



Government of Nepal
National Planning Commission Secretariat
Central Bureau of Statistics

Statistical User Satisfaction Survey 2017

QUESTIONNAIRE

The Central Bureau of Statistics (CBS) of Nepal is conducting Statistical User Satisfaction Survey 2017 to assess data needs, satisfaction levels and perceptions of its users towards the current state of statistical products and services provided by the bureau. The users' attitudes, perception and feedback obtained from this survey will be used to take better account of users requirements and to improve its products and services in accordance with its users' needs.

The accompanying questionnaire consists of seven sections and takes about 20 minutes to complete. You, as a valued CBS's statistical user, are kindly requested to complete the questionnaire and return it to us : suss2017.cbs@gmail.com by no later than 15th May 2017. Please complete all the questions in those sections that are relevant to you.

The CBS assures you that the information provided will be treated as strictly confidential. The confidentiality of the respondent is guaranteed as per the provision of Statistics Act 1958. The information collected through this questionnaire will be used in aggregated form only for statistical purposes.

SECTION 1: INTRODUCTION

1.1. Personal information of respondent

Name				
Sex (Tick on the appropriate box)	Male	Female	Age	Years
Level of Education	Up to SLC & equivalent	Intermediate, +2 & equivalent	Diploma & equivalent	Master & above
Occupation				
Contact	Address	Country		
		District		
		V.D.C.	Municipality	
Tel./Mobile		Email		

1.2. Respondent's affiliation¹

Agency Name			
Type of Agency	Government/ semi-government Financial, banking, business & commercial organization NGO/INGO/ Int'l dev partner Other (specify):	Academic/ Research institute Media/ Press Political party/ Civil society	
Contact	Address		
	Tel./Mobile		Website

SECTION 2: USE OF CBS DATA AND PUBLICATIONS

2.1. What are the three main sectors of statistics produced by CBS that you have used or have been using? Put number 1, 2 and 3 in appropriate boxes as your priority.

Population		Income, consumption and poverty	
Education and literacy		Construction, industry and trade	
Labor force, employment and remittances		GDP and National Accounts	
Gender		Price indices	
Disability		Environment	
Children and women		District profile	
Health		Others (Specify)	
Agriculture and livestock			

2.2. What is your main purpose of using statistics produced by CBS?

Planning and policy-making

Study, research and analysis

Monitoring and evaluation

Teaching

Media/journalism

General Information

¹ Please note that the opinions and information provided in the questionnaire will be the respondent own as a statistical user of the Central Bureau of Statistics of Nepal and do not necessarily reflect the official opinion of the agency where the respondent works.

2.3. Which medium do you use for obtaining the statistics produced by CBS? Multiple choices.

- Purchase from CBS
- Free of cost from CBS
- CBS library
- CBS Website
- Through telephone/fax/email to CBS
- District offices of CBS
- From information centre of DDC and libraries of other government offices
- From public libraries & libraries of educational institutes
- From newspaper & media
- Personal contacts
- Other (specify)

2.4. What is the main format of published (aggregated) data that you have used from CBS?

- Data published in CBS publications
- Data in PDF format provided in CD-ROMs & website
- Data in Word/Excel format provided in CD-ROMs and website
- Data in HTML and web format Other (specify):

2.5. What is the main desirable format that you would like to acquire the published (aggregated) data from CBS?

- Data published in CBS publications
- Data in PDF format provided in CD-ROMs & website
- Data in Word/Excel format provided in CD-ROMs and website
- Data in HTML and web format Other (specify):

2.6. Which level of geographical disaggregation that you wish to obtain data from CBS?

- National Provincial/ Regional District VDC/Municipality Ward

2.7. In which main language do you wish to have CBS publications?

- Nepali English Nepal & English (both) Local language (specify):

2.8. How do you evaluate CBS statistics with the similar statistics produced by other Government agencies?

- Very reliable Reliable Similar Less reliable Unreliable

2.9. Have you ever used microdata of survey and census produced by CBS?

Yes No (skip to Section 3) No idea about the microdata (skip to Section 3)

2.10. How do you find the price of microdata produced by CBS?

Expensive Reasonable Cheap No idea about the price

2.11. How do you perceive the process of acquiring microdata from CBS?

Easy Ok Complicated

2.12. How do you think the adequacy of microdata of your needs?

Fully available Available but not sufficient Not available

2.13. What would be the preferred channel to receive microdata from CBS?

Direct download from website Email From CBS in CD-ROM/USB/Pen drive

Other (specify):

2.14. How long did it take to receive response regarding your request/query to obtain microdata from CBS?

Within 7 days 8 to 15 days 16 days to 1 month More than 1 months

Did not receive Not requested (through email/post)

SECTION 3: QUALITY OF CBS STATISTICS

3.1. If you have used statistics produced by CBS, how do you evaluate the various dimensions of quality of the CBS statistics/products in following sectors? If your answer is Yes, i.e. "1" for "Used" column, put your evaluation from a 5-point scale of rating to each box of following statistical sectors.

1. Very good 2. Good 3. OK 4. Poor 5. Very poor

S.N.	Statistical sectors	Used		Reliability	Timeliness	Frequency	Adequacy	Accessibility
		Yes	No					
1	Population statistics	Yes	No					
2	Labor force and employment	Yes	No					
3	Income, consumption & poverty	Yes	No					
4	Agriculture and livestock	Yes	No					
5	Education and literacy	Yes	No					
6	Industry, construction & trade	Yes	No					
7	GDP and National Accounts	Yes	No					
8	Price index	Yes	No					
9	Health statistics	Yes	No					
10	Environment statistics	Yes	No					

3.2. If you have used following statistical publications of CBS, how do you evaluate the various dimensions of their quality? If your answer is Yes, i.e. "1" for "Used" column, put your evaluation from a 5-point scale of rating to each box of following publications.

1. Very good 2. Good 3. OK 4. Poor 5. Very poor

S.N.	Statistical sectors	Used (Yes or No)		Reliability	Timeliness	User friendly	Accessibility
1	Nepal in Figures	Yes	No				
2	Statistical Year Book of Nepal	Yes	No				
3	Statistical Pocket Book of Nepal	Yes	No				
4	National Accounts of Nepal	Yes	No				
5	Population Monograph	Yes	No				

SECTION 4: USER PERSPECTIVE IN CBS WEBSITE

4.1. How often do you use CBS website?

Yes, daily Yes, weekly Yes, monthly Yes, as per needs
 Never used (skip to Section 5) Don't know about CBS website (skip to Section 5)

4.2. What is the main purpose of using CBS website?

For tracking CBS activities For updating on CBS new publications and data
 For downloading data and publications For getting information on survey and census metadata
 For getting information on survey and census microdata
 Other (specify):

4.3. In your perspective how easy to download publications or data from CBS website?

Very easy Easy OK Difficult Very difficult

4.4. How do you evaluate CBS website on following attributes?

Click in the appropriate cell.

S.N.	Attribute	Excellent	Good	Medium	Bad	Worse
1	Design and appearance					
2	Coverage of information/statistics					
3	Organization of information/statistics					
4	Update of information/statistics					
5	User friendly					
6	Overall evaluation of the website					

SECTION 5: USER PERSPECTIVE ON CBS STATISTICAL SERVICES

5.1. In last 5 years how many times did you contact (visit or call) to CBS?

1 time 2 to 5 times 6 to 10 times More than 10 times

Not at all (skip to Section 6)

5.2. If you have taken following services from CBS, how do you evaluate the quality of the services and staff behavior ? If your answer is Yes, i.e. "1. Service taken" for the given category, select an appropriate option from a 5-point scale of each box of following statistical services.

1	For obtaining publications and data	Service taken		Service not taken (skip to 2)		
1.1	Procedure for obtaining publications	Very simple	Simple	OK	Difficult	Very difficult
1.2	Price of publications	Very expensive	Expensive	Reasonable	Cheap	No idea/ Got free of cost
1.3	Staff availability for the services	Very good	Good	Satisfactory	Bad	Very bad
2	For library use	Service taken		Service not taken (skip to 3)		
2.1	Availability of CBS publications and data in CBS library	Very good	Good	Satisfactory	Bad	Very bad
2.2	Organization of publications and statistical products in the library	Very good	Good	Satisfactory	Bad	Very bad
2.3	Procedure for using library	Very simple	Simple	OK	Difficult	Very difficult
3	For obtaining statistical consultancy	Service taken,		Service not taken (skip to 4)		
3.1	Procedure for obtaining statistical consultancy (suggestion/guidance)	Very simple	Simple	OK	Difficult	Very difficult
3.2	Technical skill of staffs	Very good	Good	Satisfactory	Bad	Very bad
4	Staffs' behaviour in general	Very good	Good	Satisfactory	Bad	Very bad
5	Overall quality of the services	Very good	Good	Satisfactory	Bad	Very bad

SECTION 6: SERVICES OF CBS STATISTICS OFFICE IN DISTRICT

6.1. Are you aware of CBS's branch office in district?

Yes No (skip to Q. 6.6)

6.2. Have you ever taken any kind of statistical services from CBS branch office in district?

Yes No (skip to Q. 6.6)

6.3. Have you ever found the statistics or publication of your needs from the CBS branch office in district?

Yes, completely Yes, partially Yes, but only few
Very few No

6.4. Are you satisfied with the services from the CBS branch office in district?

Fully satisfied Satisfied Partially satisfied
Unsatisfied Fully unsatisfied

6.5. What do you think about the location and accessibility of the CBS branch office in district?

Very convenient Convenient OK Far Inconvenient

6.6. Which level of geographical disaggregation that you wish to obtain data from CBS branch office in district?

National Provincial/ Regional District VDC/Municipality Ward

6.7. Are you aware of CBS-Cell in district where CBS branch office is not located?

Yes No

SECTION 7: USER'S FEEDBACK

7.1. How do you find the dissemination of final results of surveys, census and national accounts estimates from CBS?

Very good Good OK Not good No idea

7.2. What would be the best option to improve and make more effective dissemination of statistical products of CBS? Multiple responses are possible.

Website Press release/Media Seminar/Workshop/Stakeholder meetings
Exhibition Booklet/Leaflet/Pamphlet

7.3. What would be the best presentation format of statistics in CBS publications and statistical reports?

Tables only Analytic report with table, chart and graph Both

7.4. What should be done to make the surveys and censuses more informative and effective?

Multiple responses are possible.

Discuss with stakeholders

Coordinate with similar data producers

Identify users' needs

Provide more disaggregated data as per the lowest administrative division

Other (specify):

7.5. What should be done to promote the use of statistics produced by CBS? Multiple

responses are possible, maximum three.

Timely inform to users about the availability of CBS statistics

Provide statistical literacy and advocacy program to public and potential users

Provide specific training for using statistics and data

Provide soft copies of publications and statistical data directly downloadable from the website

Manage to provide CBS publications and data for easy use from public libraries and the libraries of academic institutes, government offices at local level

Manage to purchase CBS publications from local private book sellers

Manage to include official statistics as a mandatory subject in the curriculum of university level education

Other (specify):

7.6. What would be the additional area(s) of statistics that the CBS should produce and what would be its frequency and disaggregation level? Provide up to three areas of statistics.

S.N.	Area of Statistics	Frequency	Disaggregated Level
1			
2			
3			

--Thank You--

Note: Please download the questionnaire, complete, save and send as an attachment to: suss2017.cbs@gmail.com