TWINNING PROJECT

**Support to Development Process in the State Statistics Service of Ukraine with the Objective to Enhance its Capacity and Production**

**Ukraine**



**MISSION REPORT**

**on**

*Component 10: Sample Survey*

**Activity 10.7: Practical methods for sampling design**

Mission carried out by Jūratė Petrauskienė and Laima Grižaitė, Statistics Lithuania

3–5 November 2015

Version: Draft

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**List of Abbreviations**

ToR Terms of Reference

SSSU State Statistics Service of Ukraine

SL Statistics Lithuania

# Executive summary

The activities of component 10.6 will help SSSU to develop methodology for calculating the Index of user satisfaction with the quality of statistical information.

The overall purpose of the mission was to finalize a methodology of user satisfaction index and questionnaire for the conducting of user polls.

The activities in this mission included:

1. Presentation the methodology, discussion and final adjustment of formulas.
2. Finalisation of the questionnaire of user satisfaction surveys.
3. Disscusion and consultation on the register of indicators and stardatisation of methodologies.

# 1. General comments

This mission report was prepared within the Twinning Project „Support to Development Process in the State Statistics Service of Ukraine with the Objective to enhance its Capacity and Production”. It was the first mission to be devoted to Calculation of User satisfaction level within Component 10 of the project. The mission is aimed at pilot calculation of user satisfaction level and index and development of methodology of calculation of user satisfaction level.

The concrete objectives of the mission were:

* To finalize the methodology and questionnaire.
* To improve on-line questionnaires of user satisfaction survey.

# 2. Assessment and results

The assessment was carried out in accordance with the following topics:

* 1. Final version of methodology of calculation of user satisfaction index was prepared and adjusted.
  2. The questionnaire of user satisfaction survey was improved.

**2.1. Methodology**

The methodology of the calculation the user satisfaction survey was adjusted. The user satisfaction index is a weighted average of the answers to certain questions linked to certain characteristics according to European Code of Practice. Previous USSS experience to provide several polls on every statistical survey was cancel due to objective reasons: it’s not objective, then opinion poll is provided by the statistical survey manager, there are too many polls on different surveys, but not on service or product (users uses products, not surveys), there was no appointed (division or person) responsible for the survey. So it was proposed and USSS specialists agreed on centralised survey on annual basis. Questionnaire consists of 21 question, 6 of them including the weights are used for the calculation of index.

# Conclusions and recommendations

During the mission, some important organizational and methodological issues were discussed concerning conducting of user satisfaction surveys. The recommendations mentioned below should be seen as supplementary initiatives to facilitate the process which have already been initiated.

An excel table with all necessary formulas and ties was developed, and all needed components for the calculation of subindices and the total satisfaction index were considered.

Still is very important to pay attention to some recommendations could be mentioned separately:

1. For now USSS is going to investigate the oppinion of real users. It would be usefull to provide survey of general public (a sample of general population), where non users or potential users can be find.
2. To provide survey at the same time each year. If the tendences stay similar every year it can be provided once in two years or on demand.
3. To provide feedback to users.

# Annex 1. Terms of Reference / Mission programme

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**European Union Twinning Project**

**Support to Development Process in the State Statistics Service of Ukraine with the Objective to Enhance its Capacity and Production**

**Twinning No.: UA/13/ENP/ST/38**

**MISSION PROGRAMME**

for a short-term mission to the State Statistics Service of Ukraine

3 – 5 November, 2015

Working meetings between the EU experts (Statistics Lithuania) and the experts from the Department for Statistical Infrastructure (SSSU) within the framework of the Twinning Project “Support to Development Process in the State Statistics Service of Ukraine with the Objective to Enhance its Capacity and Production”, Component 10 Sample survey.

**Component 10: Sample survey. Activity 10.7: Practical methods for sampling design**

**Date: 3 – 5 November, 2015**

**Experts:**

**Jūratė Petrauskienė, Statistics Lithuania**

**Laima Grižaitė, Statistics Lithuania**

**Working language: Russian**

**Mission purpose**

Get familiar with Latvian experience on compiling statistical indicators taking ROI as an example

**Expected results**

Identify key steps and approaches to systematize the list of statistical indicators; create a catalogue of statistical indicators.

Establish relationship between input and output indicators.

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|  | **Morning** | **Afternoon** |
| **Tuesday**  **03/11/2015** | **10:00 Arrival to the SSSU**  At the entrance to the SSSU you will be picked up by R.Vnukov, Protocol Department  Address: 3 Shota Rustaveli Str., Press center  **10:00 – 13:00**  Discussion on the Draft Methodology for calculating user satisfaction index, developed by the SSSU.  Discussion on the experimental calculations of user satisfaction index. | **14:30 – 17:00**  **To be continued** |
| **Wednesday**  **04/11/2015** | **10:00 Arrival to the SSSU**  At the entrance to the SSSU you will be picked up by R.Vnukov, Protocol Department  Address: 3 Shota Rustaveli Str., Press center  **10:00 – 13:00**  Discussion on amendments to the document regulating the conduction of user satisfaction survey.  Discussion on Draft questionnaire for the total (general) user survey. | **14:30 – 17:00**  **To be continued** |
| **Thursday**  **05/11/2015** | **10:00 Arrival to the SSSU**  At the entrance to the SSSU you will be picked up by R.Vnukov, Protocol Department  Address: 3 Shota Rustaveli Str., Press center  **10:00 – 13:00**  Discussion on the mission programme and tasks.  Getting familiar with key steps and approaches to systematize the list of statistical indicators and create a catalogue of statistical indicators (taking ROI as an example); establishing relationship between input and output indicators.  Introduction to existing meta descriptions of input and output indicators.  Discussion, debriefing, recommendations | **14:30 – 17:00**  Use of Google to develop online questionnaires. |

**Participants:**

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Yuriy Ostapchuk, Director, Department for Statistical Methodology, Component Leader

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S.Obednikova, Deputy Director, Department for dissemination of statistical information, Head of Unit for Dissemination of statistical information and communication with Media, public and users, SSSU

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