



GHANA STATISTICAL SERVICE

2018 | USER SATISFACTION SURVEY



MAIN REPORT

JUNE, 2018

PREFACE AND ACKNOWLEDGEMENT

The Ghana Statistical Service (GSS), as part of its mandate, collects, collates, analyzes and disseminates socio-economic data on the country to meet the needs of all users and respond to important statistical issues in all sectors of the economy. GSS also collaborates with, and assists Ministries, Departments and Agencies (MDAs), Metropolitan, Municipal and District Assemblies (MMDAs) and other statistics producers within the National Statistical System (NSS) to improve their statistical systems, address high priority data needs, and provide consistent, reliable, complete, timely and accurate statistics of high quality.

The main aim of producers of official statistics is to provide quality, timely and comprehensive information to society. To achieve this objective, user satisfaction surveys are periodically conducted to assess the level of satisfaction of users of the products and services provided by producers of the official statistics. Consequently, the GSS, with funding support from the World Bank (WB) conducted the first User Satisfaction Survey (USS) in 2012 to assess the level of satisfaction and perceptions of users of the statistical products and services within the NSS.

The GSS conducted the second and third USSs in 2016 and 2018 respectively. Like the 2016 USS, the 2018 USS is to assess the current satisfaction level of users of the statistical products and services of the GSS and the Ministries, Departments and Agencies (MDAs) implementing the Ghana Statistics Development Project (GSDP). The 2016 and 2018 USSs had an expanded scope of questions covering the products and services of the GSS as well as the other selected MDAs. In this report, changes in the level of satisfaction with products and services of GSS and the other MDAs are measured to determine whether initiatives implemented after the 2012 survey have improved production and dissemination of statistical products and services and consequently, impacted on the satisfaction of users.

The survey results show high levels of users' satisfaction with the statistics, publications, databases and services by official statistics producers. At the same time, the results identify areas which require improvement.

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ABBREVIATIONS AND ACRONYMS

AfDB	African Development Bank
BDR	Births and Deaths Registry
BoG	Bank of Ghana
BOP	Balance of Payments
CDD	Centre for Democratic Development
CPI	Consumer Price Index
CSIR	Centre for Scientific and Industrial Research
CSPro	Census and Survey Processing System
GDP	Gross Domestic Product
GSDP	Ghana Statistics Development Plan
GSS	Ghana Statistical Service
IDA	International Development Assistance
IEA	Institute for Economic Affairs
IMF	International Monetary Fund
MDAs	Ministries, Department and Agencies
MDTF	Multi-donor Trust Fund
MMDAs	Metropolitan, Municipal and District Assemblies
MoC	Ministry of Communication
MoE	Ministry of Education
MoELR	Ministry of Employment and Labour Relations
MoFA	Ministry of Food and Agriculture
MoGCSP	Ministry of Gender, Children and Social Protection
MoH	Ministry of Health
MoLFM	Ministry of Lands, Forestry and Mines
MoTI	Ministry of Trade and Industry
NRSC	National Road Safety Commission
NSOs	National Statistical Offices
NSS	National Statistical System
PBCI	Prime Building Cost Index
PPI	Producer Price Index
SPSS	Statistical Package for Social Sciences
SRF-CF	Statistics for Results Facility Catalytic Fund
USS	User Satisfaction Survey
WB	World Bank

EXECUTIVE SUMMARY

Introduction

Producers of official statistics are mandated to provide efficient and user-friendly statistical products and services that meet the growing demand for data on social, economic and demographic issues. To achieve this objective, periodic feedback is needed to enhance performance. It is in the light of the above that user satisfaction surveys have been conducted on the products and services of the Ghana Statistical Service (GSS) and other selected Ministries, Departments and Agencies (MDAs) to assess the quality and use of official statistics for informed policy decision making and to provide a guide for future data production and dissemination activities.

In February, 2018, the GSS conducted the User Satisfaction Survey (USS) for the third time. The aim of the research was to determine users' satisfaction with the statistical products and services of GSS and the selected MDAs. The survey was conducted to solicit opinions from users' of GSS data and data from the selected MDAs about the products and services provided by GSS and the selected MDAs. The opinions or perceptions of users expressed through the survey would enable Management of GSS and the MDAs to identify challenges and weaknesses and address them while improving on their identified strengths to better serve the statistical community. The 2018 USS adopted the same approach as that used in the 2012 and 2016 surveys.

The survey specifically seeks the opinion of users about the usefulness of the official statistics in meeting their data needs, the ease of users' understanding of official statistics, their views regarding packaging and style of presentation, details of analysis, timeliness and frequency of release as well as the reliability of the statistics produced. The list of users of official statistics compiled by GSS from January 2015 to December 2017 served as the sampling frame. It consisted of users of statistics in the government sector, business community, education sector, media, international agencies, civil society organizations and individual researchers. A one-stage stratified sample design with proportional allocation to size was adopted in selecting the number of users for each of the seven groups of users identified. A total of 903 users were selected for the survey. Fieldwork was for a period of one month from 5th February to 10th March, 2018 and the survey achieved a response rate of 95.6 percent. The survey results provide positive and useful feedback that will shape the packaging of statistical products and services in the country.

Use, sources and quality of official statistics

The most common statistics used are Demographic statistics (55.6%), Census and Survey reports (46.0%), Education statistics (26.3%), Health statistics (26.3%), and National Accounts Statistics (26.2%). About one-quarter (25.2%) of respondents used Census and survey datasets while a little lower than one-quarter used statistics on Agriculture (23.8%) and Living conditions statistics (23.3%).

The findings reveal that the Ghana Statistical Service (49.0%) was the main source of statistical information for users in the country. This is followed by Ministries, Departments and Agencies (34.1%), with few users (3.2%) sourcing statistical information from the

Metropolitan, Municipal and District Assemblies. Official statistics were mainly used for research and academic purposes (22.2%), planning (19.6%), decision making or policy formulation (15.7%) and report writing (13.4%).

All users (100%) of Environment statistics and Service statistics find the products useful. Almost all users (99.1%) of Living conditions statistics and Census and survey reports rated those statistics/products as useful. On the other hand, Agriculture statistics (4.3%), Industrial statistics (5.9%) and Internal trade statistics (6.7%) were rated as not useful by their users.

Overall, users' satisfaction with official statistics with respect to details, timeliness, and relevance, frequency of publication and style of presentation were encouraging with 94.5 percent of users being generally satisfied with official statistics and statistical products. More than 90 percent of respondents were satisfied with all the attributes of data quality.

Generally, the majority (81.9%) of data users believe that it is easy accessing official statistics and statistical products while 9.7 percent of users think otherwise. Nearly nine in every ten users of Census and survey reports (88.5%), Monetary and financial statistics (87.7%) and Living conditions statistics (87.4%) indicated that they had easy access to these statistics. On the other hand, Industrial statistics (74.2%) and Crime and Governance statistics (65.0%) were identified to be the difficult products to access.

About nine in ten respondents indicated that sufficiently clear information on methodology were provided for the statistics they accessed. Respondents rated Living conditions statistics (96.3%), Industrial statistics (93.7%) as the statistical products with clearer descriptions of methodology. Some respondents had difficulty with understanding the metadata as to them, either the language used was too technical or the methodology was usually not self-explanatory.

Results from the survey also indicate that the majority of users (80.8%) are unaware of the disseminated calendar of release for official statistics. Only 19.2 percent of users are aware of any disseminated calendar that announces the dates on which the official statistics they use are to be released. On average, 91.4 percent of users think that statistical products are presented in a friendly format, while 7.1 percent think otherwise.

Use and satisfaction with statistical products of GSS

On the whole, 95.3 percent of respondents have ever made enquiries or requested for data from the Ghana Statistical Service (GSS), mainly through personal contact (51.2%) either at the head office or the regional offices and the use of the GSS website (22.0%).

Demographic statistics (55.6%), National census and survey reports (46.0%), Health statistics (26.3%), Education statistics (26.3%) and National accounts statistics (26.3%) are the most widely used publications; the least used publication is the Digest of International Trade Merchandise (5.8%).

More than six in every ten users (64.2%) had their needs fully met by GSS while for 27.9 percent of users, their needs were partially met. The main reasons why data users' needs were not met include not getting exactly what was requested for (26.4%) and lack of details of the information requested (25.4%). More than four-fifths (89.3%) are satisfied with how the data

requested was packaged by GSS, with 10.7 percent of users reporting that they were not satisfied.

Nine out of every ten (90.1%) respondents regarded GSS publications as excellent, very good or good in terms of their accuracy and reliability, accessibility and style of presentation. In terms of relevance of data, 98.7 percent of users gave similar ratings.

Nearly three-quarters (71.1%) of users have ever accessed the GSS website. Of those who have ever used the GSS website, 91.4 percent rated accessibility as good or better, 83.3 percent were of the view that the website is good or even better in terms of content, 83.1 percent think the user interface is good or better while nearly three-quarters (71.5%) thought that GSS is good at updates.

Unfortunately, only about one-third (34.8%) of users were aware of the Resource and Data Centre which was established to ease the difficulties of users to obtain data from GSS. This means that close to two-thirds (65.2%) of respondents were unaware of the Resource and Data Centre.

Use and satisfaction with statistical products of Ministries, Departments and Agencies

The MDAs largely met the data needs of the respondents, with 83.1 percent having their data needs fully met and 13.5 percent having their needs partially met. The National Development Planning Commission fully met the data needs of 97.6 percent of their users. For those whose needs were not met, the main reasons assigned include not getting enough details (29.3%), gaps in the data (18.6%) and not getting exactly what they required (15.1%). About eight out of ten (82.9%) respondents were satisfied with the way data was packaged by MDAs.

Ten percent of users of statistics have ever used a publication or statistical product of the MDAs. In all the attributes of interest (i.e. relevance, accuracy, reliability, accessibility and style of presentation), 97.1 percent of respondents who have ever used publications from the MDAs rated them as good or better.

Some users (16.0%) rated publications from MDAs as poor due to inappropriate graphics in the publications. Delays in the process of accessing data/reports from MDAs (11.1%), inadequate details in the reports (11.1%) and the need to make assumptions in the absence of details in the data or reports produced by MDAs (11.1%) were cited by users as the reason for rating publications of MDAs as poor. Less than ten percent (9.3%) of the respondents have ever accessed the website of an MDA. About nine in ten (91%) respondents rated accessibility of the websites as good and 87 percent rated the design/user interface and content as good. In the case of updates, 79.9 percent of the respondents rated the websites as good.

The websites of the Bank of Ghana (34.0%), Ministry of Finance (24.9%) and Ministry of Food and Agriculture (22.0%) are the most accessed, while the websites of Births and Deaths Registry (2.1%) and the Ministry of Planning (1.5%) are the least accessed.

User Satisfaction Index (USI)

The User Satisfaction Index (USI) is an overall evaluation of the performance of the provider of a service. The USI score is derived from ten latent factors relating to details, timeliness,

relevance, frequency, presentation style, accessibility, cost, accuracy, web interface design, and quality of analysis.

The USI score for the National Statistical System is 79.5 percent, 78.6 percent for Ghana Statistical Service and 79.3 percent for the other MDAs. This indicates that in the view of users of Ghana's official statistics, the producers have performed very well in meeting their data needs. Producers of official statistics performed well in all the factor areas.

Conclusions

Users provided constructive suggestions for improving the website, the quality of data and services, and mode of communication. This survey collected valuable information and provides a better insight into the needs of users of products and services of GSS and MDAs. There is the need to thoroughly analyse all the survey outcomes and come out with decisions that would help improve statistics production in the country.

Majority of users (49.0 percent) depend on GSS as the main source of statistics and statistical products. The usefulness of official statistics as rated by users increased between 2012 and 2018. Indeed, the number of individual users/institutions contacting GSS either for data or for a query increased over the period. This is quite encouraging for the production and use of official statistics in the country.

There is, however, the need for improvements since not all those who requested for data from the MDAs received responses to their request. For some, even though the request was met, the time lag was too long, and some had their request partially met. Respondents were dissatisfied with some of the websites and its non-friendliness for users as well as poor organization of content.

The Resource and Data Centre (RDC) of the GSS was established to serve as a centralized warehouse of data for the Service, and with the responsibility for storage, management and dissemination of data and information collated from surveys, censuses and administrative sources. Unfortunately, majority of the respondents were unaware of the existence of the RDC, which is supposed to support the data needs of the public.

Recommendations

- GSS, as the main leader in the production of official statistics, should conduct training for officials responsible for statistics production in the various MDAs/MMDAs after assessing their training needs.
- Producers of official statistics should strive to improve their efficiency by improving on the quality of official statistics in terms of accuracy, timeliness and frequency of releases.
- Producers of official statistics need to deepen the dissemination strategy for statistics in order to facilitate their accessibility to users.
- GSS should provide leadership to the adherence to standards, definitions and concepts among statistics producing agencies.

CHAPTER 1

INTRODUCTION

1.1 Background

In February, 2018, the Ghana Statistical Service (GSS) conducted the third User Satisfaction Survey (USS). The aim of the research was to determine users' satisfaction with the statistical products and services produced within the National Statistical System (NSS), as well as their needs. The sample consisted of users that had requested for statistical data from the beginning of the year 2015 to December, 2017.

In recent times, the issue of providing quality data has engaged the attention of statistical organizations, and steps have been taken by National Statistical Offices (NSOs) to improve on the quality of their products (data and services provided) in order to meet user needs and expectations. In Ghana, there has been an increase in data usage in recent times by individuals and institutions for varying reasons. Users of statistical products and services include public institutions, the private sector, students, parliamentarians, Civil Society Organizations, Non-Governmental Organizations, the media, research and training institutions, international organizations and the wider public. The increasing demand for statistics emphasizes the importance users attach to statistics and therefore, the urgent need to strengthen the NSS to be able to produce varied range of statistical products to satisfy the demand.

With such increase in data usage, it is important to undertake periodic assessment of data production systems to determine whether the needs of users are met or not. Morganstein and Marker (1997) posit that a user satisfaction survey is a useful tool that can be used to determine users' definition of quality and their perception of specific products and services. Thus, the 2018 USS conducted by the GSS was designed to assess the satisfaction of users of official statistics and statistical products and services. User satisfaction, in this case, is concerned with reported experiences of users with GSS and MDAs statistical products and services meeting specified satisfaction goals.

As part of monitoring achievements under the Ghana Statistics Development Project (GSDP), there was the need to assess the level of users' satisfaction with the statistical products and services of GSS and the MDAs implementing the project. This necessitated the institutionalization of the conduct of USSs. Prior to the effectiveness of the GSDP, the World Bank (WB) had supported the GSS, through the Ghana Statistics Development Project (GSDP I) Multi-donor Trust Fund (MDTF), to conduct the first User Satisfaction Survey in 2012. This formed the baseline for the 2016 USS conducted under the IDA/SRF-CF financed GSDP. The 2018 USS, the third in the series, will help assess the extent of users' satisfaction with official statistics that have been used for varied reasons including their use in decision-making, policy formulation and research.

The 2018 User Satisfaction Survey (USS) takes a look at:

- Priority needs of users of official statistics - government, private, research and education, media and civil society and their experiences and perceptions about official statistics;
- How official statistics is valued and used in the information processes and policy decision-making; and

- Monitoring performances in official statistics production.

The findings of this survey would be shared with key stakeholders within the National Statistical System (NSS) to guide the production of statistics in the country. The focus of the assessment is on the following 10 MDAs which are participating in the GSDP. The study however, extends to all MDAs indicated as a source of official statistics in Ghana:

- Ghana Statistical Service (GSS);
- Ministry of Communication (MoC);
- Ministry of Education (MoE);
- Ministry of Food and Agriculture (MoFA);
- Ministry of Health (MoH);
- Births and Death Registry (BDR);
- Ministry of Lands, Forestry and Mines (MoLFM);
- Ministry of Employment and Labour Relations (MoELR);
- Ministry of Trade (MoTI); and
- Ministry of Gender, Children and Social Protection (MoGCSP).

1.2 Purpose and objectives of the survey

The purpose of the survey is to measure the extent to which official statistics produced and disseminated satisfy the needs of users. The survey will be used as a tool to examine strengths and weaknesses of GSS and other MDAs within the NSS in terms of service delivery and identify the areas that need further improvement.

The main objective of the survey is to assess the extent to which official statistics satisfy the needs of users. This involves determining users' satisfaction with the current state of official statistics and their perceptions about the statistical products and services provided by GSS and the other MDAs. The specific objectives are to:

- Assess users' satisfaction with the products and services of participating MDAs;
- Determine whether the products and services produced meet the needs of users;
- Determine new products and services required by users other than those currently produced;
- Assess statistics production institutions in terms of timely provision of statistical products and services;
- Ascertain the relevance, reliability and usefulness of the statistics produced; and
- Ascertain the effectiveness of the websites of GSS and participating MDAs.

The findings of the survey will in the long run be used to determine how statistical products from GSS and the other MDAs can be relied upon and trusted for informed decision-making. It will also inform GSS about what actions to initiate in order to promote the quality of statistical products; help improve packaging of statistical products to be more user-friendly and enhance the use of statistical information in the country.

The survey will also highlight the perception of users of statistics on the supply and quality of statistics in terms of reliability, credibility, timeliness and packaging. Thus, it is important to note that the survey is not only useful for monitoring the use of statistics but also for examining the

perceptions of users of statistics. Therefore, the survey does not only identify gaps but will also help to recommend corrective actions that need to be taken to improve the NSS.

The survey provides information on the extent to which metadata is attached to official statistics. Metadata is a description of statistical information about the elements of a set of data. In other words, they are attributes describing the data, the essence of which is to ensure high standards of transparency and completeness. Specifically, the metadata looks at:

- The data source
- Timelines
- Periodicity/frequency
- Consistency
- Representativeness
- Data collection method
- The statistical techniques for computation or estimation
- Disaggregation
- Confidentiality, data security and data accessibility

1.3 Scope of the survey

This survey covers users of statistics and/or statistical products and includes the Government – MMDAs/MDAs, Business community, Education sector, Media, International agencies, Civil Society Organizations and individual researchers. Within each of these groups, there are several types of institutions or organizations that constitute the following seven broad categories as explained below:

- ***Metropolitan, Municipal and District Assemblies(MMDAs)/Ministries, Departments and Agencies (MDAs)***: includes government ministries; the legislative assembly of the country (parliamentarians) and associated entities, such as public agencies; the central bank (Bank of Ghana) and other government bodies; and district assemblies.
- ***Business community***: includes business organizations such as the chamber of commerce, industries and other business entities, association of employers, labour unions, banks and other financial corporations.
- ***Education sector***: includes universities and other tertiary institutions, educational institutions at the intermediate levels, such as teacher training colleges, nursing training schools, etc.
- ***Media*** includes the main media houses in the country such as newspaper/print, radio and television stations and other media publishing houses writing on economic, societal and political affairs.
- ***International agencies*** include development partners and other international bodies operating within Ghana and dealing with economic and social development issues, providing technical assistance, and donating or administering funds for development.
- ***Civil society*** includes key non-governmental organizations, professional associations, religious institutions and political parties.
- ***Individual researchers***: These are individuals who collect data from the Ghana Statistical Service for research and other activities.

1.4 Limitations of the survey

The survey adopted a face-to-face interview method for the data collection. Individuals who had used official statistics but relocated outside Ghana and foreigners who accessed official statistics via the website or internet within the study period were excluded.

1.5 Definition of official statistics

Official statistics are statistics produced by designated government agencies in the course of their work (i.e., routine statistics) or collected specifically for statistical and planning purposes or to monitor progress in programme areas, forecasting as well as developmental programmes. The survey attempted to find out the views of users on the details of presentation, relevance, packaging or style of presentation of official statistics or statistical products by agencies within the statistical system in the country.

1.6 Organization of the report

The report has been organized into five chapters. Chapter one, which is the introduction provides a background to the study and then discusses key research issues such as survey objectives, scope and limitations of the survey. In chapter two, the survey methodology is outlined including, the survey design, sampling techniques and procedures. Training of field personnel and fieldwork are also discussed in this chapter. Chapter three discusses key findings from the survey while chapter four compares the 2018 survey results with those of 2012 and 2016. However, it should be mentioned that results with respect to MDAs can only be compared with that of 2016 since the MDAs were not covered in 2012. Chapter five concludes the report and offers some recommendations.

CHAPTER 2

SURVEY METHODOLOGY

2.1 Introduction

This chapter describes the methodology and research methods used in the study including, the research design, sampling techniques and procedures, and questionnaire used. It also describes the data collection and data management procedures.

2.2 Methodology

To ensure comparability of results, the survey adopted the same methodology as the 2012 and 2016 surveys and covered both public and private institutions as well as individuals who use statistical products and services produced by the Ghana Statistical Service and other MDAs. For the institutions, the survey targeted respondents who were heads of the research units of those institutions and analogous staff whose responsibilities included the use of statistical products. In the case of individual users, the questionnaires were administered to the selected individuals themselves.

Face-to-face interviews were conducted by trained interviewers to solicit information from respondents. Interviewers visited the selected institutions and individuals in their offices using a structured questionnaire to conduct the interviews. To reduce interview time and non-response rates, all sampled institutions and individuals were notified prior to the administration of the questionnaires to solicit their cooperation.

2.3 Sampling frame

The sampling frame for the 2018 USS consists of organizations and individuals who had ever used official statistics or statistical products or services from GSS (both head office and the regional offices) and selected MDAs, including those participating in the implementation of the GSDP, within the NSS, between January 2015 and December 2017. Due to limitations in details of the list of users from the MDAs, the sampling frame, principally relied on the list from GSS. Information on the prepared list of users included their physical addresses, phone numbers and e-mail addresses to facilitate easy contact. The list excluded users who had requested for data or services through the e-mail system or from the website. The frame was stratified into the ten administrative regions and within each region, the units were further stratified into the seven categories of users.

Table 2.1 shows the basic characteristics of the frame. In all, there were 2,531 units. Units in the MDAs/MMDAs category make up the largest number (1,004) followed by the Research/Education category (479) and individual researchers (346). The Greater Accra region had the largest number of units (1,346) while Eastern region had the least (25).

Table 2.1: Distribution of the characteristics of the frame

Region	Category							Sub-Total
	MDAs/ MMDAs	Private Institutions/ Organi- zations	Research/ Education	Media	Inter- national Organi- zations	Civil Society	Individual researcher/ private firms	
Western	188	6	6	0	0	1	7	208
Central	24	3	27	0	0	0	16	70
Greater Accra	587	205	263	31	84	32	144	1,346
Volta	67	13	53	0	0	3	6	142
Eastern	10	1	1	0	0	0	13	25
Ashanti	30	36	81	0	0	5	120	272
Brong Ahafo	47	37	20	1	0	0	16	121
Northern	11	7	10	0	0	10	8	46
Upper East	10	6	8	0	0	0	4	28
Upper West	30	20	10	1	0	24	12	97
Total	1,004	334	479	33	84	75	346	2,531

*Source: Ghana Statistical Service

2.4 Sampling design and sample size

A one-stage stratified sample design was adopted. The domains of acceptance are the ten administrative regions of Ghana. The sample size for each domain was calculated using appropriate mathematical formula as follows:

$$n = \frac{NZ^2 p(1-p)}{d^2(N-1) + Z^2 p(1-p)}$$

Where:

N = target population

n = minimum sample size required per domain,

p = proportion of users satisfied with products from 2012 USS

d = absolute precision

Z = z-value at 95% significance

This means that, $p = 0.72$ $d = 0.05$ and $z = 1.96$.

Table 2.2 shows the computation of the sample size for each domain. A total sample of 855 units was required to measure the proportion of users of official statistics that are satisfied with the official statistical products or services at 5 percent level of significance.

Table 2.2: Determination of sample size per domain

Type of facility	N: Number of Units	Z: z-value	d: Level of Precision	p: Proportion of Coverage	n: Sample Size
Western	208	1.96	0.05	0.68	128
Central	70	1.96	0.05	0.91	45
Greater Accra	1,346	1.96	0.05	0.57	294
Volta	142	1.96	0.05	0.88	76
Eastern	25	1.96	0.05	0.95	19
Ashanti	272	1.96	0.05	0.73	144
Brong Ahafo	121	1.96	0.05	0.87	71
Northern	46	1.96	0.05	0.88	36
Upper East	28	1.96	0.05	0.93	22
Upper West	97	1.96	0.05	0.82	68
Total	2,355				903

In order to take advantage of possible gains in precision and reliability of the survey estimates from stratification, the computed sample size was stratified into the seven categories (strata) using proportional allocation to each of the seven categories within the domain. The allocation of the sample units was done in such a way that would allow for separate analysis in each of the seven categories as well as all the ten administrative regions. Table 2.3 shows the proportional allocation of the units into the strata.

The selection of institutions and individuals was accomplished by carrying out the sampling operations independently within each category or domain (strata) with probability proportional to size. The selection procedure for each domain involved the following:

- i. Arrangement of institutions and individuals in each category in alphabetical order;
- ii. Selection of users in each sector using the systematic sampling method.

Selection of the i^{th} sample organization/individual within domain h can be expressed as follows

$$S_{hi} = R_h + [I_h \times (I-1)] \text{ for } I = 1, 2, 3, 4, \dots, n_h$$

Where:

S_{hi} = selection of the i^{th} sample institutions or individuals in domain (sector) h

R_h = random start for sector h

I_h = sampling interval for sector h

Table 2.3: Allocation of sample for each domain to the sectors within the domain

Category	Western	Central	Greater Accra	Volta	Eastern	Ashanti	Brong Ahafo	Northern	Upper East	Upper West	Total
MDAs/MMDAs	109	14	82	41	6	23	39	9	8	28	359
Private Institutions/ Organizations	7	5	78	4	1	21	10	5	4	10	145
Research/ Education Sector	4	8	44	12	5	47	11	7	5	7	150
Media	0	0	9	0	0	0	1	0	0	1	11
International Organizations	0	0	11	1	1	1	1	0	0	0	15
Civil Society	3	3	22	5	4	12	4	9	2	15	79
Individual researcher/private firms	5	15	48	13	2	40	5	6	3	7	144
Total	128	45	294	76	19	144	71	36	22	68	903

2.5 Survey instruments

To elicit the required information from the respondents, a structured questionnaire on specific topics was programmed on electronic tablets. The same questionnaire used in 2012 and 2016 was adopted, except for a few changes; additions and deletion of some items. The questionnaire development also involved consideration of similar surveys that had been conducted elsewhere. The questionnaire was divided into five different sections with each having a specific focus as follows:

- Section A asked about the respondents' use of official statistics – which statistics they use regularly, the main sources from which they obtain those statistics; what they normally use them for, how often and how long they have been using the official statistics.
- Section B asked about the respondents' views on the quality of official statistics in terms of relevance and accuracy, reliability, timeliness of release, frequency of release and accessibility; their overall assessment of the quality of, and level of satisfaction with, official statistics in the country.
- Section C asked questions about the quality of service delivery by the GSS from the perspectives of the respondents, including the frequency with which they seek their products and services, methods they use when seeking for those products and services as well as views on the official website.
- Section D asked questions about the quality of statistical products and services provided by selected MDAs in the National Statistical System.
- Section E asked about the respondents' background, including the organizations for which they work, age, sex, education and contact information.

In developing the questionnaire, the survey took into account users' satisfaction with the following quality dimensions: relevance, accuracy and reliability, timeliness, coherence and comparability, accessibility and clarity.

- **Relevance:** Relevance as a quality dimension is a measure of the degree to which the statistics satisfy users' needs.
- **Accuracy and reliability:** These measure the degree to which official statistics used reflect reality. This means the utility of existing statistics in meeting the needs of users.
- **Timeliness:** Timeliness is measured using the time between release of the information and the period to which the information refers. This dimension is tied to punctuality, which is approached indirectly in the surveys using the calendar of publications.
- **Coherence and comparability:** These seek to find out whether within a single statistical process, the different data are consistent with each other. Consistency can have different approaches: between preliminary and final data, between annual data and bimonthly or monthly data, etc.
- **Accessibility and clarity:** These dimensions assess everything concerning the way in which statistical information reaches the user and the ease with which the information is understood. For instance, whether the statistical product could be accessed in the media, website, etc.

An Interviewers' Manual was also prepared which was aimed at explaining the survey methodology and procedures as well as concepts and definitions to standardize the understanding of field survey personnel, regarding how the questionnaires were to be filled.

2.6 Pre-test of the instruments

Prior to field data collection, a pre-test was conducted to ascertain any need for questionnaire revisions. The USS questionnaire was pre-tested over a period of four days from 16th to 19th February, 2018. A four-day training workshop was organized to help field personnel understand the concepts being used in the USS and be familiar with the questions for the pre-test. Experienced staff of GSS were purposively selected for the pre-test. The purpose of the pre-test was to assess the suitability of the draft survey questions, including their formulation, the suitability of the questionnaire design and interviewer work load. The pre-test gave insights into the flow of the questions, average time it takes to administer each questionnaire and helped the Project Implementation Team (PIT) to finalize the draft instruments (questionnaire and manual) that had been prepared.

A day's review workshop was held with the field personnel to discuss the outcome of the pre-test. during which challenges encountered were shared, recommendations noted and the instruments reviewed and finalized.

2.7 Recruitment and training

Trainees were drawn from a list of GSS survey personnel whose work in the past have been found to be satisfactory, and with the requirement of having a University degree, HND or an 'A' Level qualification. A few more people than required for field work were invited for training so that the best could be selected for the data collection and also have some on standby. A residential training programme was organized in a central location for 10 days from 24th February to 3rd March, 2018.

Training was carried out using a training manual, power point presentations and group discussions. All concepts were explained and any ambiguity clarified during the training. Trainees were also trained on the Computer Assisted Personal Interview (CAPI) applications. In determining participants' understanding of the course content and their ability to do quality work, class assessments were conducted. In addition, there were mock interviews aimed at ensuring that participants have a firm grip of the questionnaire.

2.8 Fieldwork and quality control

Data collection for the 2018 USS started on 5th February and ended on 16th March, 2018. Face-to-face interviews were conducted by interviewers through personal visits. GSS staff were used as Field Supervisors and were responsible for overseeing the day-to-day activities of the teams in terms of handling protocols, carrying out spot-checks and editing the work of interviewers. On the other hand, Field Interviewers were responsible for the administration of questionnaires to the selected institutions and individuals.

Unlike the two previous surveys that used paper questionnaire, the 2018 USS field data collection adopted the use of Computer Assisted Personal Interview (CAPI) through a dependable telemetry device that transmits data to a base station's computer. The questionnaire was configured using CSPro software and loaded onto the Tablets. The electronic data capture approach during interview, eliminates the need for post-interview data entry and thus allows for immediate data retrieval. The data was transmitted onto a central data storage facility that was created for the 2018 USS through internet connectivity.

Observations and supervisions during the fieldwork were necessary for good results. Supervisors played an important role in ensuring that quality data were collected. Among other things, supervisors reviewed the completed questionnaires to ensure that they were complete and internally consistent. They also helped the interviewers to understand the concepts used in situations where they were not clear.

In addition to the supervisors' role, there were two other levels of monitoring. The first was carried out by the trainers whose duty was to clarify concepts and definitions where needed, visit teams in the field to observe interviews, do spot-checks, and edit samples of completed questionnaires. The second monitoring group was made up of Management staff who were responsible for overseeing field work and ensuring that field workers were executing their assigned duties according to laid down procedures.

2.9 Data processing, analysis and reporting

Data collected and sent to the central data storage system in the office were validated by a team of Data Processing Experts. The team checked the structure of the data, missing data, inconsistencies and completeness of interviews. They were also responsible for constant review of the data sent to the central point for real-time operational decisions to ensure data quality from the beginning to the end of the fieldwork.

After data cleaning and validation, tables for the report were generated based on a pre-designed and agreed tabulation plan. The data processing team generated tables required from the various

sections of the questionnaire during the analysis and report writing phase. The statistical data analysis package, SPSS was used for the analysis.

CHAPTER 3 SURVEY FINDINGS

3.1 Response rate

Table 3.1 shows the response rates for the 2018 User Satisfaction Survey (USS). A total of 903 institutions and individuals were selected in the sample, of which 863 responded to the survey, yielding a response rate of 95.6 percent. The difference between the selected and completed interviews occurred mainly because 4.4 percent of the selected units refused to complete the questionnaire (2.2%), officer who were supposed to complete the questionnaire were unavailable (1.4%) or those to be interviewed could not be traced at all (1.0%). The Individual user group recorded the lowest response rate of 90.4 percent.

Table 3.1: Distribution of respondents by level of completion

Survey Results	Frequency	Percent
All		
Completed	839	92.9
Partially completed	24	2.7
Officer to complete is not available	13	1.4
Could not be traced	9	1.0
Refused	18	2.0
Total	903	100.0
Sector results		
MMDAs/MDAs	359	
Completed	326	90.8
Business Community	145	
Completed	136	93.8
Research/ Education institutions	145	
Completed	142	97.9
Media	11	
Completed	11	100.0
International Agencies	15	
Completed	15	100.0
Civil Society Organisation	79	
Completed	77	97.5
Individual researcher	144	
Completed	132	91.7
Total	903	
Completed	863	95.6

3.2 Background of respondents

Table 3.2 shows that the main user groups of statistical information within the National Statistical System (NSS) were the Ministries, Departments and Agencies (MDAs) and Metropolitan, Municipal and District Assemblies (MMDAs) which constituted 29.7 percent, Research and Educational institutions (18.3%) and Private firms/organizations (16.1%) and Individual Researchers (13.0%). It is observed that a few Non-Governmental organizations (6.1%), International organisations (3.7%) and Religious organizations (2.4%) also use statistical information within the NSS.

Table 3.2: Distribution of respondents by user group

User group	Number	Percent
MMDAs/MDAs	548	29.7
Parliament	4	0.2
Labour union	2	0.1
Public financial institutions	14	0.8
Private financial institutions	42	2.3
Non-governmental organizations	113	6.1
International organizations	68	3.7
Religious organizations	44	2.4
Print and electronic media	37	2.0
Private firm/organizations	297	16.1
Business persons	33	1.8
Individual Researchers	240	13.0
Research/Educational institutions	338	18.3
Other	62	3.3
Total	1,843	100.0

Table 3.3 shows the distribution of respondents by their educational attainment. As many as 90.4 percent of the respondents had attained a Higher National Diploma [HND] or a higher degree. Table 3.3 also indicates that 80.8 percent of the respondents were male while 19.2 percent were female.

Table 3.3: Educational attainment of the respondents

Educational attainment	Number			Percent		
	Male	Female	Total	Male	Female	Total
JHS/Middle school level	25	8	33	1.7	2.2	1.8
SHS/O' Level/'A' Level	0	2	2	0.0	0.6	0.1
Vocational/Technical/College/Commercial	12	2	14	0.8	0.6	0.8
Post-Secondary	109	18	127	7.3	5.1	6.9
HND/ Diploma	567	132	699	38.1	37.3	37.9
Degree (Bachelor's/Post graduate Diploma)	658	163	821	44.2	46.0	44.5
Master's degree	105	24	129	7.0	6.8	7.0
Doctorate degree (PhD)	14	5	19	0.9	1.4	1.0
Other	1,490	354	1,844	100.0	100.0	100.0

3.3 Use and sources of official statistics¹ and statistical products

Official statistics are intended for a wide range of users, which include government, researchers, businesses, educational institutions and the general public. Each of these groups or individuals have different needs for statistical information. The 2018 User Satisfaction Survey asked respondents about the type of official statistics/products they had ever used or were using.

From Table 3.4, the statistics or statistical products commonly used by respondents are Demographic statistics (55.6%), Census and survey reports (46.0%), and Education statistics and Health statistics with 26.3 percent each. In addition, more than one-quarter of users patronized statistical products on National accounts statistics (26.2%) and Census and survey data sets (25.2%) with a little over a fifth each of respondents patronizing Agriculture statistics (23.8%) and Living conditions statistics (23.3%). Internal trade statistics (5.7%) is the least patronized product.

Table 3.4: Users of statistics and statistical products

Statistics/ statistical products	Number of users	Distribution by type of statistics	Percentage of respondent
National accounts Statistics	484	6.1	26.2
Price statistics	422	5.3	22.9
Public finance statistics	269	3.4	14.6
Monetary and financial statistics	292	3.7	15.8
Industrial statistics	272	3.4	14.8
Labour statistics	401	5.0	21.8
External trade statistics	296	3.7	16.1
Internal trade statistics	106	1.3	5.7
Demographic statistics	1025	12.8	55.6
Living conditions statistics	429	5.4	23.3
Health statistics	485	6.1	26.3
Education statistics	485	6.1	26.3
Crime/Judicial/Security/Governance statistics	164	2.1	8.9
Environment statistics	272	3.4	14.8
Agriculture statistics	438	5.5	23.8
Cartographic/Spatial data	314	3.9	17.0
Vital statistics	197	2.5	10.7
Service statistics	250	3.1	13.6
Census and survey data sets	465	5.8	25.2
Census and survey reports	847	10.6	46.0
Other statistics	77	1.0	4.2

The source of statistical information is key as it assures the user of the credibility of the information being used. Respondents were asked of their source of the statistical information or products they used. Table 3.5 shows that the Ghana Statistical Service (GSS) is the main source of statistical information as 49.0 percent of users indicated it as their source of statistical information. All other MDAs combined (37.3%) are also major sources of official statistical information. The source of data for 8.6 percent of the users was from international organizations with 5.1 percent of users getting their data from other sources.

¹ Official statistics are statistics that are produced and published by designated Government Agencies or International bodies such as ILO, AfDB, etc.

Nine in every ten (91.4%) users of Census and survey datasets and 85.7 percent of those who used Census and survey reports mentioned GSS as the main source. Also, about seven in every 10 users of Living conditions and Demographic statistics obtained them from GSS. In areas where specific information is needed such as crime, agriculture and the environment, users prefer to go to the sector agencies. For example, 44.6 percent of agriculture statistics and 30.0 percent of public finance statistics users resort to the Ministry of Food and Agriculture and Ministry of Finance respectively (Table 3.5).

Table 3.5: Sources of official statistics or statistical products

Statistics/statistical products	Sources of official statistics										All
	GSS	MoE	MoH /GHS	Bank of Ghana	MoFA	MoF	Other MDAs	MMDAs	Intl. Org	Other sources	
National accounts Statistics	54.8	0.0	0.0	14.8	0.9	8.9	2.7	1.0	11.9	4.9	100.0
Price statistics	56.9	0.0	0.0	15.9	4.5	4.8	2.8	1.2	10.0	3.9	100.0
Public finance statistics	19.9	0.0	0.0	19.0	1.5	30.0	11.6	4.0	9.4	4.6	100.0
Monetary and financial statistics	24.3	0.0	0.0	44.5	0.0	13.5	4.3	0.6	9.2	3.7	100.0
Industrial statistics	43.3	0.0	0.0	6.9	0.0	3.7	27.0	1.2	9.0	8.9	100.0
Labour statistics	54.8	0.0	0.6	0.9	1.2	2.4	22.6	2.0	9.9	5.6	100.0
External trade statistics	35.4	0.0	0.0	12.7	1.2	6.0	25.0	0.0	11.6	8.1	100.0
Internal trade statistics	34.8	0.0	0.0	6.6	11.4	9.8	26.3	0.8	5.2	5.0	100.0
Demographic statistics	73.4	0.1	0.3	0.1	0.4	0.2	11.3	5.4	5.3	3.5	100.0
Living Conditions Statistics	71.5	0.3	0.2	1.3	0.2	1.8	5.1	2.7	14.2	2.8	100.0
Health statistics	28.8	0.0	18.0	0.3	0.0	0.0	39.7	3.3	8.2	1.8	100.0
Education statistics	31.5	19.4	0.0	0.5	0.0	0.0	34.5	4.5	6.7	3.1	100.0
Crime/Judicial/Security/Governance statistics	4.5	0.0	0.0	1.1	0.0	0.0	78.7	2.4	7.1	6.2	100.0
Environment statistics	17.0	0.0	1.2	0.0	1.6	0.0	42.5	8.7	15.8	13.2	100.0
Agriculture statistics	30.8	0.0	0.0	0.3	44.6	0.9	5.1	3.1	10.9	4.3	100.0
Cartographic/Spatial data	38.9	0.0	0.8	0.0	1.1	0.9	23.7	12.8	11.9	10.0	100.0
Vital Statistics	38.7	0.0	0.5	0.0	0.0	0.0	50.4	0.9	1.8	7.8	100.0
Service Statistics	31.7	0.0	0.0	0.0	0.0	0.0	43.5	4.6	12.2	8.0	100.0
Census and survey data sets	91.4	0.0	0.0	0.9	0.0	0.0	1.5	1.3	2.9	1.9	100.0
Census and survey reports	85.7	0.6	0.7	0.2	1.1	0.5	2.0	1.8	2.9	4.4	100.0
Other Statistics	6.4	0.0	0.0	2.4	0.0	0.0	49.3	8.2	15.0	18.7	100.0
Mean	49.0	1.3	1.4	5.6	3.9	3.5	18.4	3.2	8.6	5.1	100.0

The survey results reveal that statistical information requested were put to varied uses. Table 3.6 indicates that in general, respondents use the information for research/academic purposes (22.2%), planning (19.6%) and for decision making or policy formulation (15.7%). Other uses of the data include report writing (13.4%) and information sharing (12.1%). Use of statistical information for monitoring and evaluation was reported by only 7.6 percent of the respondents.

Table 3.6: Purpose for using statistics and statistical products

Usage of statistics	Frequency	Percent
To inform decision making/policy formulation	2,501	15.7
Planning	3,132	19.6
Modelling and forecasting	1,286	8.1
Research/academic	3,533	22.2
Monitoring and evaluation	1,206	7.6
Information sharing	1,934	12.1
Report writing	2,143	13.4
Other use	214	1.3
Total	15,949	100.0

Information on the frequency of use of official statistics is presented in Table 3.7. About one-fifth (20.1%) of respondents have used official statistics once and another one-fifth (22.8%) have used them once in a while. Whereas 13.8 percent of respondents use official statistics quarterly, 11.0 percent indicated they use the statistics annually. Another one-third (30.3%) regularly (i.e. on monthly or less intervals) use official statistics.

Table 3.7: Distribution of respondents by frequency of use of official statistics

Frequency of use	Number	Percent
Daily	171	9.9
Weekly	113	6.5
Fortnightly	38	2.2
Monthly	202	11.7
Quarterly	239	13.8
Bi-annually	32	1.8
Annually	190	11.0
Once in a while	394	22.8
Once	347	20.1
Total	1,725	100.0

Users of official statistics were asked how readily available the statistics were and the outcome is presented in Table 3.8. About half (50.4%) of respondents usually got the statistics they required and 26.6 percent always obtained what they wanted. Seven percent of respondents rarely or never got the statistics they needed.

Table 3.8: Distribution of respondents by availability of statistics they looked for

Availability	Number	Percent
Always	458	26.6
Usually (most of the time)	870	50.4
Rarely	97	5.6
Never	24	1.4
Once (found the statistics/information)	50	2.9
Once (didn't find the statistics/information)	217	12.6
Other	10	0.6
Total	1,725	100.0

3.4 Usefulness of official statistics

Users were asked to determine the usefulness of the official statistics they used and how it helped them to achieve the purpose for which the data were requested. Table 3.9 reveals that overall, most users (89.3%) find the official statistics and statistical products they used to be either “very useful” or “useful” while 8.5 percent of users find the official statistics to be ‘somewhat useful’ with only 2.2 percent rating them as ‘not useful’.

In terms of the usefulness of the products, majority of users of Monetary and financial statistics, Census and survey datasets and Census and survey reports (about 95.0%) indicated they found them to be either “very useful” or “useful”. On the other hand, Industrial Statistics and Internal Trade Statistics appear to be less useful to users. This situation requires that efforts are stepped up to improve on these statistics and products to make them more useful to users.

Table 3.9: Usefulness of official statistics

Statistics/Statistical products	Not useful	Somewhat useful	Useful	Very useful	Total
National accounts statistics	2.3	9.1	46.4	42.2	100.0
Price statistics	1.4	6.6	50.5	41.5	100.0
Public finance statistics	1.1	7.1	53.9	37.9	100.0
Monetary and financial statistics	1.7	3.4	55.3	39.5	100.0
Industrial statistics	5.9	14.7	47.4	32.0	100.0
Labour statistics	4.0	12.2	55.1	28.7	100.0
External trade statistics	2.4	9.1	58.4	30.1	100.0
Internal trade statistics	6.7	8.7	70.2	14.4	100.0
Demographic statistics	2.8	7.6	39.6	50.0	100.0
Living Conditions Statistics	1.0	9.1	48.0	42.0	100.0
Health statistics	1.2	10.5	52.1	36.2	100.0
Education statistics	1.0	10.7	53.5	34.7	100.0
Crime/Judicial/Security/Governance statistics	3.0	12.2	52.4	32.3	100.0
Environment statistics	0.0	10.0	55.4	34.7	100.0
Agriculture statistics	4.4	8.4	47.4	39.9	100.0
Cartographic/Spatial data	3.8	8.0	49.7	38.5	100.0
Vital Statistics	2.0	8.1	54.8	35.0	100.0
Service Statistics	0.0	16.8	54.4	28.8	100.0
Census and survey data sets	2.8	3.2	50.2	43.8	100.0
Census and survey reports	0.9	4.5	46.2	48.4	100.0
Other Statistics	0.0	13.0	61.0	26.0	100.0
Mean	2.2	8.5	49.8	39.5	100.0

3.5 Quality and satisfaction levels of official statistics

The survey sought to find out whether the statistics/statistical products are presented in a user-friendly format to enable users understand and interpret them very well. The results as presented in Table 3.10 show that on average, 91.4 percent of users indicated that statistical products are presented in a user-friendly manner, with only 7.1 percent having a contrary view.

An analysis of the various categories of official statistics shows that higher proportions of users of Census and survey reports (96.5%), Census and survey data sets (96.3%), Education statistics (94.0%), Living Conditions Statistics (93.9%) find the way the statistics are presented to be user-friendly for easy understanding and interpretation. Conversely, relatively higher proportions of users of Crime/Judicial/Security/Governance statistics (14.0%), Industrial statistics (12.5%) and Health statistics (10.5%) are of the view that the statistics are not presented in a user-friendly manner, hence making them difficult to understand and subsequently interpret the data.

Table 3.10: Respondents' understanding of how official statistics are presented

Statistics/Statistical products	Presented in a user- friendly manner	Not		Total	Number
		Presented in a user- friendly manner	Don't know		
National accounts statistics	89.2	10.1	0.6	100.0	483
Price statistics	90.3	9.2	0.5	100.0	422
Public finance statistics	95.2	4.1	0.7	100.0	269
Monetary and financial statistics	90.7	7.6	1.7	100.0	291
Industrial statistics	85.7	12.5	1.8	100.0	272
Labour statistics	92.3	5.7	2.0	100.0	401
External trade statistics	87.9	8.4	3.7	100.0	297
Internal trade statistics	88.6	1.9	9.5	100.0	105
Demographic statistics	92.8	7.2	0.0	100.0	1025
Living Conditions Statistics	93.9	5.1	0.9	100.0	429
Health statistics	86.0	10.5	3.5	100.0	485
Education statistics	94.0	4.5	1.4	100.0	485
Crime/Judicial/Security/Governance statistics	83.5	14.0	2.4	100.0	164
Environment statistics	93.0	4.4	2.6	100.0	271
Agriculture statistics	88.6	9.6	1.8	100.0	438
Cartographic/Spatial data	89.8	10.2	0.0	100.0	315
Vital Statistics	87.3	9.1	3.6	100.0	197
Service Statistics	88.8	8.4	2.8	100.0	249
Census and survey data sets	96.3	3.2	0.4	100.0	465
Census and survey reports	96.5	3.0	0.6	100.0	846
Other statistics	85.9	3.8	10.3	100.0	78
Mean	91.4	7.1	1.5	100.0	

Figure 3. 1 shows users' assessment of the coherence and harmonization of official statistics they use. More than one-quarter of respondents (27.8%) are of the view that the statistics they use are harmonized, while one-fifth (20.5%) believe that the official statistics are fairly harmonized. On the other hand, 22.9 percent of users mentioned that the products they use are not harmonized.

However, 28.8 percent of the respondents expressed no opinion as to whether the official statistics they use are coherent or harmonized.

Figure 3. 1: Respondents' opinion on data coherence/ harmonization

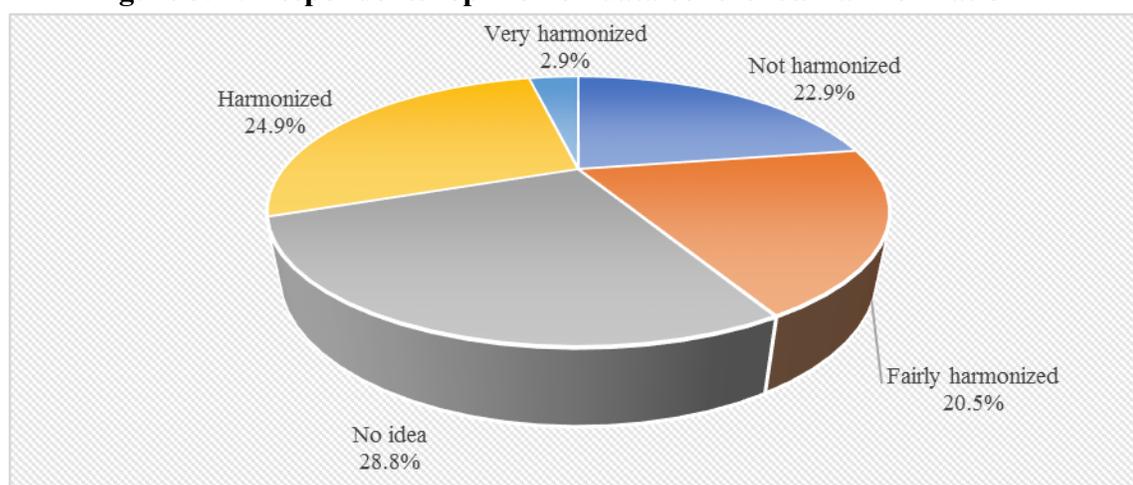


Table 3.11 presents an assessment of the accessibility of official statistics or statistical products. Generally, 81.9 percent of users are of the view that it is easy accessing official statistics and statistical products while 18.1 percent think otherwise. Relatively higher proportions of users of Crime and governance statistics (35.0%), Industrial statistics (25.7%), and Cartographic and spatial data (25.4%) think it is not easy accessing those products.

Table 3.11: Assessment of the accessibility of official statistics

Statistics/ statistical products	Very Difficult	Difficult	Neither Easy nor Difficult		Very Easy	Total
			Easy	Difficult		
National accounts Statistics	1.4	13.0	6.6	50.6	28.3	100.0
Price statistics	1.7	9.0	12.8	50.9	25.6	100.0
Public finance statistics	2.6	3.0	8.9	58.1	27.4	100.0
Monetary and financial statistics	0.7	6.8	4.8	63.7	24.0	100.0
Industrial statistics	3.3	12.1	10.3	52.9	21.3	100.0
Labour statistics	2.5	9.0	10.4	60.9	17.2	100.0
External trade statistics	1.0	12.5	4.7	63.0	18.9	100.0
Internal trade statistics	2.9	5.7	7.6	65.7	18.1	100.0
Demographic statistics	1.5	7.7	9.2	56.1	25.6	100.0
Living Conditions Statistics	0.7	6.3	5.6	65.7	21.7	100.0
Health statistics	0.6	8.7	7.8	61.9	21.0	100.0
Education statistics	0.8	7.0	10.5	62.9	18.8	100.0
Crime/Judicial/Security/Governance statistics	8.6	11.0	15.3	49.7	15.3	100.0
Environment statistics	2.2	8.1	9.9	64.3	15.4	100.0
Agriculture statistics	0.7	8.7	8.7	63.7	18.3	100.0
Cartographic/Spatial data	2.2	12.1	11.1	55.2	19.4	100.0
Vital Statistics	2.0	4.1	10.2	62.9	20.8	100.0
Service Statistics	3.6	6.4	7.6	64.4	18.0	100.0
Census and survey data sets	2.6	5.4	5.6	58.5	28.0	100.0
Census and survey reports	0.8	4.5	6.1	63.6	24.9	100.0
Other Statistics	1.3	13.2	2.6	68.4	14.5	100.0

Mean	1.7	8.0	8.3	59.6	22.3
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Respondents were also asked to rate the overall quality of official statistics or statistical products they had ever used. Quality in this context strictly reflects the opinion of the respondent and not based on any scientific basis.

Table 3.12 shows that less than one-tenth (8.5%) of the respondents rated official statistics in the country as of excellent quality. More than two-fifths (44.0%) of the respondents rated official statistics as of very good quality and 37.7 percent rated them as of good quality. Only 3.1 percent of the respondents rated official statistics produced in the country as of poor quality. About 80 percent of the respondents rated all the individual statistical products as either of good or better quality (Table 3.12).

Table 3.12: Quality of official statistics/products you ever used

Statistics/products	Poor	Fair	Good	Very Good	Excellent	Total	Number
National accounts Statistics	3.3	6.0	34.4	48.2	8.1	100.0	483
Price statistics	5.5	4.8	37.3	45.8	6.7	100.0	421
Public finance statistics	0.0	7.4	37.9	50.2	4.5	100.0	269
Monetary and financial statistics	2.4	6.5	39.4	44.5	7.2	100.0	292
Industrial statistics	9.5	11.7	33.0	43.6	2.2	100.0	273
Labour statistics	3.2	12.2	40.1	39.4	5.0	100.0	401
External trade statistics	8.4	11.8	41.4	29.3	9.1	100.0	297
Internal trade statistics	2.8	12.3	44.3	37.7	2.8	100.0	106
Demographic statistics	1.7	4.0	33.5	48.8	12.0	100.0	1026
Living Conditions Statistics	0.2	7.2	38.2	46.9	7.5	100.0	429
Health statistics	3.9	7.4	33.9	47.7	7.0	100.0	484
Education statistics	2.9	5.2	44.0	41.3	6.6	100.0	484
Crime/Judicial/Security/Governance statistics	1.2	19.6	42.9	35.6	0.6	100.0	163
Environment statistics	1.5	8.1	48.7	36.5	5.2	100.0	271
Agriculture statistics	3.9	8.2	37.9	41.3	8.7	100.0	438
Cartographic/Spatial data	5.7	8.6	36.2	34.9	14.6	100.0	315
Vital Statistics	3.0	6.6	49.2	29.9	11.2	100.0	197
Service Statistics	2.8	8.0	52.6	31.1	5.6	100.0	251
Census and survey data sets	1.3	3.0	32.9	51.8	11.0	100.0	465
Census and survey reports	2.4	3.4	31.7	50.9	11.6	100.0	846
Other Statistics	0.0	7.8	39.0	33.8	19.5	100.0	77
Mean	3.1	6.9	37.7	44.0	8.5	100.0	

3.6 Effect of inadequacy of statistical information and untimely release of statistics

Inadequacies of statistical information may have varied effects on the work of users of statistics and statistical products. Table 3.13 which presents results of users' feedback in such situations

shows about one-quarter of respondents see inadequate statistical information as mainly delaying their work or activities (26.1%). Users also tend to use assumptions (20.2%) and unreliable estimates (13.3%) in their work due to inadequate statistical information.

Table 3.13: Main effect of inadequate information on users

Main effect	Number	Percent
No effect	87	5.9
Cannot determine production levels	27	1.8
Inaccurate budgeting	38	2.6
Unreliable estimates	196	13.3
Aborted/ terminated programme or activity	17	1.1
Exact objective or goal not achieved	90	6.1
Misleading outcome/ output	89	6.0
Missed deadline	15	1.0
Delayed work or activities	385	26.1
Lost an opportunity	16	1.1
Made a lot of assumptions	299	20.2
Poor or low performance	105	7.1
Could not inform decision/policy	78	5.7
Other	36	2.4
Total	1,476	100.0

Feedback on the effect of untimely release of official statistics is presented in Table 3.14. Like the case of inadequate statistical information, untimely release of statistics mainly delays work or activities (53.4%), and users also tend to use assumptions (11.2%) and unreliable estimates (5.3%).

Table 3.14: Main effect of untimely release of information on users

Main effect of untimely release of information	Number	Percent
No effect	101	6.6
Cannot determine production levels	8	0.5
Inaccurate budgeting	46	3.0
Unreliable estimates	82	5.3
Aborted/ terminated programme or activity	7	0.4
Exact objective or goal not achieved	47	3.1
Misleading outcome/ output	23	1.5
Missed deadline	69	4.4
Delayed work or activities	822	53.4
Lost an opportunity	25	1.6
Made a lot of assumptions	172	11.2
Poor or low performance	62	4.1
Could not inform decision/policy	38	2.5
Other	37	2.4
Total	1,541	100.0

The effects of irregular release of information are presented in Table 3.15. Three main effects, as identified above, are mentioned even though the proportions vary. About one-third (30.5%) of users indicated that irregular release of information usually delayed their activities, 16.5 percent resort to use of assumptions while 11.3 percent use unreliable estimates.

Table 3.15: Main effect of irregular release of information on users

Main effect	Number	Percent
No effect	81	7.4
Cannot determine production levels	7	0.6
Inaccurate budgeting	39	3.5
Unreliable estimates	125	11.3
Aborted/ terminated programme or activity	5	0.5
Exact objective or goal not achieved	73	6.6
Misleading outcome/ output	38	3.4
Missed deadline	30	2.7
Delayed work or activities	337	30.5
Lost an opportunity	15	1.4
Made a lot of assumptions	182	16.5
Poor or low performance	64	5.8
Could not inform decision/policy	67	6.0
Other	41	3.7
Total	1,104	100.0

3.7 Use of metadata

For real appreciation of data, use of additional information about the data provided (metadata) by users is important. From Table 3.16, about nine in every ten users (90.4%) acknowledged the use of metadata that accompanied the statistics or statistical products patronized. In terms of individual statistics or statistical products, relatively high proportions of respondents use the metadata on Living conditions statistics (96.3%), Industrial statistics (93.7%), Census and survey reports and Environmental statistics, with 92.2 percent each. On the contrary, proportion of National accounts statistics users (84.4%) was the least in terms of use of the accompanying metadata.

Table 3.16: Users who made use of the metadata by statistics/statistical product used

Statistics/statistical products	Number of users	Distribution by type of statistics	Percent of respondents
National accounts Statistics	243	5.1	84.4
Price statistics	227	4.8	86.6
Public finance statistics	138	2.9	90.8
Monetary and financial statistics	159	3.3	88.8
Industrial statistics	164	3.5	93.7
Labour statistics	246	5.2	89.8
External trade statistics	162	3.4	92.0
Internal trade statistics	49	1.0	89.1
Demographic statistics	598	12.6	91.4
Living Conditions Statistics	310	6.5	96.3
Health statistics	296	6.2	86.8
Education statistics	300	6.3	90.1
Crime/Judicial/Security/Governance statistics	63	1.3	87.5
Environment statistics	165	3.5	92.2
Agriculture statistics	266	5.6	91.7
Cartographic/Spatial data	176	3.7	87.6
Vital Statistics	107	2.3	89.2
Service Statistics	138	2.9	87.3
Census and survey datasets	294	6.2	91.6
Census and survey reports	606	12.8	92.2
Other Statistics	42	0.9	95.5
Total	2,085	100.0	90.4

3.8 Satisfaction levels with official statistics

In ensuring high-quality statistics, producers of the statistics must regularly monitor their activities and sustain the high quality of statistics. Production must be developed continuously to meet the more demanding and complex information needs of users. This section presents findings on the levels of satisfaction with the quality of statistics by users, measured through details, timeliness, relevance, frequency and style of presentation of official statistics. The section also discusses the usefulness of official statistics produced by GSS and other MDAs and the effects of inadequacies in the production and dissemination of official statistics.

Table 3.17 shows that more than eight in every ten (81.5%) respondents were satisfied with the level of details that were provided in the various statistical products they used; 20.5 percent of the respondents were very satisfied and 61.0 percent were satisfied. About seven percent (6.6%) indicated that they were not satisfied with the level of details that were provided in the various statistical products they used. The results further indicate that 92.1 percent of users of Monetary and financial statistics and 87.6 percent of Census and survey dataset users were satisfied with the

level of details. Among the users, those who used Industrial statistics (70.2%) were the least satisfied with the level of details that had been provided.

Table 3.17: Users' satisfaction levels with details

Statistics/Statistical products	Total	Very unsatisfied	Not satisfied	Some-what satisfied	Satisfied	Very satisfied
National accounts Statistics	100.0	0.0	5.2	12.4	60.1	22.3
Price statistics	100.0	0.0	4.7	12.8	65.4	17.1
Public finance statistics	100.0	0.0	7.1	11.6	67.5	13.8
Monetary and financial statistics	100.0	1.0	3.4	3.4	71.9	20.2
Industrial statistics	100.0	1.1	12.9	15.8	54.4	15.8
Labour statistics	100.0	2.0	9.0	15.8	55.8	17.5
External trade statistics	100.0	1.0	11.5	6.8	70.6	10.1
Internal trade statistics	100.0	2.9	12.4	10.5	73.3	1.0
Demographic statistics	100.0	0.7	4.9	13.4	54.1	26.9
Living Conditions Statistics	100.0	0.0	5.4	14.7	59.0	21.0
Health statistics	100.0	0.0	7.6	10.3	60.2	21.9
Education statistics	100.0	0.6	2.9	14.8	63.2	18.5
Crime/Judicial/Security/ Governance statistics	100.0	0.0	11.0	15.2	58.5	15.2
Environment statistics	100.0	0.0	4.8	11.8	68.4	15.1
Agriculture statistics	100.0	0.0	9.8	12.3	58.3	19.6
Cartographic/Spatial data	100.0	1.0	7.0	14.3	53.8	23.9
Vital Statistics	100.0	0.0	6.6	11.7	65.0	16.8
Service Statistics	100.0	0.0	4.8	14.7	65.7	14.7
Census and survey data sets	100.0	0.9	3.9	7.7	61.2	26.4
Census and survey reports	100.0	0.0	4.1	9.1	60.4	26.4
Other Statistics	100.0	0.0	3.9	6.5	70.1	19.5
Total	100.0	0.5	6.2	11.9	61.0	20.5

The user's level of satisfaction in terms of timeliness is presented in Table 3.18. The Table indicates that generally, 80.8 percent of users were satisfied with the timeliness for the release of statistics and statistical products (65.6 percent were satisfied and 15.2 percent were very satisfied). Less than one-tenth (8.8%) were unsatisfied with the timeliness for release of the statistical products. Whereas almost nine in every ten (87.7%) users of Monetary and financial statistics indicated high level of satisfaction with timeliness of release of the statistics produced, seven in every ten users of Crime/Judicial/Security/Governance statistics (71.3%) expressed the same.

Table 3.18: Users' satisfaction levels with timeliness

Statistics/Statistical products	Total	Very unsatisfied	Not satisfied	Some-what satisfied	Satisfied	Very satisfied
National accounts Statistics	100.0	1.2	8.7	11.4	64.3	14.5
Price statistics	100.0	0.5	6.2	11.6	67.3	14.5
Public finance statistics	100.0	0.0	0.4	8.6	81.4	9.7
Monetary and financial statistics	100.0	1.0	6.8	4.5	72.6	15.1
Industrial statistics	100.0	1.8	14.7	11.4	59.3	12.8
Labour statistics	100.0	1.0	10.0	11.0	64.6	13.5
External trade statistics	100.0	3.4	13.1	6.7	66.3	10.4
Internal trade statistics	100.0	2.9	8.6	3.8	80.0	4.8
Demographic statistics	100.0	0.8	7.8	12.9	59.5	19.0
Living Conditions Statistics	100.0	0.0	6.8	16.6	61.7	15.0
Health statistics	100.0	0.8	9.1	10.5	60.4	19.2
Education statistics	100.0	0.8	6.8	9.3	68.2	14.9
Crime/Judicial/Security/ Governance statistics	100.0	0.0	17.1	11.6	63.4	7.9
Environment statistics	100.0	2.2	3.7	15.9	67.4	10.7
Agriculture statistics	100.0	1.8	12.1	12.8	59.6	13.7
Cartographic/Spatial data	100.0	1.9	6.7	11.7	62.5	17.1
Vital Statistics	100.0	0.5	3.6	9.6	74.6	11.7
Service Statistics	100.0	0.0	9.2	6.8	65.2	18.8
Census and survey data sets	100.0	1.3	5.8	5.8	72.5	14.6
Census and survey reports	100.0	0.2	6.0	9.1	66.0	18.7
Other Statistics	100.0	0.0	1.3	6.5	80.5	11.7
Total	100.0	1.0	7.8	10.5	65.6	15.2

With regard to relevance of the statistics produced, Table 3.19 shows that 90.5 percent of users indicated that they were satisfied (64.8 percent were satisfied while 25.7 were very satisfied). The results also show that 3.8 percent of the users were not satisfied with the relevance of data provided. Users of Monetary and financial statistics (94.6%) were more satisfied with the relevance of the data while a relatively lower percentage of Industrial statistics users (80.2%) were satisfied with the relevance of the statistics used.

Table 3.19: Users' satisfaction levels with relevance

Statistics/Statistical products	Total	Very unsatisfied	Not satisfied	Some-what satisfied	Satisfied	Very satisfied
National accounts Statistics	100.0	0.0	3.1	5.2	60.2	31.5
Price statistics	100.0	0.0	3.1	3.6	66.4	27.0
Public finance statistics	100.0	0.0	4.1	5.2	68.9	21.9
Monetary and financial statistics	100.0	1.0	3.4	1.0	69.9	24.7
Industrial statistics	100.0	1.1	5.9	11.0	57.0	25.0
Labour statistics	100.0	1.0	7.5	5.7	66.4	19.4
External trade statistics	100.0	1.0	4.1	5.4	71.2	18.3
Internal trade statistics	100.0	2.8	10.4	3.8	71.7	11.3
Demographic statistics	100.0	1.1	2.8	5.8	57.9	32.4
Living Conditions Statistics	100.0	0.0	2.1	8.4	62.9	26.6
Health statistics	100.0	1.2	2.1	7.2	59.6	29.9
Education statistics	100.0	0.4	1.9	6.6	68.9	22.2
Crime/Judicial/Security/ Governance statistics	100.0	0.0	8.0	6.1	64.4	21.5
Environment statistics	100.0	0.0	2.9	8.5	64.3	24.3
Agriculture statistics	100.0	0.0	5.3	6.4	65.1	23.3
Cartographic/Spatial data	100.0	0.3	2.5	6.0	70.5	20.6
Vital Statistics	100.0	0.0	1.0	4.6	72.6	21.8
Service Statistics	100.0	0.0	0.8	6.8	68.8	23.6
Census and survey data sets	100.0	0.9	1.7	4.5	68.0	24.9
Census and survey reports	100.0	0.0	2.2	4.0	64.9	28.8
Other Statistics	100.0	0.0	6.5	2.6	74.0	16.9
Total	100.0	0.5	3.3	5.7	64.8	25.7

Table 3.20 presents user's level of satisfaction with the frequency of statistics production in the country. Generally, 86.2 percent of users were satisfied with the frequency of statistics production (72.1 percent were satisfied and 14.1 percent were very satisfied with the frequency of production). Less than a tenth (5.3%) of users were not satisfied with the frequency of statistics production. Very high proportions of Public finance statistics (94.5%) and Monetary and financial statistics (93.5%) users were satisfied with the frequency of data production while relatively lower proportions of users of Agriculture statistics (81.5%) and Labour statistics (77.6%) were satisfied with the frequency of statistics production.

Table 3.20: Users' satisfaction levels with frequency

Statistics/Statistical products	Total	Vey unsatisfied	Not satisfied	Some- what satisfied	Satisfied	Very satisfied
National accounts Statistics	100.0	0.4	4.8	11.0	68.2	15.7
Price statistics	100.0	0.0	4.0	5.9	76.4	13.7
Public finance statistics	100.0	0.0	0.0	5.6	82.2	12.3
Monetary and financial statistics	100.0	1.0	1.0	4.5	77.0	16.5
Industrial statistics	100.0	1.1	6.6	8.5	72.0	11.8
Labour statistics	100.0	1.2	7.5	13.7	69.1	8.5
External trade statistics	100.0	3.4	3.7	7.7	74.7	10.4
Internal trade statistics	100.0	2.8	3.8	3.8	84.9	4.7
Demographic statistics	100.0	1.1	5.6	9.6	68.1	15.7
Living Conditions Statistics	100.0	0.0	3.5	9.8	68.8	17.9
Health statistics	100.0	0.8	3.9	7.6	70.5	17.1
Education statistics	100.0	0.2	4.1	9.3	72.4	14.0
Crime/Judicial/Security/ Governance statistics	100.0	0.0	4.9	10.4	75.0	9.8
Environment statistics	100.0	1.5	9.2	7.4	72.8	9.2
Agriculture statistics	100.0	1.4	7.8	9.4	67.5	14.0
Cartographic/Spatial data	100.0	1.9	3.2	5.4	76.2	13.3
Vital Statistics	100.0	0.0	4.1	7.7	76.0	12.2
Service Statistics	100.0	0.0	4.8	10.0	70.4	14.8
Census and survey data sets	100.0	0.0	5.6	8.8	70.9	14.7
Census and survey reports	100.0	0.1	3.2	7.6	72.1	17.0
Other Statistics	100.0	0.0	0.0	3.9	90.9	5.2
Total	100.0	0.7	4.6	8.5	72.1	14.1

Table 3.21 indicates that 91.9 percent of users were generally satisfied with the style of presentation, (74.9 percent were satisfied and 17.0 percent were very satisfied) while 3.1 percent were not satisfied with the presentation style. With regard to the statistics or statistical products, high proportions of users of Monetary and financial statistics (96.2%) and a relatively lower proportion of Crime/Judicial/Security/Governance statistics (85.4%) were satisfied with the style of presentation.

Table 3.21: Users' satisfaction levels with style of presentation

Statistics/Statistical products	Total	Very unsatisfied	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied
National accounts Statistics	100.0	0.6	3.5	3.9	72.3	19.7
Price statistics	100.0	0.0	3.8	7.3	77.3	11.6
Public finance statistics	100.0	0.0	3.0	5.9	72.2	18.9
Monetary and financial statistics	100.0	1.0	2.4	0.3	81.8	14.4
Industrial statistics	100.0	1.1	1.5	7.0	72.0	18.5
Labour statistics	100.0	1.0	2.5	3.5	79.6	13.5
External trade statistics	100.0	3.4	2.0	4.7	79.1	10.8
Internal trade statistics	100.0	2.8	1.9	2.8	81.1	11.3
Demographic statistics	100.0	1.5	3.2	4.8	69.1	21.5
Living Conditions Statistics	100.0	0.5	2.6	5.8	70.2	21.0
Health statistics	100.0	0.8	1.4	7.9	71.7	18.2
Education statistics	100.0	0.0	1.4	8.9	76.1	13.6
Crime/Judicial/Security/Governance statistics	100.0	0.0	6.7	7.9	72.6	12.8
Environment statistics	100.0	1.5	2.2	4.8	79.0	12.5
Agriculture statistics	100.0	0.0	3.7	4.3	76.5	15.5
Cartographic/Spatial data	100.0	0.3	2.2	7.0	76.4	14.0
Vital Statistics	100.0	1.0	1.0	5.1	80.1	12.8
Service Statistics	100.0	0.0	0.8	5.6	76.8	16.8
Census and survey data sets	100.0	0.0	2.6	3.0	76.8	17.6
Census and survey reports	100.0	0.1	1.2	2.7	74.6	21.4
Other Statistics	100.0	0.0	0.0	1.3	84.4	14.3
Mean	100.0	0.7	2.4	5.0	74.9	17.0

Opinions on users' level of satisfaction with official statistics were sought with respect to the delivery processes of the statistical products. These views are expected to assist producers of official statistics to possibly re-strategize to meet users' expectations. The results as presented in Table 3.22 show that on average, only 10.4 percent of users were dissatisfied with any of the processes involved in obtaining official statistics while 89.6 percent of the users were satisfied with all the procedures involved in obtaining official statistics.

On the specific processes, 95 percent of users were satisfied with the quality of analysis/interpretation of official statistics while 95.7 percent also expressed satisfaction with the usefulness of the products or services utilized. More than nine in every ten (91.6%) and 87.4 percent of respondents were satisfied with the cost of products and the services provided during data acquisition. However, about one-fifth (24.9%) of the users were dissatisfied with the duration between request and the time of delivery of the official statistics.

Table 3.22: Some statistical activities and extent of satisfaction of respondents

Activities	Not at all	Unsatisfied	Somewhat	Satisfied	Very	Total
	satisfied		satisfied		satisfied	
Processes in accessing official statistics	2.0	11.2	18.4	55.7	12.7	100.0
Cost of official statistics	2.5	5.9	9.6	49.2	32.8	100.0
Waiting time until data is made available	6.3	18.6	19.8	41.4	13.8	100.0
Level of detail of official statistics	1.3	9.1	19.7	56.3	13.6	100.0
Technical language and comprehension	0.6	3.5	9.6	71.4	14.9	100.0
Quality of analysis/ interpretation	0.9	4.1	12.7	70.6	11.7	100.0
Usefulness of the official statistics	1.0	3.4	9.6	65.2	20.9	100.0
Service after the acquisition of the data	5.4	7.1	17.8	57.1	12.5	100.0
Mean	2.5	7.9	14.6	58.4	16.6	100.0

With regard to the overall satisfaction with official statistics, Table 3.23 shows that 94.5 percent of the respondents were generally satisfied with all the quality dimensions (details, timeliness, relevance, frequency and style of presentation) of the official statistics. On average, respondents were more satisfied with the style of presentation (96.9%) and relevance (96.2%) compared with details (93.3%) and timeliness (91.2%).

Table 3.23: Overall satisfaction levels with details, timeliness, relevance and style of presentation

Statistics/Statistical products	Overall	Satisfaction with:			
		Details	Timeliness	Relevance	Style of presentation
National accounts statistics	94.5	94.8	90.1	96.9	95.9
Price statistics	95.6	95.3	93.4	96.9	96.2
Public finance statistics	97.1	92.9	99.6	95.9	97.0
Monetary and financial statistics	95.5	95.5	92.1	95.5	96.6
Industrial statistics	90.3	86.0	83.5	93.0	97.4
Labour statistics	91.4	89.0	89.0	91.5	96.5
External trade statistics	90.7	87.5	83.5	94.9	94.6
Internal trade statistics	89.7	84.8	88.6	86.8	95.3
Demographic statistics	94.1	94.4	91.4	96.1	95.3
Living conditions statistics	95.8	94.6	93.2	97.9	97.0
Health statistics	94.4	92.4	90.1	96.7	97.7
Education statistics	96.1	96.5	92.4	97.7	98.6
Crime/Judicial/Governance statistics	90.5	89.0	82.9	92.0	93.3
Environment statistics	94.3	95.2	94.1	97.1	96.3
Agriculture statistics	91.6	90.2	86.1	94.7	96.3
Cartographic/Spatial data	94.6	92.0	91.4	97.1	97.5
Vital statistics	96.3	93.4	95.9	99.0	98.0
Service statistics	96.0	95.2	90.8	99.2	99.2
Census and survey data sets	95.5	95.3	92.9	97.4	97.4
Census and survey reports	96.5	95.9	93.7	97.8	98.7
Other Statistics	97.6	96.1	98.7	93.5	100.0

3.9 Calendar of release for official statistics

The survey asked respondents about their knowledge of calendar of release for official statistics (i.e. having pre-announced dates of publication of the official statistics by the producers). Table 3.24 indicates that majority (80.8%) of the respondents are unaware of any release calendar for official statistics. Knowledge of a dissemination calendar is relatively higher among users of Monetary and Financial statistics (38.7%), Public finance statistics (37.9%), National Accounts statistics (29.3%), Price statistics (27.3%) and Census and Survey data sets (25.6%) compared with users of Crime/Judicial/Security/Governance statistics (7.9%) and Environment statistics (7.4%).

Table 3.24: Knowledge of publicly disseminated calendar of release for official statistics

Statistics and Statistical products	Percentage		Total	N
	Yes	No		
National accounts statistics	29.3	70.7	100.0	484
Price statistics	27.3	72.7	100.0	422
Public finance statistics	37.9	62.1	100.0	269
Monetary and financial statistics	38.7	61.3	100.0	292
Industrial statistics	20.2	79.8	100.0	272
Labour statistics	13.2	86.8	100.0	401
External trade statistics	24.2	75.8	100.0	297
Internal trade statistics	11.3	88.7	100.0	106
Demographic statistics	13.6	86.4	100.0	1025
Living conditions statistics	10.3	89.7	100.0	429
Health statistics	15.7	84.3	100.0	485
Education statistics	15.1	84.9	100.0	484
Crime/Judicial/Security/Governance statistics	7.9	92.1	100.0	164
Environment statistics	7.4	92.6	100.0	271
Agriculture statistics	13.2	86.8	100.0	439
Cartographic/Spatial data	10.8	89.2	100.0	314
Vital Statistics	17.8	82.2	100.0	197
Service statistics	17.6	82.4	100.0	250
Census and survey data sets	25.6	74.4	100.0	465
Census and survey reports	23.7	76.3	100.0	847
Other statistics	19.5	80.5	100.0	77
Mean	19.2	80.8	100.0	

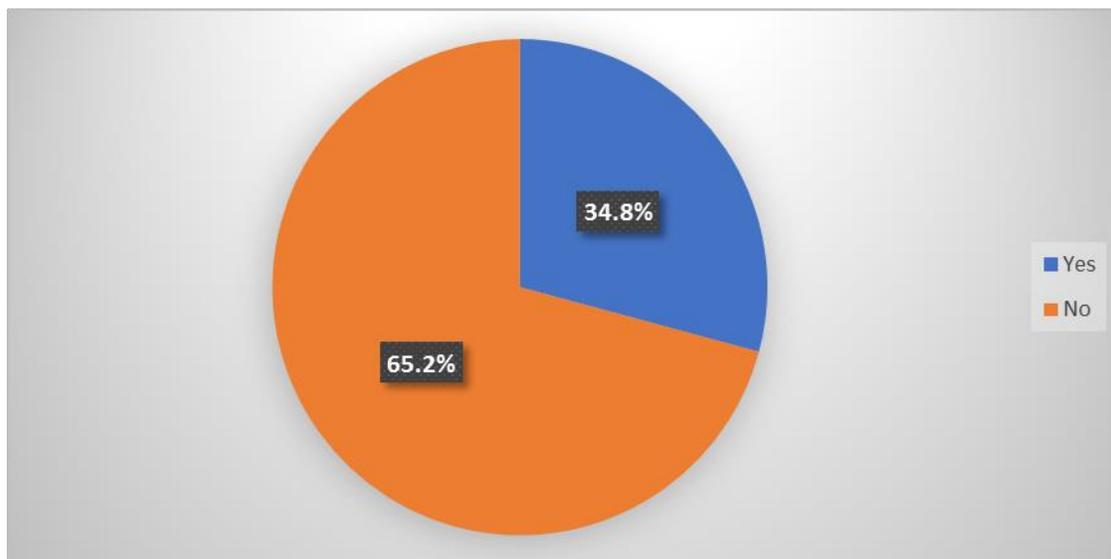
3.10 Awareness of Resource and Data Centre (RDC)

The Resource and Data Centre (RDC) of the GSS was established in the second half of 2013 and serves as a centralized warehouse of data for the Service. The centre is responsible for storage, management and dissemination of data and information collated from surveys and censuses, statistical units of MDAs, and other internally generated statistics.

Figure 3.2 illustrates information obtained on whether users or clients were aware of the establishment of the RDC within GSS. Almost two-thirds (65.2%) of users indicated that they are

not aware of the establishment or existence of the RDC. Only 34.8 percent of the users are aware of the establishment of the Centre within the GSS.

Figure 3.2: Awareness of the establishment of the RDC within GSS



3.11 Contacting Ghana Statistical Service

Respondents were asked if they had ever contacted the Ghana Statistical Service (GSS) for data or with a query. Query, as used in the survey, does not necessarily refer to the client asking questions which expressed doubt about the data only but also includes questions seeking clarification, explanation, information or some other service that is within the mandate of GSS. Table 3.25 shows that 95.3 percent of respondents had ever contacted GSS for data or presented a query while 4.6 percent had never done so.

Table 3.25: Ever Contacted GSS for data or with a query

Contact	Frequency	Percent
Yes	1,756	95.3
No	84	4.6
Don't remember	3	0.2
Total	1,843	100

Table 3.26: Number of times respondents contacted GSS in the last 12 months

Times	Frequency	Percent
None	592	33.7
Once	471	26.8
2-5 times	459	26.1
More than 5 times	234	13.3
Total	1,756	100.0

Those who had contacted the GSS for data or with a query were further asked questions on the number of times they had done so in the last 12 months. Table 3.26 shows that nearly two-fifths (39.4%) of the respondents had contacted GSS more than once in the last 12 months for official statistics or statistical products. More than one-quarter (26.1%) of respondents had contacted the GSS only once in the last 12 months for a statistical product or with a query. On the other hand, one-third (33.7%) of the respondents had not contacted

GSS in the last 12 months.

Table 3.27 shows the means by which respondents who contacted the GSS for data or with a query did so. The Table shows that the main means of contacting the GSS is through personal contact (51.3%), and this is either at the head office, regional office or contact through officers within the GSS. About one-fifth (21.3%) of the respondents also contacted the GSS through its website while 8.5 percent made telephone calls either to the head office or regional office, with 13.2 percent doing so using official letters. Contacting GSS by means of fax is not common as only 0.1 percent of respondents indicated this as a means by which users of statistics made contact with the GSS. The reason for this could perhaps be as a result of the increase in access to more convenient electronic means of communication such as email, mobile telephone and the internet.

Table 3.27: Means used in contacting GSS

Means of contact	Number	Percent
Telephone to head office	143	4.8
Telephone to regional office	113	3.8
Email to head office	115	3.8
Email to Regional	51	1.7
Website	640	21.3
Fax	2	0.1
Personal contact with Head office (Official)	755	25.2
Personal contact with regional office	602	20.1
Personal contact with an official of GSS	179	6.0
Official letter	395	13.2
Other	5	0.2
Total	2,998	100.0

Table 3.28 shows that 63.1 percent of the respondents who had contacted GSS at least once in the last 12 months did so because they were requesting for specific data and 21.7 percent made follow-up on data they had requested for. It is important to note that 6.6 percent of respondents were seeking clarification while 1.1 percent of respondents visited the GSS to discuss data requirements for specific research topics.

Table 3.28: Reasons for contacting Ghana Statistical Service in the last 12 months

Reasons	Number	Percent
Request for specific data	1,121	63.1
Follow-up on data request	385	21.7
Follow-up on press release/ publication	52	2.9
Discuss data requirements, e.g. possibility of carrying out a survey	20	1.1
Methodology query	5	0.3
Methodology service/advice	16	0.9
Sampling service/advice	7	0.4
Cartographic/GIS service	19	1.1
Seek clarification	117	6.6
Requested guidance on the website	10	0.6
Total	24	1.4

3.12 Requests and responses to the applicants' requests

Table 3.29 presents information on how early the applicants required the official statistics or statistical products they requested for. About 7 in every 10 (78.2%) applicants required the requested information to be provided within one week. The proportion of applicants who required the official statistics or statistical products within two weeks is 12.0 percent, while 7.8 percent of the respondents required the official statistics or statistical products within one month.

Table 3.29: How early the applicants required the information

Time	Frequency	Percent
Within one week	1,372	78.2
Within two weeks	211	12.0
Within one month	137	7.8
More than one month	36	2.1
Total	1,756	100.0

About half (50.8%) of applicants for data received their requests within one week (Table 3.30). An additional 15.1 percent of the users had responses to their requests within two weeks while 12.1 percent had their request were attended to within one month. with 7.6 percent indicating they received their request after one month of putting in the request. One in ten (10.0%) applicants who requested for data, did not receive any response to their requests. Thus, there is the need for improvement in the response to data requests, considering the proportions of clients who had no response to their requests.

Table 3.30: How long did the response to applicants' request take

Time	Number of responses	Percent
Within one week	892	50.8
Within two weeks	265	15.1
Within one month	212	12.1
More than one month	134	7.6
Still pending	77	4.4
No response	175	10.0
Total	1,756	100.0

About half (50.8%) of clients whose requests were responded to within one week either required the statistical information within one week or a longer time period. Nearly six in every 10 (58.9%) respondents who required the information within one week were actually given a response within the period. Also, 22.2 percent of those who required the information in more than one month received it in one week. However, there is still the need for improvement in the response to data requests, as 10.0 percent of the requests had received no responses at the time of the survey. That aside, 15.5 percent of the clients received responses to their requests either within or more than one month even though they needed the information was within one week (Table 3.31).

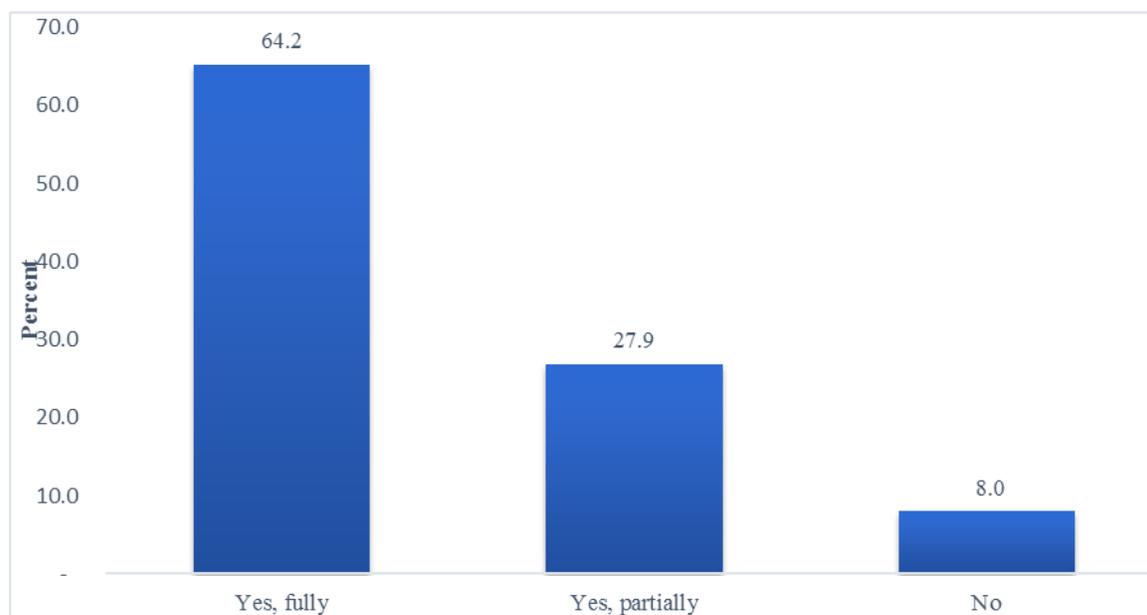
Table 3.31: How early information was required and how long it took to respond

How early information was required	How long request was responded to						Total
	Within one week	Within two weeks	Within one month	More than one month	Still pending	No response	
Within one week	58.9	13.5	9.0	6.5	3.7	8.5	100.0
Within two weeks	16.6	30.3	19.0	10.9	8.1	15.2	100.0
Within one month	30.1	11.8	33.8	8.1	4.4	11.8	100.0
More than one month	22.2	0.0	8.3	30.6	8.3	30.6	100.0
Mean	50.8	15.1	12.1	7.6	4.4	10.0	100.0

3.13 Assessment of the services provided by Ghana Statistical Service

Figure 3.3 displays information on whether applicants’ requests or needs were met. As shown in the chart, the needs of 64.2 percent of users of Ghana Statistical Service’s (GSS’s) products were fully met while a little over a quarter (27.9%) had their needs partially met. On the other hand, less than one-tenth (8.0%), indicated that their data needs were not met at all.

Figure 3.3: Meeting applicants request or need



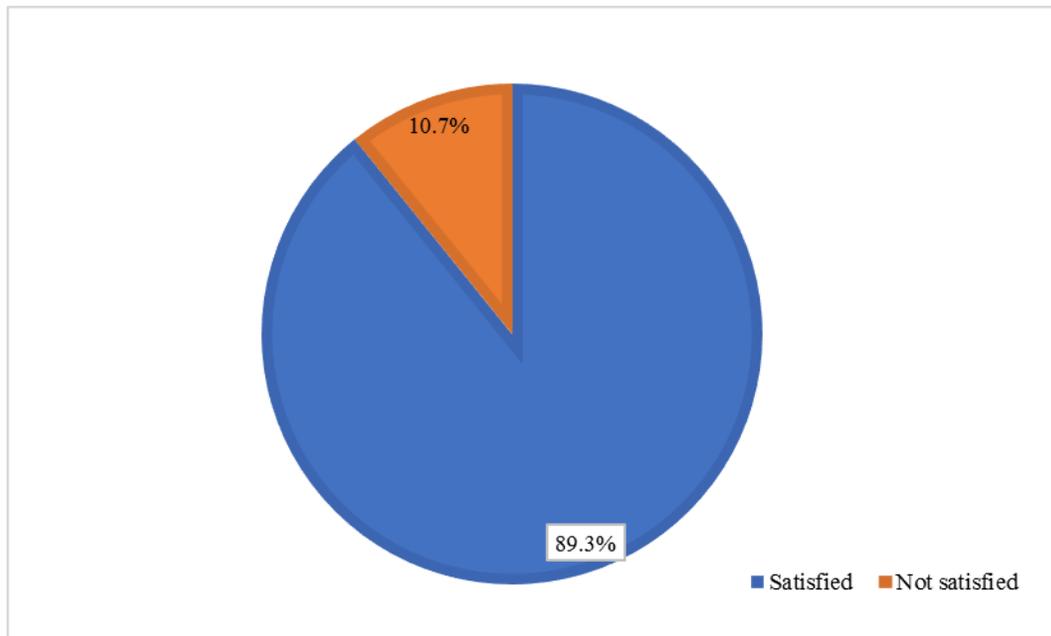
Reasons assigned by users for GSS not meeting their needs are presented in Table 3.32. A little over a quarter (26.0%) of respondents indicated that they did not get exactly what they requested for, while 25.4 percent said that not enough details of what was requested for were provided. For a tenth (10.1%) of the respondents, the required data were not available. Fifteen percent indicated that the time lag between the request and receipt was wide, while 3.4 percent indicated the data were outdated.

Table 3.32: Reasons why needs were not met

Reasons	Number	Percent
Time lag between request and receipt was wide	104	15.0
Gap in data made available to me	100	14.4
Data outdated	24	3.4
Did not get exactly what was requested	180	26.4
Details were not enough	176	25.4
Did not get any response	8	1.2
Data not available	70	10.1
Others	30	4.4
Total	693	100.0

The opinions of users' satisfaction with GSS's products were also sought with respect to the packaging or presentation of the statistical products. Figure 3.4 indicates that nearly nine in every 10 (89.3%) of users were satisfied with how the data requested from GSS were packaged, while a little over one-tenth (10.7%) indicated that, they were not satisfied with the packaging of the data.

Figure 3.4: Opinion on how data requested was packaged



GSS's website

Data users were also asked to assess the GSS's website in terms of accessibility, content, update and design/user interface. Table 3.33 shows that all the attributes were rated high by the respondents with more than 9 in every 10 (91.4%) rating the accessibility of the website as good or better. Another 83.4 percent of the respondents were of the opinion that the contents of the website were good or better. It is worthy to note that more than one-quarter (28.4%) of the respondents thought GSS had not done well with updating of the website and rated it as either 'fair' or 'poor'.

Table 3.33: Views on the Ghana Statistical Service’s website

Area	Poor	Fair	Good	Very Good	Excellent	Total
Accessibility of website	1.0	7.6	45.0	36.6	9.8	100.0
Content of website	2.2	14.4	46.4	34.1	2.8	100.0
Update	5.2	23.2	50.9	18.8	1.8	100.0
Design/ user interface	3.8	13.1	50.0	29.6	3.5	100.0

Levels of satisfaction with GSS’s publications

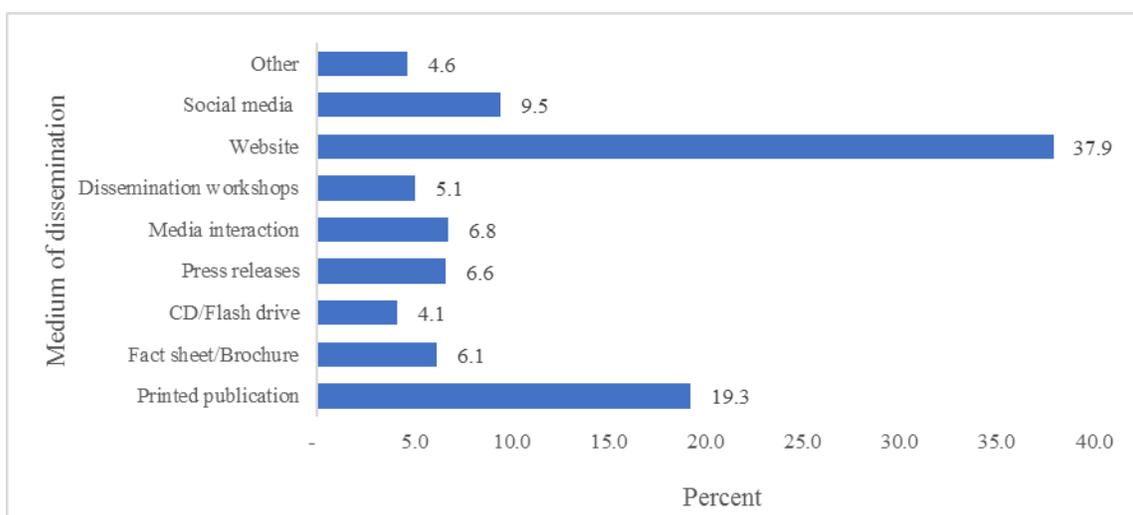
Respondents were asked to evaluate GSS’s publications and products with a focus on their relevance, accuracy and reliability as well as accessibility. Table 3.34 shows that GSS’s publications/products were generally endorsed by the respondents as satisfactory. More than 9 in 10 respondents viewed relevance, accuracy and reliability and accessibility as good or even better. Less than 3.0 percent of the respondents rated the products as either ‘fair’ or ‘poor’ in terms of these attributes.

Table 3.34: Overall rating of GSS’s publications used

Area	Poor	Fair	Good	Very good	Excellent	Total
Relevance	0.1	1.2	29.2	53.4	16.1	100.0
Accuracy and reliability	0.2	2.2	36.8	49.8	11.0	100.0
Accessibility	0.3	1.8	36.9	47.7	13.3	100.0

A major activity in the production of official statistics is making the end product and services available to potential users in a form that is suitable to their needs. Figure 3.5 shows the preferred medium of disseminating statistical products and services to users. The most preferred medium of disseminating statistical products and services by majority (37.9%) of respondents is the website. The next preferred method by users is printed publication (19.3%). About one-tenth (9.5%) preferred disseminating the statistical products and services through social media (twitter, facebook, etc.). A few also indicated media interaction, press releases (6.6%) and factsheets/brochures (6.1%).

Figure 3.5: Preferred medium of dissemination



3.14 Assessment of the services provided by other Ministries, Departments and Agencies (MDAs)

The importance of official statistics or statistical products may be determined by the number of times users requested for such statistics. Respondents were asked the number of contacts they made with MDAs for official statistics/statistical products in the last 12 months. Table 3.35 shows that more than one-third (36.6%) had contacted the MDAs for official statistics two to five times within the last 12 months. About three out of ten (31.0%) respondents reported making more than five contacts and 18.2 percent reported that they had contacted the MDAs for official statistics once in the last 12 months.

Table 3.35: Number of contacts made to MDAs for official statistics/statistical products

Number of times	Frequency	Percent
Once	849	18.2
2-5 times	1,706	36.6
More than 5 times	1,442	31.0
None	661	14.2
Total	4,658	100.0

Table 3.36 shows the means by which respondents who contacted the MDAs for data did so. The Table shows that the main means of contacting the MDAs was through personal contact (50.0%), and this is either at the head office, regional office or contact through officers within the MDAs. One-fifth (20.0%) and 17.4 percent of the respondents also contacted the MDAs through letters and websites respectively.

Table 3.36: Means used in contacting MDAs

Main medium of contacting MDA	Frequency	Percent
Telephone to Head Office	335	7.2
Telephone to Regional/District Office	121	2.6
Email to Head Office	60	1.3
Email to Regional/District Office	46	1.0
Website	810	17.4
Fax	5	0.1

Personal contact with Head Office	1,326	28.5
Personal contact with Regional/District	779	16.7
Personal contact with an official of MDA	225	4.8
Official letter/Contact by post	933	20.0
Other	18	0.4
Total	4,658	100.0

Table 3.37 shows how early users required official statistical information from the MDAs and how long it took to get responses. About eight out of ten users (83.0%) required official statistics within one week, while less than ten (9.8%) percent reported that they required the information within two weeks. Only 1.7 percent of data users reported that they needed the required information in more than one month.

Table 3.36 further shows that about two-thirds (66.2%) of the respondents received responses to their requests within one week, 13.8 percent had theirs within two weeks and 8.9 percent received the response within one month. While 4.3 percent of respondents had their requests still pending at the time of the survey, 2.3 percent had not received any response from the MDAs.

Table 3.37: How early users required information and how long it took to respond

Time	Frequency	Percent
<i>How early information was required:</i>		
Within one week	3,864	83.0
Within two weeks	456	9.8
Within one month	257	5.5
More than one month	80	1.7
<i>How long it took to respond:</i>		
Within one week	3,084	66.2
Within two weeks	644	13.8
Within one month	414	8.9
More than one month	211	4.5
Still pending	198	4.3
No response	107	2.3
Total	4,658	100.0

MDAs response to data request

Generally, 77 percent of data users received responses to their requests within the period they required the information. In the case of users needing a response within one week, 76.4 percent received their response within one week, 10.5 percent received it within two weeks with 1.7 percent having no response. More than two-fifths (47.9%) of data users who needed responses to their requests within two weeks received them within the two weeks, while 15.7 percent had responses provided within a week. Also, 76.5 percent of those who required the information within one month received it either before or within the one month, though 9.2 percent of such requests were still pending at the time of the survey. For users who needed their information after

more than a month, 67.6 percent received their response within that period while 17.5 percent received them before the required period of more than one month (Table 3.38).

Table 3.38: How early users required information from MDAs by how long it took MDAs to respond

How long request was required	How long did it take to receive response/request						Total
	Within one week	Within two weeks	Within one month	More than one month	Still pending	No response	
Within one week	76.4	10.6	4.3	2.9	4.2	1.7	100.0
Within two weeks	15.7	47.9	25.8	5.6	1.1	4.0	100.0
Within one month	20.5	5.6	50.4	8.1	9.2	6.3	100.0
More than one month	10.1	4.3	3.1	67.6	6.7	8.3	100.0

Meeting users' needs

Table 3.39 presents information on data requests made to specific MDAs and whether the requests were fully or partially met or not met at all. Generally, 83.1 percent of MDAs fully met the needs of clients' requests, 13.5 percent met them partially and 3.4 percent did not meet the needs at all. Specific mention can be made of the Registrar-Generals Department and Ministry of Culture and Creative Arts that could not meet 15.2 percent and 7.8 percent of requests made to them respectively. It must be noted that nine MDAs fully or partially met all the needs of their clients.

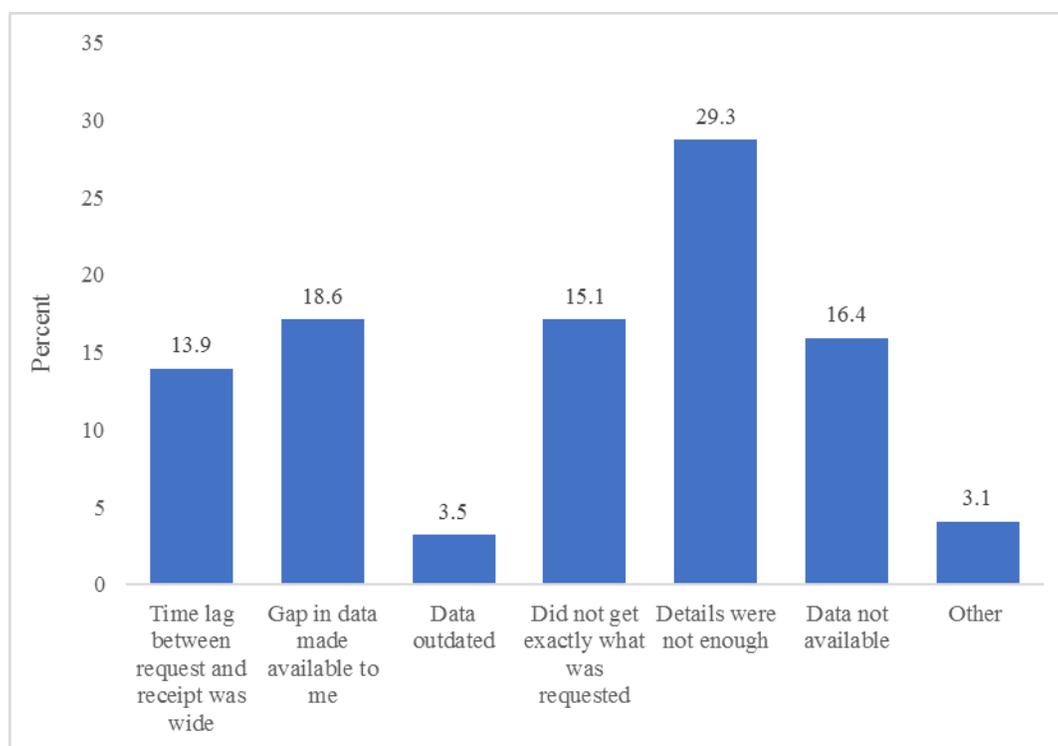
Table 3.39: Meeting respondents needs/requests by MDA

Name of MDA	Number	Request/Need met			Total
		Yes, fully	Yes, partly	Not at all	
Bank of Ghana	324	85.2	13.0	2.0	100.0
Births and Deaths Registry	134	78.4	17.9	4.1	100.0
Energy Commission	105	79.0	20.0	1.4	100.0
Environmental Protection Agency	223	85.2	9.9	4.9	100.0
Forestry Commission	130	93.1	4.2	2.3	100.0
Ghana Education Service	352	83.5	15.6	1.1	100.0
Ghana Health Service	401	81.3	14.2	4.2	100.0
Ghana Immigration Service	55	80.0	11.6	7.6	100.0
Ghana Police Service	168	79.8	14.9	5.5	100.0
Ghana Revenue Authority	131	93.9	6.3	0.0	100.0
Judicial Service of Ghana	56	85.7	7.5	6.3	100.0
Ministry of Communication	40	92.5	8.5	0.0	100.0
Ministry of Culture and Creative Arts	23	91.3	0.0	7.8	100.0
Ministry of Education	141	86.5	9.9	3.3	100.0
Ministry of Employment and Labour Relations	107	82.2	10.3	6.5	100.0
Ministry of Finance	268	73.1	22.0	5.2	100.0
Ministry of Food and Agriculture	311	83.6	14.1	2.0	100.0
Ministry of Gender, Children and Social Protection	92	81.5	12.0	6.5	100.0
Ministry of Health	160	78.8	16.9	3.8	100.0

Ministry of Lands and Natural Resources	79	83.5	13.9	2.8	100.0
Ministry of Local Government and Rural Development	154	77.3	15.6	7.1	100.0
Ministry of Planning	42	92.9	8.6	0.0	100.0
Ministry of Sanitation and Water Resources	60	91.7	8.7	0.0	100.0
Ministry of Tourism	72	79.2	19.4	2.1	100.0
Ministry of Trade and Industry	121	86.0	14.0	0.0	100.0
Ministry of Works and Housing	52	92.3	7.7	0.0	100.0
National Communication Authority	52	80.8	19.0	0.0	100.0
National Development Planning Commission	124	97.6	2.4	0.0	100.0
National Road Safety Commission	57	93.0	6.0	0.0	100.0
Registrar Generals Department	66	81.8	2.0	15.2	100.0
Other MDAs	253	74.7	20.9	4.3	100.0
Total	4,353	83.1	13.5	3.4	100.0

For respondents whose data needs were met either partially or not met at all, they were asked to assign reasons why their needs were not met. As shown in Figure 3.6, about three out of ten (29.3%) of respondents indicated that details of their requests were not enough and nearly one-fifth (18.6%) reported that there were gaps in the data made available to them while 15.1 percent did not get exactly what they requested for. Again, 13.9 percent indicated that the time lag between the request and receipt was wide while 16.4 percent said that they were informed the data requested was not available.

Figure 3.6: Reasons needs were not met



Satisfaction with MDAs' data

The survey sought to find out respondents' views on how the MDAs had packaged the data requested for. Table 3.40 shows that on average, 82.9 percent of respondents were satisfied with the packaging of the data from the MDAs while 6.0 percent registered their dissatisfaction. There were variations with the satisfaction levels of the packaging of data from the various MDAs. The lowest satisfaction rate regarding the packaging of data was expressed by respondents who sought data from the Births and Deaths Registry (71.6%) while the highest satisfaction level of 96.5 percent was expressed by those who requested for data from the National Road Safety Commission.

Table 3.40: Satisfaction with packaging of data

MDA	Satisfied with data package			
	Yes	No	N/A	Total
Bank of Ghana	86.2	6.3	7.5	100.0
Births and Deaths Registry	71.6	10.8	17.6	100.0
Energy Commission	91.2	1.1	8.1	100.0
Environmental Protection Agency	86.4	3.2	10.2	100.0
Forestry Commission	92.4	1.9	6.3	100.0
Ghana Education Service	80.5	9.5	10.0	100.0
Ghana Health Service	82.1	7.9	10.3	100.0
Ghana Immigration Service	80.4	6.6	13.2	100.0
Ghana Police Service	82.2	6.9	10.9	100.0
Ghana Revenue Authority	87.6	1.2	11.0	100.0
Judicial Service of Ghana	81.0	9.8	9.1	100.0
Ministry of Communication	92.5	8.5	0.0	100.0
Ministry of Culture and Creative Arts	91.3	0.0	7.8	100.0
Ministry of Education	85.9	5.2	8.7	100.0
Ministry of Employment and Labour Relations	73.0	11.5	15.6	100.0
Ministry of Finance	81.9	5.8	11.9	100.0
Ministry of Food and Agriculture	79.5	7.6	12.9	100.0
Ministry of Gender, Children and Social Protection	83.0	3.3	14.0	100.0
Ministry of Health	88.6	3.4	7.8	100.0
Ministry of Lands and Natural Resources	78.4	5.2	17.0	100.0
Ministry of Local Government and Rural Development	76.0	5.7	17.7	100.0
Ministry of Planning	92.9	4.3	3.6	100.0
Ministry of Sanitation and Water Resources	90.8	0.0	9.2	100.0
Ministry of Tourism	78.5	8.1	13.9	100.0
Ministry of Trade and Industry	83.9	4.0	11.7	100.0
Ministry of Works and Housing	86.2	3.8	10.0	100.0
National Communication Authority	73.3	12.8	13.2	100.0
National Development Planning Commission	92.1	1.2	7.0	100.0
National Road Safety Commission	96.5	0.0	3.5	100.0
Registrar Generals Department	79.9	8.2	11.5	100.0
Other MDAs	73.0	1.8	25.7	100.0
Total	82.9	6.0	11.1	100.0

Rating MDAs publications/products

Respondents were asked to rate the quality of publications/statistical products of MDAs with a focus on relevance, accuracy and reliability, accessibility and style of presentation. Generally, 40.4 percent of the users rated the publications/statistical products as very good, 46.1 percent rated them as good, while 10.6 percent rated the statistical products as excellent. For the qualities of official statistics, 13.2 percent of the respondents rated the relevance of the products as excellent,

49.6 percent rated them as very good while 34.7 percent rated them as good. Less than five percent of users rated the relevance of the products as fair or poor. Regarding accessibility, nearly a tenth (9.9%) of respondents gave the rating as excellent, 36.7 percent as very good and 49.5 percent as good. Again, less than five percent gave a rating of fair and poor (Table 3.41).

Table 3.41: Rating of publications/statistical products of MDAs by qualities of official statistics

Qualities of Official Statistics	Users' rating					Total
	Poor	Fair	Good	Very Good	Excellent	
Relevance	0.1	2.5	34.7	49.6	13.2	100.0
Accuracy and reliability	0.0	2.3	48.3	40.0	9.3	100.0
Accessibility	0.5	3.3	49.5	36.7	9.9	100.0
Style of presentation	0.2	2.5	52.0	35.2	10.1	100.0
Total	0.2	2.7	46.1	40.4	10.6	100.0

Table 3.42 presents the reasons why some users rated publications from the MDAs as poor in terms of relevance, accuracy and reliability, accessibility and style of presentation. Among the reasons cited by users are inappropriate graphics (16.0%), delays in the process (11.1%), making lots of assumptions (11.1%), not enough details (11.1%) and high cost (10.1%).

Table 3.42: Reasons for rating MDAs publications/products as poor

Reason	Frequency	Percent
Report/data delayed	2	4.9
Not enough details	3	11.1
High cost	3	10.1
Bureaucracy	1	4.2
Delay in the process	3	11.1
Needed to make a lot of assumptions	3	11.1
Data gaps	1	4.6
Did not know data existed	1	3.9
Enough copies not made available	1	4.6
Inappropriate graphics	5	16.0
Style of presentation not suitable	2	4.9
Unsuitable data format	2	4.9
Other	3	8.5
Total	31	100.0

Accessing MDAs website

The development of information and communication technology (ICT) and specifically, the use of the internet has enabled users to access the required statistical information with some amount of ease. The internet has become an important tool for MDAs to disseminate their data and information. Table 3.43 shows that the websites of the Bank of Ghana (34.0%), Ministry of Finance (24.9%) and Ministry of Food and Agriculture (22.0%) have higher proportions of users who indicated that they have used or accessed the various websites of the MDAs. Ghana Health Service also recorded 17.8 percent of users who had accessed their website for statistics or

statistical products. The websites of Ministry of Planning (1.5%) and Birth and Death Registry (2.1%) are the least accessed.

Table 3.43: MDA’s website that is accessed

MDA	Visited/Accessed any MDA Website		
	Total	Yes	No
Bank of Ghana	939	34.0	66.0
Births and Deaths Registry	939	2.1	97.9
Energy Commission	939	9.8	90.2
Environmental Protection Agency	939	11.6	88.4
Forestry Commission	939	6.6	93.3
Ghana Education Service	939	13.2	86.8
Ghana Health Service	939	17.8	82.2
Ghana Immigration Service	939	3.9	96.1
Ghana Police Service	939	4.7	95.3
Ghana Revenue Authority	939	9.1	90.9
Judicial Service of Ghana	939	2.2	97.8
Ministry of Communication	939	3.3	96.7
Ministry of Culture and Creative Arts	939	2.3	97.6
Ministry of Education	939	11.2	88.8
Ministry of Employment and Labour Relations	939	8.2	91.8
Ministry of Finance	939	24.9	75.1
Ministry of Food and Agriculture	939	22.0	78.0
Ministry of Gender, Children and Social Protection	939	6.5	93.4
Ministry of Health	939	14.5	85.4
Ministry of Lands and Natural Resources	939	4.7	95.3
Ministry of Local Government and Rural Development	939	12.4	87.5
Ministry of Planning	939	1.5	98.5
Ministry of Sanitation and Water Resources	939	3.2	96.8
Ministry of Tourism	939	4.8	95.2
Ministry of Trade and Industry	939	9.1	90.9
Ministry of Works and Housing	939	4.5	95.5
National Communication Authority	939	4.6	95.4
National Development Planning Commission	939	11.3	88.7
National Road Safety Commission	939	3.4	96.6
Registrar Generals Department	939	3.2	96.8
Other MDAs	939	16.7	83.3
Total	29,107	9.3	90.7

Rating of MDAs Website

Out of the number of users that have ever accessed the websites of MDAs, generally, 90.7 percent rated the accessibility of the website as good, 87.1 percent rated the content as good, 79.9 percent rated the updates as good, and 87.7 percent rating the design as good. Views were also sought from respondents as to which aspects of the websites of the MDAs have rating of poor, fair and good. It appears that respondents have problems with the websites of the Births and Deaths Registry, Ghana Police Service, Ministry of Planning and Ministry of Sanitation and Water Resources. Relatively higher proportions of respondents rated them as either poor or fair in terms of Accessibility, Content, Updates and Design for the websites (Table 3.44).

Table 3.44: Ratings of MDAs' website in terms of accessibility, content, update and design

MDA	Accessibility			Content			Updates			Design		
	Poor	Fair	Good	Poor	Fair	Good	Poor	Fair	Good	Poor	Fair	Good
Bank of Ghana	0.5	3.8	95.8	1.0	4.7	94.3	0.5	11.9	87.6	0.5	3.4	96.1
Births and Deaths Registry	0.0	25.4	74.6	8.9	21.8	69.3	9.3	13.4	77.3	0.0	13.3	86.7
Energy Commission	0.0	3.7	96.3	0.0	9.8	90.2	0.0	14.1	85.9	0.0	9.1	90.9
Environmental Protection Agency	3.6	4.8	91.7	1.7	17.5	80.9	3.0	22.9	74.1	3.0	16.5	80.5
Forestry Commission	0.0	5.6	94.4	0.0	12.9	87.1	2.4	12.9	84.7	0.0	20.6	79.4
Ghana Education Service	0.0	12.9	87.1	0.0	16.3	83.7	1.2	27.3	71.5	2.6	10.6	86.9
Ghana Health Service	0.0	7.1	92.9	0.0	8.4	91.6	1.8	19.6	78.5	0.0	6.0	94.0
Ghana Immigration Service	4.8	9.1	86.0	4.9	7.4	87.7	4.9	17.0	78.2	0.0	16.4	83.6
Ghana Police Service	13.0	14.3	72.7	4.0	26.8	69.2	4.0	26.8	69.2	0.0	18.4	81.6
Ghana Revenue Authority	6.0	5.8	88.2	1.4	7.8	90.8	1.4	20.2	78.4	3.2	6.1	90.7
Judicial Service of Ghana	8.5	6.2	85.3	8.5	6.2	85.3	8.4	12.1	79.4	8.6	14.8	76.6
Ministry of Communication	12.2	0.0	87.8	0.0	12.2	87.8	0.0	16.4	83.6	0.0	16.4	83.6
Ministry of Culture and Creative Arts	0.0	17.0	83.0	0.0	23.1	76.9	0.0	23.1	76.9	0.0	23.1	76.9
Ministry of Education	1.9	0.0	98.1	1.9	6.4	91.7	1.9	15.2	82.9	1.9	8.1	90.0
Ministry of Employment and Labour Relations	0.0	9.0	91.0	0.0	6.7	93.3	6.6	18.2	75.2	0.0	11.0	89.0
Ministry of Finance	1.2	7.3	91.5	0.8	9.0	90.2	0.7	13.3	86.0	1.2	7.3	91.5
Ministry of Food and Agriculture	0.7	13.6	85.7	2.0	16.9	81.1	7.2	20.8	72.0	1.3	20.3	78.4
Ministry of Gender, Children and Social Protection	0.0	10.7	89.3	0.0	22.6	77.4	5.3	25.7	69.0	7.5	2.5	90.0
Ministry of Health	1.6	5.9	92.5	6.5	8.1	85.4	6.4	14.6	78.9	1.6	8.1	90.3
Ministry of Lands and Natural Resources	0.0	11.8	88.2	0.0	17.4	82.6	2.9	21.0	76.1	0.0	20.5	79.5
Ministry of Local Government and Rural Development	3.4	7.5	89.1	3.4	12.9	83.6	9.5	15.5	75.0	3.4	15.4	81.2
Ministry of Planning	0.0	28.1	71.9	0.0	36.7	63.3	0.0	36.7	63.3	0.0	28.1	71.9
Ministry of Sanitation and Water Resources	0.0	22.0	78.0	0.0	22.0	78.0	0.0	26.2	73.8	0.0	26.2	73.8
Ministry of Tourism	4.4	0.0	95.6	4.5	12.8	82.8	8.6	14.9	76.6	0.0	11.3	88.7
Ministry of Trade and Industry	5.0	8.5	86.5	5.0	8.5	86.5	5.0	10.0	85.0	5.0	10.0	85.0
Ministry of Works and Housing	0.0	12.6	87.4	0.0	13.7	86.3	0.0	16.5	83.5	0.0	16.5	83.5
National Communication Authority	7.9	9.0	83.1	7.9	9.0	83.1	7.9	9.0	83.1	7.8	11.7	80.5
National Development Planning Commission	1.1	0.0	98.9	0.0	3.7	96.3	0.0	7.3	92.7	0.0	0.0	100.0
National Road Safety Commission	0.0	12.2	87.8	0.0	18.0	82.0	0.0	21.6	78.4	0.0	16.4	83.6
Registrar Generals Department	6.0	0.0	94.0	0.0	13.0	87.0	5.1	33.7	61.2	5.1	4.0	90.9
Other MDAs	1.3	7.0	91.7	3.6	7.7	88.8	5.7	14.0	80.3	3.4	12.1	84.6
Total	1.9	7.4	90.7	1.9	11.0	87.1	3.3	16.9	79.9	1.7	10.6	87.7

3.15 Construction of an overall User Satisfaction Index (USI)

Introduction

The User Satisfaction Index (USI) is a theoretically robust weighted satisfaction measure for benchmarking and tracking user satisfaction of a product over time. The USI is an overall evaluation of the performance of a service provider of a service. Therefore, the Index is “the voice of the user of a service or the customer” and it highlights the expectations and perceived quality of the user of a service or product. The USI is used to track trends in customer satisfaction and deliver valuable guidance to service providers.

Methodology

The USI score is derived from ten latent factors (i.e. survey questions) included in the 2018 User Satisfaction Survey questionnaire, rated on a 1-5 scale by the respondents interviewed during the administration of the questionnaire. These are Details, Timeliness, Relevance, Frequency, Presentation style, Accessibility, Cost, Accuracy, Web interface design, and Quality of analysis.

Each of these factors is operationalized by multiple indicators which together capture the view of the user on the factor. The USI score is calculated with the following formula, using the arithmetic mean for each question from the N total responses for each factor ($X_1, X_2, X_3, \dots, X_{10}$), along with the standardized and normalized partial least squares factor loading (or weight) for each question as calculated within the USI structural equation model:

$$USI_i = \sum_{j=1}^n X_j * w_j$$

Where:

USI_i = User Satisfaction Index for factor (i),

X_j = Individual User Satisfaction expressed as a proportion of the total frequency (N) for a defined concrete service,

W_i = weight (importance).

The overall index is an average of the ten factor indices. The USI is calculated for the National Statistical System (NSS), Ghana Statistical Service (GSS) and the other Ministries, Departments and Agencies (MDAs) producing official statistics. The index is compared with the Table below for interpretation

Below 41%	41% - 49%	50% - 64%	65% - 79%	80% or higher
Unsatisfactory performance	Needs lot of improvement	Satisfactory	Very good performance	Outstanding performance

The User Satisfaction Index (USI) scores

Table 3.45 shows the results of the USI scores for each of the ten factors attributed to NSS, GSS and the MDAs as producers of official statistics. The USI for the National Statistical System is 79.5 percent while an overall index of 79.6 percent and 79.3 percent were observed for Ghana Statistical Service and the Ministries, Departments and Agencies respectively. This indicates that

in the view of users, the producers of Ghana’s official statistics have to a large extent, delivered to their satisfaction.

The outstanding performance of the National Statistical System were in the areas of Accuracy (82.3%) Details of content (80.8%) and Analytical Quality (80.6%). The outstanding performance of GSS and the MDAs are in the same areas as the National Statistical System.

Table 3.45: User Satisfaction Index (USI) of official statistics producers

Factors	NSS	GSS	MDAs
Details	80.8	80.8	82.7
Timeliness	78.7	78.7	78.7
Relevance	79.6	79.5	79.5
Frequency	77.1	77.1	75.2
Presentation style	79.3	79.5	79.8
Accessibility	77.3	77.1	76.1
Accuracy	82.3	83.6	81.1
Web interface design	79.4	79.4	79.9
Analytical quality	80.6	80.6	80.6
Overall	79.5	79.6	79.3

CHAPTER 4

TRENDS IN KEY INDICATORS FROM 2012 TO 2018

4.1 Introduction

As mentioned earlier, this report is the outcome of the third in the series of user satisfaction surveys conducted by the Ghana Statistical Service (GSS). It is important therefore, to compare how some indicators have performed over the three waves of the survey to help inform policy decision. This chapter therefore, presents a comparative analysis of some key indicators for the 2018 User Satisfaction Survey with the earlier series.

4.2 Differences in general information

Table 4.1 shows that the sample size (number of respondents) increased over the three survey waves. The 2018 User Satisfaction Survey recorded a 95.6 percent response rate, an improvement over what was recorded in the previous surveys. This gives an indication of a better survey management and an increase in willingness on the part of users to respond to the survey.

Table 4.1: Survey results, 2012 – 2018

Survey Results	2018		2016		2012	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Completed	839	92.9	767	93.9	566	92.8
Partially completed	24	2.7	12	1.5	4	0.7
Officer to complete is not available	13	1.4	1	0.1	1	0.2
Could not be traced	9	1.0	4	0.5	4	0.7
Refused	18	2.0	32	3.9	32	5.2
Other	-	-	1	0.1	3	0.5
Total	903	100.0	817	100.0	610	100.0

4.3 Differences in data use, sources and quality aspects of official statistics

Table 4.2 shows the various products and the proportion of respondents reporting usage of them over the three waves of the survey. Demographic statistics remain the most used statistical product in 2018 with 55.6 percent. However, the proportions for the usage of this product has declined consistently from 77.9 percent in 2012 to 59.0 percent in 2016, and then 55.6 percent in 2018. Usage of Internal trade statistics also remains low (5.7% in 2018) compared with 2016 (10.8%). It is observed that the proportion of respondents using most of the statistical products has declined consistently from 2012 to 2018. Usage of National accounts statistics for example, declined from 38.5 percent in 2012 to 26.2 percent in 2018. The use of Health statistics also dropped by about twelve percentage points from 38.8 percent in 2016 to 26.3 in 2018. The use of Price statistics also recorded about seventeen percentage points decline from what was recorded in 2012 (39.9%) to 22.9 percent in 2018.

Table 4.2: Type of statistics products used, 2012 – 2018

Statistics/statistical products	2018		2016		2012	
	Type of statistics	Percent of respondent	Type of statistics	Percent of respondent	Type of statistics	Percent of respondent
National accounts statistics	6.1	26.2	4.9	28.3	6.7	38.5
Price statistics	5.3	22.9	4.5	26.0	7.0	39.9
Public finance statistics	3.4	14.6	3.0	17.4	4.5	26.1
Monetary and financial statistics	3.7	15.8	3.0	17.5	4.7	27.2
Industrial statistics*	3.4	14.8	3.5	20.1	5.0	28.6
Labour statistics	5.0	21.8	4.4	25.5	6.2	35.7
External trade statistics	3.7	16.1	2.5	14.5	3.6	20.8
Internal trade statistics	1.3	5.7	1.9	10.8	-	-
Demographic statistics	12.8	55.6	10.2	59.0	13.7	77.9
Living Conditions Statistics	5.4	23.3	6.4	37.2	-	-
Health statistics	6.1	26.3	6.7	38.8	8.8	50.0
Education statistics	6.1	26.3	6.4	36.7	9.5	53.9
Crime/Judicial/Security/Governance statistics	2.1	8.9	2.7	15.4	2.4	14.0
Environment statistics	3.4	14.8	4.3	25.1	5.8	32.9
Agriculture statistics	5.5	23.8	6.2	36.0	6.5	37.1
Cartographic/Spatial data	3.9	17.0	4.1	23.9	4.1	23.3
Vital statistics	2.5	10.7	3.4	19.8	-	-
Service statistics	3.1	13.6	3.3	19.3	-	-
Census and survey data sets	5.8	25.2	6.8	39.4	-	-
Census and survey reports	10.6	46.0	10.7	61.9	-	-
Other statistics	1.0	4.2	0.9	5.4	0.3	1.4

* This was identified as Business statistics in 2012 and 2016

4.4 Differences in sources of official statistics

Sources of statistics and statistical products for users is of primary importance to producers of official statistics since it helps in knowing the demand for the products and planning effectively towards meeting those demands. Three major sources are presented in this section (GSS, MDAs/MMDAs, and other sources). Table 4.3 shows that GSS remains the main source of statistics and statistical products used in 2018. Even though the proportion of users (49.0%) is higher than what was recorded in 2012 (39.2%), it is about 5.7 percentage points lower than what was recorded in 2016.

Those who used GSS as the source of National account statistics increased from 35.7 percent in 2012 to 54.3 percent in 2016, and 54.8 percent in 2018. There is a significant drop in the proportion of users who used GSS as the source of Cartographic/spatial data from 65.4 percent in 2016 to 38.9 percent in 2018. There is also a slight decline in the proportion of users who depend on MDAs/MMDAs as the source of Monetary and financial statistics from 63.1 percent in 2016 to 62.9 percent in 2018. It must be noted here that the MDAs referred to include the Bank of Ghana (Table 4.3).

Table 4.3 further shows that whereas there was a drop in the proportion of users who cited other sources for their statistics and statistical products between 2012 and 2016, same cannot be said of the period between 2016 and 2018. Users reporting other sources for their statistics and statistical products increased between 2016 and 2018 for most of the statistical products.

Table 4.3: Sources of statistics and statistical products

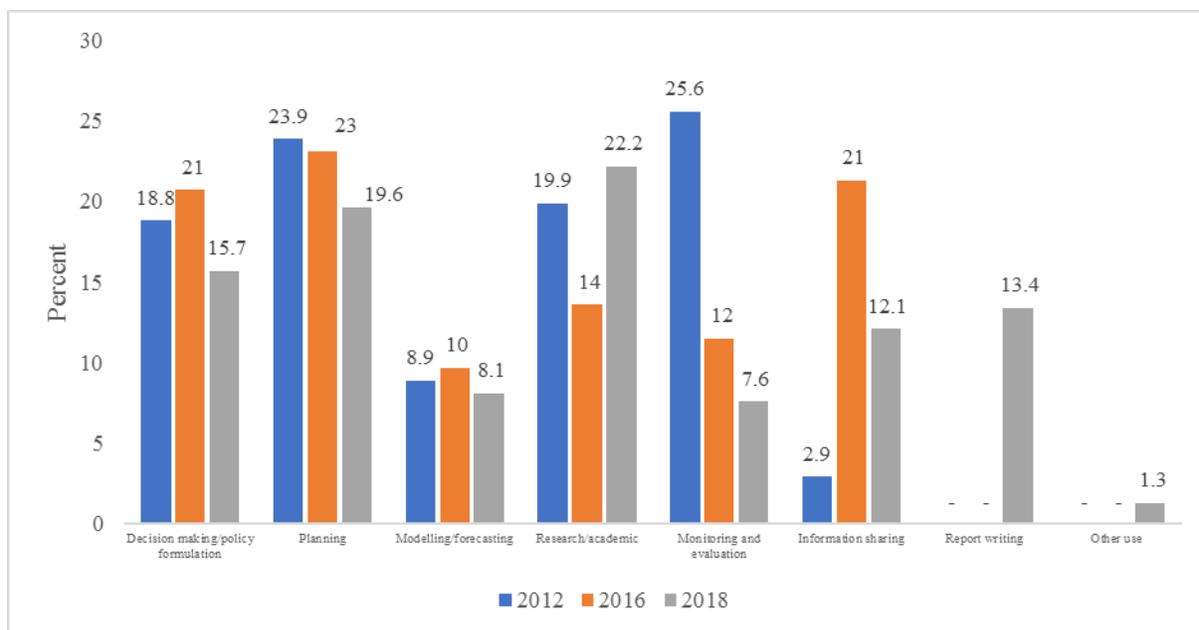
Statistics/statistical products	Sources of official statistics								
	2018			2016			2012		
	GSS	MDAs/ MMDAs	Other sources	GSS	MDAs/ MMD	Other sources	GSS	MDAs/ MMD	Other sources
All	49.0	37.3	13.7	54.7	41.3	3.9	39.2	34.6	24.3
National accounts Statistics	54.8	28.4	16.8	54.3	37.4	8.2	35.7	37.7	26.6
Price statistics	56.9	29.2	13.9	64.3	27.2	8.5	53.3	25.3	21.4
Public finance statistics	19.9	66.2	13.9	33.7	61.9	4.4	20.9	60.0	19.0
Monetary and financial statistics	24.3	62.9	12.8	26.9	63.1	9.9	15.2	62.2	22.6
Industrial statistics	43.3	38.8	17.9	39.9	53.9	6.2	27.0	37.8	35.2
Labour statistics	54.8	29.7	15.5	56.6	40.1	3.3	40.1	32.7	27.2
External trade statistics	35.4	44.9	19.6	37.8	53.1	9.1	25.3	46.7	28.0
Internal trade statistics	34.8	54.9	10.2	41.1	53.0	5.9	-	-	-
Demographic statistics	73.4	17.9	8.7	78.4	18.8	2.8	69.3	14.6	16.2
Living conditions statistics	71.5	11.5	16.9	80.9	17.0	2.2	31.6	49.1	19.3
Health statistics	28.8	61.2	10.0	36.0	61.9	2.1	24.0	34.6	41.5
Education statistics	31.5	58.8	9.7	36.1	62.4	1.5	15.6	55.5	28.9
Crime/Judicial/Security/ Governance statistics	4.5	82.2	13.3	26.1	71.5	2.4	20.0	54.0	26.0
Environment statistics	17.0	54.0	29.0	32.4	62.3	5.4	24.6	55.7	19.7
Agriculture statistics	30.8	54.0	15.2	33.3	62.9	3.8	-	-	-
Cartographic/Spatial data	38.9	39.2	21.9	65.4	29.1	5.5	43.1	31.1	35.4
Vital statistics	38.7	51.8	9.6	42.2	56.6	1.1	-	-	-
Service statistics	31.7	48.1	20.2	53.4	41.2	5.4	-	-	-
Census and survey data sets	91.4	3.8	4.9	91.6	7.3	1.2	-	-	-
Census and survey reports	85.7	7.0	7.3	90.0	9.3	0.7	-	-	-
Other statistics	6.4	59.9	33.7	21.9	64.6	13.5	33.3	11.1	55.5

4.5 Differences in purpose of request for official statistics

The use of data for decision making and policy formulation dropped sharply from 21.0 percent in 2016 to 15.7 percent in 2018 after increasing from 18.8 percent in 2012 (Figure 4.1). This observation means that a lot more decisions are made without recourse to data.

Again, request for data for monitoring and evaluation has been declining since 2012. The proportion of users requesting data for monitoring and evaluation recorded more than a 100 percent decline between 2012 and 2016 (25.6% and 12.0% respectively). This decline continued in 2018 with only 7.6 percent of users requesting for data for monitoring and evaluation purposes. On the contrary, request for data for research and academic purposes recorded an increase between 2016 and 2018 (from 14.0% in 2016 to 22.2% in 2018).

Figure 4.1: Purpose of request for data, 2012 -2018



4.6 Differences in frequency of use of official statistics

Table 4.4 shows a general decline in the proportion of regular (daily, weekly, fortnightly, quarterly and bi-annually) users of official statistics from 2012 to 2018 while that of those who rarely use official statistics has increased from what was recorded in 2012. Those who use official statistics once in a while recorded a marginal increase from 21.6 percent in 2016 to 22.8 in 2018. Similarly, those who use official statistics once every year increased from 6.3 percent in 2016 to 11.0 percent in 2018 after recording an initial dip from the 6.5 percent recorded in 2012.

Table 4.4: Frequency of use of official statistics, 2012 – 2018

Frequency	2018	2016	2012
Daily	9.9	10.2	14.6
Weekly	6.5	8.3	8.2
Fortnightly	2.2	2.4	1.8
Monthly	11.7	9.2	12.4
Quarterly	13.8	17.2	20.1
Bi-annually	1.8	2.4	2.2
Annually	11.0	6.3	6.5
Once in a while	22.8	21.6	21.6
Once	20.1	12.8	8.5

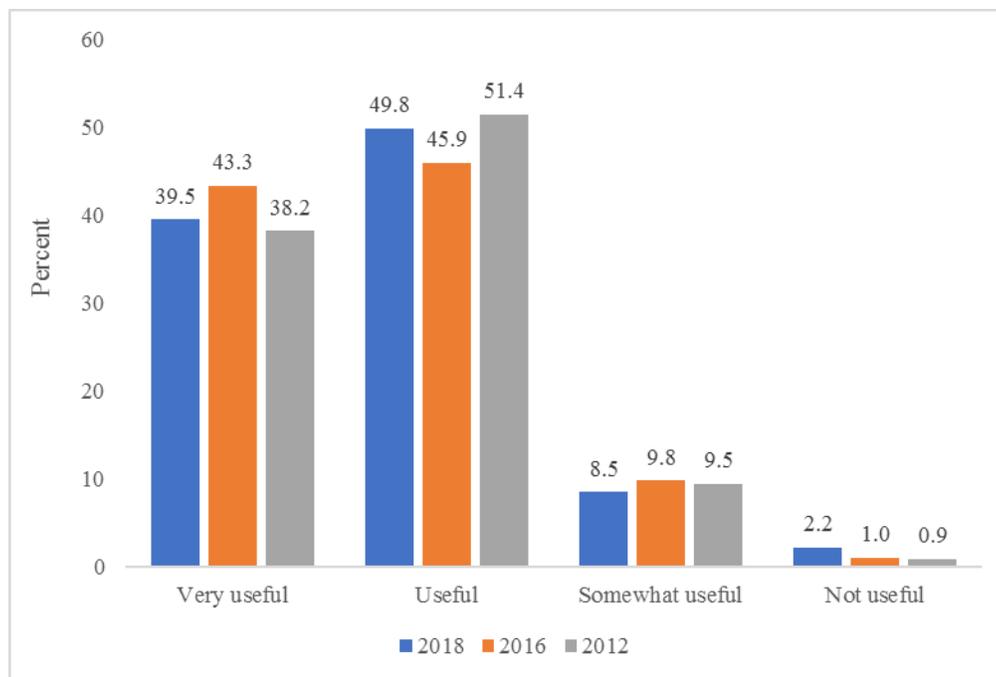
4.7 Differences in usefulness of official statistics

Knowledge of the usefulness of official statistics from the perspective of the user is important for improvement in the production of statistics. The proportion of users who reported that official statistics is useful for their work increased from 45.9 percent in 2016 to 49.8 percent in 2018

(Figure 4.2). However, these figures (45.9% and 49.8% for 2016 and 2018 respectively) are still lower than what was recorded in 2012 (51.4%).

On the other hand, the proportion of users who rated official statistics as very useful dropped from 43.3 percent in 2016 to 39.5 percent in 2018. It is important to note that the 42.4 percent recorded for very useful in 2018 is 1.3 percentage points higher than what was recorded in the base year (i.e. 2012). Figure 4.2 further shows that the proportion of users who rated official statistics as not useful increased from 0.9 percent in 2012 to 2.2 percent in 2018.

Figure 4.2: Usefulness of official statistics, 2012 – 2018



4.8 Differences in overall satisfaction of official statistics

Figure 4.3 presents the level of satisfaction of users with official statistics with regard to Details, Timeliness, Relevance, Frequency and Style of presentation. Overall, the proportion of users who expressed satisfaction with the statistical products and publications has consistently increased over the three survey waves. It increased from 78.8 percent in 2012 to 82.1 percent in 2016 and further to 95.0 percent in 2018. The satisfaction levels of all dimensions increased between 2016 and 2018. (Figure 4.3). The proportion of users who expressed satisfaction with Timeliness increased from 69.4 percent in 2016 to 92.1 percent in 2018. With regard to Relevance, the proportion of users who expressed satisfaction, however, increased marginally from 92.6 percent in 2016 to 97.2 percent in 2018.

Figure 4.3: Overall satisfaction with official statistics, 2012 - 2018

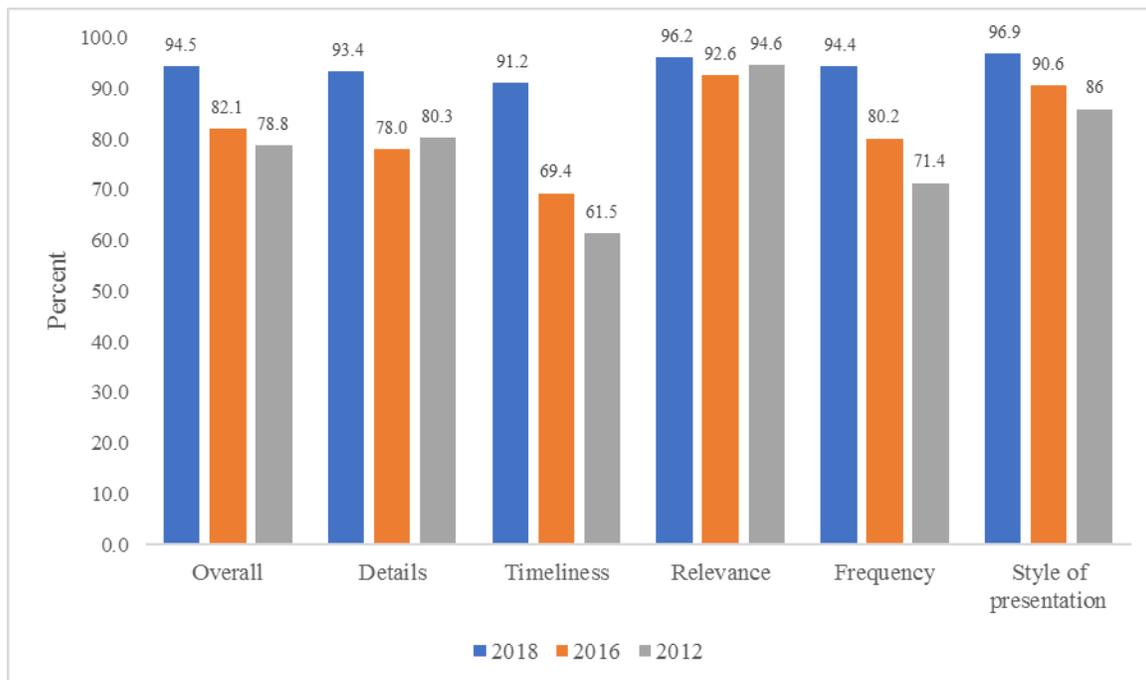


Table 4.5 shows the results of the User Satisfaction Index (USI) scores for each of the ten factors attributed to NSS, GSS and the MDAs in 2016 and 2018. The USI is a theoretically robust weighted satisfaction measure for benchmarking and tracking user satisfaction of the statistical products and services. The USI for the National Statistical System in 2018 is 79.5 percent, indicating an increase of 7.1 percentage points over the 2016 level of 72.4 percent. Similarly, an increase is observed in the overall index for Ghana Statistical Service, from 72.3 percent to 79.6 percent and that of MDAs from 78.6 percent to 79.3 percent in 2016 to 2018 respectively. This indicates that in the view of users, the producers have improved on their performance of service delivery to users of official statistics over the period.

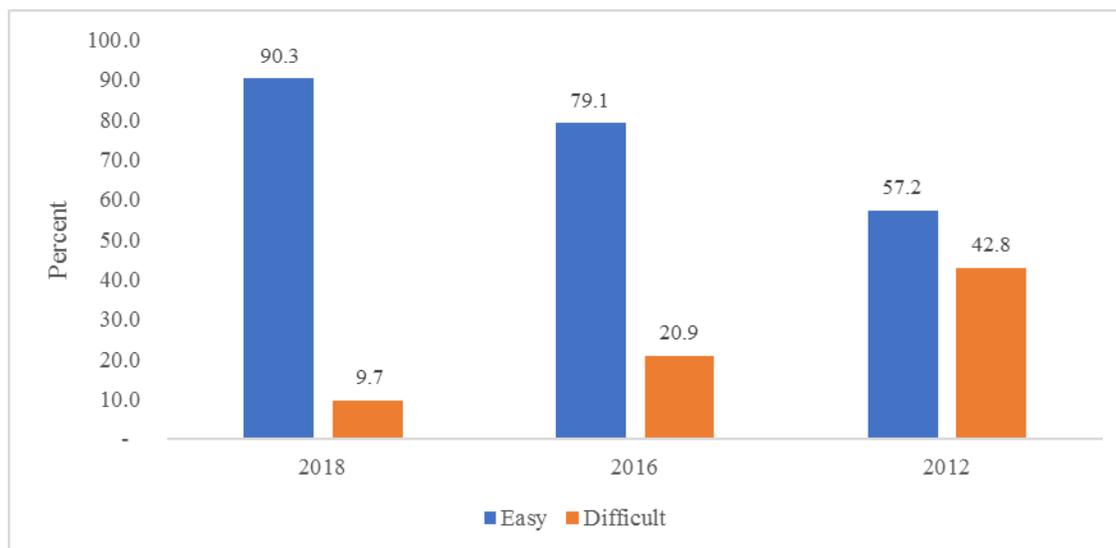
Table 4.5: User Satisfaction Index (USI) of official statistics producers, 2016 - 2018

Factors	NSS		GSS		MDAs	
	2018	2016	2018	2016	2018	2016
Details	80.8	80.7	80.8	76.6	82.7	81.5
Timeliness	78.7	69.9	78.7	75.7	78.7	68.9
Relevance	79.6	78.2	79.5	78.4	79.5	83.6
Frequency	77.1	81.2	77.1	81.9	75.2	92.8
Presentation style	79.3	86.8	79.5	88	79.8	98.4
Accessibility	77.3	76	77.1	74.2	76.1	80.6
Accuracy	82.3	55.5	83.6	53.8	81.1	68
Web interface design	79.4	45.6	79.4	44	79.9	59.2
Analytical quality	80.6	76.7	80.6	76.7	80.6	78.3
Overall	79.5	72.4	79.6	72.3	79.3	78.6

4.9 Differences in assessment of accessibility of official statistics

Users who indicated that the accessibility of official statistics is “easy” increased consistently from 57.2 percent in 2012 to 90.3 percent in 2018. Thus, the proportion of user who had “difficulty” accessing official statistics has consistently declined from 42.8 percent in 2012 to 9.7 percent in 2018 (Figure 4.4).

Figure 4.4: Respondents’ assessment of the accessibility of official statistics, 2012 -2018



4.10 Differences in contacting GSS (2012 – 2018)

Table 4.6 indicates that the use of personal contacts (with Head Office, Regional/District Office and an official of GSS) reduced from 58.2 percent in 2012 to 51.3 percent in 2018. In 2018, 35.5 percent of users used ICT (telephone, email, website and fax) to contact GSS as compared to 41.1 percent in 2016 and 29.9 percent in 2012. This shows a 5.6 percentage points reduction from the 2016 figure which was a 5.6 percentage points increase over what was recorded in 2012.

Table 4.6: Means of contact with GSS, 2012 - 2018

Means of contact	2018	2016	2012
Telephone to head office	4.8	8.3	8.9
Telephone to regional office/District office	3.8	4.7	7.9
Email to head office	3.8	3.3	2.4
Email to Regional/District office	1.7	1.4	0.8
Website	21.3	22.0	9.7
Fax	0.1	1.4	0.2
Personal contact with Head Office (Official)	25.2	23.5	14.4
Personal contact with Regional/District Office (Official)	20.1	15.1	31.3
Personal contact with an official of GSS	6.0	8.3	12.5
Official letter	13.2	11.8	10.9
Other	0.2	0.1	0.9

Total	100.0	100.0	100.0
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Table 4.7 shows that the proportion of users who had not contacted GSS in the last 12 months decreased from 36.1 percent in 2012 to 33.7 percent in 2018. The proportion of users who contacted GSS only once, within the last 12 months, increased from 17.7 percent in 2012 to 26.8 percent in 2018. On the other hand, the proportion of users who regularly contacted GSS (i.e., 2 or more contacts) in the last 12 months reduced from 46.1 percent in 2012 to 39.4 percent in 2018.

Table 4.7: Frequency of contact in last 12 months, 2012-2018

Frequency of contact	2018	2016	2012
None	33.7	30.2	36.1
Once	26.8	23.5	17.7
2-5 times	26.1	35.2	29.9
More than 5 times	13.3	11.1	16.2
Total	100.0	100.0	100.0

Table 4.8 shows that there has been an increase in the number of users accessing the GSS website. In 2012, 46.2 percent of users accessed the GSS website compared to 71.1 percent in 2018.

Table 4.8: Usage of GSS website, 2012 – 2016

Usage of website	2018	2016	2012
Yes	71.1	77.1	46.2
No	28.9	22.9	53.8
Total	100.0	100.0	100.0

The use of the website and printed publications continue to be the most preferred mediums of dissemination for users of GSS statistical products. The proportion of respondents indicating preference for the website has consistently increased from 20.4 percent in 2012 to 37.9 percent in 2018. In the case of those who opted for printed publications, the proportion showed a slight decline from 20.9 percent in 2016 to 19.3 percent in 2018 after increasing by 4 percentage points over the 2012 figure (Table 4.9).

Table 4.9: Preferred medium of dissemination, 2012 - 2016

Medium	2018	2016	2012
Printed publication	19.3	20.9	16.6
Fact sheet/Brochure	6.1	7.7	11.2
CD/Flash drive	4.1	7.7	8.7
Press releases	6.6	5.7	12.0
Media interaction	6.8	5.6	11.1
Dissemination workshops	5.1	10.0	11.4
Website	37.9	31.6	20.4
Social media (twitter/facebook, etc.)	9.5	9.3	7.6
other	4.6	1.4	1.0
Total	100.0	100.0	100.0

4.11 Differences in contacting Ministries, Departments and Agencies (2016-2018)

Table 4.10 shows that the proportion of users who had not contacted the Ministries, Departments and Agencies (MDAs) in the last 12 months increased from 9.5 percent in 2016 to 14.2 percent in 2018 while the proportion of users who contacted MDAs only once within the last 12 months decreased from 19.4 percent in 2016 to 18.2 percent in 2018. Also, the proportion of users who regularly (i.e., 2 or more contacts) contacted MDAs in the last 12 months reduced from 71.1 percent in 2016 to 67.6 percent in 2018.

Table 4.10: Frequency of contact in last 12 months, 2016-2018

Number of times	2018		2016	
	Frequency	Percent	Frequency	Percent
Once	849	18.2	936	19.4
2-5 times	1,706	36.6	2,093	43.2
More than 5 times	1,442	31.0	1,351	27.9
None	661	14.2	458	9.5
Total	4,658	100.0	4,838	100.0

Table 4.11 presents information on how early data was required by users and how long it took to respond to the requests. The Table shows that the proportion of users who required the data within one week increased from 70.2 percent in 2016 to 83.0 percent in 2018. Similarly, users who received their response within one week increased from 57.0 percent in 2016 to 66.2 percent in 2018. Those who had no response to their request increased from 1.8 percent in 2016 to 2.3 percent in 2018.

Table 4.11: How early information was required and how long it took to respond, 2016 - 2018

Time	2018		2016	
	Number	Percent	Number	Percent
<i>How early information was required:</i>				
Within one week	3,864	83.0	2,977	70.2
Within two weeks	456	9.8	749	17.7
Within one month	257	5.5	414	9.8
More than one month	80	1.7	102	2.4
<i>How long it took to respond:</i>				
Within one week	3,084	66.2	2,419	57.0
Within two weeks	644	13.8	807	19.0
Within one month	414	8.9	650	15.3
More than one month	211	4.5	249	5.9
Still pending	198	4.3	40	0.9
No response	107	2.3	76	1.8
Total	4,658	100.0	4,242	100.0

Table 4.12 also looks at the rating of MDA publications/statistical products by qualities of official statistics from 2016 to 2018. Generally, users were more satisfied with the four key quality attributes in 2018 compared to 2016. There were increases in the proportions for 'good' ratings and reductions in the proportions for 'not good' ratings for all the four key attributes (Table 4.11).

Table 4.12: Ratings of MDA publications/statistical products by qualities official statistics, 2016 - 2018

Qualities of Official Statistics	2018		2016	
	Not good	Good	Not good	Good
Relevance	2.6	97.5	3.8	96.2
Accuracy and reliability	2.3	97.6	8.2	91.8
Accessibility	3.8	96.1	9.2	90.8
Style of presentation	2.7	97.3	6.6	93.4

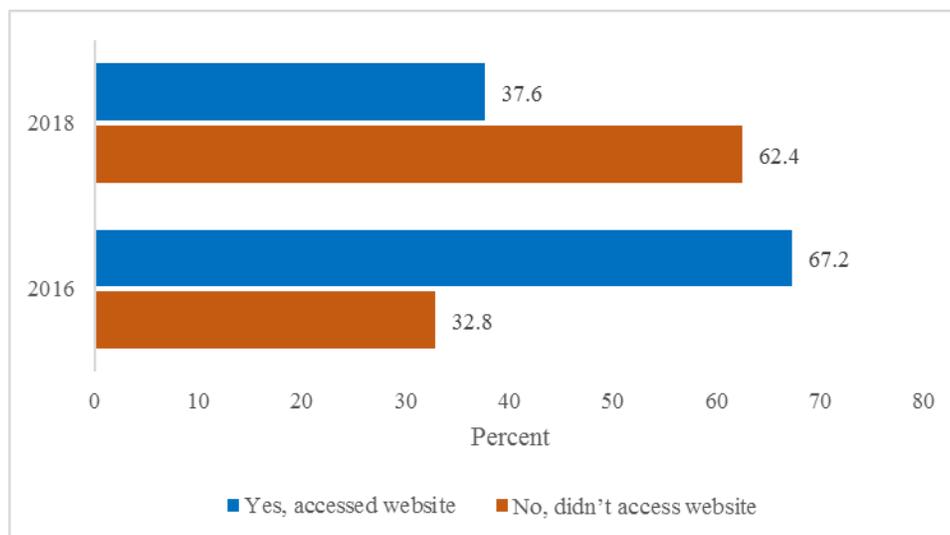
Table 4.13 compares the ratings of MDAs’ website in terms of accessibility, content, update and design for the period 2016 to 2018. Generally, there has been improvements in the various assessment areas, from the perspectives of the users that had accessed the websites of MDAs. For all the four assessment areas, there were increases in the proportions for ‘good’ ratings and reductions in the proportions for ‘poor’ and ‘fair’ ratings. However, respondents continue to be less satisfied with updates of the websites.

Table 4.13: Ratings of MDAs’ website in terms of accessibility, content, update and design, 2016 - 2018

Area	2018			2016		
	Poor	Fair	Good	Poor	Fair	Good
Accessibility of website	1.9	7.4	90.7	2.3	21.6	76.1
Content of website	1.9	11.0	87.1	4.6	38.7	56.8
Update	3.3	16.9	79.9	9.9	39.5	50.7
Design/ user interface	1.7	10.6	87.7	3.8	38.3	57.9

The internet has become an important tool for MDAs to disseminate their data and information. Figure 4.5 shows that respondents who had ever accessed the website of an MDA increased from 32.8 percent in 2016 to 37.6 percent in 2018.

Figure 4.5: Ever accessed MDAs’ website, 2016 -2018



CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The main objective of the survey was to assess the extent to which official statistics produced satisfy the needs of users. The survey also focused on the extent to which official statistics are being used for informed decision making, by both government and the private sector. This report presents the main findings from the survey. Largely, the survey achieved its objectives by assessing producers within the National Statistical System (NSS) and knowing the needs and expectations of the users of official statistics. It is expected that the outcome of the survey would guide producers of official statistics to improve upon data quality to meet the needs of users in the country.

5.2 Conclusions

The following conclusions are drawn based on the objectives of the User Satisfaction Surveys. It is generally observed that use of official statistics have been declining according to the findings. This is rather a deviation from the ideal situation where more and more users are expected to be using official statistics in making informed decisions. However, users' satisfaction has increased consistently over the three waves. The study revealed mixed findings on the request and use of data. It was found, for instance, that a lot more decisions are made without recourse to statistics as the proportion of users who relied on statistics for decision making and policy formulation dropped from 21.0 percent in 2016 to 15.7 percent in 2018. Similarly, request for data for monitoring and evaluation declined over the study period. However, the use of data for research and academic purposes increased over the three waves of the study. This could be an indication of an increased confidence of academia in the data produced by the Ghana Statistical Service (GSS) and the other Ministries, Departments and Agencies (MDAs).

It is important to note that majority of users (49.0 percent) depend on GSS as the main source of statistics and statistical products, an indication that GSS is playing its role as the leader in the production of official statistics in the country.

The usefulness of official statistics as rated by users increased between 2016 and 2018. The overall satisfaction of users with official statistics also increased in 2018. This indicates that consistently, users have been satisfied with the production and publication of official statistics. Indeed, the proportion of individual users/institutions contacting GSS either for data or for a query increased over the period. This is quite encouraging for the production and use of official statistics in the country. The study further reveals that users were satisfied with:

- The timeliness of official statistics produced in the country;
- The accessibility of official statistics for day-to-day decision making;
- The time lag in responding to data request by the MDAs and this was reported to be generally within one week;
- The level of users' requests that were met by MDAs.

There is, however, the need for improvements since not all those who requested for data from the MDAs received their request. For some, even though the request was met, the time lag was too long, and some had their request partially met with others not receiving any response at all.

The Resource and Data Centre (RDC) of the GSS was established to serve as a centralized warehouse of data for the Service, and with responsibility for storage, management and dissemination of data and information collated from surveys, censuses and administrative sources. Even though knowledge of the existence of the RDC increased from 20.3 percent in 2016 to 34.8 percent in 2018, a high proportion of users (65.2%) are unaware of the existence of the RDC, which is supposed to support the data needs of the public. Again, a high proportion of users are unaware of the release dates for official statistics produced.

5.3 Recommendations

This section presents recommendations for consideration and improvement of statistics production and dissemination in the country.

- Ghana Statistical Service (GSS), as the leader in the production of official statistics, should conduct training for officials responsible for statistics production in the various MDAs/MMDAs after assessing their training needs.
- Producers of official statistics should strive to improve their efficiency by improving the quality of official statistics in terms of accuracy, timeliness and frequency of releases.
- Producers of official statistics need to deepen their dissemination strategies for statistics in order to facilitate their accessibility to users.
- Data collection strategies of producers of official statistics should be enhanced in order to bridge existing data gaps and improve users' satisfaction.
- Producers of official statistics should strive to make a lot more statistics including metadata available on their official websites and provide links to websites of other producers of official statistics.
- Efforts should be made to make release calendar dates for statistical products available to users and religiously adhere to them.
- Statistical literacy programmes should be stepped up for users to appreciate what is happening within the NSS.
- GSS, in collaboration with other MDAs, should continue to build the capacity of other official statistics producers within the NSS.
- GSS should provide leadership in the adherence to standards, definitions and concepts among statistics producing agencies.
- There is the need to upgrade statistical and ICT infrastructure within the NSS to facilitate the production of quality, timeliness of statistical products for dissemination.

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- Nations Economic Commission for Europe (UNECE), Conference of European Statisticians, Work Session on the Communication of Statistics, Berlin, Germany, 27-29 May, 2013.

APPENDICES

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