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 10.1: Assessment of the current situation**

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

 3–5 March 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 make a pilot calculations of user satisfaction index and subindices:

The activities in this mission included:

1. Presentation of SSSU on the results of user satisfaction surveys carried out in 2014 and pilot calculations.
2. Discussions on the questionnaire of user satisfaction surveys.
3. Presentation on the SL experience on News releases
4. Disscusion and consultation on the register of indicators and stardatisation of methodologies.

The next activity 10:

# 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 make a pilot calculations using 2014 survey results.
* To improve questionnaire of user satisfaction survey.
* To discuss the methodology on user satisfaction surveys.
* To schedule a working plan for a calculation of user satisfaction level and the next mision.

# 2. Assessment and results

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

* 1. Pilot calculation of user satisfaction subindices and total satisfaction index.
	2. Improvement of the questionnaire of user satisfaction survey.
	3. Methodology of the calculation of user satisfaction surveys.

## 2.1. Pilot calculation of user satisfaction index

Employees of SSSU Dissemination department introduced LS expert with the results of several surveys conducted in 2014. LS expert Jūratė Petrauskienė made a pilot calculations of subindices and total user satisfaction index. In order to calculate the total user satisfaction index it’s necessary:

To have the results of all user satisfaction surveys conducted in 2014.

To calculate the satisfaction level of each user group (public administration, researcers, media, etc.) in each survey.

To calculate satisfaction level of each characteristic of statistical information.

To calculate weights.

The total satisfaction index is a weighted average of subindices.

**2.2. Methodology**

SL expert Laima Grižaitė introduced SSSU employees with a new SL methodology of the calculation of user satisfaction level and the index of society’s interest in the Official statistics. Also questionnaire was discussed trying to shorten it ant to remove unnecessary questions.

# 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 exel 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. Some incorrect data were detected during the pilot calculations. It’s essential to have correct data for the calculation.

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

1. During the second mision it was found that some data are incorrect ant there was no possibility to calculate user satisfaction level and index. SSSU (Project managers) shoul provide correct data for the calculation. It would be usefull to introduce control remarcs in the questionnaire in order to avoid incorrect data.
2. It would be usefull to centralise the process of the analysis of the results. It is very important to have a general overview on the users oppinion as well as to have an objective aprouch.
3. The response rate to these user satisfaction questionairies is quit low. Special attention should be paid to the desingn and user friendliness of the questionary. The questionairy should be easy to access and to fill in. The recomendation is to use internet based products for the surveys.
4. Experts recomend to use SL methodology of the calculation of user satisfaction level, which was prepared and developed by the division of Methodology and Quality of SL and PR division of SL.
5. The results and the calculated index should be disscused with the certain subject matter division and the project manager of the statistical survey.
6. According to experience of SL, User satisfaction index is calculated and formulas are developed by the division of Methodology and Quality of SL. User satisfaction surveys are conducted, recomendations for the improvements are developed and dissemination of the results is provided by PR division of SL.
7. It is recommended to conduct at least one general population oppinion survey in the future in order to have an oppinion of not only existing, but also of the potensial users.

#

# Annex 1. Terms of Reference

**Terms of Reference**

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

*3-5 March, 2014*

*Component 10 Sample survey*

*Activity 10.6 Calculating the Index of user satisfaction*

Statistics Denmark in partnership with INSEE France, Statistics Lithuania, Statistics Finland, Central Statistical Bureau of Latvia, is leading the EU-Twinning project on “Support to Development Process in the State Statistics Service of Ukraine with the Objective to Enhance its Capacity and Production” in Ukraine. The beneficiary is the State Statistics Service of Ukraine.

This activity is implemented under the Component 10: Sample survey.

The purpose of this activity is to get Recommendations on Methodology applied for measuring the degree of user satisfaction with the statistical information and its quality upon the results of the questionnaire surveys. The aforesaid Methodological documents will be elaborated by the SSSU following the Development Strategy of State Statistics for the period 2014- 2017, approved by the Cabinet of Ministers as of the 20.03.2013 #145-р in the framework of the process of introduction of the dialog with users to encourage their feedback in order to ensure the satisfaction of user need for statistical information.

This activity will help to achieve the aforesaid objectives and targets set out in the contract, including: drafting the methodology for calculating the Index of user satisfaction with quality of statistical information upon the results of questionnaire surveys conducted within the framework of state statistical observations and elaboration of relevant statistical products (hereinafter – user satisfaction Index); analysis of the results, monitoring and assessment of the results taking into account the above mentioned parameters in order to ensure further improvement.

Additionally: the activity will be aiming at improvement of the toolkit for conducting user satisfaction questionnaire surveys which will be the basis for calculation of the user satisfaction index.

# Issues for discussion:

1. Discussion on first results of calculation of User satisfaction index (based on questionnaire surveys conducted in 2014)
2. Description of the procedures for calculating the Index of user satisfaction
3. Methodology for calculating the Index of user satisfaction (draft/project)
4. Procedure for conducting User satisfaction surveys (to be improved)

# Furthermore the experts are invited to consult the Department on Statistical Infrastructure on following issues (approximately 2 hours):

- Compiling the list of statistical indicators (taking as an example RoI in Statistics Lithuania).

- Key attributes/characteristics of indicators (name, definition, statistical domain, frequency, measurement units, coverage, classification, etc.).

-  Introduction to Neuchâtel model of statistical indicators.

# Activities

Approximate scheduling:

3-5 March, 2015

# Consultant and partner

STATISTICS LITHUANIA

Jūratė Petrauskienė

Laima Grižaitė

SSSU

O. Vyshnevska, Director, Department for dissemination of statistical information, SSSU

I.Fedorova, Deputy Director, Department for dissemination of statistical information, SSSU

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

V.Tishchenko, Head of Unit of data publication, Department for dissemination of statistical information, SSSU.

# Report

The final report on the mission should be submitted no later than two weeks after the completion of the mission.

# Annex 2. Persons met

SSSU:

Mr Yuriy Ostapchuk,

O. Vyshnevska, Director, Department for dissemination of statistical information, SSSU

I.Fedorova, Deputy Director, Department for dissemination of statistical information, SSSU

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

V.Tishchenko, Head of Unit of data publication, Department for dissemination of statistical information, SSSU.

**Annex 3.** **Working plan on calculating of user satisfaction level and implementation of methodology of the conducting user satisfaction surveys and calculation of user satisfaction level and index**

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| --- | --- | --- | --- | --- | --- |
| № | Main task | Woks to be done | Term | Responsibility | Possible risks |
| 1. | **To collect data of user satisfaction surveys of 2014** | All the answers from all the quetionaires has to be collected by every user group. | **January 2015** | Department for dissemination of statistical information, SSSU |  |
| 2. | **To make a pilot calculation of user satisfaction level by user group** | * To calculate the satisfaction level of each user group.
 | **February 2015** | Department for dissemination of statistical information, SSSU |  |
| 3. | **To make a pilot calculation of general user satisfaction level** | – To calculate the general level as an average of user group's satisfaction level.* To set weights of each user group, or to keep them equal.
 | **February 2015** | Department for dissemination of statistical information, SSSU |  |
| 4. | **Discussion of the firs results of the user satisfaction level** | * To compare the results of every user group
* To analyse influence of the weights set on the general result
* To analyse other possibilities, projections and possible improvements
 | **March 2015** | Department for dissemination of statistical information, SSSU |  |
| 5. | **To prepare all the correct results of user satisfaction surveys carried out in 2014** | * To provide correct data for the calculation of user satisfaction level and index
 | **May-June 2015** | Department for dissemination of statistical information, SSSU, Subject matter divisions of SSSU |  |
| 6. | **Calculation of user satisfaction level using corrected data** | * To calculate subindices of user satisfaction index by user groups
* To calculate total user satisfaction index
 | **July 2015** | Department for dissemination of statistical information, SSSU, SL experts |  |
|  |  |  |  |  |  |
| 7. | **Methodology of the calculation of user satisfaction index** | To prepare draft methodology of the calculation of user satisfaction index;To discuss methodology in SSSU by interested partiesTo aprove methodology of the calculation of user satisfaction index. | **July (or May) 2015****July-September 2015****October 2015** | Department for dissemination of statistical information, SSSU, SL expertsDepatament for the dissemination of statistical information SSSU, Subject matter divisions, department of Methodology of SSSUDepartment for dissemination of statistical information, SSSU, SL experts |  |