GHANA STATISTICAL SERVICE

USER SATISFACTION SURVEY

Introduction

The Ghana Statistical Service (GSS) became a semi-autonomous Public Service Institution in 1985, with the enactment of PNDC law 135, to provide a wide range of statistical products and services for policy decision making, and monitoring and evaluation of national development programmes as well as international initiatives. The effective performance of this role is determined by the relevance, quality and reliability of the data produced by GSS. Users will be satisfied if they find official statistics reliable and useful for their purposes. This will in turn generate further interest in more statistical products and services. A means of finding out whether stakeholders are satisfied with the statistical products and services offered by GSS is to conduct a User Satisfaction Survey. The Survey will assess users/stakeholders' perceptions and opinions about GSS products and services. Results from the survey will inform strategies for determining the relevance and improving on the quality, reliability and acceptability of statistical products and services in general.

Confidentiality

The GSS wishes to assure you that the information provided will remain confidential to GSS and will not be disclosed, published or disseminated in a manner that will violate the GSS law of confidentiality.

How to complete the questionnaire

The Questionnaire has four sections:

Section A asks general questions about your use of official statistics.

Section B asks questions about the quality of official statistics.

Section C asks questions about the Ghana Statistical Service.

Section D asks some questions about you.

Please complete all questions that are relevant to you in these sections.

Note that you can give more than one answer to some questions.

Interview Results:

1. Completed
2. Partially completed
3. Officer to complete is not available
4. Could not be traced
5. Refused
6. Other (Specify) _____

INTERVIEWER'S NAME:..   DATE:................................

SUPERVISOR'S NAME:...   DATE:............................

SECTION A: USE OF OFFICIAL STATISTICS OF GHANA [1]

1. Have you ever used any of the following official statistics or statistical products?

(PLEASE TICK ALL THAT APPLY)

a	National accounts (GDP)	☐
b	Price statistics (CPI, PPI, Inflation) (Monthly)	☐
c	Public finance statistics	☐
d	Monetary and financial statistics (BOP, money supply & interest rate)	☐
e	Business statistics (Industry, Trade, Services, Transport, and Energy)	☐
f	Labour statistics (Employment, Unemployment, Income)	☐
g	External trade statistics (Imports, Exports)	☐
h	Demographic statistics (Population estimates)	☐
i	Health statistics	☐
j	Education statistics (Literacy, Enrolment)	☐
k	Crime/Judicial statistics	☐
l	Environment statistics	☐
m	Agriculture and fishery statistics	☐
n	Cartographic/ Geographic Information Systems (GIS) data	☐
o	Other *(specify)* _____	☐
y	None/ never used (>>> **GO TO SECTION C**)	☐

2. **Thinking about the purposes for which you use/used official statistics or statistical products, do you usually find the information you are looking for?**

    1. Always.. ☐

    2. Usually... ☐

    3. Almost never.. ☐

    4. Did not need anything specific….. ☐

    5. First time experience (found the statistics/ information)…..…............... ☐

    6. First time experience (didn't find the statistics/ information)……..… ☐

3. **Thinking about the purposes for which you use/used official statistics or statistical products, are there any other data that you would like to have available?**

    1. Yes... ☐

    2. No.. ☐☐   **GO TO Q5**

4. **Please give brief details of such data below:**

_____

_____

_____

_____

[1] Official statistics are those that are published by designated Government Agencies.

5. For each official statistics or statistical products you mentioned in Question 1, indicate the source(s) you obtain(ed) the statistics from.

(PLEASE TICK ALL SOURCES THAT APPLY)

	GSS (Official press releases/ publication/ website)	Bank of Ghana (Official press releases/publication /website)	MMDAs/MDAs (Official press releases/ publication/ website)	Educational institutions (Official press releases/ publication/ website) *(SPECIFY INSTITUTION)*	Private sector summaries/ analysis	Publications/websites of international organizations (e.g. IMF, WB, UN, AfDB)	Other sources *PLEASE SPECIFY*
a. National Accounts (GDP)							
b. Price Statistics							
c. Public Finance Statistics							
d. Monetary and financial statistics e.g. Balance of Payments							
e. Business Statistics							
f. Labour Statistics							
g. External trade statistics							
h. Demographic statistics							
i. Health statistics							
j. Education statistics							
k. Crime/Judicial statistics							
l. Environment statistics							
m. Agriculture and fishing statistics							
n. Cartographic/GIS data							
o. Other (Specify)							

6. For each official statistics or statistical products you mentioned in Question 1, indicate what you use(d) them for.

(PLEASE TICK ALL PURPOSES THAT APPLY. IF 'OTHER', PLEASE GIVE BRIEF DETAILS)

Type of official statistics	To inform decision making/policy formulation	Planning purposes	Modelling and forecasting	Research	Monitoring performance	Evaluation	Other (please specify)
a. National Accounts (GDP)	□	□	□	□	□	□	□
b. Price Statistics	□	□	□	□	□	□	□
c. Public Finance Statistics	□	□	□	□	□	□	□
d. Monetary and financial statistics e.g. Balance of Payments	□	□	□	□	□	□	□
e. Business Statistics	□	□	□	□	□	□	□
f. Labour Statistics	□	□	□	□	□	□	□
g. External trade statistics	□	□	□	□	□	□	□
h. Demographic statistics	□	□	□	□	□	□	□
i. Health statistics	□	□	□	□	□	□	□
j. Education statistics	□	□	□	□	□	□	□
k. Crime/Judicial statistics	□	□	□	□	□	□	□
l. Environment statistics	□	□	□	□	□	□	□
m. Agriculture and fishing statistics	□	□	□	□	□	□	□
n. Cartographic/GIS data	□	□	□	□	□	□	□
o. Other (Specify)	□	□	□	□	□	□	□

7. How often do you use official statistics or statistical products?

1. Daily….. ☐
2. Weekly…... ☐
3. Fortnightly…….................................. ☐
4. Monthly... ☐
5. Quarterly... ☐
6. Bi-annual………................................. ☐
7. Annual... ☐
8. Once a while……............................... ☐☐
9. Once …….. ☐☐   **>>> GO TO Q9**

8. How long have you been using official statistics or statistical products?

1. Less than 1 year…........................ ☐
2. Between 1 and 4 years….…........ ☐
3. Between 5 and 9 years…............ ☐
                                                              ☐

4. 10 years +……........................

THE RESPONSE FOR THE MAIN PURPOSE FOR WHICH YOU USED IT.

(1 = Not very useful ; 4 Very useful)

REFERS TO RESPONSES IN Q1 AND TICK THE APPROPRIATE RESPONSES FOR THE CORRESPONDING ITEMS IN Q9.

Type of Statistics	Not very Useful	Somewhat Useful	Useful	Very Useful
	1	**2**	**3**	**4**
a. National Accounts (GDP)				
b. Price Statistics				
c. Public Finance Statistics				
d. Monetary and financial statistics e.g. Balance of Payments				
e. Business Statistics				
f. Labour Statistics				
g. External trade statistics				
h. Demographic statistics				
i. Health statistics				
j. Education statistics				
k. Crime/Judicial statistics				
l. Environment statistics				
m. Agriculture and fishing statistics				
n. Cartographic/GIS data				
o. Other (Specify)				

10. For each of the official statistics you used, overall, were you satisfied with regard to details, timeliness, relevance, frequency and style of presentation?

Type of Statistics	Details Yes=1; No=2	Timeliness Yes=1; No=2	Relevance Yes=1; No=2	Frequency Yes=1; No=2	Style of Presentation Yes=1; No=2
a. National Accounts (GDP)					
b. Price Statistics					
c. Public Finance Statistics					
d. Monetary and financial statistics e.g. Balance of Payments					
e. Business Statistics					
f. Labour Statistics					
g. External trade statistics					
h. Demographic statistics					
i. Health statistics					
j. Education statistics					
k. Crime/Judicial statistics					
l. Environment statistics					
m. Agriculture and fishing statistics					
n. Cartographic/GIS data					
o. Other (Specify)					

IF YES TO ALL, GO TO Q12 OTHERWISE ASK Q11

11. Why were you not satisfied with the service(s)? *PLEASE TICK ALL THAT APPLY*

1. Not enough details were provided……..................   ☐ (Specify) ……………………
2. Data was outdated……………………...................   ☐ (Specify) ……………………
3. Data/information were not useful………...............   ☐ (Specify) ……………………
4. Needed to make a lot of assumptions/used as proxy   ☐ (Specify) ……………………
5. Style of presentation not suitable.............................   ☐ (Specify) ……………………
6. Other (specify)…..   ☐ (Specify) ……………………

12. In your opinion, is enough information provided on any revisions/updates to the official statistics or statistical products that you use?

Type of Statistics	Yes	No	Not Applicable
	1	**2**	**X**
a. National Accounts (GDP)	☐	☐	☐
b. Price Statistics	☐	☐	☐
c. Public Finance Statistics	☐	☐	☐
d. Monetary and financial statistics e.g. BOP	☐	☐	☐
e. Business Statistics	☐	☐	☐
f. Labour Statistics	☐	☐	☐
g. External trade statistics	☐	☐	☐
h. Demographic statistics	☐	☐	☐
i. Health statistics	☐	☐	☐
j. Education statistics	☐	☐	☐
k. Crime/Judicial statistics	☐	☐	☐
l. Environment statistics	☐	☐	☐
m. Agriculture and fishing statistics	☐	☐	☐
n. Cartographic/GIS data	☐	☐	☐
o. Other (Specify)	☐	☐	☐

13. For each of the official statistics or statistical products that you use, how easy or difficult is it for you to obtain/access them? (1 = Difficult; 4 = Very Easy)

Type of Statistics	Difficult	Somewhat difficult	Easy	Very Easy
	1	2	3	4
a. National Accounts (GDP)	☐	☐	☐	☐
b. Price Statistics	☐	☐	☐	☐
c. Public Finance Statistics	☐	☐	☐	☐
d. Monetary and financial statistics e.g. Balance of Payments	☐	☐	☐	☐
e. Business Statistics	☐	☐	☐	☐
f. Labour Statistics	☐	☐	☐	☐
g. External trade statistics	☐	☐	☐	☐
h. Demographic statistics	☐	☐	☐	☐
i. Health statistics	☐	☐	☐	☐
j. Education statistics	☐	☐	☐	☐
k. Crime/Judicial statistics	☐	☐	☐	☐
l. Environment statistics	☐	☐	☐	☐
m. Agriculture and fishing statistics	☐	☐	☐	☐
n. Cartographic/GIS data	☐	☐	☐	☐
o. Other (Specify)	☐	☐	☐	☐

14. For each of the official statistics or statistical products that you use, how easy or difficult is it for you to access the metadata of these statistics (sources, explanatory notes, methodological description, and references concerning concepts, classifications, and statistical practice)?
   (1 = Difficult;   4 = Very Easy)

Type of Statistics	Difficult	Somewhat Difficult	Easy	Very Easy	Do not access this information
	1	2	3	4	X
a. National Accounts (GDP)	☐	☐	☐	☐	☐
b. Price Statistics	☐	☐	☐	☐	☐
c. Public Finance Statistics	☐	☐	☐	☐	☐
d. Monetary and financial statistics e.g. BOP	☐	☐	☐	☐	☐
e. Business Statistics	☐	☐	☐	☐	☐
f. Labour Statistics	☐	☐	☐	☐	☐
g. External trade statistics	☐	☐	☐	☐	☐
h. Demographic statistics	☐	☐	☐	☐	☐
i. Health statistics	☐	☐	☐	☐	☐
j. Education statistics	☐	☐	☐	☐	☐
k. Crime/Judicial statistics	☐	☐	☐	☐	☐
l. Environment statistics	☐	☐	☐	☐	☐
m. Agriculture and fishing statistics	☐	☐	☐	☐	☐
n. Cartographic/GIS data	☐	☐	☐	☐	☐
o. Other (Specify)	☐	☐	☐	☐	☐

IN BOTH QUESTION 13 AND QUESTION 14:
- *IF OPTIONS 1 OR 2, ANSWER QUESTION 15*
- *IF OPTIONS 3 OR 4, GO TO QUESTION 16*
- *IF OPTION X, GO TO QUESTION 18*

15. In your opinion, what makes it difficult for you to either obtain/access the official statistics

or access the metadata of these statistics (sources, explanatory notes, methodological descriptions, and references concerning concepts, classifications, and statistical practice)?

☐ (Specify)
1. Cost too high……………................... ……………………………...☐

☐ (Specify)
2. Did not know where to get information.... ……………………………...☐

☐ (Specify)
3. Did not know information exist............... ……………………………...☐

☐ (Specify)
4. Other (specify)………………........... ……………………………...☐

16. Do you refer to or make use of the official descriptions of the sources and methods used in compiling the official statistics? (IF NO TO ALL, GO TO Q18)

Type of Statistics	Yes = 1 No=2
a. National Accounts (GDP)	☐
b. Price Statistics	☐
c. Public Finance Statistics	☐
d. Monetary and financial statistics e.g. Balance of Payments	☐
e. Business Statistics	☐
f. Labour Statistics	☐
g. External trade statistics	☐
h. Demographic statistics	☐
i. Health statistics	☐
j. Education statistics	☐
k. Crime/Judicial statistics	☐
l. Environment statistics	☐
m. Agriculture and fishing statistics	☐
n. Cartographic/GIS data	☐
o. Other (Specify)	☐

17. For each of the official statistics you use, is the information on methodology sufficiently clear and at an adequate level of detail to be useful to you? (1=Not useful; 4= Very Useful)

Type of Statistics	Not Useful	Fairly useful	Useful	Very Useful
	1	**2**	**3**	**4**
a. National Accounts (GDP)	☐	☐	☐	☐
b. Price Statistics	☐	☐	☐	☐
c. Public Finance Statistics	☐	☐	☐	☐
d. Monetary and financial statistics e.g. Balance of Payments	☐	☐	☐	☐
e. Business Statistics	☐	☐	☐	☐
f. Labour Statistics	☐	☐	☐	☐
g. External trade statistics	☐	☐	☐	☐
h. Demographic statistics	☐	☐	☐	☐
i. Health statistics	☐	☐	☐	☐
j. Education statistics	☐	☐	☐	☐
k. Crime/Judicial statistics	☐	☐	☐	☐
l. Environment statistics	☐	☐	☐	☐
m. Agriculture and fishing statistics	☐	☐	☐	☐
n. Cartographic/GIS data	☐	☐	☐	☐
o. Other (Specify)	☐	☐	☐	☐

18. For each of the following official statistics or statistical products, do you know whether there is publicly disseminated calendar that announces in advance the dates on which different official statistics are published? (IF NO, GO TO Q20)

Type of Statistics	Yes=1 No=2
a. National Accounts (GDP)	☐
b. Price Statistics	☐
c. Public Finance Statistics	☐
d. Monetary and financial statistics e.g. Balance of Payments	☐
e. Business Statistics	☐
f. Labour Statistics	☐
g. External trade statistics	☐
h. Demographic statistics	☐
i. Health statistics	☐
j. Education statistics	☐
k. Crime/Judicial statistics	☐
l. Environment statistics	☐
m. Agriculture and fishing statistics	☐
n. Cartographic/GIS data	☐
o. Other (Specify)	☐

19. For all the disseminated calendar that you know, in practice are the official statistics or statistical products released on the dates announced for the release?

Type of Statistics	Yes	No	Do not know
	1	**2**	**X**
a. National Accounts (GDP)	☐	☐	☐
b. Price Statistics	☐	☐	☐
c. Public Finance Statistics	☐	☐	☐
d. Monetary and financial statistics e.g. BOP	☐	☐	☐
e. Business Statistics	☐	☐	☐
f. Labour Statistics	☐	☐	☐
g. External trade statistics	☐	☐	☐
h. Demographic statistics	☐	☐	☐
i. Health statistics	☐	☐	☐
j. Education statistics	☐	☐	☐
k. Crime/Judicial statistics	☐	☐	☐
l. Environment statistics	☐	☐	☐
m. Agriculture and fishing statistics	☐	☐	☐
n. Cartographic/GIS data	☐	☐	☐
o. Other (Specify)	☐	☐	☐

20. What effect does the lack of official statistics or statistical products have on your organization's activities? (*PLEASE TICK ALL THAT APPLY*)

a. No effect...……….................... ☐
b. Delayed work plan...……….................. ☐
c. Inaccurate budgeting………………….... ☐
d. Cannot determine production levels......... ☐

e. Use of poor estimates…….……............ ☐

f. Use of unofficial sources…….…............ ☐

g. Other (specify)……………….............. ☐

21. In your opinion, are the official statistics or statistical products that you used/ever used presented in an easy- to-understand way? (1=Not easy; 4= Very easy)

Type of Statistics	Not Easy	Fairly easy	Easy	Very Easy
	1	2	3	4
a. National Accounts (GDP)	☐	☐	☐	☐
b. Price Statistics	☐	☐	☐	☐
c. Public Finance Statistics	☐	☐	☐	☐
d. Monetary and financial statistics e.g. Balance of Payments	☐	☐	☐	☐
e. Business Statistics	☐	☐	☐	☐
f. Labour Statistics	☐	☐	☐	☐
g. External trade statistics	☐	☐	☐	☐
h. Demographic statistics	☐	☐	☐	☐
i. Health statistics	☐	☐	☐	☐
j. Education statistics	☐	☐	☐	☐
k. Crime/Judicial statistics	☐	☐	☐	☐
l. Environment statistics	☐	☐	☐	☐
m. Agriculture and fishing statistics	☐	☐	☐	☐
n. Cartographic/GIS data	☐	☐	☐	☐
o. Other (Specify)	☐	☐	☐	☐

22. In your opinion, how coherent/harmonized are official statistics in Ghana? That is, the degree to which consistent definitions, methods and standards are used across government agencies in the production and presentation of statistics (1= not coherent; 4 = very coherent)

Not Coherent	Fairly coherent	Coherent	Very Coherent
1	2	3	4
☐	☐	☐	☐

23. In your opinion, how would you rate the overall quality of official statsitics or statistical products in Ghana? (1= very poor quality; 4 = very high quality)

Type of Statistics	Very Poor	Poor	High	Very High
	1	2	3	4
a. National Accounts (GDP)	☐	☐	☐	☐
b. Price Statistics	☐	☐	☐	☐
c. Public Finance Statistics	☐	☐	☐	☐
d. Monetary and financial statistics e.g. Balance of Payments	☐	☐	☐	☐
e. Business Statistics	☐	☐	☐	☐
f. Labour Statistics	☐	☐	☐	☐
g. External trade statistics	☐	☐	☐	☐
h. Demographic statistics	☐	☐	☐	☐
i. Health statistics	☐	☐	☐	☐
j. Education statistics	☐	☐	☐	☐
k. Crime/Judicial statistics	☐	☐	☐	☐
l. Environment statistics	☐	☐	☐	☐
m. Agriculture and fishing statistics	☐	☐	☐	☐
n. Cartographic/GIS data	☐	☐	☐	☐
o. Other (Specify)	☐	☐	☐	☐

24. **Overall, taking into account all the official statistics or statistical products you use/have ever used, how satisfied are you with the following?**

	Very Unsatisfied	Unsatisfied	Satisfied	Very Satisfied
	1	**2**	**3**	**4**
a. Processes in accessing offical statistics	☐	☐	☐	☐
b. Cost of the product	☐	☐	☐	☐
c. Duration between time requested and time it was made available	☐	☐	☐	☐
d. Level of details of information needed	☐	☐	☐	☐
e. Product easy to read and understand	☐	☐	☐	☐
f. Quality of analysis/interpretation	☐	☐	☐	☐
g. Usefulness of product used/ Services utilized	☐	☐	☐	☐
h. First time use experience	☐	☐	☐	☐
i. Services after data acquisition	☐	☐	☐	☐

25. **Please provide any additional comments on official statistics or statistical products in Ghana, including areas where things could be improved.**

(PLEASE SPECIFY THE DATASET(S) TO WHICH YOUR COMMENTS REFER)

SECTION C: GHANA STATISTICAL SERVICE

**THIS SECTION ASKS QUESTIONS SPECIFICALLY ABOUT THE GHANA STATISTICAL SERVICE
(GSS)**

26. **Have you ever tried to contact GSS for data or with a query?**

    1. Yes..…….....................................☐
    2. No……………….............................☐   **>>> GO TO Q35**
    3. Do not remember...............................☐   **>>> GO TO Q35**

27. **Which of the following methods did you use in contacting the Ghana Statistical Service?**
    (*PLEASE TICK ALL THAT APPLY*)

    a. Telephone to Head Office……..   ☐
    b. Telephone to Regional/District Office…....…….............................   ☐
    c. Email to Head Office……...………….......................................   ☐
    d. Email to Regional/District Office…..   ☐
    e. Website…………....….…………...   ☐
    f. Fax……………....….……………...   ☐
    g. Personal contact with Head Office…..   ☐
    h. Personal contact with Regional/District Office……........................   ☐

i. Official letter/Contact by post..……... ☐

j. Personal Contact with an official of GSS………………………… ☐

l. Other (specify)……..……………... ☐

28. How many times have you contacted GSS in the last 12 months for official statistics or statistical products? (*PLEASE TICK ONE RESPONSE ONLY*)

    1. None….. ☐   **>>> GO TO Q30**

    2. Once………..………….................................. ☐

    3. 2 - 5 times…..…....................................... ☐

    4. More than 5 times…..................................... ☐

29. If you contacted GSS once or more in the last 12 months, please indicate the reason for contacting the Service. (PLEASE TICK ALL THAT APPLY)

    a. Request specific data/figures….….………..

    b. Follow up on press release/publication……..…….………......................................

    c. Discuss data requirements, e.g. possibility of carrying out a survey………...............

    d. Methodology query………..……………...

    e. Methodology service/advice………..…………..

    f. Sampling service/advice……….……………...

    g. Cartographic/GIS service………..…………...

    h. Seek clarification…………....………...

    i. Requested guidance on the website…………....……..

    j. Offer financial support, e.g. sponsor data collection, data analysis……....................

    k. Other (specify)…………..…..……………...

30. In the most recent contact you had with the GSS, how quickly did you require the information?

    1. Within one week…....................................... ☐

    2. Within two weeks…..…............................... ☐

    3. Within one month…..................................... ☐

4. More than one month…….............................. ☐

31. **In the most recent contact you had with the GSS, how long did it take the Service to respond to your query/request?**

    1. Within one week... ☐

    2. Within two weeks..……….............................. ☐

    3. Within one month……................................... ☐

    4. More than one month.................................... ☐

    5. No response.. ☐   **>>> GO TO Q35**

32. **In the most recent contact you had with the GSS, were you satisfied with the way the data requested was packaged?**

    1. Yes.................................☐

    2. No.....……........................☐

33. **In the most recent contact you had with the GSS, was your request/need met?**

    1. Yes, fully..................................... ☐   **>>> GO TO Q35**

    2. Yes, partially…............................ ☐

    3. No…………….............................. ☐

34. **In the most recent contact you had with the Ghana Statistical Service, why was your request/ needs met partially or not at all met? (PLEASE TICK ALL THAT APPLY)**

    a. Time data requested and data received was wide…........................ ☐

    b. Gap in data made available to me…..………...………................. ☐

    c. Data was too outdated…….………………………………….. ☐

    d. Did not get exactly what I wanted…….....…….................................. ☐

    e. Details were not enough….….….………….............................. ☐

    f. Other (specify)…..………..………………….............................. ☐

35. Have you ever used any GSS publication?

        1. Yes..................................☐

        2. No......….........................☐   **>>> GO TO Q39**

36. Which of the following GSS's publications/products have you ever used?

Publication	
a. Ghana Living Standards Survey (GLSS)	☐
b. Pattern and Trends of Poverty (derived from GLSS)	☐
c. Core Welfare Indicators Questionnaire (CWIQ) Survey	☐
d. Ghana Demographic and Health Survey (GDHS)	☐
e. Multiple Indicator Cluster Survey (MICS)	☐
f. Ghana Child Labour Survey	☐
g. Transport Indicators Database Survey	☐
h. Economic Survey Report	☐
i. Ghana In Figures	☐
j. Statistical Compendium (Women and Men in Ghana)	☐
k. Quarterly Digest	☐
l.Crime Victimization Survey (CVS)	☐
m. Public Expenditure Tracking Survey	☐
n. Situational Analysis/ Service Provision Assessment on Reproductivce and Child Health Service Delivery	☐
o. Key Socio-Economic Indicators (GhanaInfo)	☐
p. Maternal Mortality report	☐
q. GDP news letter	☐
r. CPI news letter	☐
s. PPI news letter	☐

t. GDP Bulletin	☐
u. CPI Bulletin	☐
v. PPI Bulletin	☐
x. Census Report (PHC and NIC)	☐
y. Others (Specify)	☐

37. For each of the publications you used, overall, please rate each of them in terms of
   your personal or organizational needs, with reference to relevance, accuracy and
   reliability, accessibility as well as style of presentation. Use the scale provided below.

Rate	Description
5=Excellent	This indicates that the product or service has far exceeded all expectations in this area.
4=Very Good	This indicates that the product or service has exceeded expectations in this area.
3=Good	This indicates that the product or service has met expectations in this area.
2=Poor	This indicates that the product or service has not adequately met expectations in this area.
1=Very Poor	This indicates that the product or service has not met fundamental requirements in this area.

Publication/product	Relevance	Accuracy & reliability	accessibility	Style of Presentation
a. Ghana Living Standards Survey (GLSS) (Every five years)				
b. Pattern and Trends of Poverty (derived from GLSS) (Every five years)				

c. Core Welfare Indicators Questionnaire (CWIQ) Survey				
d. Ghana Demographic and Health Survey (GDHS) (Every five years)				
e. Multiple Indicator Cluster Survey (MICS)				
f. Ghana Child Labour Survey				
g. Transport Indicators Database Survey				
h. Economic Survey Report				
i. Ghana in Figures				
j. Statistical Compendium (Women and Men in Ghana)				
k. Quarterly Digest				
l. Ghana Time-Use Survey (GTUS)				
m.Crime Victimization Survey (CVS)				
n. Public Expenditure Tracking Survey				
o. Situational Analysis/ Service Provision Assessment on Reproductive and Child Health Service Delivery				
p. Key Socio-Economic Indicators (GhanaInfo)				
p. Maternal Mortality report				
q. GDP news letter				
r. CPI news letter				
s. PPI news letter				
t. GDP Bulletin				
u. CPI Bulletin				
v. PPI Bulletin				
x. Census Report (PHC and NIC)				
y. Others (Specify)				
p. Maternal Mortality report				

q. GDP news letter				

38. If any of the publications/product is rated 4 or 5 with regard to the indicators in Q37 specify reason(s) why?
   PLEASE TICK ALL THAT APPLY AND SPECIFY WHICH PUBLICATION

   a. Not enough details were provided……............................... ☐ (Specify) ………...…
   b. Report/Data delayed……..………………................................. ☐ (Specify) ………...…
   c. Data/information were not useful………............................ ☐ (Specify) ………...…
   d. Needed to make a lot of assumptions/used as proxy……...... ☐ (Specify) ………...…
   e. Style of presentation not suitable....................................... ☐ (Specify) ………...…
   f. Other (specify)….. ☐ (Specify) ………...…

**PLEASE INDICATE ANY ADDITIONAL COMMENTS YOU HAVE. INDICATE
WHICH PUBLICATIONS YOUR COMMENTS REFER TO.**

_____

_____

_____

39. Have you ever accessed the GSS website?

   1. Yes.................................☐
   2. No.....…..........................☐   **>>> GO TO Q42**

40. What are your views on the GSS website?

	Not Good 1	Good 2	Very Good 3
A. Accessibility			
B. Content			
C. Updates			
D. Design/User interfacing			

41. Given the opportunity, which aspects of the GSS's website would you like modified?

_____

_____

42. What is your preferred mode of publicising statistical products and services?
   PLEASE TICK ALL THAT APPLY)

    a. Through press releases……………………... ☐

    b. Media interactions…………………….…….……….……….................. ☐

    c. CDs…………….….…………….…………………………………… ☐

    d. Fact sheets/brochures……......…………………............................. ☐

    e. Dissemination workshops………..……………............................. ☐

    f. Printed publications………....……………….............................. ☐

    g. Social media (twitter/facebook, etc)………..……...................... ☐

    h. Website……….……..………………………………….......... ☐

i. Other (specify)………..…………………..…….......................... ☐

43. Has the media coverage of GSS in the past influenced your perception about the Ghana Statistical Service?

        1. Yes, in a positive way……….………………………...................................... ☐
        2. Yes, in a negative way……………..…….…..……..……….................................... ☐
        3. No, can't recall seeing/hearing anything on the Ghana Statistical Service…….…….. ☐
        4. No, my perceptions have not been influenced by the media………........................ ☐
        5. Not applicable……………..…..………………….…...................................... ☐

44. Overall, do you think there are ways in which the GSS could improve the service it provides to users of their products?

        1. Yes..................................☐
        2. No.....…..........................☐   **>>> GO TO Q46 (SECTION D)**

45. Please give a brief description of the kind of improvement you expect to see.

_____

_____

_____

_____

SECTION D: RESPONDENT'S INFORMATION

46. Please indicate what type of organization/institution you work in.

01. MMDAs/MDAs…….………..………..	☐
02. Local Government…..……….…..………................................	☐
03. Parliament……...……………………………………………..	☐
04. Political organization…….………………….............................	☐
05. Labour union………..……....………..………......................	☐
06. Public financial institution…......…………..............................	☐
07. Research/Educational institution……......……………..............	☐
08. Public Library…...……….……….………………..................	☐
09. Non-governmental organization…......….…................................	☐
10. International organization…...………………………………	☐
11. Press and other media …….....…………….............................	☐
12. Religious Organization……......……………….......................	☐
13. Individual………..…….……………………..............................	☐
14. Business person……….…….………………..............................	☐
15. Private firm/organization…...……...….…………...................	☐
16. Other (specify)………..….……………....................................	☐

47.   INSTITUTION/ INDIVIDUAL CODE ☐☐☐☐

47a REGIONCODE ☐☐

48. Please state your position or rank.

_____

_____

_____

49. Are you a male or female?

    1. Male.. ☐

    2. Female.....…............................. ☐

50. What is your highest level of education?

    01. Primary or lower school level…..……………….......................... ☐

    02. JHS/ Middle school level…..……………………………............ ☐

    03. SHS/ O' Level/ 'A' Level……...……………………...................... ☐

    04. Vocational/ Technical/ College/ Commercial……................................ ☐

    05. Post Secondary…………..……………….............................. ☐

    06. HND/ Diploma...……...…………….…................................ ☐

    07. 1st Degree/ Bachelor's/Post graduate Diploma………………………. ☐

    08. Master's degree (MA/ Mphil)……...……………......................... ☐

    09. Doctorate degree (PhD)……...……………................................. ☐

    10. Other (specify)…..……………….....……………….............. ☐

THE GSS WOULD NOT USE Q51 IN THE ANALYSIS OF DATA BUT MAY CONTACT YOU AGAIN FOR FURTHER CLARIFICATIONS.

51. Kindly provide us with your

    a.   Contact number(s):   _____

    b.   Email Address: _____

THANK YOU FOR YOUR ASSISTANCE IN COMPLETING THIS QUESTIONNAIRE