four out of five respondents to the survey did not supply data to the CSO (see Table 7.1). Of those who did, half were in Government Departments or Local Administration.

Table 7.1 Distribution of users who supplied data to the CSO

User category	Yes	No
Consultants; Market Research	1	10
Third Level; Research	4	23
Financial; Stockbrokers	2	9
Government Departments	8	9
Media; Political; Business	2	7
Local Administration	7	24
Representative Bodies	3	10
State Sponsored Bodies	4	21
All organisations	31	113

7.2 Suggestions for streamlining data collection

This question related to methods by which data providers could supply data to the CSO. All of the suggestions related to increased use of technology (see Table 7.2).

Table 7.2 Proposals for streamlining data collection methods

Method	21
E-mail	10
Other computer technology	7
Inquiry forms on-line	2
Disk or spreadsheet format	2

7.3 General suggestions for alleviating the reporting burden

Only a small number of suggestions were made on how the response burden could be alleviated. These included: more use of technology; more co-ordination between state agencies who seek similar information; and customised Census of Industrial Production questionnaires for Local Authorities.

7.4 Willingness to respond to additional NSB user surveys

There were 45 respondents who indicated whether they would be willing to participate in further NSB user surveys. Of these, over 40 indicated a willingness to respond to additional enquiries though some of these were qualified.

8 General comments on issues of service delivery

Many of the comments made in this section were already made under more specific questions. Other comments included the following: a monthly CSO e-mail bulletin outlining recent trends in statistics; the need to make more use of administrative sources; wider consultation in the preparation of QNHS modules; a time use survey; a compliment for the CSO 50th anniversary publication “That was then, This is now”. One respondent proposed that equality proofing information should be collected in all individual and household surveys.

Many suggestions related to making microlevel data more available. One respondent stated that the CSO should lodge anonymised economic files with the Irish Social Science Data Archive. Many respondents wanted more regional data. One suggested that the CSO should design a package of statistics relevant to the needs of Regional Authorities. Another sought more information about activity in the Gaeltacht areas.

A number of users wanted more transport statistics. Examples given were more trip pattern information for all of the large towns and cities and monthly surveys of congestion, travel to work modes and travel to work times.

Proposals for new statistics sought by users included: a CSO general health survey; inclusion of the QNHS housing module on an annual basis; publish indicators on well-being and quality of life; more information on business practices, flexible working arrangements, human resource development and pay determination processes.

Two final suggestions were for the development of longitudinal files and for the CSO to organise half-day seminars on emerging issues such as congestion, poverty, house prices and immigration.

9 CSO commentary on User survey findings

General remarks

The comments of users will be a positive input into the preparations in 2003 of the CSO 2004-2006 Statement of Strategy and, as such, the time taken by users to contribute to this survey is very much appreciated. Some brief comments on points made by users are given in this section. In many cases, developments are already underway to respond to the suggestions made by users.

Dissemination and CSO Website developments

The improvement and development of all methods of dissemination is an extremely important issue for the CSO. The CSO website has recently been redesigned and the new features were very well received. The most important new feature was the spreadsheet service, which has made series from the CSO databank accessible to users in downloadable form. This development effectively makes available to users a wide range of data from historical releases and the intention is to increase the number of statistical series available through this service.

As regards further development, the full results of the 2002 Census of Population will be published on the CSO website. In addition, a database of QNHS results is being developed for electronic dissemination. It is also intended to introduce an archive of historical releases.

The Office has also adopted a comprehensive Data Management Strategy which will be implemented progressively over the next few years. On completion, this will facilitate electronic access to all CSO results in a structured and flexible manner.

Microdata access

The Office has lodged anonymised microdata sets from the Census of Population, the Quarterly National Household Survey and the Household Budget Survey with the recently created Irish Social Science Data Archive at University College Dublin. This should greatly facilitate research activity.

New and recent statistical developments

A pilot survey was undertaken during Autumn 2002 on a new EU-wide survey on Statistics on Income and Living Conditions (EU-SILC). This survey will replace the Living in Ireland Survey which was carried out by the ESRI. The first full EU-SILC survey will be undertaken in 2004 and the results will support national policy on poverty and social inclusion.

Other major developments include a new quarterly earnings and labour cost survey. The intention is to introduce this survey on a phased basis during 2003. The CSO will also undertake a structural survey of earnings in 2003. There has been slower than expected progress in finalising the results of the Household Travel Survey and results will be published in early 2003.

CSO user consultations

The CSO consults with users in a number of ways. User Liaison Groups operate in the following areas: Agriculture; Census of Population; Earnings; Labour Market; and Macroeconomic statistics. The groups help CSO to develop its policies in the relevant areas from the perspective of national users. A number of Advisory Groups have been convened to develop social modules in the QNHS and CSO has begun discussions with relevant government departments and agencies in the development of environment and energy statistics.

The CSO participated in a major scoping study, initiated by the NSB during 2002, on the development of social statistics including the increased use of administrative sources to meet the needs of policy makers. The group comprised policy and data representatives from ten government departments and a number of social policy experts. A report from this study is due to be published in March 2003.

Appendix

Appendix 1 NSB Survey of CSO Users 2002 Questionnaire

**SURVEY QUESTIONNAIRE
CONCERNING THE
CENTRAL STATISTICS OFFICE (CSO)**

1. ORGANISATION INFORMATION

Organisation Name: Contact Person:	Telephone: Fax:
Type of Organisation (please tick):	
Public Sector <input type="checkbox"/> Government Department <input type="checkbox"/> Semi-State <input type="checkbox"/> Other: please specify	Private Sector <input type="checkbox"/> Manufacturing <input type="checkbox"/> Services <input type="checkbox"/> Please specify the Type of Business

2. SERVICE & PRODUCT USAGE

2.1 Your particular areas of interest:

- a) Please state the statistical series you use.
- b) Then RANK the top 5 in order of importance (1=most important, 5=least important.)

<i>Area</i>	<i>Rank</i>	<i>Area</i>	<i>Rank</i>
		Other (please specify)	

2.2 If there are CSO products or services that you are using MORE frequently now than 5 years ago, please list the top 4 and state why

<i>Product or Service Area</i>	<i>Reason</i>
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

2.3 If there are CSO products or services that you are using LESS frequently now than 5 years ago, please list the 4 main areas and state why.

<i>Product or Service Area</i>	<i>Reason</i>
1.	
2.	
3.	
4.	

2.4 a How do you usually get information from the CSO? (tick as appropriate)

<i>Dissemination method</i>	<i>Rate dissemination method</i> (1=Extremely good , 7=Unsatisfactory) <i>(circle as appropriate)</i>	Rank method in order of importance to you
Post <input type="checkbox"/>	1 2 3 4 5 6 7	
Fax <input type="checkbox"/>	1 2 3 4 5 6 7	
Disk <input type="checkbox"/>	1 2 3 4 5 6 7	
e-mail <input type="checkbox"/>	1 2 3 4 5 6 7	
publications <input type="checkbox"/>	1 2 3 4 5 6 7	

2.4 b Identify potential dissemination methods and rate their importance.

<i>Potential Dissemination Methods</i>	<i>Rate Potential Dissemination Method</i> (1=Extremely important , 7=Unimportant) <i>(circle as appropriate)</i>	Rank method in order of importance to you
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	

3. SERVICE DELIVERY

This section asks you to give information on the delivery of service. The subject of section 3.1 is **ORGANISATIONS IN GENERAL** and section 3.2 is the **CSO ONLY**.

3.1 Organisations in general

When dealing with **ANY COMPANY OR ORGANISATION**, there may be certain aspects of service that you feel are more important than others. Using the scale shown below, please rate the following aspects of service in terms of how important they are to you.

(1 means the service is very important to you and 7 means the service is totally unimportant to you.)

ORGANISATIONS IN GENERAL	Rating of service						
	Important						Unimportant
	1	2	3	4	5	6	7
	<i>(Circle as appropriate)</i>						
Ease of contacting the office	1	2	3	4	5	6	7
The level of understanding of your requests	1	2	3	4	5	6	7
The ability to meet your requirements	1	2	3	4	5	6	7
The speed of response to your queries	1	2	3	4	5	6	7
Technical expertise of staff	1	2	3	4	5	6	7
Courtesy shown throughout dealings	1	2	3	4	5	6	7
The level of contact maintained	1	2	3	4	5	6	7
Being kept informed of progress	1	2	3	4	5	6	7
Ability to anticipate customers requirements	1	2	3	4	5	6	7
Proactive in providing solutions	1	2	3	4	5	6	7
The speed of delivery on required products	1	2	3	4	5	6	7
Staff ability to answer your questions	1	2	3	4	5	6	7
Willingness to adapt to meet your needs	1	2	3	4	5	6	7

3.2 Central Statistics Office (CSO)

Thinking of the service you receive from the CSO, how would you rate your satisfaction with their performance on the following service aspects using the scale shown below.

In addition, please give a reason for your answer.

(1 means the service is very satisfactory and 7 means the service is totally unsatisfactory.)

CENTRAL STATISTICS OFFICE	Rating of service		Reason
	Satisfactory	Unsatisfactory	
	<i>(Circle as appropriate)</i>		
Ease of contacting the office	1 2 3 4 5 6 7		
The level of understanding of your requests	1 2 3 4 5 6 7		
The ability to meet your requirements	1 2 3 4 5 6 7		
The speed of response to your queries	1 2 3 4 5 6 7		
Technical expertise of staff	1 2 3 4 5 6 7		
Courtesy shown throughout dealings	1 2 3 4 5 6 7		
The level of contact maintained	1 2 3 4 5 6 7		
Being kept informed of progress	1 2 3 4 5 6 7		
Ability to anticipate customers requirements	1 2 3 4 5 6 7		
Proactive in providing solutions	1 2 3 4 5 6 7		
The speed of delivery on required products	1 2 3 4 5 6 7		
Staff ability to answer your questions	1 2 3 4 5 6 7		
Willingness to adapt to meet your needs	1 2 3 4 5 6 7		

3.3.a In your opinion has the level of SERVICE from the CSO improved, remained the same, or disimproved over the past five years?

tick as appropriate

- Improved
- Remained the same
- Disimproved

3.3.b Please state why.

3.4 Do you have any suggestions as to how the CSO could improve its level and range of services?

4. PRODUCTS

4.1 Please think about the CSO's products **IN GENERAL**, and rate your level of satisfaction with these products in terms of the following points. Please supply a reason for your response.

(1 means the product is very good and 7 means the product is very poor.)

CSO PRODUCTS IN GENERAL	Rating of product							Reason
	Good			Poor				
	(Circle as appropriate)							
Level of detail provided	1	2	3	4	5	6	7	
Timeliness of the data	1	2	3	4	5	6	7	
Accuracy	1	2	3	4	5	6	7	
Relevance	1	2	3	4	5	6	7	
Style of presentation	1	2	3	4	5	6	7	
Overall Cost of the product	1	2	3	4	5	6	7	
The product fulfilling your requirements	1	2	3	4	5	6	7	

4.2 a Thinking back over the past five years, has the quality of the **PRODUCTS** from the CSO improved, disimproved, or remained the same?

tick as appropriate

Improved

Remained the same

Disimproved

4.2 b Please state why.

4.3 a Have you ever had any special statistical requirements that you have asked the CSO to fulfil?

Yes No

4.3 b If so, what was the nature of this requirement?

4.3 c How satisfied or not were you with the way in which the CSO dealt with this specific requirement?

tick as appropriate

- Completely satisfied
- Satisfied
- Partly satisfied/partly dissatisfied
- Dissatisfied
- Completely dissatisfied

4.4 a Do you feel that adequate mechanisms exist for the CSO to make use of feedback from the users of its products?

- Yes No

4.4 b Please give details.

4.5 a Thinking over the past five years, have your requirements for CSO products changed in any way?

- Yes No

4.5 b If so, in what way have your requirements changed over the past five years?

4.6 a Has the CSO been able to meet your changing requirements?

- Yes No

4.6 b Please give details:

4.7 Shortcomings of existing statistics — Specific Areas

Specify Area and Shortcoming	Rate Importance of improving the shortcoming (1=Extremely important, 7=Not important) (Circle as appropriate)	Rank shortcomings in order of importance
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	

4.8 Shortcomings of existing statistics — CSO in general

CSO in general	Rate Importance of improving the shortcoming (1=Extremely important, 7=Not important) (Circle as appropriate)	Rank shortcomings in order of importance to solve
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	
	1 2 3 4 5 6 7	

4.9 What statistical needs do you have that are not currently being met?

4.10 Proposals for discontinuing any existing statistics to provide resources for recommended improvements:

5. COMPLAINT HANDLING

5.1 a Have you ever encountered any problems with the service provided by the CSO?

Yes No

5.1 b If so, did you bring this problem to the attention of the staff?

Yes No

5.1 c What was the nature of your complaint or problem?

5.1 d Overall, how satisfied were you with the way the problem was handled by the office?

tick as appropriate

Completely satisfied

Satisfied

Partly satisfied/partly dissatisfied

Dissatisfied

Completely dissatisfied

5.2 a How would you normally make contact with the office when enquiring about products or services?

tick as appropriate

Telephone

Fax

Calling into the office

Post

Other: please specify

5.2 b Have you ever encountered any difficulties in trying to contact the CSO?

Yes No

5.2 c If so, please give details.

6. VALUE FOR MONEY

6.1 a Overall, how would you rate the service and products of the CSO in terms of value for money?

tick as appropriate

Particularly good value

Good Value

Not Good Value/Not Bad Value

Bad Value

Particularly bad value

6.1 b Please give a reason for your answer.

7. VIEWS AS A SUPPLIER OF DATA TO THE CSO (OR AS A REPRESENTATIVE OF DATA SUPPLIERS)

7.1 Do you supply data to the CSO?

Yes No

If so, please complete the sections below.

7.2 Reporting burden

Please list the following information for the CSO inquiries which you complete

Inquiry Name	Frequency	Last Inquiry	Do you use the results? <i>(Circle as appropriate)</i>	
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No

7.3 How can technology be used to streamline the data collection process in your case?

7.4 General suggestions for alleviating the reporting burden.

7.5 How willing are you to respond to additional CSO inquiries?

8 OTHER COMMENTS

Are there any other issues that you feel it would be important for the CSO to address?

Please feel free to add further comments here in relation to the CSO, its existing services, or any services that you think the CSO should provide or develop further.

Thank you for participating in this survey