



GHANA STATISTICAL SERVICE

2016 | USER SATISFACTION SURVEY



MAIN REPORT

NOVEMBER, 2016

PREFACE AND ACKNOWLEDGEMENTS

The goal of producers of official statistics is to provide quality, timely and comprehensive information to the society it serves. To ratify compliance with these objectives, user surveys that attempt to capture the level of user satisfaction with the quality of the products and services provided are periodically conducted. The Ghana Statistical Service (GSS) conducted the second User Satisfaction Survey in 2016, approximately four years after the implementation of the first survey. The aim of the survey was to measure the degree to which expectations and satisfaction of the needs of users with regard to official statistics are accomplished. The survey was conducted on a sample of the Ghana Statistical Service (GSS) data users.

The 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 issues in all sectors of the economy. GSS is also responsible for collaborating with, and assisting 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 and address high priority data needs, provide consistent, reliable, complete, timely and accurate statistics/indicators of high quality.

As part of the process of developing a National Statistical System (NSS) which is responsive to user needs and also engages users more frequently in the planning, governance, monitoring and evaluation of statistical services, the GSS conducted a User Satisfaction Survey in 2012 to assess the level of satisfaction and perceptions of users of the statistical products and services. In 2016, the GSS conducted another User Satisfaction Survey 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 User Satisfaction Survey had an expanded scope of questions covering the products and services of the GSS and the identified MDAs. In this report, changes in the level of satisfaction with GSS products and services are measured to determine whether initiatives implemented after the 2012 survey have had any impact on user satisfaction. The survey also serves as a baseline for the other MDAs involved in implementing the GSDP.

The GSS is gratified that the survey found high levels of satisfaction with the publications, databases and services by official statistics producers. At the same time, the results identify areas which require improvement.

We would like to acknowledge the financial contributions of the International Development Assistance (IDA) and the Statistics for Results Facility Catalytic Fund (SRF-CF) to the GSDP through the Government of Ghana. We also acknowledge the invaluable support received from the World Bank which has effectively served as the Fund Administrator since the inception of the Project. We are indebted to all those who in one way or the other, contributed to the production of this report. We particularly acknowledge the expertise of the GSS Team, whose insights guided this survey from its commencement to the completion of this report. Our sincere thanks also go to the field personnel, individual respondents as well as the participating institutions for the roles they played in the implementation of the survey.

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NOVEMBER, 2016

LIST OF CONTENTS

PREFACE AND ACKNOWLEDGEMENTS	i
LIST OF TABLES	iv
LIST OF FIGURES	vi
LIST OF ABBREVIATIONS	vii
EXECUTIVE SUMMARY	viii
CHAPTER 1: INTRODUCTION	1
1.1 Background.....	1
1.2 Objectives of the survey.....	2
1.3 Scope of the survey.....	3
1.4 Limitations of the survey.....	4
1.5 Definition of official statistics.....	4
1.6 Organisation of the report.....	4
CHAPTER 2: SURVEY METHODOLOGY, TRAINING AND FIELDWORK	5
2.1 Methodology.....	5
2.2 Survey instruments.....	7
2.3 Pre-test of the instruments.....	8
2.4 Recruitment, training and fieldwork.....	8
2.5 Supervision and quality control.....	9
2.6 Data processing, analysis and reporting.....	9
CHAPTER 3: FINDINGS FROM THE SURVEY	10
3.1 Response rate.....	10
3.2 Background of respondents.....	11
3.3 Use of official statistics and statistical products.....	12
3.4 Quality of official statistics.....	15
3.5 Usefulness of official statistics.....	17
3.6 Respondents' level of satisfaction of official statistics.....	25
3.7 Respondents' assessment of the services provided by.....	26
Ghana Statistical Service.....	26
3.8 Respondents' assessment of the services provided by the MDAs.....	38
3.9 Construction of an overall User Satisfaction Index (USI).....	49
CHAPTER 4: DIFFERENCES COMPARED TO 2012 SURVEY	52
4.1 Introduction.....	52
4.2 Differences in general information.....	52
4.3 Differences in data use, sources and quality aspects of official statistics.....	53
4.4 Differences in data use and quality aspects of GSS products and services.....	57
4.5 Differences in dissemination aspects.....	59
CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS	60
5.1 Conclusions.....	60
5.2 Recommendations.....	60
REFERENCES	62

APPENDICES	63
Appendix A: List of contributors	63
Appendix B: List of field personnel.....	64

LIST OF TABLES

Table 2.1: Distribution of users and proportional allocation of the sample.....	7
Table 3.1: Response rate	10
Table 3.2: Distribution of respondent by user group	11
Table 3.3: Educational attainment of the respondents	11
Table 3.4: Users of statistics and statistical products	12
Table 3.5: Sources of official statistics or statistical products.....	13
Table 3.6: Distribution of respondents by frequency of use of official statistics	14
Table 3.7: Distribution of respondents by availability of statistics they looked for	15
Table 3.8: Users’ satisfaction levels with details, timeliness, relevance frequency and style of presentation.....	16
Table 3.9: Main effect of inadequate information on users	16
Table 3.10: Usefulness of official statistics/statistical product used	17
Table 3.11: Users’ opinion on whether enough information are provided on any revision/update	18
Table 3.12: Users’ accessibility of official statistics/statistical products	19
Table 3.13: Respondent's use of the metadata for each official statistics/product accessed ...	20
Table 3.14: Sufficiently clear information on methodology provided	21
Table 3.15: Knowledge of publicly disseminated calendar of release for official statistics....	22
Table 3.16: Respondents' understanding of the presentations of official statistics	23
Table 3.17: Quality of official statistics/products you ever used.....	25
Table 3.18: Some statistical activities and extent of satisfaction of respondents	26
Table 3.19: Ever contacted GSS for data or with a query	26
Table 3.20: Means used in contacting GSS	27
Table 3.21: Number of times respondents contacted GSS in the last 12 month.....	27
Table 3.22: How early did the applicant require the information.....	29
Table 3.23: How long did the response to applicants request take	29
Table 3.24: How early respondents required data and how long request responded to.....	29
Table 3.25: Reasons why needs are not met	30
Table 3.26: Ever used GSS publication/product.....	32
Table 3.27: Satisfaction with GSS publications/ product	33
Table 3.28: Distribution of users ever accessed/visited GSS’s website	33
Table 3.29: Frequency of visit to the GSS website.....	34
Table 3.30: Areas of the GSS website that has seen improvement	36
Table 3.31: Aspects of the GSS's website that respondent would like to see modification	37

Table 3.32: Number of contacts made to MDAs for official statistics/statistical products	39
Table 3.33: How early users required information and how long responses received	40
Table 3.34: How early information was required and how long it took to respond	41
Table 3.35: Meeting respondents needs/requests by MDA	41
Table 3.36: Reasons why respondent's need/request were met partially or not met all.....	42
Table 3.37: Satisfaction with package of data	43
Table 3.38: Ever used a publication /product from any MDA	44
Table 3.39: Rating of MDA publications by relevance, accuracy & reliability, accessibility and style of presentation	44
Table 3.40: Reasons for rating MDAs publications/products as poor	46
Table 4.1: Survey results, 2012 - 2016	52
Table 4.2: Type of statistics used, 2012 - 2016	53
Table 4.3: Sources of statistics and statistical products, 2012 – 2016.....	54
Table 4.4: Ever contacted GSS for data or with a query, 2012 - 2016	57
Table 4.5: Means of contact with GSS, 2012 - 2016	58
Table 4.6: Frequency of contact in last 12 months, 2012 - 2016.....	58
Table 4.7: Usage of GSS website, 2012 and 2016.....	59
Table 4.8: Media's influence on respondents' perception on GSS, 2012 - 2016	59

LIST OF FIGURES

Figure 3.1: Overall usage of statistics and statistical products	14
Figure 3.2: Reasons by users for having difficulty in accessing official statistics	19
Figure 3.3: How easy or difficult in accessing metadata associated with official statistics	20
Figure 3.4: Main reason methodology is not sufficiently clear	22
Figure 3.5: Respondents' opinion on data coherence/ harmonization	24
Figure 3.6: Reasons for contacting Ghana Statistical Service in the last 12 months.....	28
Figure 3.7: Awareness of the establishment of the RDC within GSS	28
Figure 3.8: Meeting applicants request or need	30
Figure 3.9: Opinion on how data requested was packaged.....	31
Figure 3.10: Ever used GSS publication/product	31
Figure 3.11: Rating accessibility of GSS's website.....	34
Figure 3.12: Rating of content of GSS's website	35
Figure 3.13: Rating on update of GSS website.....	35
Figure 3.14: Rating on the design/user interface of GSS's website	36
Figure 3.15: Preferred medium of disseminating statistical products and services.....	37
Figure 3.16: Media influence on respondents perception about GSS.....	38
Figure 3.17: Rrespondents by main medium of contact	39
Figure 3.18: Reasons for contacting MDA in the last 12 months.....	40
Figure 3.19: Accessing the website of MDAs and respondents' views expressed.....	46
Figure 4.1: Purpose of request for data, 2012 - 2016.....	55
Figure 4.2: Frequency of use of official statistics, 2012 - 2016	55
Figure 4.3: Usefulness of official statistics, 2012 - 2016	56
Figure 4.4: Overall satisfaction with official statistics	56
Figure 4.5: Respondents' assessment of the accessibility of official statistics	57
Figure 4.6: Ever used GSS's statistical products, 2012 - 2016.....	58
Figure 4.7: Preferred medium of dissemination, 2012 - 2016	59

LIST OF ABBREVIATIONS

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
DEOs	Data Entry Operators
GDP	Gross Domestic Product
GSDP	Ghana Statistics Development Plan
GSS	Ghana Statistical Service
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
USS	User Satisfaction Survey
WB	World Bank

EXECUTIVE SUMMARY

Introduction

Producers of official statistics are to provide an efficient and user-responsive statistical products and services that meet the growing demand for data on social, economic and demographic issues. To achieve this, periodic feedback is needed to enhance performance. It is in the light of the above that the 2016 User Satisfaction Survey (USS) was conducted on the products and services of the Ghana Statistical Service (GSS) and nine MDAs to serve as a guide for future data production and dissemination activities.

The 2016 USS was conducted to measure the degree to which satisfaction and expectations of user needs with regard to official statistics are accomplished. The survey seeks to know the usefulness of official statistics in meeting the needs of users, ease of users' understanding of official statistics, users' views regarding packaging and style of presentation, details of analysis, timeliness and frequency of release of official statistics and statistical products as well as the reliability of the statistics produced.

The survey considered statistics produced by GSS and other MDAs within the National Statistical System (NSS) that are implementing the Ghana Statistics Development Plan (GSDP). Users of statistics in the government sector, business community, education sector, media, international agencies, civil society organizations and individual researchers served as respondents for the survey. The list of users of official statistics compiled by GSS from January 2012 to December 2015 served as the sampling frame. A one-stage stratified sample design with proportional allocation to size was adopted in selecting the number of users for each of the seven identifiable sectors.

Fieldwork commenced in mid-July 2016 and ended in August, 2016 and the target population was the individuals and institutions who had had an encounter with the Ghana Statistical Service (GSS) between January 2012 and December 2015. In total, 817 users were involved in the survey with a response rate of 95.3 percent. The survey results provide positive and useful feedback that will shape the design of statistical products and services in the country.

Use, sources and quality of official statistics

The most common statistics used are Census and Survey reports (61.9%), Demographic statistics (59.0%), Census and survey datasets (39.4%) and Health statistics (38.8%). More than a third of users patronized statistical products on Agriculture (36.0%), Education (36.7%) and Living conditions (37.2%).

The findings reveal that Ghana Statistical Service (54.7%) is the main source of statistical information for users in the country. This is followed by Ministries, Departments and Agencies (37.8%), with few users (2.6%) sourcing statistical information from the Metropolitan, Municipal and District Assemblies. Official statistics are mainly used for planning purposes (23.1%), information sharing (21.3%) and decision making or policy formulation (20.7%).

Users of census and survey datasets and reports find the products more useful with 93.5 percent of users of Census and survey datasets find them to be either very useful or useful. On the other hand, internal trade (18.1%), external trade (17.4%) and births and deaths data (17.4%) appear to be less useful to their users.

Overall, users' satisfaction with official statistics with respect to details, timeliness, relevance, frequency of publication and style of presentation are encouraging. More than 80 percent of respondents are satisfied with all the attributes except timeliness (68.6%) and details (77.9%) where the satisfaction rates of users are relatively lower. Users of statistical products and services are more content with Census and survey reports and Demographic statistics.

Generally, 79.2 percent of users believe that it is easy accessing official statistics and statistical products while one-fifth of users think otherwise. About 87 percent of Price Statistics users and more than eighty percent of users of National Accounts (83.4%), Census and survey reports (81.7%), Living conditions (81.6%), and Health (80.8%) have easy access to the statistical products. National accounts (87.0%), Public finance (82.5%) and Census and survey reports (81.7%) are reported to be the most easily accessible official statistics. On the other hand, Monetary and financial statistics (29.1%) and External trade statistics (27.5%) are identified to be the difficult products to access. Bureaucracy (45.9%) and Time wasting (18.7%) are mainly cited as the cause of difficulty in accessing official statistics.

About 88 percent of respondents indicates that sufficiently clear information on methodology are provided for the statistics they access. Respondents rated Census and survey datasets (93.2%) and Births and deaths statistics (91.5%) as the statistical products with clearer descriptions of methodology. Majority of those who think accompanying methodology are not presented in a sufficiently clear manner are of the view that either the language used is too technical (42.8%) or the methodology is usually not self-explanatory (29.9%).

Majority (81.9%) of users are unaware of the disseminated calendar of release for official statistics. Only 18.1 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, 91.2 percent of users think that statistical products are presented in a friendly format, while 8.8 percent think otherwise. About one-third (32.6%) of the respondents believe that the official statistics they use are fairly coherent, while more than one-fifth (22.4%) think that the statistics are coherent.

Use and satisfaction with Ghana Statistical Service's products

On the whole, 95.8 percent of respondents have ever made enquiries or requested for data from the Ghana Statistical Service (GSS), mainly through personal contact (46.7%) either at the head office or the regional offices and the use of the GSS website (22.0%).

A Resource and Data Centre (RDC) has been established at GSS to store, manage and disseminate data and other statistical information. Unfortunately, only 20.3 percent of users are aware of the RDC. This means that nearly four-fifths (79.7%) of respondents are unaware of the RDC.

Nearly six in every 10 (59.3%) of user needs were fully met by GSS and for one-third (33.3%) of users, their needs were partially met. The main reasons why data needs were not met include not getting exactly what was requested for (29.0%) and lack of details of the information requested (22.6%). More than four-fifths (84.0%) are satisfied with how the data requested was packaged by GSS, with 16 percent of users reporting that they are not satisfied.

The National census and survey reports (47.7%), Ghana Living Standards Survey (47.5%) and the Ghana Demographic and Health Survey (46.6%) are the most widely used

publications; the least used publication is the Digest of International Trade Merchandise (1.5%).

More than half (53.8%) of 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, however, a lower proportion of respondents (47.0%) gave similar ratings.

More than three-quarters (77.1%) of users have ever accessed the GSS website. Of those who have ever used GSS website, 77.2 percent rate accessibility as good, 63.6 percent are of the view that the website is good in terms content, 64.3 percent think the user interface is good while less than one-third (30.0%) think that GSS is good at updates. More than half of the respondents would like to see modifications in the user interface (53.0%) and content (59.0%) and about two-thirds (68.9%) would want to see improvement on updates.

About two-thirds (68.3%) of the respondents reported that their perception about GSS has not been influenced by media coverage in any way. Respondents whose perception about GSS have been influenced positively by the media constitutes 11.8 percent.

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

Personal contact (49.5%) and contact through ICT (27.8%), are the common medium of contact by respondents who had ever contacted the Ministries, Departments and Agencies (MDAs) for information.

The MDAs largely met the data needs of the respondents, with three-quarters (75.7%) having their data needs fully met and one-fifth (21.5%) having their needs partially met. The Ministry of Education and Bank of Ghana fully met the needs of about 83 percent of the respondents. For those whose needs were not met, the main reasons assigned include not getting exactly what they required (26.9%) and not enough details given (23.2%). About nine out of ten (92.2%) respondents were satisfied with the way in which the packaging of the data.

Nearly three-quarters (73.9%) 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), more than 90.0 percent of respondents who have ever used publications from the MDAs rated them as good or better.

Lack of details in the publications of MDAs was the reason why 30.8 percent of users rated publications from MDAs as poor. Delays in the release of MDA reports or data were cited by 20.7 percent of users as being the reason for rating publications of MDAs as poor.

About two-thirds (67.2%) of the respondents have ever accessed the website of an MDA. Of this, 76.1 percent rated the accessibility of the websites as good and more than half rated the other aspects of content, updates and design/user interface as good. However, 67.4 percent of the respondents would like to see modifications in the website updates. Nearly half (49.9%) and about one-third (32.6%) of respondents would want to see modifications in the content, design and interface respectively.

The websites of the National Development Planning Commission (38.0%), Ministry of Finance (30.7%), Ministry of Local Government and Rural Development (29.9%) and Ghana Health Service (28.5%) are the most accessed, while the websites of Ghana Immigration Service (4.1%) and National Road Safety Commission (3.6%) 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, and is rated on a 1-5 scale by the respondents.

The USI score for the National Statistical System is 72.4 percent, 72.3 percent for Ghana Statistical Service and 78.6 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, with the exception of accuracy and web interface design. Whereas accuracy is viewed by users as satisfactory, the website interface page design needs a lot of improvement, particularly with the case of GSS.

Conclusions and recommendations

The 2016 User Satisfaction Survey (USS) was conducted with the aim of measuring the expectations and satisfaction of the needs of users of official statistics. Generally, the level of perception is positive and constructive. It is assuring that largely, the products and services provided are valuable and appropriate for the needs of users. The following conclusions are made based on the survey objectives:

Ghana Statistical Service (GSS) is the main source of official statistics in the country. The various MDAs also provide a high proportion of official statistics. A number of statistics produced by the GSS and other institutions within the National Statistical System are being utilized by a wide range of users for different purposes.

The satisfaction levels of respondents with official statistics is generally high, especially with regard to details of the statistics produced, relevance to users need, frequency of publication and presentation style. However, the satisfaction levels of users are low in the areas of timeliness of the release of statistics, ease of understanding the associated methodology and accessibility. These areas of concern require improvement by producers. Of particular importance is the interface page designs of websites which require lots of improvement.

The following recommendations are proposed for consideration and improvement of statistical production:

- GSS, as the main leader in the production of official statistics, should conduct training for officials responsible for statistics compilation in the various MDAs/MMDAs.
- Producers of official statistics should strive to improve on the quality of official statistics in the areas of accuracy, timeliness and frequency of release.
- Producers of official statistics should improve their data collection strategies in order to fill data gaps to enhance users' satisfaction.
- Producers of official statistics should strive to make a lot more statistics available on their official websites and, if necessary, provide links to websites of other producers of official statistics.
- GSS should continue to build the capacity of other official statistics producers within the NSS.

CHAPTER 1: INTRODUCTION

1.1 Background

During the last few decades, the importance of quality has become increasingly evident, as organisations realize that continuous improvement is necessary to stay in business. Statistical organisations are no exception, and steps have been taken by National Statistical Offices (NSOs) to focus on improving the quality of 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 who want to make the most out of statistical products and services in their work to increase output, improve transparency and accountability of policy and decision making. Users of statistical products and services include public institutions, the private sector, students, parliamentarians, Civil Society Organisations, Non-Governmental Organisations, the media, research and training institutions, international organizations and the wider public. The increasing demand for statistics does not only emphasize the importance of statistics in the country but also calls for the strengthening of the National Statistical System (NSS).

With such increase in users, it is important to undertake periodic assessment of data production systems to determine whether the needs of such users are met or not. This is because the inability to meet the needs of users could threaten the existence of the NSS. Morganstein and Marker (1997) posit that a user satisfaction survey is a useful tool that can be used to determine the users' definition of quality and their perception of specific products and services. As a result, the World Bank (WB) supported the GSS, through the Ghana Statistics Development Project (GSDP I) Multi-donor Trust Fund (MDTF), to take steps towards increasing the accountability of statistical producers to users, by conducting the first User Satisfaction Survey (USS) in 2012.

To assess the current satisfaction level of users of statistical products and services of Ministries, Departments and Agencies (MDAs) implementing the Ghana Statistics Development Project (GSDP II), GSS applied part of the GSDP funds to conduct the second USS in 2016. Using the 2012 USS as a baseline, changes in the level of satisfaction with GSS products and services are measured to determine whether initiatives implemented after the 2012 survey have had an impact. Also, the 2016 USS provides baseline data for the other MDAs implementing the GSDP.

The NSS in Ghana is not explicitly mentioned as an institution in any legislative document for the collection, compilation, dissemination and use of official statistics, but only implied as a mandate of the GSS. Thus, the legislative instruments give legal backing to GSS to coordinate and collaborate with MDAs and other organizations that produce official statistics. The GSS is to provide the coordinating mechanism within the NSS to ensure that data and resources can be effectively and efficiently shared between development sectors. The NSS in Ghana embodies all MDAs responsible for gathering statistical data through nationwide surveys or administrative records. The GSS and the MDAs, either independently or collaboratively, have over the years been producing statistics and indicators in several broad areas. The MDAs produce statistical data mainly in the areas that are in line with their mandates; while the GSS, independently or in collaboration with the MDAs, produces statistical data in all the broad areas. The mandate of GSS also extends to dissemination of other critical statistics as defined under the Statistical Service Law of 1985. The outcome of

the coordination is thus to ensure effective working relationships among the constituent stakeholders, namely the producers and users of statistics.

It is expected that the relevant statistical data will be promptly made available to the broad spectrum of public and private stakeholders, for the purposes of good governance and informed decision-making on critical social developments, as well as economic growth initiatives.

In this regard, it is necessary to assess progress made by evaluating the impact official statistics and statistical products have made in informing policies and decision-making in Ghana. This is the second User Satisfaction Survey that has been conducted in Ghana and it looks 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. However, the study 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 Objectives of the survey

User Satisfaction Surveys (USSs) try to assess users' reported experience with institutions that produce statistics, their products and whether they meet their satisfaction goals. Among other things, the 2016 USS attempts to find out the usefulness of official statistics in meeting the needs of the users, users' ease of understanding official statistics, users' views regarding packaging and style of presentation, details of analysis, timeliness and frequency of release of official statistics and statistical products as well as reliability of the official statistics.

The main objective of the survey was to assess data needs, satisfaction with the current state of official national statistics and perceptions of key users of the statistical products and services of the National Statistical System (NSS). It was also to gauge the extent to which official statistics satisfy the most urgent needs of the users, determine how easy or difficult it

is to access official statistics and accompanying metadata. The specific objectives of the survey were to:

- Assess users' satisfaction with the products and services of GSS;
- 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;
- Determine if each statistics production institution provides timely statistical products and services;
- Ascertain the relevance, reliability and usefulness of the statistics produced;
- Ascertain the effectiveness of the websites of GSS and participating MDAs.

1.3 Scope of the survey

The survey covered users of statistical products and services classified into seven categories. Within each of the categories are institutions/organizations that constitute the broad groupings as follows:

- **Ministries, Departments and Agencies (MDAs):** include government ministries, departments and agencies; the legislative assembly of the country (parliamentarians) and associated entities such as public department and agencies; the central bank (Bank of Ghana) and other government institutions.
- **Metropolitan, Municipal and District Assemblies (MMDAs):** include the Metropolitans, Municipals and the District Assemblies. These bodies comprise the local governance system.
- **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 and research institutions:** include universities, research and other tertiary institutions, such as Centre for Scientific and Industrial Research (CSIR), Centre for Democratic Development (CDD), Institute for Economic Affairs (IEA) and other educational institutions at the intermediate levels, such as colleges of education and nursing training schools.
- **Media:** includes the main media houses in the country such as print (newspaper) and electronic (radio and television stations) media and other media publishing houses writing on economic, societal and political affairs.
- **International agencies:** includes development partners and other international bodies operating within Ghana and dealing with economic and social development issues, providing technical assistance and financial resources for development.
- **Civil society:** includes key non-governmental organizations, professional associations, political parties, religious denominations, pressure groups, etc.
- **Individual researchers:** these are private individuals such as business people, students and other academic users who collect data for research activities.

1.4 Limitations of the survey

As indicated earlier, the survey adopted the face-to-face interview method and, therefore, 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 from users their views on the details or level of presentation, relevance, packaging and/or style of presentation of official statistics or statistical products by agencies within the statistical system in the country.

1.6 Organisation of the report

The report is organized into five chapters. Chapter one presents the introduction and 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 of the survey while chapter four compares the 2016 survey results with that of 2012. Chapter five which is the final chapter, summarizes the findings, draws conclusions and offers recommendations.

CHAPTER 2: SURVEY METHODOLOGY, TRAINING AND FIELDWORK

2.1 Methodology

The survey covered both public and private institutions as well as individuals who use statistical products and services delivered by the Ghana Statistical Service (GSS) and other MDAs. For the institutions, the survey targeted respondents who are heads of the research units of those institutions and similar staff whose responsibilities include the use of statistical products to respond to issues on behalf of their organizations or institutions. In the case of individual users, the questionnaires were administered to the selected individuals themselves.

Survey method

The survey was conducted using face-to-face interviews; this procedure was chosen for a number of reasons: first and foremost, it was to achieve a high response rate by using a system that helps the respondent to complete the survey to the extent possible; and secondly, that this approach assists the follow-up and management of the survey. Finally, and not less important, the cost of these kinds of surveys is lower vis-à-vis any other method of data collection. Individual respondents were interviewed at agreed locations/offices upon prior notification and booking of appointments.

Interviewers visited the selected institutions/individuals in their offices using a structured questionnaire to conduct the interviews. To reduce non-response rates, sampled institutions and individuals were notified through mails to solicit their cooperation. Copies of the final survey questionnaire were also sent ahead of time to the institutions to determine the appropriate person to provide the responses. In addition, telephone calls were made to facilitate the data collection exercise. The collection of information was performed over a three-week period between July and August 2016.

Sampling frame

The sampling frame for the 2016 USS consisted of organisations and individuals who had ever used official statistics or statistical products/services from the head office and the 10 regional offices of the Ghana Statistical Service (GSS) between January 2012 and December 2015. Even though the 10 MDAs implementing the GSDP had been included for the collection of their baseline data, the list excluded users of statistics compiled by the MDAs. This is mainly because the list provided by these MDAs was limited in coverage and identification for inclusion in the survey. Due to the limited number of users on the list received from the other MDAs, the sampling frame principally relied on the list of users from GSS which totalled 1,051.

Information on the prepared list of users included their physical addresses, phone numbers and e-mail addresses to facilitate contact. However, the list excluded users who had requested for data/services through the e-mail system, and all users (both Ghanaians and non-Ghanaians) residing outside Ghana at the time they made the data requests. Regular users who had requested data or services several times within the period were also included only once.

The list of users was broadly categorized into the following seven sectors:

1. Ministries, Department and Agencies (MDAs) and Metropolitan, Municipal and District Assemblies (MMDAs);
2. Business Community;
3. Educational/Research Institutions;
4. Media;
5. International Agencies;
6. Civil Society; and
7. Individual Researchers.

Sampling design

The sample size for the 2016 USS was computed after analysing the specific objectives of the 2016 USS to determine the required sample size. The determination benefited from the information used to determine the sample size for the 2012 USS. Many indicators could be used for the computation of the sample size but based on the 2012 USS results, the most important determinant was the users' overall satisfaction with official statistics which was computed to be 78.8 percent. This implies that about 21 percent of the users were not satisfied with the statistics produced and that proportion was the focus of the current study. The 2016 USS, therefore, sought to minimize this group of users in the sample design.

A one-stage stratified sample design with proportional allocation according to size was adopted in selecting the minimum number of users for each sector or domain. Assuming a Z-value of 1.96, an absolute precision of 7 percent and expected rate of non-satisfaction of 21.23 percent, the sample size n , was calculated 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 not satisfied with products from 2012 USS, and

d = absolute precision

Z = z-value at 95% significance

This means that, $n = 116.7$, $p = 0.2123$, $d = 0.07$ and $z = 1.96$. The computation of the sample size (n) indicated that each sector required a minimum of 117 institutions and individuals. This represents about 14.3 percent of the sample size required nationally to be able to have enough data for detailed analysis for each sector. In determining the total sample size for the survey, it was assumed that each sector had enough representation of statistical users to allow for detailed analysis for the sector. This was done by multiplying the number (n) to be selected per domain by the 7 domains [i.e. the required sample size is $N_h = (n_h \times 7)$], yielding a total of 817 users for the survey. Thus, a total sample size of 817 users was selected for the survey. The distribution of users and the proportional allocation of the sample is shown in Table 2.1. While the 2012 USS used an absolute precision of 10 percent, the 2016 USS used a seven percent level of precision to allow for a bigger sample size to cater for issues of non-response.

Table 2.1: Distribution of users and proportional allocation of the sample

Sector	No. of institutions	Proportional allocation	Percent
MDAs/MMDAs	364	283	34.6
Business community	85	66	8.1
Education/Research institutions	64	50	6.1
Media	22	17	2.1
International agencies	34	26	3.2
Civil society	67	52	6.4
Individual researchers	415	323	39.5
Total	1,051	817	100.0

Selection of the sample

A one-stage stratified sample design with proportional allocation to size was adopted in selecting the number of users for each sector. The selection of institutions and individuals was accomplished by carrying out sampling operations independently within each sector or domain. The selection procedure for each domain involved the following:

- i. Arrangement of institutions and individuals in each sector 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 is 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

2.2 Survey instruments

The 2016 User Satisfaction Survey (USS) questionnaire was developed, taking into consideration the 2012 USS questionnaire and questionnaires used for similar surveys conducted elsewhere. The questionnaire was divided into four sections:

- 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 long and how often they have been using official statistics.
- Section B looked at the respondents’ views on the quality of official statistics in terms of relevance and accuracy, reliability, timeliness of release, frequency of release and accessibility as well as their overall assessment of the quality of, and level of satisfaction with, official statistics in the country.
- Section C asked the respondents about the quality of service delivery by the GSS, including the frequency with which they request for the products and services, methods used when seeking those products and services, their views on the official website.

- Section D asked the respondents about the quality of service delivery by other MDAs who are also producing official statistics, methods that they use when seeking for those products and services, their views on the official websites, etc.
- Section E gathered information on the respondents, 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 this information refers. This dimension is tied to punctuality, which is approached indirectly in the surveys using the calendar of publications.
- **Coherence and comparability:** These 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. For instance, whether the statistical product could be accessed in the media, website, etc.

Alongside the development of the questionnaire, an Interviewer's Manual was also developed, explaining concepts, definitions, responsibility of field officers, interviews and supervisory procedures as well as how the questionnaires were to be filled.

2.3 Pre-test of the instruments

The USS questionnaire was pre-tested over a period of four days. Prior to the pre-testing of the questionnaire, a three-day training workshop was organized to help field personnel understand the concepts and be familiar with the questions for the pre-test. Experienced staff of GSS were purposively selected for the pre-test. 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 fine-tune the questionnaire and the draft 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 the workshop, challenges encountered were shared, recommendations were noted and the instruments were reviewed and finalized.

2.4 Recruitment, training and fieldwork

Trainees were drawn from the list of GSS survey personnel whose work in the past have been rated as 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 one central location for eight (8) days.

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. 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.

Data collection for the 2016 USS started in mid-July and ended in August of 2016. Face-to-face interviews were conducted by interviewers through personal visits. GSS staff were used as Field Supervisors and they 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.

Among other things, the general responsibilities of the interviewers were to locate the selected institutions/individual in the sample that was assigned to them, and administer the questionnaires and also check for completeness and consistencies in the questionnaires.

2.5 Supervision and quality control

Observation and supervision 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 where they were not clear.

In addition to the supervisors' role, there were two other levels of monitoring in this survey. 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 sampled completed questionnaires. The second monitoring group was made up of Management staff who were responsible for overseeing and ensuring that field workers were executing their assigned duties according to laid down procedures.

2.6 Data processing, analysis and reporting

Completed questionnaires were edited in the office by a team of editors before data capture. Data Entry Operators (DEOs) were recruited and trained to capture the data from the questionnaires using CPro version 6.1 Data Entry Application. The data processing activities were supervised by designated Data Processing Supervisors, and the Supervisors regularly checked the data entered to correct errors detected. The Supervisors also cleaned and validated the final dataset.

Data capture employed double entry method as a quality control measure to obtain a clean dataset for analysis. A batch editing program was also developed in CPro to edit inconsistencies after data capture. The final dataset was exported into SPSS and the tables for the report were generated based on an agreed tabulation plan.

CHAPTER 3: FINDINGS FROM THE SURVEY

3.1 Response rate

Table 3.1 shows the response rates for the 2016 User Satisfaction Survey (USS). A total sample of 817 institutions and individuals were selected for interview, of which 779 responded, yielding a response rate of 95.3 percent. The difference between the selected and completed interviews occurred mainly because 3.9 percent of the selected institutions refused to complete the questionnaire. In some cases, the officer required to complete the questionnaire could not be traced and one respondent was unavailable to respond to the questionnaire. The educational/research user group recorded the lowest response rate (76.0%) while the individual researcher (98.8%) and the MMDAs/MDAs (98.9%) groups recorded very high response rates.

Table 3.1: Response rate

All users	Results	Percent
<i>All users</i>		
Completed	767	93.9
Partially completed	12	1.5
Officer to complete is not available	1	0.1
Could not be traced	4	0.5
Refused	32	3.9
Other	1	0.1
Total	817	100.0
<i>Sector results</i>		
MMDAs/MDAs	283	
Completed	280	98.9
Business Community	66	
Completed	60	90.9
Education/Research institutions	50	
Completed	38	76.0
Media	17	
Completed	15	88.2
International Agencies	26	
Completed	22	84.6
Civil Society	52	
Completed	45	86.5
Individual researcher	323	
Completed	319	98.8
Total	817	
Completed	779	95.3

3.2 Background of respondents

Table 3.2 which shows the distribution of the user groups indicates that 34.7 percent of the respondents work with the central government ministries or local government and 17.2 percent work for research and educational institutions. It is observed that 13.6 percent of the users are individual researchers, 12.3 percent work for private firms and organizations, and 5.1 percent work for Non-Governmental Organizations (NGOs).

Table 3.2: Distribution of respondents by user group

User group	Number of respondents			
	Unweighted		Weighted	
	Number	Percent	Number	Percent
MMDAs/MDAs	279	35.8	364	34.7
Parliament	3	0.4	4	0.4
Political organization	2	0.3	3	0.3
Labour union	2	0.3	3	0.2
Public financial institution	9	1.2	12	1.1
Private financial institution	7	0.9	10	0.9
Non-governmental organization	37	4.7	53	5.1
International organization	28	3.6	42	4.0
Religious Organization	6	0.8	8	0.8
Press and other media	17	2.2	25	2.3
Private firm/organization	94	12.1	129	12.3
Business persons	8	1.0	11	1.0
Individual researchers	110	14.1	143	13.6
Research/Educational institution	129	16.6	181	17.2
Other	48	6.2	63	6.0
Total	779	100.0	1,051	100.0

Information on the educational level of users was also elicited. Table 3.3 shows that users with Masters' degree (44.4%) and those with Bachelor's degree or Post graduate diploma (38.7%) are in the majority. Users with Doctorate degree constitute 8.5 percent. The Table further shows that the proportion of male respondents (82.3%) is more than four times the proportion of females (17.7%).

Table 3.3: Educational attainment of the respondents

Educational attainment	Number			Percent		
	Male	Female	Total	Male	Female	Total
Primary level	1	1	2	0.1	0.5	0.2
JHS/Middle school level	4	3	7	0.5	1.6	0.7
SHS/O' Level/A' Level	7	3	10	0.8	1.6	1.0
Post-Secondary	3	1	4	0.3	0.5	0.4
HND/ Diploma	47	8	55	5.5	4.3	5.3
Bachelor's/Post graduate Diploma	334	66	400	38.7	35.7	38.2
Master's degree (MA/MPhil etc.)	381	84	465	44.2	45.4	44.4
Doctorate degree (PhD)	74	15	89	8.6	8.1	8.5
Other	11	4	15	1.3	2.2	1.4
Total	862	185	1,047	100.0	100.0	100.0

3.3 Use of official statistics¹ and statistical products

Official Statistics are intended for a wide range of users, which includes governments, researchers, businesses, educational institutions and the general public. Each of these groups or individuals has different needs for statistical information. The 2016 User Satisfaction Survey asked respondents about the type of official statistics/products they have ever used or are using.

From Table 3.4, the statistics or statistical products commonly used are Census and Survey reports (61.9%), Demographic statistics (59.0%), Census and survey datasets (39.4%) and Health statistics (38.8%). In addition, more than a third of users patronized statistical products on Agriculture (36.0%), Education (36.7%), and Living conditions (37.2%). About one-quarter had ever used products such as National Accounts (GDP), Price Statistics, Labour Statistics and Environment Statistics .Internal trade statistics (10.8%) 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	Percent of respondents
National accounts (e.g. GDP)	297	4.9	28.3
Price statistics (e.g. CPI, PPI, Inflation, PBCI, etc.)	273	4.5	26.0
Public finance statistics	183	3.0	17.4
Monetary and financial statistics (e.g. BOP, money supply, interest rate, etc.)	184	3.0	17.5
Business statistics (e.g. Industry, Energy, etc.)	211	3.5	20.1
Labour statistics (e.g. Employment, Unemployment, Income, etc.)	268	4.4	25.5
External trade statistics (e.g. Imports, Exports, etc.)	152	2.5	14.5
Internal trade statistics	113	1.9	10.8
Demographic statistics (e.g. Population, fertility, migration, etc.)	620	10.2	59.0
Living Conditions Statistics (e.g. Poverty statistics etc.)	391	6.4	37.2
Health statistics	408	6.7	38.8
Education statistics (e.g. Literacy, Enrolment, etc.)	386	6.4	36.7
Crime/Judicial/Security/Governance statistics	162	2.7	15.4
Environment statistics	264	4.3	25.1
Agriculture statistics	378	6.2	36.0
Cartographic/Spatial data	251	4.1	23.9
Births and Deaths Statistics	208	3.4	19.8
Service Statistics (e.g. Transport, Communication, Tourism, Culture etc.)	203	3.3	19.3
Census and survey data sets	414	6.8	39.4
Census and survey reports	651	10.7	61.9
Other	57	0.9	5.4

Official statistics help users to develop their knowledge about a topic or an area of research as well as provide an understanding of changes over time. In this regard, the source of information is vital 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 from which users

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

obtain official statistical information. More than half (54.7%) of users indicated that their source of statistical information is from the GSS. The other MDAs (37.8%) are also major sources of official statistical information.

Nine in every ten users of Census and survey datasets/reports and 80.9 percent of those who used Living conditions data mentioned GSS as the main source. In areas where specific information is needed such as finance, health and the environment, users prefer to go to the sector agencies. For example, 37.2 percent of users resort to the Ministry of Finance when information on Public Finance is sought. The Ministry of Health and the Ghana Health Service also serve as the main sources of information relating to health (56.1%). Again, the Ministry of Food and Agriculture (MoFA) is the main source of agricultural statistics for 49.2 percent of users (Table 3.5).

Table 3.5: Sources of official statistics or statistical products

Statistics/ Statistical products	Sources of official statistics										Total
	GSS	MoE	MoH/ GHS	BoG	MoFA	MoF	Other MDAs	MMDAs	Int. Org.	Other sources	
All	54.7	5.0	5.4	3.9	3.7	3.7	17.0	2.6	2.2	1.7	100.0
National accounts	54.3	2.3	0.3	13.5	0.0	17.7	3.3	0.3	5.8	2.4	100.0
Prices	64.3	2.8	0.4	10.9	1.5	9.2	2.1	0.4	6.3	2.2	100.0
Public finance	33.7	1.4	0.0	15.5	0.0	37.2	6.4	1.4	2.0	2.4	100.0
Monetary/financial	26.9	1.5	0.0	39.5	0.0	15.9	4.7	1.5	7.7	2.2	100.0
Business	39.9	3.4	0.4	7.5	0.5	4.1	34.9	3.1	3.6	2.6	100.0
Labour	56.6	1.8	0.0	0.4	0.0	0.4	35.8	1.8	2.6	0.7	100.0
External trade	37.8	4.0	0.0	13.8	1.2	1.8	32.3	0.0	7.9	1.2	100.0
Internal trade	41.1	3.1	0.8	2.7	3.2	5.7	32.0	5.5	2.7	3.2	100.0
Demographic	78.4	3.6	3.3	0.0	0.2	0.2	7.9	3.7	1.9	0.9	100.0
Living conditions	80.9	5.1	1.7	0.0	0.0	0.9	6.5	2.9	0.9	1.2	100.0
Health statistics	36.0	2.4	56.1	0.0	0.2	0.2	1.8	1.2	1.7	0.4	100.0
Education	36.1	22.8	0.7	0.0	0.0	0.4	36.6	1.8	0.5	1.0	100.0
Crime/Judicial/ Security/ Governance	26.1	2.9	0.0	0.0	0.0	0.0	66.3	2.3	0.6	1.7	100.0
Environment	32.4	6.0	1.8	0.0	1.4	0.0	45.6	7.5	1.1	4.3	100.0
Agriculture	33.3	3.3	0.3	0.3	49.2	0.3	5.4	4.1	2.4	1.4	100.0
Cartographic/ Spatial	65.4	5.7	0.5	0.0	0.4	0.0	15.0	7.4	0.9	4.6	100.0
Births and deaths	42.4	5.3	4.4	0.0	0.0	0.0	42.7	4.1	0.5	0.5	100.0
Service	53.4	4.8	0.0	1.1	1.0	0.5	27.9	5.9	0.0	5.4	100.0
Census and survey datasets	91.6	3.4	0.9	0.0	0.6	0.6	1.2	0.6	0.9	0.3	100.0
Census and survey reports	90.0	4.3	0.0	0.8	0.0	0.0	2.9	1.3	0.5	0.2	100.0
Other	21.9	9.6	1.9	2.1	0.0	0.0	49.0	1.9	1.9	11.6	100.0

Each request for statistical information by an institution or individual has a different need for the information requested. There are those with a general interest, business interest or research interest and others. The survey sought to find out the purpose for which the information was requested. Figure 3.1 depicts that in general, majority of respondents use the information for planning purposes (23.1%), information sharing (21.3%) and for decision

making or policy formulation (20.7%). Other uses include research/academic work (13.6%), monitoring and evaluation (11.5%) and modelling and forecasting (9.7%).

Figure 3.1: Overall usage of statistics and statistical products

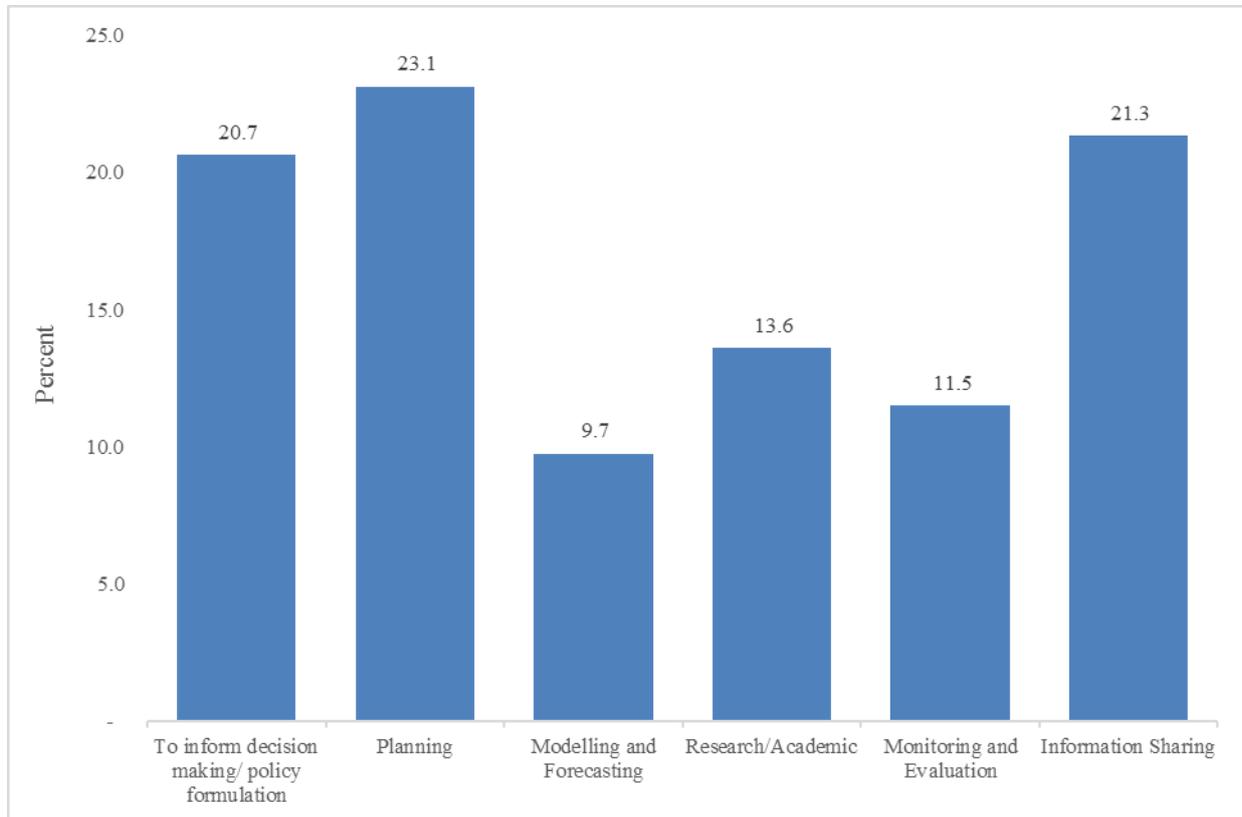


Table 3.6 presents information on the frequency of use of official statistics. About two-fifths (39.1%) of the official statistics users indicated that they used data regularly (i.e. monthly or less intervals), 17.2 percent use quarterly, while one-fifth (21.6%) use official statistics once in a while.

Table 3.6: Distribution of respondents by frequency of use of official statistics

Frequency of use	Number	Percent
Daily	198	19.2
Weekly	85	8.3
Fortnightly	25	2.4
Monthly	96	9.2
Quarterly	178	17.2
Bi-annually	25	2.4
Annually	70	6.8
Once in a while	224	21.6
Once	133	12.8
Total	1,035	100.0

Users of official statistics were asked how often they obtained the statistics they needed and the results are presented in Table 3.7. More than half (55.2%) indicated they usually got the statistics they required and nearly a quarter (23.6%) always obtained what they wanted. About 10 percent (9.8%) rarely or never got the statistics they needed.

Table 3.7: Distribution of respondents by availability of statistics they looked for

Availability	Number	Percent
Always	244	23.6
Usually (Most of the time)	571	55.2
Rarely	82	7.9
Never	8	0.8
Once (found the statistics/information)	114	11.0
Once (didn't find the statistics/information)	12	1.1
Other	4	0.4
Total	1,035	100.0

3.4 Quality of official statistics

This section presents key findings on satisfaction by users of statistics with the quality of official statistics, measured with five proxy variables namely; details, timeliness, relevance, frequency and style of presentation of official statistics. Quality of official statistics refers to the reliability of the official statistics and not necessarily the accuracy of the information provided. This section also discusses the usefulness and satisfaction of official statistics produced by GSS and other MDAs and the effects of inadequacies in the production and dissemination of official statistics.

Table 3.8 shows that, in general, 68.6 percent of users are satisfied with the timeliness of release of statistics and statistical products, 77.9 percent are satisfied with the details provided in the products and 80.0 percent are content with the frequency of production. As high as 91.1 percent of users are satisfied with the style of presentation of the data produced.

In terms of timeliness, most users (77.3%) are satisfied with the release calendars of monetary and financial statistics, followed by public finance statistics (74.2%). The results further show that most users (82.6%) are satisfied with the details provided in external trade statistics (imports data, exports data, etc.), followed by education statistics (82.4%) and Census and survey reports (81.3%). About nine out of ten users are satisfied with the frequency of production of Price statistics (87.5%) and Public finance statistics (86.8%).

On style of presentation, Table 3.8 shows that most users (93.4 %) are satisfied with the presentation of Demographic statistics (population, fertility, migration etc.) followed by Census and Survey reports (93.3%). With respect to the relevance of the produced statistics, most users are satisfied with Public finance statistics (95.5%), Census and survey reports (95.4%) and Demographic statistics (95.0%).

Table 3.8: Users' satisfaction levels with details, timeliness, relevance frequency and style of presentation

Type of statistics	Satisfaction with:				Style of presentation
	Details	Timeliness	Relevance	Frequency	
All	77.9	68.6	93.3	80.0	91.1
National accounts	78.3	73.6	94.0	87.5	88.0
Price statistics	80.8	74.2	94.4	86.8	89.8
Public finance statistics	81.2	73.7	95.5	86.5	93.9
Monetary and financial statistics	81.2	77.3	92.4	84.8	87.9
Business statistics	71.6	61.3	88.4	71.0	89.0
Labour statistics	75.1	64.0	90.9	74.6	84.7
External trade statistics	82.6	67.9	92.7	78.9	84.4
Internal trade statistics	79.5	69.9	90.4	73.5	90.4
Demographic statistics	73.0	64.3	95.0	78.6	93.4
Living Conditions statistics	80.2	71.5	94.1	79.9	93.1
Health statistics	80.5	72.1	94.0	83.4	92.4
Education statistics	82.4	71.7	94.7	80.5	91.8
Crime/Judicial/Security/Governance	71.9	73.6	90.9	79.3	89.3
Environment statistics	72.7	66.7	92.4	76.8	92.9
Agriculture statistics	76.2	68.0	93.2	79.7	91.8
Cartographic/Spatial data	79.5	71.9	92.4	78.9	90.8
Births and Deaths statistics	72.1	66.0	92.2	75.8	90.2
Service statistics	78.4	64.2	89.2	78.4	89.9
Census and survey data sets	81.3	66.8	93.4	79.1	91.7
Census and survey reports	79.3	64.5	95.4	80.2	93.3
Other	80.0	75.0	87.5	90.0	92.3

Inadequate information and untimely release of statistical products have varied effects on users of statistics and statistical products. Table 3.9 shows user's feedback in such situations. The feedback indicates that inadequate statistical information delays the work of 34.2 percent of users. For 16.4 percent of users, inadequate information makes them resort to the use of other statistics as proxy. On the effect of untimely release of statistics, 54.4 percent of users indicate that this delays their work plans while 14.4 percent are compelled to use other statistics as proxy.

Table 3.9: Main effect of inadequate information on users

Main effect	Main effect of inadequate information		Main effect of untimely release of statistics	
	Number	Percent	Number	Percent
Total	522	100.0	508	100.0
No effect	76	14.5	25	5.0
Delayed work plan	179	34.2	277	54.4
Inaccurate budgeting	48	9.1	33	6.5
Cannot determine production levels	17	3.2	5	1.0
Use of poor estimates	63	12.0	44	8.7
Use of unofficial sources	30	5.7	34	6.6
Use of other statistics as proxy	85	16.4	73	14.4
Other	25	4.8	17	3.3

3.5 Usefulness of official statistics

As part of the survey, 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 was requested. Overall, the responses in Table 3.10 reveal that most users (89.2%) find the official statistics and statistical products they used to be either “very useful” or “useful” while 9.8 percent of users find the official statistics to be ‘somewhat useful’ with only one percent rating them as ‘not useful’.

In terms of the usefulness of the products, users of Census and Survey datasets have the highest proportion of respondents (93.4%) indicating the usefulness of the products as they find them to be either very useful (52.9%) or useful (40.5%) followed by Public Finance Statistics (93.2%) and Health Statistics (92.1%). On the other hand, Internal Trade Statistics (18.1%), External Trade Statistics (17.4%) and Births and Deaths data (17.4%) appear to be less useful to their users. This situation requires that efforts are stepped up to improve on these statistics/products to make them more useful to users.

Table 3.10: Usefulness of official statistics/statistical products used

Statistics/ Statistical products	Very useful	Useful	Somewhat useful	Not useful	Total	N
All	43.3	45.9	9.8	1.0	100.0	4,488
National accounts	42.7	46.8	7.8	2.8	100.0	218
Price statistics	39.7	51.8	7.0	1.5	100.0	199
Public finance statistics	33.8	59.4	6.8	0.0	100.0	133
Monetary and financial statistics	33.1	56.4	9.8	0.8	100.0	133
Business statistics	31.6	51.6	15.5	1.3	100.0	155
Labour statistics	33.3	54.0	12.1	0.5	100.0	198
External trade statistics	39.4	43.1	16.5	0.9	100.0	109
Internal trade statistics	41.0	41.0	15.7	2.4	100.0	83
Demographic statistics	48.7	40.8	9.4	1.1	100.0	458
Living Conditions Statistics	47.8	42.2	8.7	1.4	100.0	289
Health statistics	49.8	42.3	7.5	0.3	100.0	305
Education statistics	45.1	45.5	9.1	0.3	100.0	286
Crime/Judicial/Security/Governance statistics	40.5	44.6	13.2	1.7	100.0	121
Environment statistics	40.4	49.0	9.1	1.5	100.0	198
Agriculture statistics	40.1	50.0	9.6	0.4	100.0	282
Cartographic/Spatial data	43.5	43.5	11.8	1.1	100.0	186
Births and Deaths Statistics	35.5	47.1	16.8	0.6	100.0	155
Service Statistics	32.5	54.3	12.6	0.7	100.0	151
Census and survey data sets	52.9	40.5	6.5	0.0	100.0	306
Census and survey reports	50.4	39.8	8.7	1.0	100.0	482
Other	41.5	46.3	7.3	4.9	100.0	41

In response to whether enough information is provided on revisions or updates to produced statistics, almost six out of every ten (57.3%) respondents are of the opinion that revisions and updates provide enough information while three in every ten (30.4%) of users are of the opinion that not enough information is provided on the revisions or updates (Table 3.11).

Table 3.11 further shows that appreciable proportions of users of Price Statistics (70.9%), National Accounts (70.6%), Public Finance Statistics (66.2%) and Monetary and Financial Statistics (70.5%) think that enough information is provided on revisions and updates. On the other hand, relatively low proportions of users of Crime/Judicial/Security and Governance Statistics (39.7%) and Cartographic/spatial data (34.9%) are of the view that enough information is provided in their revisions and updates.

Table 3.11: Users' opinion on whether enough information are provided on any revision/update

Type of statistics/Statistical product	Yes	No	Don't Know	Total	N
All	57.3	30.4	12.4	100.0	6,053
National accounts	70.6	20.6	87.0	100.0	296
Price statistics	70.9	21.1	8.0	100.0	271
Public finance statistics	66.2	23.3	10.5	100.0	182
Monetary and financial statistics	70.5	20.5	9.1	100.0	180
Business statistics	53.5	32.3	14.2	100.0	212
Labour statistics	49.0	34.3	16.7	100.0	269
External trade statistics	53.2	33.9	12.8	100.0	150
Internal trade statistics	48.2	45.8	6.0	100.0	112
Demographic statistics	51.2	30.1	18.7	100.0	619
Living Conditions Statistics	58.5	28.7	12.8	100.0	389
Health statistics	60.7	29.2	10.2	100.0	408
Education statistics	57.5	31.7	10.8	100.0	386
Crime/Judicial/Security/Governance statistics	50.4	39.7	9.9	100.0	162
Environment statistics	55.6	33.3	11.1	100.0	264
Agriculture statistics	55.5	32.7	11.7	100.0	376
Cartographic/Spatial data	47.3	34.9	17.7	100.0	250
Births and Deaths statistics	56.1	34.2	9.7	100.0	207
Service Statistics	60.0	32.0	8.0	100.0	202
Census and survey datasets	57.8	31.0	11.1	100.0	413
Census and survey reports	55.6	31.1	13.3	100.0	650
Other	58.5	17.1	24.4	100.0	55

Table 3.12 presents an assessment of the accessibility of official statistics or statistical products. Generally, 79.2 percent users think that it is easy accessing official statistics and statistical products while one-fifth (20.8%) think otherwise. About 87 percent of National Accounts users and more than eighty percent of users of Public Finance Statistics (82.5%), Census and Survey reports (81.7%), Demographic Statistics (81.7%), Living Conditions reports (80.8%) and Price Statistics (80.8%) indicate that they have easy access to the statistical products.

Table 3.12: Users' accessibility of official statistics/statistical products

Statistics/ statistical products	Very Easy	Easy	Difficult	Very difficult	Total	N
All	25.0	58.4	10.8	5.7	100.0	5,970
National accounts	22.6	64.4	8.1	4.8	100.0	296
Price statistics	20.9	59.9	12.4	6.8	100.0	270
Public finance statistics	17.4	65.1	10.5	7.0	100.0	177
Monetary and financial statistics	12.4	58.4	23.4	5.7	100.0	172
Business statistics	14.4	59.5	22.2	3.9	100.0	209
Labour statistics	21.4	51.7	22.8	4.1	100.0	257
External trade statistics	12.8	59.6	17.4	10.1	100.0	145
Internal trade statistics	20.4	59.0	16.2	4.4	100.0	109
Demographic statistics	18.7	63.0	14.2	4.1	100.0	612
Living Conditions Statistics	20.7	60.1	15.5	3.7	100.0	386
Health statistics	17.2	61.2	17.2	4.4	100.0	406
Education statistics	15.4	60.5	20.4	3.7	100.0	384
Crime/Judicial/Security/Governance statistics	16.6	63.3	17.0	3.1	100.0	162
Environment statistics	17.2	61.0	17.5	4.3	100.0	259
Agriculture statistics	16.3	61.0	13.8	8.9	100.0	372
Cartographic/Spatial data	13.9	63.4	17.8	5.0	100.0	246
Births and Deaths statistics	16.1	59.3	18.6	6.0	100.0	202
Service Statistics	18.2	59.9	16.1	5.8	100.0	199
Census and survey data sets	21.2	60.5	13.5	4.8	100.0	411
Census and survey reports	42.0	36.0	16.0	6.0	100.0	646
Other	18.8	60.4	15.8	5.0	100.0	50

Figure 3.2 shows the reasons assigned by users for having difficulty in accessing official statistics. Among users who indicated that they have difficulty in obtaining official statistics, about 46 percent attribute it to bureaucracy at the workplace, 18.7 percent mention delay in getting responses to their requests and 11.4 percent are of the opinion that the officials are not ready/willing to release the statistics. About 5 percent of respondents (4.6%) also cited the high charges imposed on the statistical products.

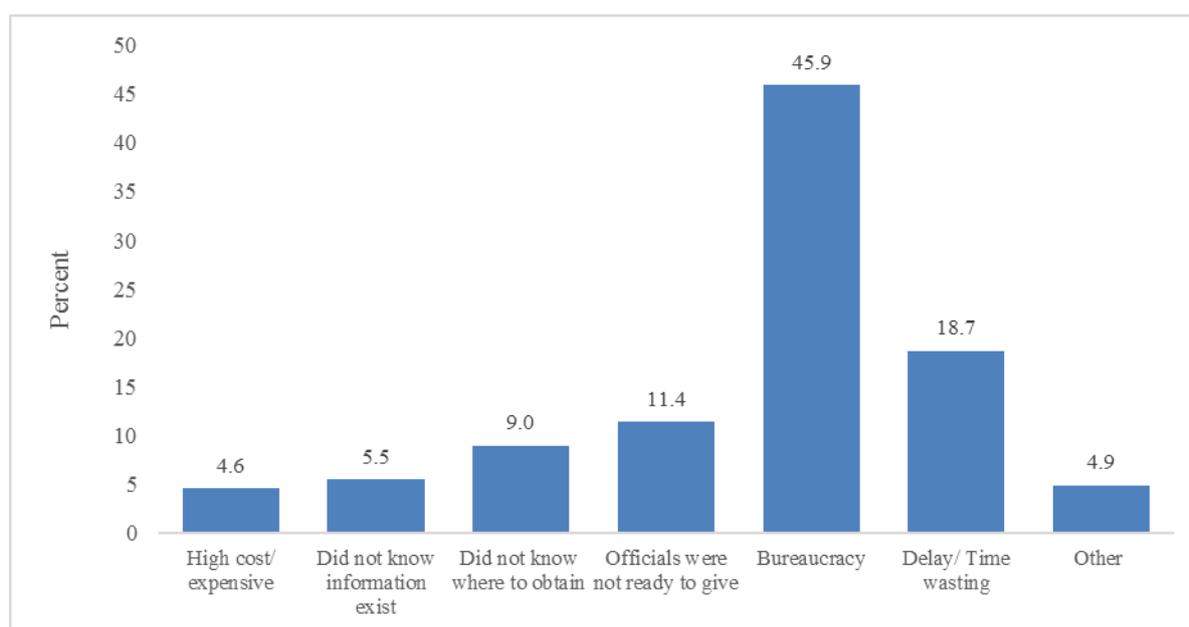
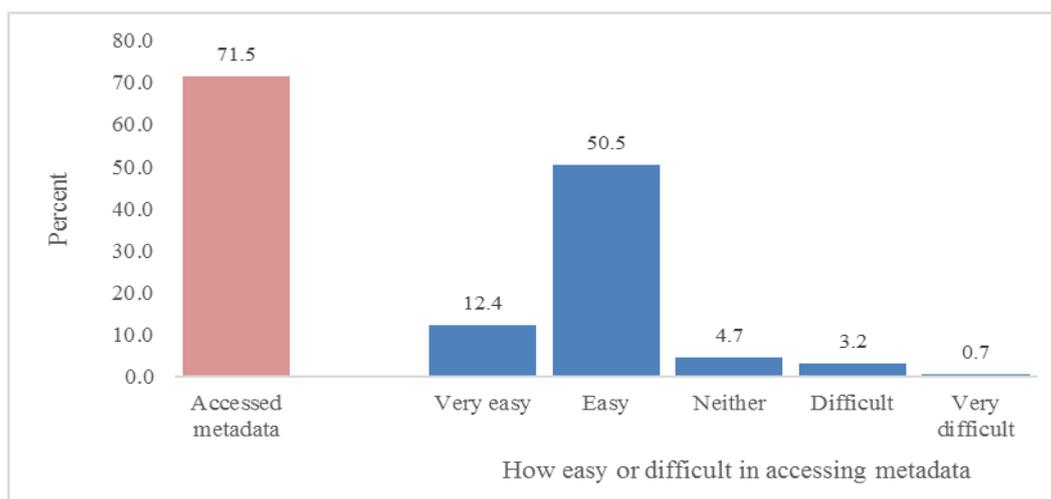
Figure 3.2: Reasons by users for having difficulty in accessing official statistics

Figure 3.3 shows the views of users who access metadata of the statistical products they request for. Of the 71.5 percent of users who accessed metadata on the statistics requested, 62.9 percent of users indicate that it is easy to access metadata while about four percent of the users mention that it is difficult accessing metadata of official statistics. Twenty nine percent of users do not access metadata in connection with the official statistics or statistical products they use at all.

Figure 3.3: Easy or difficulty in accessing metadata associated with official statistics



Most users (93.0%) attest to the fact that they actually used the metadata associated with the official statistics or products they obtained. With reference to the specific statistical products, almost all users of Cartographic/spatial data (95.7%), Internal trade (95.4%), Environment (95.2%), Crime/Judicial/Security/Governance (95.2%) Demographic (94.2%) and Living conditions (94.2%) statistics used the associated metadata (Table 3.13).

Table 3.13: Respondent's use of the metadata for each official statistics/ product accessed

Statistics/ Statistical products	Used metadata	Did not use metadata	Total	N
National accounts	90.1	9.9	100.0	192
Price statistics	88.8	11.2	100.0	169
Public finance statistics	91.1	8.9	100.0	112
Monetary and financial statistics	90.2	9.8	100.0	112
Business statistics	88.6	11.4	100.0	132
Labour statistics	93.2	6.8	100.0	190
External trade statistics	81.2	18.8	100.0	85
Internal trade statistics	95.4	4.6	100.0	65
Demographic statistics	94.2	5.8	100.0	447
Living conditions statistics	94.2	5.8	100.0	313
Health statistics	95.2	4.8	100.0	311
Education statistics	94.8	5.2	100.0	289
Crime/Judicial/Security/Governance	95.2	4.8	100.0	104
Environment statistics	95.2	4.8	100.0	187
Agriculture statistics	92.9	7.1	100.0	269
Cartographic/Spatial data	95.7	4.3	100.0	187
Births and Deaths Statistics	94.2	5.8	100.0	155
Service Statistics	91.7	8.3	100.0	132
Census and survey datasets	92.7	7.3	100.0	327
Census and survey reports	93.1	6.9	100.0	504
Other	100.0	0.0	100.0	32
Mean	93.0	7.0	100.0	

Respondents who indicated that they referred to the sources and description of methods used were also asked whether the information provided on the methodology were useful and detailed enough to help them interpret the data.

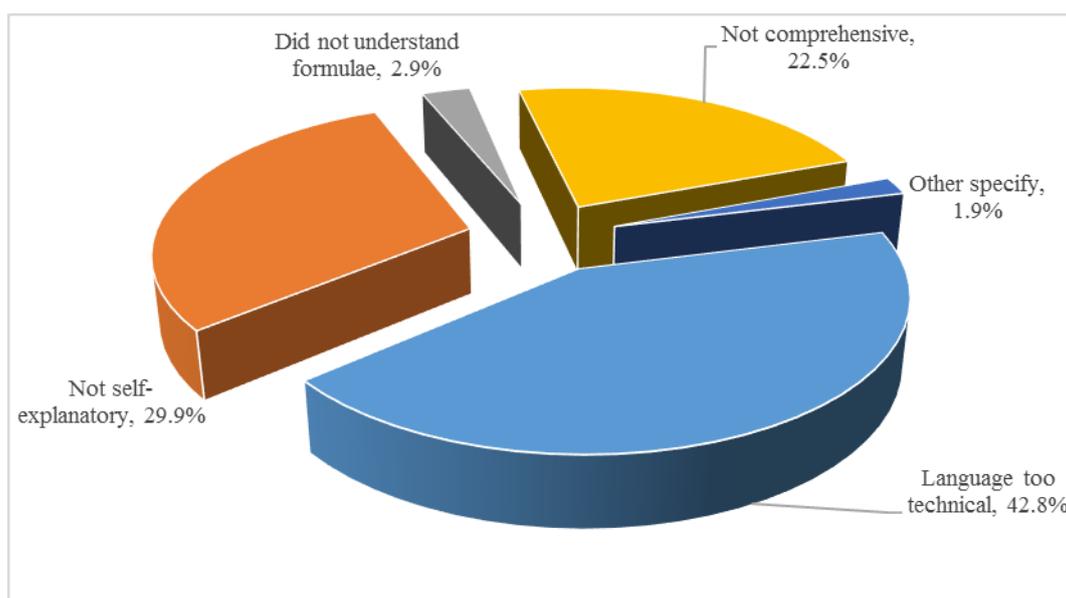
As shown in Table 3.14, 87.9 percent of users were sufficiently clear about the information on methodology relating to the statistics and statistical products they were interested in. Higher proportions of Census and survey dataset users (93.2%), Births and deaths data users (91.5%) and Public finance data users (90.8%) indicated they are sufficiently clear on the methodology. On the other hand, less than one-fifth of users of internal trade statistics (17.5%) and Business statistics (15.5%) mentioned that the associated methodology is not sufficiently clear.

Table 3.14: Sufficiently clear information on methodology provided

Statistics and Statistical products	Methodology is clear	Methodology not clear	Don't Know	Total	Number
National accounts	86.5	9.3	4.2	100.0	193
Price statistics	83.7	10.8	5.4	100.0	166
Public finance statistics	90.8	7.3	1.8	100.0	109
Monetary and financial statistics	82.6	13.8	3.7	100.0	109
Business statistics	79.7	15.5	4.9	100.0	123
Labour statistics	86.0	10.6	3.4	100.0	179
External trade statistics	84.0	12.4	3.7	100.0	81
Internal trade statistics	76.2	17.5	6.4	100.0	63
Demographic statistics	89.6	6.0	4.4	100.0	451
Living conditions statistics	89.9	7.2	2.8	100.0	318
Health statistics	86.3	9.7	4.1	100.0	320
Education statistics	88.2	10.1	1.7	100.0	288
Crime/Judicial/Security/Governance statistics	83.5	13.6	2.9	100.0	103
Environment statistics	89.3	6.5	4.3	100.0	186
Agriculture statistics	86.6	9.0	4.5	100.0	268
Cartographic/Spatial data	87.4	7.9	4.7	100.0	190
Births and Deaths statistics	91.5	5.3	3.3	100.0	152
Service Statistics	88.5	7.7	3.9	100.0	130
Census and survey datasets	93.2	5.5	1.2	100.0	325
Census and survey reports	89.5	6.2	4.3	100.0	515
Other	96.7	3.3	0.0	100.0	30
Mean	87.9	8.4	3.7	100.0	

To find out from the users why the methodology used in compiling statistical products is not sufficiently clear, Figure 3.4 indicates that 42.8 percent of users find the language used to be too technical, 29.9 percent think that the methodology is not self-explanatory, while 22.5 percent of users are of the view that the methodology was not comprehensive.

Figure 3.4: Main reason why methodology is not sufficiently clear



The survey asked respondents about their knowledge of publicly disseminated calendar of release for official statistics (i.e., having pre-announced dates of publication of the official statistics by the producers). Table 3.15 indicates that majority (81.9%) of the respondents are unaware of any disseminated release calendar for official statistics. On average, less than one-fifth (18.1%) of users are aware of any disseminated calendar that announces the dates on which official statistics they use are released. Knowledge of dissemination calendar dates is relatively highest among users of Price statistics (30.9%), Public finance statistics (29.3%) and Monetary and financial statistics (27.3%).

Table 3.15: Knowledge of publicly disseminated calendar of release for official statistics

Statistics and Statistical products	Percentage			N
	Yes	No	Total	
National accounts	27.0	73.0	100.0	296
Price statistics	30.9	69.1	100.0	272
Public finance statistics	29.3	70.7	100.0	181
Monetary and financial statistics	27.3	72.7	100.0	183
Business statistics	15.6	84.4	100.0	212
Labour statistics	12.7	87.3	100.0	268
External trade statistics	23.3	76.7	100.0	150
Internal trade statistics	18.6	81.4	100.0	113
Demographic statistics	15.1	84.9	100.0	616
Living conditions statistics	18.8	81.2	100.0	389
Health statistics	17.2	82.8	100.0	407
Education statistics	15.3	84.7	100.0	386
Crime/Judicial/Security/Governance statistics	13.6	86.4	100.0	162
Environment statistics	13.6	86.4	100.0	265
Agriculture statistics	13.2	86.8	100.0	378
Cartographic/Spatial data	8.8	91.2	100.0	249
Births and Deaths Statistics	15.3	84.7	100.0	209
Service Statistics	11.8	88.2	100.0	203
Census and survey datasets	22.5	77.5	100.0	413
Census and survey reports	19.9	80.1	100.0	649
Other	1.8	98.2	100.0	55
Mean	18.1	81.9	100.0	

With regards to the presentation of official statistics, the survey sought to find out whether the statistics/statistical products are presented in a friendly format to enable users understand and interpret them. On average, 91.2 percent indicated that statistical products are presented in a friendly format, with only 8.8 percent having the view that they are not presented in a friendly format (Table 3.16).

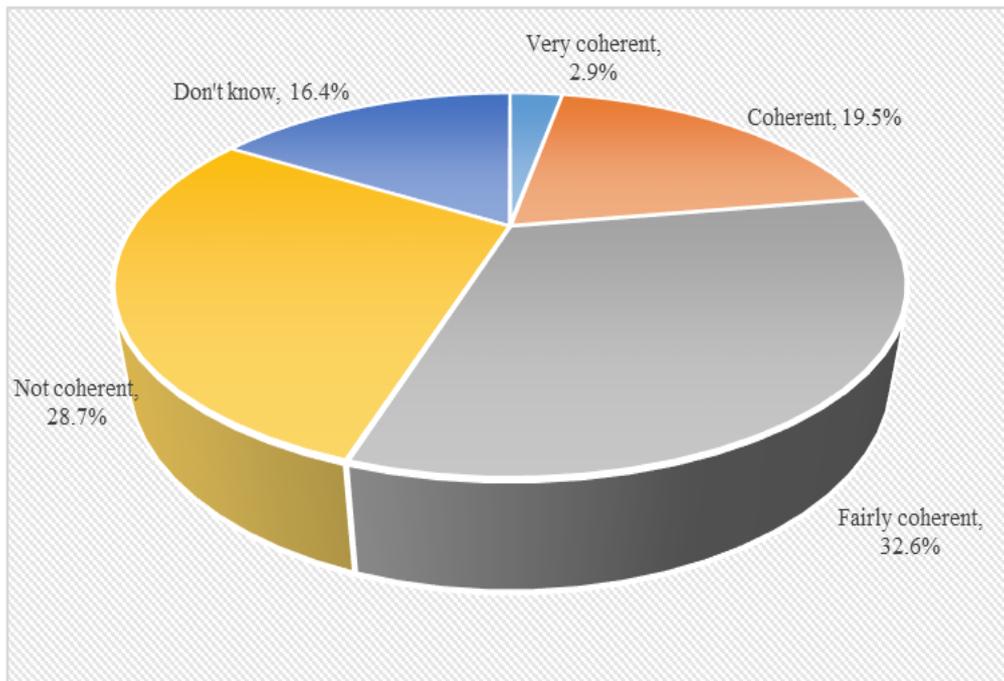
An analysis by the various categories of official statistics, shows that higher proportion of users of Census and survey datasets (94.7%), Environmental statistics (94.7%), Agriculture statistics (93.7%) and Public Finance statistics (93.4%) find the presentations to be in a friendly format for easy understanding and interpretation. Conversely, relatively more users of Internal trade (20.2%) and Labour (14.6%) statistics are of the view that they are not presented in a friendly format, making them difficult to understand and interpret.

Table 3.16: Respondents' understanding of the presentations of official statistics

Official statistics/ Statistical products	Presented in a user friendly format	Not Presented in a user friendly format	Total	Number
National accounts	89.8	10.2	100.0	293
Price statistics	91.9	8.1	100.0	271
Public finance statistics	93.4	6.6	100.0	182
Monetary and financial statistics	89.6	10.4	100.0	182
Business statistics	87.2	12.8	100.0	211
Labour statistics	85.4	14.6	100.0	268
External trade statistics	87.3	12.7	100.0	150
Internal trade statistics	79.8	20.2	100.0	114
Demographic statistics	91.8	8.2	100.0	619
Living conditions statistics	93.1	6.9	100.0	389
Health statistics	92.1	7.9	100.0	407
Education statistics	93.3	6.7	100.0	386
Crime/Judicial/Security/Governance statistics	85.8	14.2	100.0	162
Environment statistics	94.7	5.3	100.0	265
Agriculture statistics	93.7	6.3	100.0	378
Cartographic/Spatial data	91.2	8.8	100.0	250
Births and Deaths Statistics	92.7	7.3	100.0	206
Service Statistics	90.0	10.0	100.0	201
Census and survey datasets	94.7	5.3	100.0	413
Census and survey reports	91.8	8.2	100.0	648
Other	74.5	25.5	100.0	55
Mean	91.2	8.8	100.0	

Figure 3.5 shows users' assessment of the coherence and harmonization of the official statistics they use. About one-third (32.6%) of the respondents believe that the official statistics they use are fairly coherent, while about one-fifth (22.4%) think that the statistics they use are coherent. More than one-quarter (28.7%) of users mentioned that the products they use are not coherent.

Figure 3.5: Respondents' opinion on data coherence/ harmonization



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, with “Very poor” indicating no confidence in the official statistics that they used. “Poor” means the respondent has very little confidence in the official statistics that they used and that they must be used with great care as they can be misleading. “High” means that even though the respondent has some reservations about the quality of the official statistics, they believe they can be relied upon while “Very high” suggest that the respondent fully trusts the data for planning and decision making.

Overall, 95.7 percent of users rate the official statistics they use to be of high quality while 4.3 percent think that the statistics are of poor quality. For all the various official statistics, more than 90 percent of users rated the products as either “very high quality” or “high quality”. However, about one in ten of users of Labour Statistics (9.4%) and Business Statistics (8.0%) rated them as being of poor quality (Table 3.17).

Table 3.17: Quality of official statistics/products you ever used

Statistics/ Statistical products	Very poor quality	Poor quality	High quality	Very high quality	Total	Number
National accounts	1.1	2.6	39.7	56.6	100.0	272
Price statistics	1.2	4.0	39.7	55.2	100.0	252
Public finance statistics	0.0	0.0	49.1	50.9	100.0	173
Monetary and financial statistics	1.7	2.3	39.8	56.3	100.0	176
Business statistics	0.5	7.5	51.3	40.7	100.0	199
Labour statistics	1.2	8.2	44.7	45.9	100.0	255
External trade statistics	0.0	2.9	50.4	46.8	100.0	139
Internal trade statistics	0.0	6.5	51.4	42.1	100.0	107
Demographic statistics	0.2	2.3	35.8	61.7	100.0	567
Living conditions statistics	0.9	3.5	38.2	57.5	100.0	346
Health statistics	0.8	3.0	40.5	55.7	100.0	370
Education statistics	0.0	3.8	42.5	53.8	100.0	320
Crime/Judicial/Security/Governance	2.0	4.7	48.0	45.3	100.0	148
Environment statistics	0.4	5.2	45.1	49.4	100.0	233
Agriculture statistics	0.9	4.7	45.3	49.1	100.0	316
Cartographic/Spatial data	0.9	5.2	41.7	52.1	100.0	211
Births and Deaths statistics	0.0	4.0	40.7	55.4	100.0	177
Service Statistics	0.0	3.6	38.0	58.3	100.0	192
Census and survey datasets	0.3	1.1	38.0	60.6	100.0	368
Census and survey reports	1.4	2.6	37.7	58.3	100.0	496
Other	0.0	8.9	51.1	40.0	100.0	45
Mean	0.7	3.7	41.5	54.1	100.0	

3.6 Respondents' level of satisfaction with official statistics

Opinions on users' levels 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 re-strategize to meet users' expectations. The results are shown in Table 3.18.

On average, only 11.0 percent of users were dissatisfied with any of the processes involved in obtaining official statistics. About 70 percent of users were either satisfied or very satisfied with all the procedures in obtaining official statistics. On the specific processes, about 84 percent of users were either satisfied or very satisfied with the clarity (understanding) of official statistics as well as the usefulness of the products used or services utilized. About three-quarters of respondents were satisfied with the cost of products and the services provided after data acquisition. However, 27.6 percent of the users were dissatisfied with the duration between request and delivery time of official statistics.

Table 3.18: Some statistical activities and extent of satisfaction of respondents

Activities	Very unsatisfied	Unsatisfied	Somewhat satisfied	Satisfied	Very satisfied	Total
Process of accessing official statistics	5.6	10.0	22.9	48.5	13.1	100.0
Cost of official statistics	2.2	8.2	14.6	53.1	21.9	100.0
Duration between request and delivery time	8.0	19.5	23.1	36.8	12.5	100.0
Level of details of official statistics	2.0	11.3	29.6	47.3	9.8	100.0
Understanding of official statistics	0.7	2.8	12.0	64.7	19.8	100.0
Quality of analysis	0.9	5.8	17.7	64.0	11.5	100.0
Usefulness of official statistics	0.9	2.6	12.8	64.6	19.1	100.0
First time use experience	2.4	6.6	23.6	57.8	9.6	100.0
Service after data acquisition	1.6	7.7	18.1	59.8	12.7	100.0
Mean	2.7	8.3	19.5	55.0	14.4	100.0

3.7 Respondents' assessment of the services provided by

Ghana Statistical Service

This section covers users' perceptions and opinions about statistical products and services of the Ghana Statistical Service (GSS). Among others, it provides information on access to GSS data, the key modes by which clients seek data and the need to modify the website of GSS.

Contact with 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 only but also includes questions seeking clarification, explanation, information or some other service that is within the mandate of GSS.

Table 3.19 shows that at least nine in every ten persons (95.8%) interviewed have ever contacted GSS for data or presented a query. The data also indicate that only a small proportion, constituting 2.8 percent, have never contacted GSS and 1.4 percent could not remember whether or not they had ever contacted GSS for data or regarding a query.

Table 3.19: Ever contacted GSS for data or with a query

Contact	Number	Percent
Ever contacted	1,007	95.8
Never contacted	29	2.8
Don't remember	15	1.4
Total	1,051	100.0

Table 3.20 shows the means by which respondents who contacted the GSS for data or with a query did so. According to the data, the main means of contacting the GSS is through personal contact (46.7%), and this is either through the head office, regional/district office or contact with officers within the GSS. About one fifth (22.0%) of the respondents contacted the GSS through the website while 13.0 percent make telephone calls either to the head office or regional office, and 11.8 percent did so using official letters. Contacting GSS by means of fax (1.4%) is the least method by which users of statistics made contact with the GSS. The reason for this perhaps could 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 3.20: Means used in contacting GSS

Means of contact	Number	Percent
Telephone to head office	168	8.3
Telephone to regional office/District office	94	4.7
Email to head office	67	3.3
Email to Regional/District Office	28	1.4
Website	445	22.0
Fax	28	1.4
Personal contact with Head Office (Official)	476	23.5
Personal contact with Regional/District Office (Official)	306	15.1
Personal contact with an official of GSS	169	8.3
Official letter	239	11.8
Other	3	0.1
Total	2,021	100.0

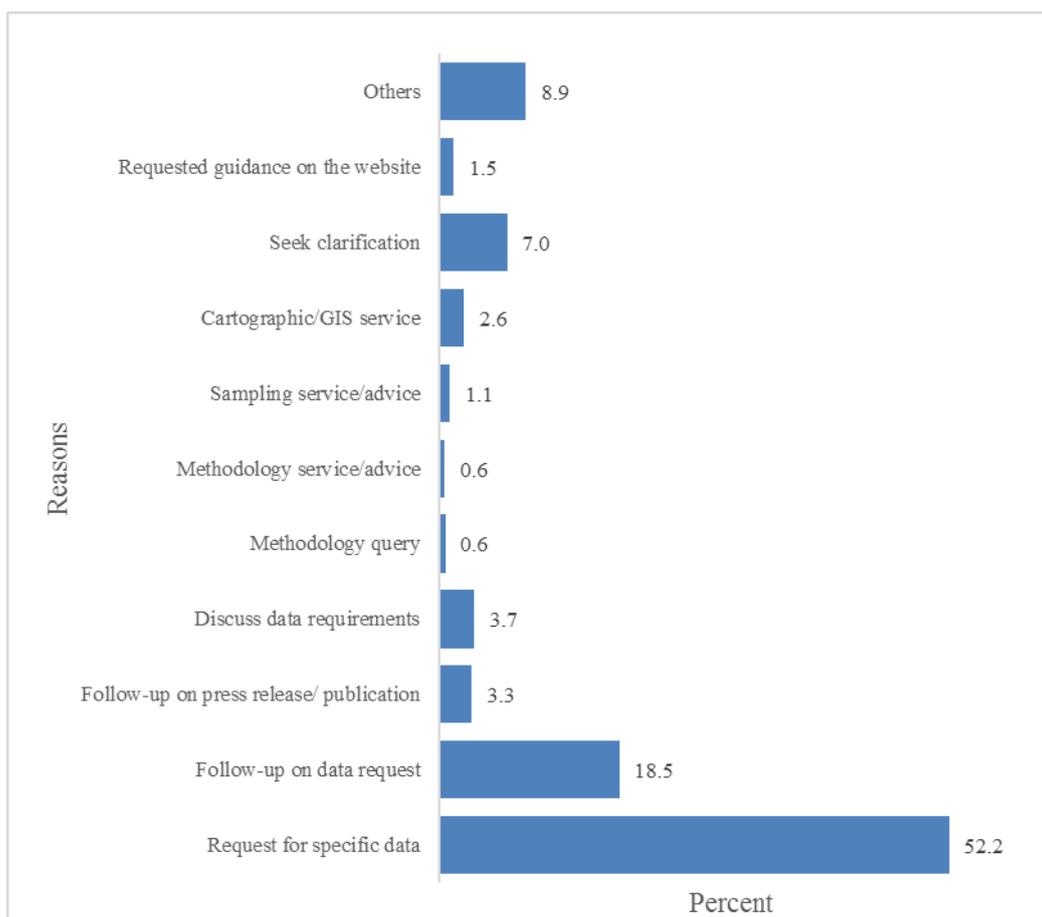
Those who had contacted the GSS for data or with a query were further asked questions on the number of times they had done so in the last 12 months. Table 3.21 shows that slightly less than one-half (46.3%) of the respondents had contacted GSS more than once in the last 12 months for official statistics or statistical products. Less than one-quarter (23.5%) of respondents had contacted the GSS only once in the last 12 months for a statistical product. On the other hand, three in every ten persons (30.2%) had not contacted GSS in the last 12 months for official statistics or statistical product.

Table 3.21: Number of times respondents contacted GSS in the last 12 month

Times	Number	Percent
None	304	30.2
Once	237	23.5
2-5 times	354	35.2
More than 5 times	112	11.1
Total	1,007	100.0

Figure 3.6 shows that slightly more than one-half (52.2%) of the respondents who had contacted GSS at least once in the past 12 months did so because they were requesting for data. The Table further indicates that 'follow-up on data request' (18.5%) was the second highest reason why the contact was made. Other reasons include the need to 'seek clarification' (7.0%) and 'discuss data requirements' (3.7%) for specific research topics.

Figure 3.6: Reasons for contacting Ghana Statistical Service in the last 12 months



The Resource and Data Center (RDC) of the GSS was established in the second half of 2013 and serves as a centralized warehouse of data for the Service. This centre is responsible for the storage, management and dissemination of data and information collated from surveys and censuses, statistical units of MDAs, and other internally generated statistics. The survey sought to find out if users were aware of the establishment of the RDC. Figure 3.7 shows that only 20.3 percent of users are aware of the RDC suggesting that nearly four-fifths (79.7%) of respondents are unaware of the existence of the RDC. Perhaps this explains why more people are using other means other than the GSS' website and official means to solicit for information.

Figure 3.7: Awareness of the establishment of the RDC within GSS

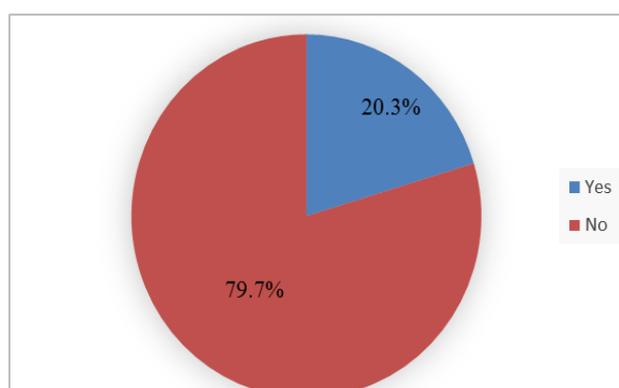


Table 3.22 presents information on how early the applicants required the information or the data. About 7 in every 10 (70.2%) of the respondents required the requested official statistics within one week. The percentage of respondents who required the official statistics within two weeks is 15.6 percent while 3.6 percent of the users required the requested data within a month or more.

Table 3.22: How early did the applicant require the information

Time	Number	Percent
Within one week	707	70.2
Within two weeks	156	15.5
Within one month	108	10.7
More than one month	36	3.6
Total	1,007	100.0

Table 3.23: How long did the response to applicants request take

Time	Number of responses	Percent
Within one week	471	46.7
Within two weeks	193	19.2
Within one month	121	12.0
More than one month	97	9.6
Still pending	61	6.0
No response	65	6.5
Total	1,007	100.0

Table 3.23 presents information on how long it took the respondents to get a response to their requests. The results show that less than half (46.7%) of users received their requests within one week. The data further indicate that nearly one fifth (19.2%) of the users had responses to their requests within two weeks. According to the data, the requests of 6.5 percent of the users were not responded to at all while 6.0 percent were still pending as at the time of survey.

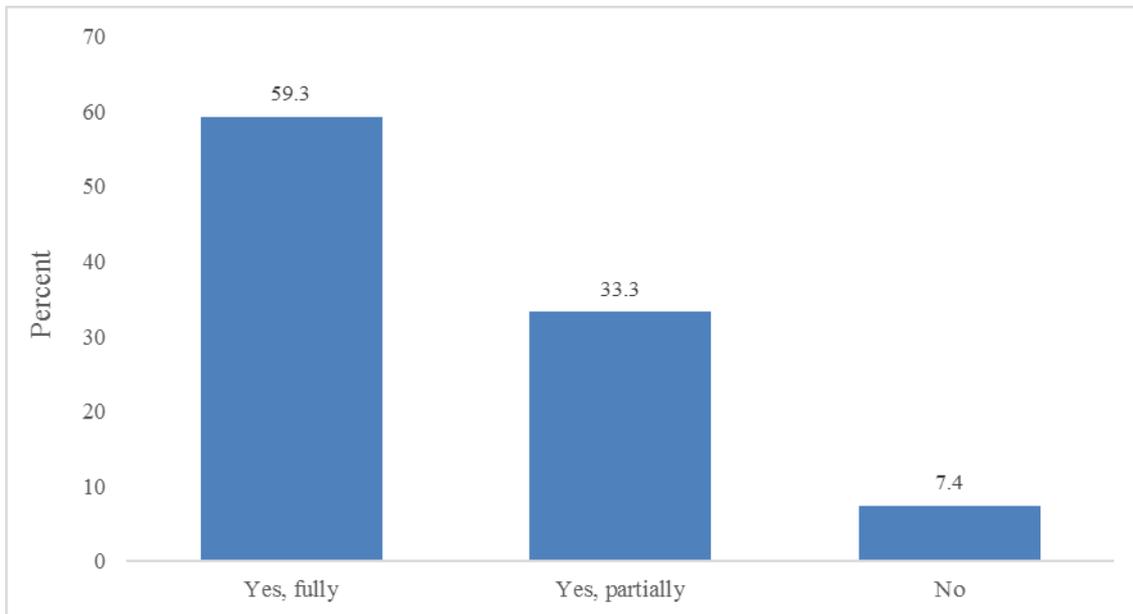
Generally, 46.8 percent of clients whose requests were responded to within one week either required the statistical information within one week or within a longer time period. For example, 57.1 percent of the respondents who required the information within one week were actually given a response within the period. Also, 30.6 percent of those who required the information in more than one month received it in one week. However, there still requires improvement in the response to data requests, as 6.4 percent of the requests was still pending at the time of the survey. Also, 6.5 percent of the clients received responses to their requests in more than one month even though the information was needed within one week (Table 3.24).

Table 3.24: How early respondents required data and how long request responded to

How early did you require the information	How long did the response to your request take						Total
	Within one week	Within two weeks	Within one month	More than one month	Still pending	No response	
Within one week	57.1	17.1	8.2	6.5	5.4	5.7	100.0
Within two weeks	21.8	35.9	19.2	10.3	7.1	5.8	100.0
Within one month	20.4	11.1	26.9	24.1	6.5	11.1	100.0
More than one month	30.6	11.1	11.1	25.0	13.9	8.3	100.0
Total	46.8	19.2	12.0	9.6	6.1	6.4	100.0

Figure 3.8 displays information on whether applicants' requests or needs were met. As shown in the chart, the needs of nearly 6 in every 10 (59.3%) of users of GSS' data were fully met while one third (33.3%) of the users indicated that their data needs were partially met. On the other hand, less than 10 percent (7.4%) indicated that their statistics or data needs were not met at all.

Figure 3.8: Meeting applicants request or need



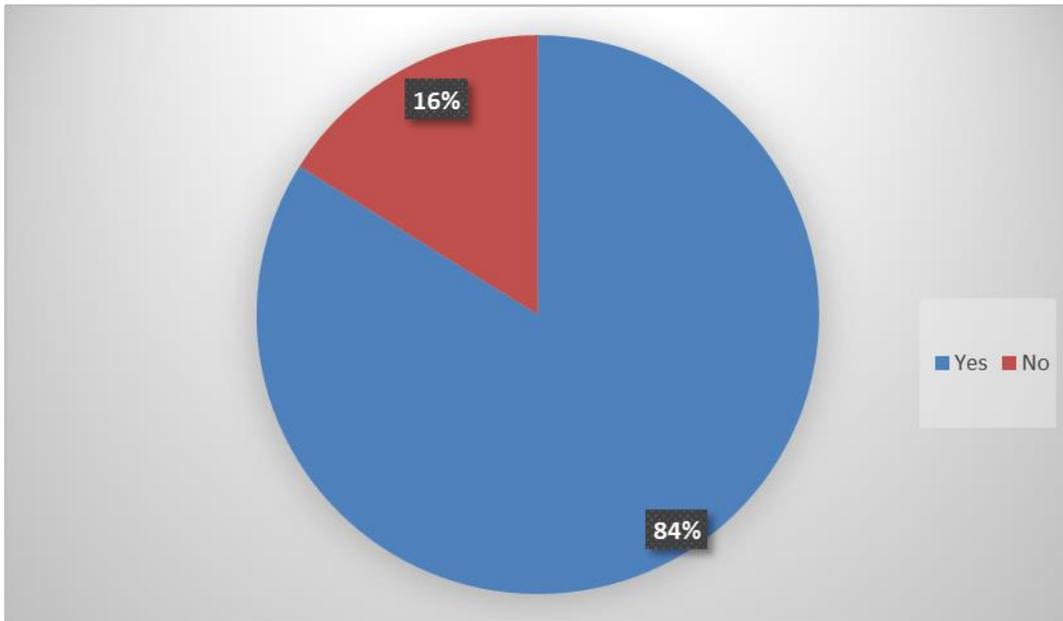
Reasons assigned by users for GSS not meeting their needs are presented in Table 3.25. Less than 3 in every 10 (29.0%) of respondents indicated that they did not get exactly what was requested for, while 22.6 percent said that not enough details of what was requested for were provided. For 8.8 percent of the respondents, the required data were not available.

Table 3.25: Reasons why needs are not met

Reasons	Number	Percent
Time lag between request and receipt was wide	78	15.2
Gap in data made available to me	61	11.9
Data outdated	44	8.5
Did not get exactly what was requested	149	29.0
Details were not enough	116	22.6
Did not get any response	16	3.2
Data not available	45	8.8
Others	5	1.0
Total	514	100.0

The opinions of users' satisfaction with GSS' products were also sought with respect to the packaging or presentation of the data requested. Figure 3.9 shows that more than four fifths (84.0%) of users indicated they were satisfied with how the data requested was packaged.

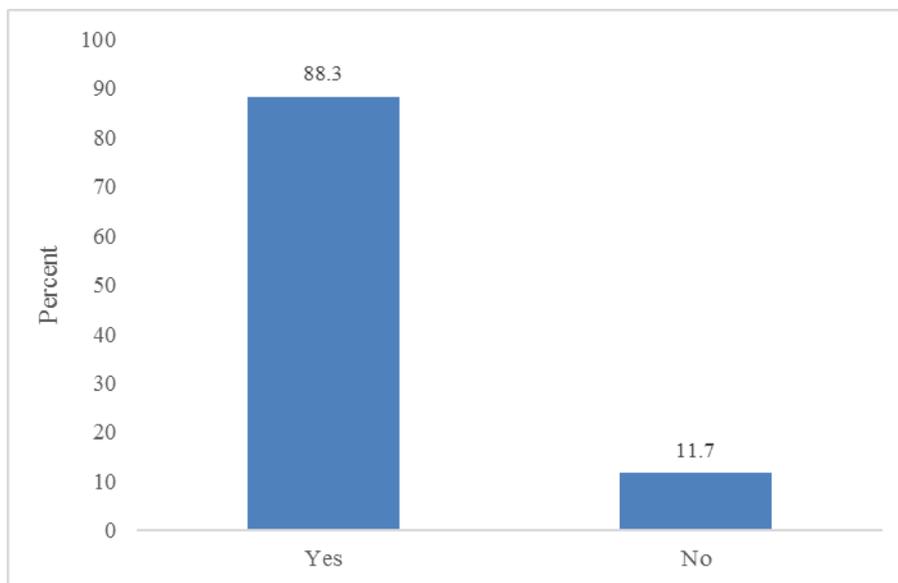
Figure 3.9: Opinion on how data requested was packaged



Use of GSS publications and products

As depicted in Figure 3.10, it is encouraging to note that 88.3 percent of respondents have ever used at least one GSS publication or product. This indicates that only 11.7 percent of the respondents have never used a publication or product by GSS.

Figure 3.10: Ever used GSS publication/product



The National Census Reports (47.7%), Ghana Living Standards Survey (47.5%) and the Ghana Demographic and Health Survey (46.6%) are the most widely used publications (Table 3.26). The least used publication is the Digest of International Merchandise (1.5%). The patronage and use of Census and Survey Datasets (33.1%) is very encouraging. Also, the

use of some of the first ever reports produced by the GSS is very inspiring. These reports include the Census Thematic Reports (24.3%) and the District Analytical Reports (31.1%).

Table 3.26: Ever used GSS publication/product

GSS publications/products	Ever used this product	Never used this product	Total
Analysis of District Data and Implications for Planning (PHC) – 2000	24.2	75.8	100.0
Census and Survey Datasets (Micro Data)	33.1	66.9	100.0
Census Atlas – 2010	10.9	89.1	100.0
Census Thematic Reports (e.g. the Elderly in Ghana, Children, Adolescents and Youth in Ghana, etc.) – 2010	24.3	75.7	100.0
Census/Survey Data Extracts	27.9	72.1	100.0
Compendium of Statistical Standards, Variables and Concepts for Official Statistics in Ghana	7.6	92.4	100.0
Core Welfare Indicators Questionnaire (CWIQ) Survey Reports – 1997, 2003	8.5	91.5	100.0
Crime Victimization Survey (CVS) Report - 2007	2.0	98.0	100.0
Digest of International Merchandise	1.5	98.5	100.0
District Analytical Reports (PHC) –2010	31.1	68.9	100.0
Economic Survey Report – 2006, 2007	16.2	83.8	100.0
Financial Service Survey 2006	5.1	94.9	100.0
GAMA Survey (Social Economic Survey of Greater Accra Metropolitan Area)	4.0	96.0	100.0
GDP Annual Newsletter/Bulletin	20.8	79.2	100.0
GDP quarterly Newsletter/Time Series	16.6	83.4	100.0
Ghana at a Glance	7.3	92.7	100.0
Ghana Child Labour Report (from GLSS6) - 2014	14.3	85.7	100.0
Ghana Child Labour Survey Report - 2001	7.1	92.9	100.0
Ghana Demographic and Health Survey (GDHS) Reports – 1988, 1993, 1998, 2003, 2008, 2014	46.6	53.4	100.0
Ghana Education Impact Evaluation Survey 2003	9.5	90.6	100.0
Ghana In Figures – 2006, 2007	5.6	94.4	100.0
Ghana Living Standards Survey (GLSS) Main Reports – 1987, 1989, 1992, 1999, 2006, 2013	47.5	52.6	100.0
Ghana Poverty Profile - 2014	22.1	77.9	100.0
Ghana Time Use Survey	2.2	97.8	100.0
Governance, Peace and Security Report – 2013	3.3	96.7	100.0
Integrated Business and Establishments Survey (IBES) Phase 1 Reports - 2016	6.5	93.5	100.0
Job Tracking Survey 2006	1.9	98.1	100.0
Key Socio-Economic Indicators (GhanaInfo)	10.6	89.4	100.0
Labour Force Report (from GLSS6) - 2014	10.4	89.6	100.0
Maternal Mortality Survey Report – 2007	14.1	85.9	100.0
Migration Research Study in Ghana	5.1	94.9	100.0
Monthly CPI Newsletter/Bulletin	18.3	81.7	100.0
Monthly PPI Newsletter/Bulletin	11.4	88.6	100.0
Multiple Indicator Cluster Survey (MICS) Reports – 2006, 2011	11.4	88.6	100.0
National Analytical Reports (PHC) – 2000, 2010	20.1	79.9	100.0
National Census Reports (PHC) – 1960, 1970, 1984, 2000, 2010	47.7	52.3	100.0
National Industrial Census Reports – 1987, 2003	7.7	92.4	100.0
Pattern and Trends of Poverty in Ghana – 2000	10.3	89.7	100.0
Public Expenditure Tracking Survey (PETS) - 2007	4.1	95.9	100.0
Quarterly Digest of Statistics	5.4	94.6	100.0
Regional Analytical Reports (PHC) –2010	23.3	76.7	100.0
Situational Analysis Report (Ghana Service Provision Assessment Report)	2.9	97.1	100.0
Situational Analysis/Service Provision Assessment on Reproductive Child Health Service Delivery - 1998	2.3	97.7	100.0
Transport Indicators Database Survey Report - 2007 , 20014	3.8	96.2	100.0
Women and Men in Ghana 2006, 2008, 2014	6.0	94.0	100.0
Other	1.6	98.4	100.0
All	13.6	86.4	100.0

Satisfaction with GSS’s publications and products

Respondents were asked about their level of satisfaction with GSS’ publications with a focus on relevance, accuracy and reliability, accessibility and style of presentation. Table 3.27 shows that the evaluations were generally satisfactory, with 53.8 percent of users considering the GSS publications as good or excellent. Less than one percent (0.8%) rated the products as being excellent while 8.6 percent rated them as poor. More than half (53.8%) and 48.5 percent of respondents respectively rated the relevance and style of presentation of GSS products as either “fair” or “poor”.

Table 3.27: Satisfaction with GSS publications/ product

Area of rating	Not rated	Excellent	Very good	Good	Fair	Poor	Total
Relevance	0.2	0.6	3.8	41.6	43.0	10.8	100.0
Accuracy and reliability	0.4	0.7	7.3	50.7	34.7	6.3	100.0
Accessibility	0.5	1.4	10.5	47.2	32.4	8.0	100.0
Style of presentation	0.3	0.3	5.5	45.5	39.1	9.4	100.0
Mean	0.3	0.8	6.8	46.2	37.3	8.6	

Ghana Statistical Service’s website

Information and Communication Technology (ICT) has become part of our current world, especially in the search for data and information. The Ghana Statistical Service’s website is one of such areas where information can be gathered. The 2016 User Satisfaction Survey (USS) examined whether users of GSS products had ever visited or accessed the website of the GSS. The results as presented in Table 3.28 indicate that 77.1 percent of users of GSS products have ever visited or accessed the GSS website.

Table 3.28: Distribution of users who ever accessed/visited GSS’s website

Response	Number	Percent
Yes	793	77.1
No	236	22.9
Total	1,029	100.0

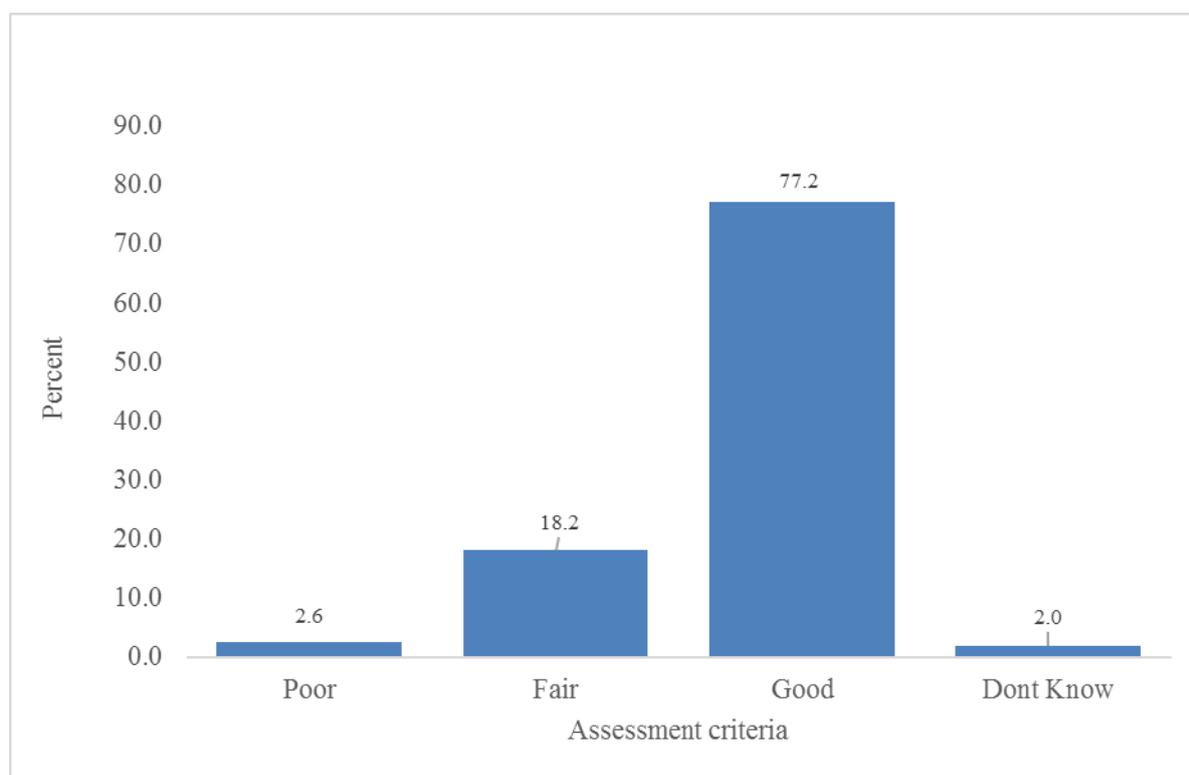
The users who visit the GSS website were asked about the frequency of their visit to the website and the results are presented in Table 3.29. One-fifth (20.0%) of the users visit the website regularly (i.e. in less than one month interval), with only 3.9 percent visiting daily while 22.5 percent of the users visit the website between one and three-month intervals. It is observed that nearly half (46.8%) of users visit or access the website once in a while. There is, therefore, the need to publicize the existence of the GSS website and to update it in a regular and timely basis manner in order to raise the awareness of the general public on the need to access information from the Service’s website.

Table 3.29: Frequency of visit to the GSS website

Response	Number	Percent
Daily	31	3.9
Weekly	85	10.7
Fortnightly	43	5.4
Monthly	94	11.9
Quarterly	84	10.6
Bi-annually	11	1.3
Annually	4	0.5
Once in a while	372	46.8
Once	70	8.8
Total	793	100.0

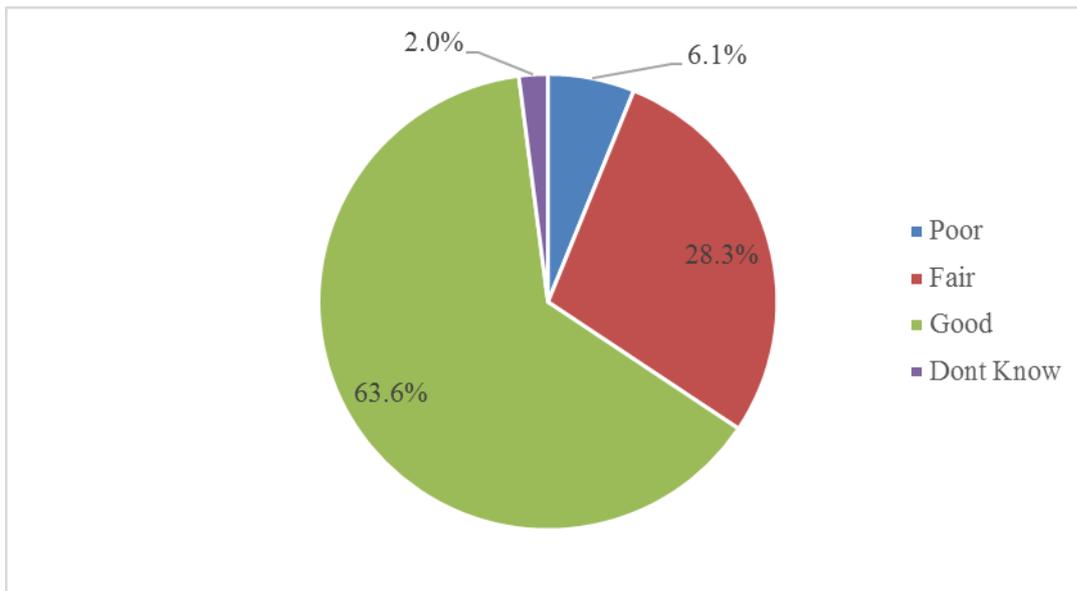
Users were also asked of their views on the GSS' website regarding accessibility, content, update and the design/user interface. Figure 3.11 presents the views of respondents on accessibility. More than three quarters (77.2%) rated the website as good, with 18.2 percent rated it as fair, while 2.6 percent gave it a poor rating.

Figure 3.11: Rating accessibility of GSS's website



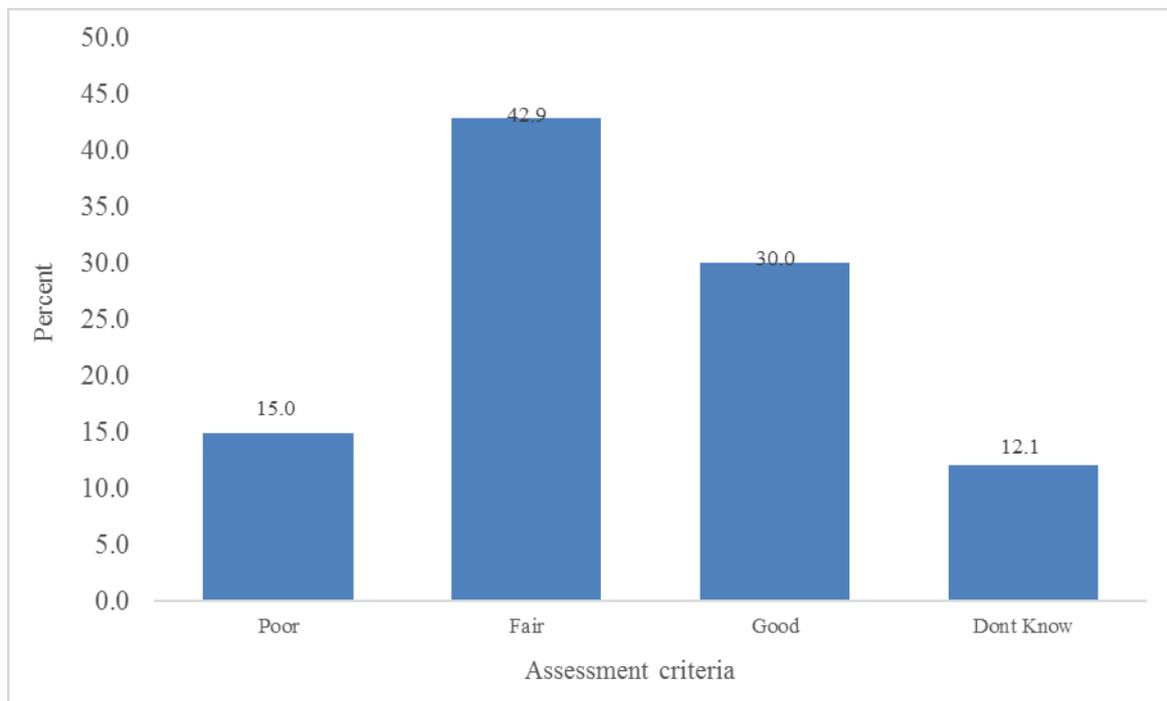
Among others, the GSS website exists to provide official statistical indicators on all sectors of the economy. When those who had ever used the website were asked to rate the content of the information on the GSS website, 63.6 percent indicated that the content as good with 28.3 percent giving a fair rating. Only 6.1 percent rated the content of the website as poor (Figure 3.12).

Figure 3.12: Rating of content of GSS's website



Regular updates of the website is very important for users to be able to access recent or current data or statistical information. The survey sought views of users on the frequency of updating the website of the GSS. Of the 793 users who were interviewed, 42.9 percent gave a fair rating, 30.0 percent rated the frequency at which the website is updated as being good with 15.0 percent rating the frequency of update as poor (Figure 3.13).

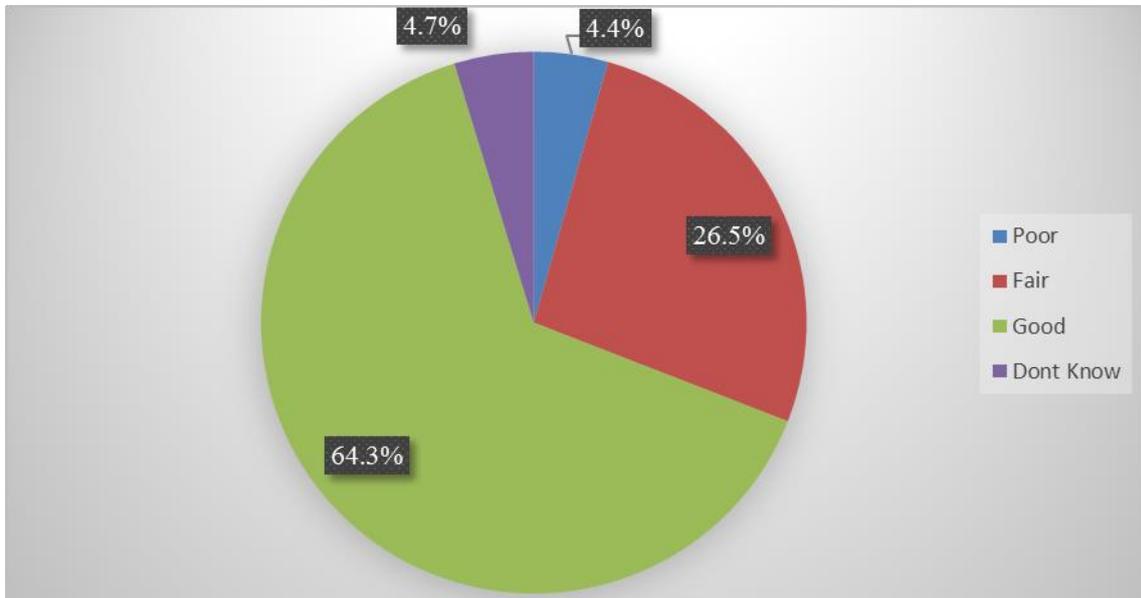
Figure 3.13: Rating on update of GSS website



Another area on which respondents' views were sought is the design or user interface of the GSS' website, that is, the attractiveness, user friendliness and how easy it is to find information on the website. About 6 in every 10 (64.3%) users indicated that the design/user

interface was good and 26.5 percent rated it as fair. Slightly less than five percent (4.4%) rated the design/user interface as poor (Figure 3.14).

Figure 3.14: Rating on the design/user interface of GSS’s website



On areas that have seen improvement from the perspective of the respondents, Table 3.30 shows that half (50.1%) of users of the GSS website said there had been improvement in access to the site since they started visiting it, 19.0 percent said there has been no improvement while nearly a third (30.9) said they did not know whether there has been an improvement or not.

On the contents of the website, 46.9 percent said the content of the website has improved, 22.0 percent said it has been just as it is when they first visited and 31.0 percent said they do not know whether there has been improvement or not. Regarding the updating of the GSS website, 35.6 percent said there has been improvement, 30.6 percent said there was no improvement while 33.9 percent of respondents did not know. With regards to the design/user interface, about two-fifths (39.2%) indicated that there is an improvement, a quarter (25.8%) said nothing had improved and 34.9 percent were not sure whether there has been an improvement or not.

Table 3.30: Areas of the GSS website that has seen improvement

Area	Improved	Not improved	Don't know	Total	N
Accessibility of website	50.1	19.0	30.9	100.0	793
Content of website	46.9	22.0	31.0	100.0	793
Update	35.6	30.6	33.9	100.0	793
Design/ user interface	39.2	25.8	34.9	100.0	793
Other areas	5.1	6.9	88.0	100.0	253

The opinion of respondents were sought on the aspects of the GSS’ website that they would like to see modified with respect to accessibility, content, update, design or user interface and other aspects.

More than half of the respondents would like to see modifications in the user interface (53.0%) and content (59.0%) and about two-thirds (68.9%) would want to see improvement on frequency of updates. On the website's accessibility, 45.8 percent of respondents would like to see the website modified to improve accessibility (Table 3.31).

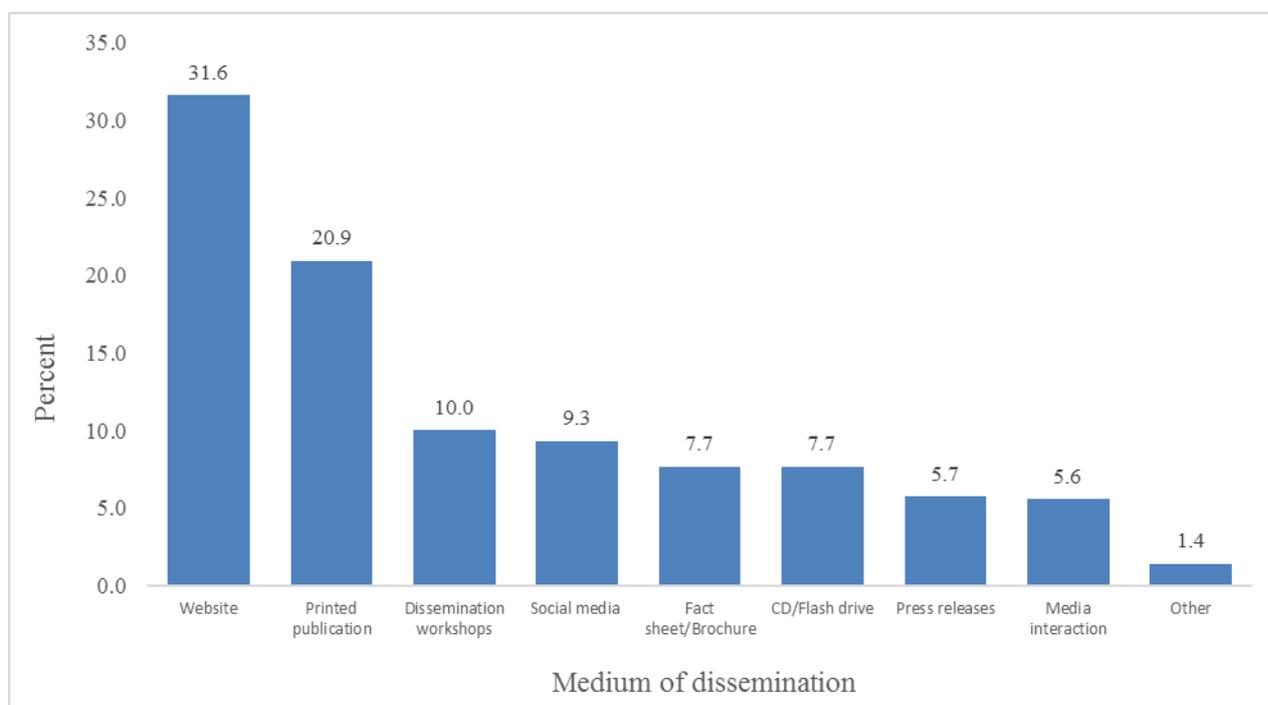
Table 3.31: Aspects of the GSS's website that respondent would like to see modification

Area	Modify	Don't modify	Don't know	Total	N
Accessibility	45.8	30.8	23.4	100.0	793
Content	59.0	18.0	23.0	100.0	793
Update	68.9	11.8	19.3	100.0	793
Design/ user interface	53.0	21.7	25.3	100.0	793
Other areas	11.2	3.2	85.6	100.0	248

Preferred medium of disseminating statistical products and services

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 3.15 shows the preferred medium of disseminating statistical products and services to users. As shown in the chart, the most preferred medium of disseminating statistical products and services by majority (31.6%) of respondents is the internet. The next preferred method by users is printed publication (20.9%). One in every ten (10.0%) preferred disseminating statistical products and services at workshops. The least preferred methods of dissemination include factsheets/brochure and CD/flash drive (7.7% each), press releases (5.7%) and media interaction (5.6%).

Figure 3.15: Preferred medium of disseminating statistical products and services

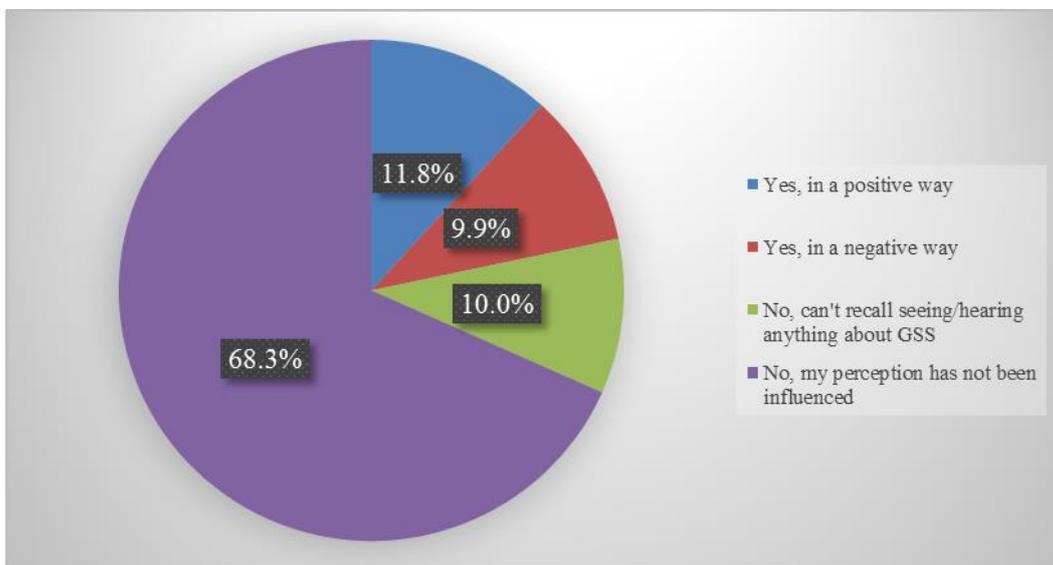


Influence of media on respondents views about GSS

The media is a powerful tool that reaches far and wide, and influences perception, either positively or negatively. GSS interacts with the media in many ways, through granting of interviews, press releases, launching of reports, dissemination workshops, etc. The survey sought to find out the extent to which the media has influenced respondents' perception about GSS.

About two-thirds (68.3%) of the respondents reported that their perception about GSS has not been influenced by media coverage in any way. Respondents whose perception about GSS have been influenced positively by media coverage constitutes 11.8. On the other hand, 9.9 percent of the respondents reported that they have been influenced by the media in a negative way (Figure 3.16).

Figure 3.16: Media influence on respondents perception about GSS

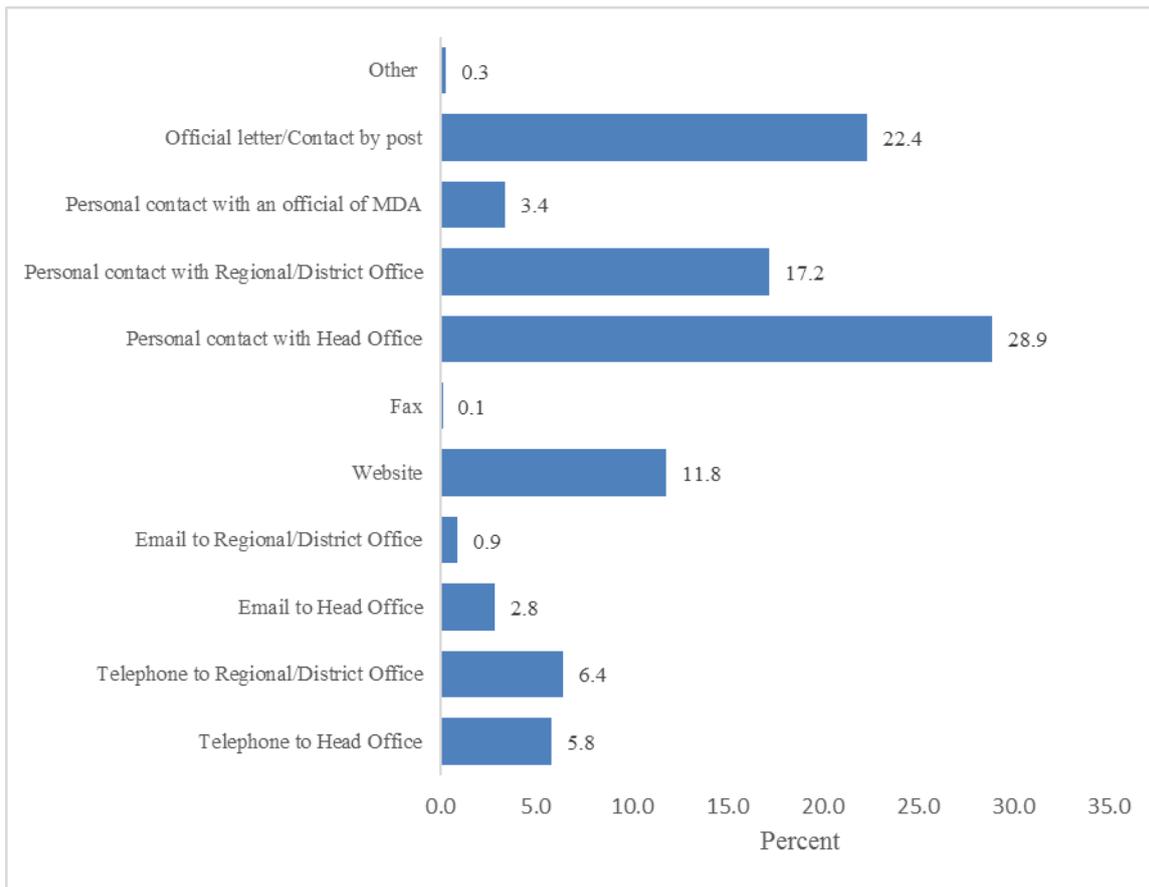


3.8 Respondents' assessment of the services provided by the MDAs

Contact with MDAs

This section presents information on individuals or organizations that had ever contacted any Ministry, Department or Agency (MDA) with a query or for statistical information. The results are shown in Figure 3.17. Basically, personal contact (49.5%) was highest, followed by contact through ICT, i.e., website, email and telephone, (27.8%) while contact through official letter/post formed 22.4 percent.

Figure 3.17: Respondents by main medium of contact



The number of times official statistics or statistical products are requested by users may indicate the value and importance of such statistics or products. When asked how many times respondents or their organizations have contacted the MDAs in the last 12 months for official statistics, the results show that four out of ten (43.2%) respondents had contacted the MDAs for official statistics two to five times within the last 12 months (Table 3.32). Less than three in ten (27.9%) reported more than five contacts and 19.4 percent reported that they had contacted the MDAs for official statistics once in the last 12 months.

Table 3.32: Number of contacts made to MDAs for official statistics/statistical products

Number of times	Frequency	Percent
Once	936	19.4
2-5 times	2,093	43.2
More than 5 times	1,351	27.9
None	458	9.5
Total	4,838	100.0

Figure 3.18 shows that more than eight out of ten (83.9%) respondents contacted the MDAs for specific data while 5.7 percent followed-up on their data requests. About four percent each followed-up on press releases/publications and clarification on data. Only 0.3 percent indicated that the main reason was to offer financial support.

Figure 3.18: Reasons for contacting MDA in the last 12 months

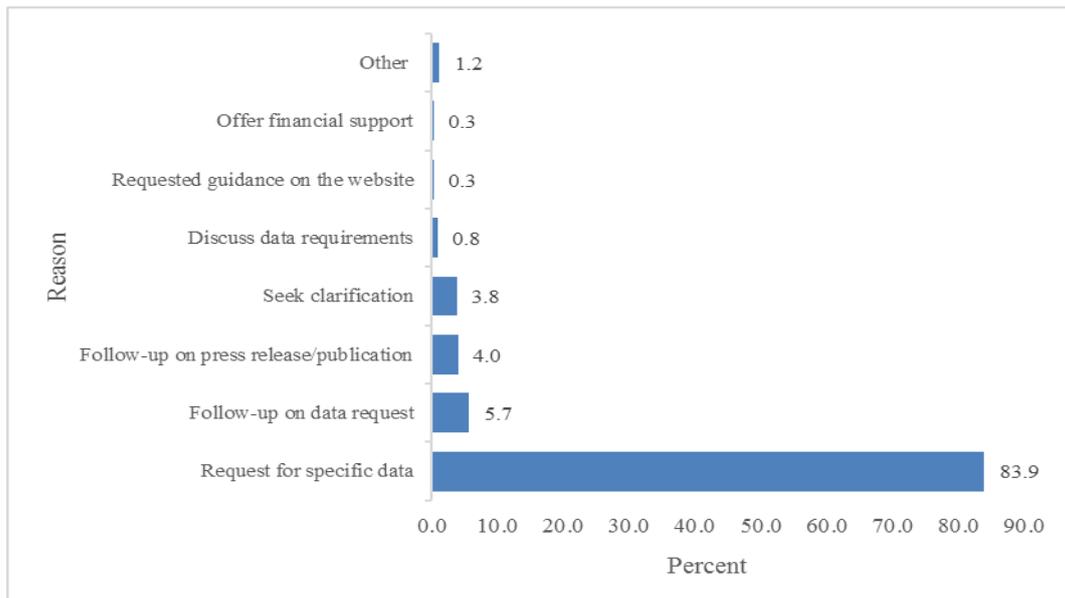


Table 3.33 shows how early users required official statistical information from the MDAs. Seven out of ten users (70.2%) required official statistics within one week, while 17.6 percent reported that they required the information within two weeks. Only 2.4 percent of them reported that they needed the required information in more than one month. Table 3.33 further examines the time lag between date of data request and the date MDAs responded to those requests. More than half (57.1%) of the respondents received responses to their requests within one week, nearly twenty (19.1%) had theirs within two week and 15.3 percent received the response within one month. While 0.9 percent of the requests were still pending at the time of the survey, 1.7 percent did not receive any response from the MDAs.

Table 3.33: How early users required information and how long responses received

How early respondent's required the information in the most recent contact		
<i>Time</i>	<i>Number</i>	<i>Percent</i>
Within one week	2,977	70.2
Within two weeks	749	17.7
Within one month	414	9.8
More than one month	102	2.4
Total	4,242	100.0
How long it took to respond to request in the most recent contact with MDA		
<i>Time</i>	<i>Number</i>	<i>Percent</i>
Within one week	2,419	57.0
Within two weeks	807	19.0
Within one month	650	15.3
More than one month	249	5.9
Still pending	40	0.9
No response	76	1.8
Total	4,242	100.0

Further analysis shows that 72.5 percent of respondents who required their information within a week indeed received it within the week. Also, 31.9 percent of those who required the information in more than one month received it in one week. Generally, 56.6 percent of clients who were responded to within one week either required the statistical information within one week or at a later time. About 1.0 percent of the data requests was still pending at

the time of the survey. Also, 6.0 percent of the clients were given responses to their data requests in more than one month even though the information was needed within one week (Table 3.34).

Table 3.34: How early information was required and how long it took to respond

How early information was required	How long the 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	72.5	14.9	8.0	3.0	0.7	0.9	100.0
Within two weeks	16.2	46.1	24.4	6.2	1.5	5.6	100.0
Within one month	17.5	8.5	53.8	17.5	0.9	1.8	100.0
More than one month	31.9	2.6	6.9	47.4	6.0	5.2	100.0
Total	56.6	19.4	15.1	6.0	1.0	1.9	100.0

The views of respondents were also sought on whether their requests or needs were met. On average, three-quarters (75.7%) of respondents reported that the MDAs had fully met their needs, 21.5 percent indicated their needs were partially met while 2.8 percent indicated that their needs were not met at all by the MDAs (Table 3.35). Over 80 percent of respondents reported that their needs were fully met by the Bank of Ghana (BoG), the Ministry of Education, the National Development Planning Commission (NDPC) and the National Road Safety Commission (NRSC). Relatively lower proportions of users of data from the Ministry of Tourism, Culture and Creative Arts (66.0%); Energy Commission (69.0%) and National Communication Authority (69.0%) had their needs fully met.

Table 3.35: Meeting respondents needs/requests by MDA

MDA	Yes, fully	Yes, partially	Not at all	Total	N
Bank of Ghana	82.9	16.6	0.5	100.0	199
Births and Deaths Registry	71.8	23.7	4.5	100.0	156
Energy Commission	69.0	25.3	5.7	100.0	87
Environmental Protection Agency	74.3	22.5	3.2	100.0	218
Forestry Commission	70.7	27.1	2.1	100.0	140
Ghana Education Service	73.9	24.2	1.9	100.0	322
Ghana Health Service	73.0	25.7	1.3	100.0	374
Ghana Immigration Service	73.2	21.4	5.4	100.0	56
Ghana Police Service	77.2	18.6	4.2	100.0	167
Ghana Revenue Authority	77.3	17.2	5.5	100.0	128
Judicial Service of Ghana	73.4	20.3	6.3	100.0	64
Ministry of Communication	71.2	23.7	5.1	100.0	59
Ministry of Education	83.3	13.3	3.3	100.0	180
Ministry of Employment and Labour Relations	78.0	19.3	2.8	100.0	109
Ministry of Finance	79.5	17.5	3.0	100.0	234
Ministry of Food and Agriculture	77.8	22.2	0.0	100.0	311
Ministry of Gender, Children and Social Protection	74.3	25.7	0.0	100.0	136
Ministry of Health	78.3	18.9	2.9	100.0	175
Ministry of Lands and Natural Resources	77.6	18.4	4.1	100.0	98
Ministry of Local Government and Rural Development	74.8	22.7	2.4	100.0	286
Ministry of Tourism, Culture and Creative Arts	66.0	26.4	7.5	100.0	53
Ministry of Trade and Industry	72.8	21.8	5.4	100.0	147
Ministry of Water Resources, Works and Housing	70.5	26.3	3.2	100.0	95
National Communication Authority	69.0	25.9	5.2	100.0	58
National Development Planning Commission (NDPC)	80.4	18.3	1.3	100.0	317
National Road Safety Commission	80.4	13.7	5.9	100.0	51
Registrar General's Department	69.9	26.0	4.1	100.0	73
Other	73.0	21.4	5.6	100.0	126
Mean	75.7	21.5	2.8	100.0	

As shown in Table 3.36, users assigned various reasons why their needs were partially met or not met. Averagely, the most common reason was their inability to get exactly what they wanted (26.9%), followed by inadequate details (23.2%) in the information received, waiting longer than usual to have their data requests met (18.7%) and gaps in the data made available (18.7%). The proportion who indicated that the data received was outdated was 6.4 percent while 4.9 percent did not get any response to their data requests from the MDAs.

It is observed that relatively higher proportions of data users who were not happy with data from the Judicial Service (43.8%), Forestry Commission (42.5%) and Ministry of Gender, Children and Social Protection (35.3%) and the Ghana Police Service (33.3%) did not get exactly what they requested for. A higher proportion (39.5%) of Births and Deaths Registry data users assigned time lag between their requests and receipt as the reason for not meeting their needs. Two in every five (40.0%) of those whose data requirements were not met by the Ghana Immigration Service mentioned lack of details as their reason and for those who complained about data from the Ministry of Communication, one-third (33.3%) of them mentioned gaps in the data provided (Table 3.36).

Table 3.36: Reasons why respondent's need/request were met partially or not met all

MDAs	Time lag between request and receipt was wide	Gap in data made available to me	Data outdated	Did not get exactly what was requested	Details were not enough	Did not get any response	Other	Total	N
Bank of Ghana	11.1	27.8	11.1	16.7	30.6	2.8	0.0	100.0	36
Births and Deaths Registry	39.5	16.3	2.3	20.9	9.3	9.3	2.3	100.0	43
Energy Commission	3.7	22.2	3.7	25.9	29.6	14.8	0.0	100.0	27
Environmental Protection Agency	15.8	21.1	1.8	33.3	26.3	1.8	0.0	100.0	57
Forestry Commission	17.5	25.0	2.5	42.5	10.0	2.5	0.0	100.0	40
Ghana Education Service	23.8	23.8	4.8	28.6	16.7	2.4	0.0	100.0	84
Ghana Health Service	21.6	20.6	7.8	23.5	22.5	2.9	1.0	100.0	102
Ghana Immigration Service	26.7	20.0	6.7	6.7	40.0	0.0	0.0	100.0	15
Ghana Police Service	12.8	12.8	2.6	33.3	28.2	10.3	0.0	100.0	39
Ghana Revenue Authority	24.1	3.4	10.3	24.1	24.1	13.8	0.0	100.0	29
Judicial Service of Ghana	31.3	18.8	0.0	43.8	0.0	6.3	0.0	100.0	16
Ministry of Communication	26.7	33.3	0.0	26.7	6.7	6.7	0.0	100.0	15
Ministry of Education	24.1	10.3	10.3	34.5	13.8	3.4	3.4	100.0	29
Ministry of Employment & Labour Relations	12.5	29.2	12.5	25.0	16.7	4.2	0.0	100.0	24
Ministry of Finance	18.0	20.0	6.0	28.0	22.0	0.0	6.0	100.0	50
Ministry of Food and Agriculture	19.1	17.6	13.2	27.9	20.6	1.5	0.0	100.0	68
Ministry of Gender, Children and Social Protection	23.5	26.5	2.9	35.3	11.8	0.0	0.0	100.0	34
Ministry of Health	17.5	7.5	7.5	25.0	27.5	7.5	7.5	100.0	40
Ministry of Lands and Natural Resources	4.3	17.4	4.3	30.4	39.1	4.3	0.0	100.0	23
Ministry of Local Government and Rural Development	11.3	15.5	1.4	35.2	29.6	7.0	0.0	100.0	71
Ministry of Tourism, Culture and Creative Arts	15.8	15.8	5.3	21.1	26.3	15.8	0.0	100.0	19
Ministry of Trade and Industry	17.1	7.3	17.1	17.1	26.8	7.3	7.3	100.0	41
Ministry of Water Resources, Works and Housing	24.1	10.3	10.3	27.6	24.1	3.4	0.0	100.0	29
National Communication Authority	22.2	33.3	5.6	16.7	16.7	5.6	0.0	100.0	18
National Development Planning Commission	18.0	19.7	9.8	23.0	26.2	1.6	1.6	100.0	61
National Road Safety Commission	37.5	12.5	12.5	12.5	12.5	12.5	0.0	100.0	8
Registrar General's Department	13.6	13.6	0.0	22.7	36.4	13.6	0.0	100.0	22
Other	3.1	21.9	3.1	15.6	50.0	3.1	3.1	100.0	32
Mean	18.7	18.7	6.4	26.9	23.2	4.9	1.3	100.0	

Satisfaction with MDAs' data

The survey sought to find out respondents' views on how the MDAs had packaged the data requested as shown in Table 3.37. On average, 92.2 percent of respondents are satisfied with the packaging style of the data from the MDAs while 7.8 percent of the respondents registered their dissatisfaction. There is not much variations with the satisfaction levels of the packaging styles of data from the various MDAs. The lowest satisfaction rate regarding the packaging of data is expressed for the Ministry of Trade and Industry (86.9 %) while the highest is for the data received from the Judicial Service of Ghana (98.4%).

Table 3.37: Satisfaction with package of data

MDA	Yes	No	Total	N
Bank of Ghana	94.4	5.6	100.0	198
Births and Deaths Registry	94.0	6.0	100.0	151
Energy Commission	94.0	6.0	100.0	84
Environmental Protection Agency	90.3	9.7	100.0	216
Forestry Commission	92.1	7.9	100.0	139
Ghana Education Service	90.9	9.1	100.0	319
Ghana Health Service	89.2	10.8	100.0	370
Ghana Immigration Service	92.9	7.1	100.0	56
Ghana Police Service	89.2	10.8	100.0	158
Ghana Revenue Authority	92.7	7.3	100.0	123
Judicial Service of Ghana	98.4	1.6	100.0	62
Ministry of Communication	94.8	5.2	100.0	58
Ministry of Education	96.0	4.0	100.0	177
Ministry of Employment and Labour Relations	92.5	7.5	100.0	107
Ministry of Finance	91.9	8.1	100.0	234
Ministry of Food and Agriculture	93.9	6.1	100.0	309
Ministry of Gender, Children and Social Protection	90.4	9.6	100.0	136
Ministry of Health	92.4	7.6	100.0	172
Ministry of Lands and Natural Resources	93.8	6.3	100.0	96
Ministry of Local Government and Rural Devt.	89.7	10.3	100.0	281
Ministry of Tourism, Culture and Creative Arts	94.2	5.8	100.0	52
Ministry of Trade and Industry	86.9	13.1	100.0	145
Ministry of Water Resources, Works and Housing	90.3	9.7	100.0	93
National Communication Authority	92.9	7.1	100.0	56
National Development Planning Commission	95.6	4.4	100.0	315
National Road Safety Commission	98.0	2.0	100.0	49
Registrar General's Department	95.8	4.2	100.0	71
Other	89.6	10.4	100.0	125
Mean	92.2	7.8	100.0	

Ministries, Departments and Agencies (MDAs) come out with various publications or products for use by government and the general public. The survey sought to find out if respondents had used any publications from the MDAs. The results show that 73.9 percent have ever used a publication or product of the MDAs (Table 3.38).

Table 3.38: Ever used a publication /product from any MDA

Ever used	Number	Percent
Yes	760	73.9
No	268	26.1
Total	1,028	100.0

Satisfaction with MDAs publications

The transformation of every economy depends, to a large extent, on the building of a strong statistical database. Good and reliable statistics are essential for measuring progress in attaining developmental goals. This section provides information on four quality attributes (i.e., relevance, accuracy and reliability, accessibility of statistical publications by MDAs as well as the style of presentation of data for those publications).

In all the attributes of interest, more than 90.0 percent of respondents who have ever used publications from the MDAs rated them as good, very good or excellent. The majority rated the publications as good in all the attributes: relevance (45.2%), accuracy and reliability (52.3%), accessibility (48.5%) and style of presentation (48.6%). Less than one percent of the respondents rated the publications as poor in terms of the four quality attributes (Table 3.39).

Table 3.39: Rating of MDA publications by relevance, accuracy & reliability, accessibility and style of presentation

Area	Poor	Fair	Good	Very		Total
				Good	Excellent	
Relevance	0.2	3.6	45.2	44.0	7.0	100.0
Accuracy & reliability	0.8	7.3	52.3	35.5	4.0	100.0
Accessibility	0.8	8.4	48.5	37.0	5.2	100.0
Style of presentation	0.6	6.0	48.6	39.6	5.3	100.0

About 20 percent of the Ministry of Communication's product users and 10.5 percent of the National Communication Authority's product users regard the relevance of the products as not good. About one-quarter (24.0%) percent of the Registrar General's Department's product users and about one-fifth (20.8%) of the Ministry of Communication's product users think that the accuracy and reliability of the products are not good. With regards to accessibility of products, 20 percent of the Judicial Service's product users and 18.8 percent of the Ministry of Tourism, Culture and Creative Arts and Ministry of Water Resources' product users regard them as not good. More than one-tenth of National Communication Authority's product users (12.5%) and the National Development Planning Commission's product users (11.8%) also regard the presentation style as not good (Table 3.40).

Table 3.40: Rating of MDA publications/ products

MDA	Relevance		Accuracy & reliability		Accessibility		Style of presentation	
	Not good	Good	Not good	Good	Not good	Good	Not good	Good
Bank of Ghana	1.7	98.3	6.6	93.4	6.1	93.9	5.6	94.4
Births and Deaths Registry	3.6	96.4	9.8	90.2	9.8	90.2	3.8	96.3
Energy Commission	0.0	100.0	12.5	87.5	7.1	92.9	3.7	96.3
Environmental Protection Agency	5.0	95.0	5.8	94.2	9.4	90.6	6.5	93.5
Forestry Commission	6.3	93.7	9.5	90.5	8.1	91.9	6.6	93.4
Ghana Education Service	3.8	96.2	7.5	92.5	14.6	85.4	8.4	91.6
Ghana Health Service	3.4	96.6	6.6	93.4	10.3	89.7	10.0	90.0
Ghana Immigration Service	3.7	96.3	14.8	85.2	3.7	96.3	3.7	96.3
Ghana Police Service	8.7	91.3	14.7	85.3	13.0	87.0	9.5	90.5
Ghana Revenue Authority	3.9	96.1	14.7	85.3	9.2	90.8	5.4	94.6
Judicial Service of Ghana	4.0	96.0	11.5	88.5	20.0	80.0	0.0	100.0
Ministry of Communication	20.0	80.0	20.8	79.2	16.7	83.3	4.2	95.8
Ministry of Education	4.9	95.1	7.7	92.3	5.8	94.2	4.9	95.1
Ministry. of Employment and Labour Relations	4.5	95.5	6.1	93.9	10.6	89.4	6.3	93.8
Ministry of Finance	2.4	97.6	8.7	91.3	4.8	95.2	6.9	93.1
Ministry of Food and Agriculture	2.5	97.5	8.0	92.0	12.6	87.4	8.4	91.6
Ministry of Gender, Children & Social Protection	1.3	98.7	3.9	96.1	9.2	90.8	1.3	98.7
Ministry of Health	4.3	95.7	9.3	90.7	9.3	90.7	8.4	91.6
Ministry of Lands and Natural Resources	0.0	100.0	13.0	87.0	2.2	97.8	2.2	97.8
Ministry of Local Government & Rural Development	3.9	96.1	5.9	94.1	6.7	93.3	2.8	97.2
Ministry of Tourism, Culture & Creative Arts	6.3	93.8	6.3	93.8	18.8	81.3	6.7	93.3
Ministry of Trade and Industry	9.6	90.4	19.1	80.9	11.7	88.3	10.5	89.5
Ministry of Water Resources, Works & Housing	4.2	95.8	12.8	87.2	18.8	81.3	12.5	87.5
National Communication Authority	10.5	89.5	10.8	89.2	13.5	86.5	11.8	88.2
National Development Planning Commission	1.7	98.3	2.9	97.1	4.9	95.1	3.2	96.8
National Road Safety Commission	8.6	91.4	2.9	97.1	8.8	91.2	8.8	91.2
Registrar General's Department	0.0	100.0	24.0	76.0	12.0	88.0	11.5	88.5
Other	3.8	96.2	7.7	92.3	9.9	90.1	7.7	92.3
Mean	3.8	96.2	8.2	91.8	9.2	90.8	6.6	93.4

Note: Not good means either "poor" or "fair" and Good means "good" or "very good" or "excellent"

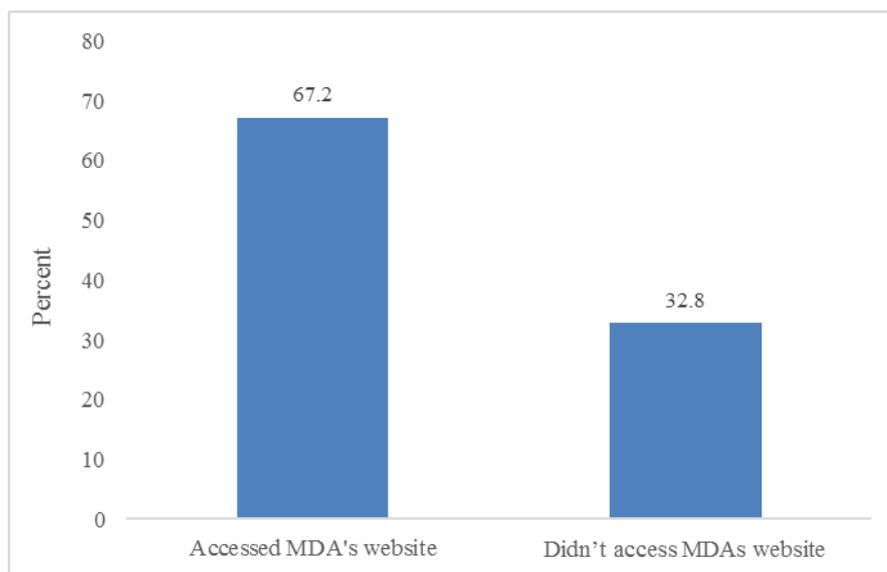
Table 3.41 presents the reasons why some users rated publications from MDAs as poor in terms of relevance, accuracy and reliability, accessibility and style of presentation. Three in every ten users (30.8%) who rated publications from MDAs as poor believe that not enough details are provided in the publications they accessed. Providing enough details undoubtedly would enable the user draw meaningful conclusions from the published data. Timeliness in the release of every publication is very important to the user in making meaningful analysis from up-to-date data for informed decision making. Delays in the release of MDAs reports or data is cited by 20.7 percent of users as being the reason for rating MDAs publications as poor. Other reasons assigned by users are unsuitable presentation format (16.1%) and making lots of assumptions, including the use of proxies (8.5%).

Reason	Number	Percent
Not enough details were provided	17	30.8
Report/data delayed	11	20.7
Data/information were not useful	4	7.5
Needed to make a lot of assumptions/used as proxy	5	8.5
Style of presentation not suitable	9	16.1
Other	9	16.5
Total	55	100.0

Website of MDAs

The development of information, communication, technology (ICT) and specifically, the use of the internet have 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. According to Figure 3.19, about two-thirds (67.2%) of the respondents have ever accessed the website of an MDA.

Figure 3.19: Accessing the website of MDAs and respondents' views expressed



From Table 3.42, the websites of the National Development Planning Commission (38.0%), Ministry of Finance (30.7%), Ministry of Local Government and Rural Development (29.9%) and Ghana Health Service (28.5%) are the most accessed. The websites of Ghana Immigration Service (4.1%) and National Road Safety Commission (3.6%) are the least accessed.

Table 3.42: MDA’s website that is accessed

MDA	Yes	No	Total	N
Bank of Ghana	27.9	72.1	100.0	706
Births and Deaths Registry	7.6	92.4	100.0	700
Energy Commission	11.3	88.7	100.0	699
Environmental Protection Agency	18.5	81.5	100.0	699
Forestry Commission	9.7	90.3	100.0	699
Ghana Education Service	23.3	76.7	100.0	699
Ghana Health Service	28.5	71.5	100.0	699
Ghana Immigration Service	4.1	95.9	100.0	699
Ghana Police Service	8.2	91.8	100.0	699
Ghana Revenue Authority	11.2	88.8	100.0	698
Judicial Service of Ghana	4.6	95.4	100.0	698
Ministry of Communication	6.9	93.1	100.0	697
Ministry of Education	17.6	82.4	100.0	697
Ministry of Employment and Labour Relations	9.3	90.7	100.0	698
Ministry of Finance	30.7	69.3	100.0	698
Ministry of Food and Agriculture	25.3	74.7	100.0	699
Ministry of Gender, Children and Social Protection	10.9	89.1	100.0	698
Ministry of Health	17.3	82.7	100.0	698
Ministry of Lands and Natural Resources	8.3	91.7	100.0	698
Ministry of Local Government and Rural Development	29.9	70.1	100.0	698
Ministry of Tourism, Culture and Creative Arts	5.2	94.8	100.0	695
Ministry of Trade and Industry	12.2	87.8	100.0	697
Ministry of Water Resources, Works and Housing	7.7	92.3	100.0	697
National Communication Authority	6.5	93.5	100.0	696
National Development Planning Commission	38.0	62.0	100.0	697
National Road Safety Commission	3.6	96.4	100.0	697
Registrar General’s Department	7.5	92.5	100.0	697
Other	13.5	86.5	100.0	658

Of the number that have ever accessed the website of an MDA, 76.1 percent rated the accessibility of the website as good and more than half rated the other aspects of content, updates and design/user interface as good.

Table 3.43: Ratings of MDAs' website in terms of accessibility, content, update and design

MDAs	Accessibility			Content			Update			Design/User interface		
	Good	Fair	Poor	Good	Fair	Poor	Good	Fair	Poor	Good	Fair	Poor
Bank of Ghana	85.8	14.2	0.0	69.5	27.0	3.5	66.4	28.6	5.0	68.8	27.0	4.3
Births and Deaths Registry	65.0	32.5	2.5	50.0	42.5	7.5	40.0	45.0	15.0	57.5	37.5	5.0
Energy Commission	72.4	25.9	1.7	56.9	43.1	0.0	46.6	48.3	5.2	55.2	44.8	0.0
Environmental Protection Agency	74.2	24.7	1.0	63.9	33.0	3.1	45.8	47.9	6.3	60.8	38.1	1.0
Forestry Commission	62.0	30.0	8.0	50.0	44.0	6.0	38.0	52.0	10.0	56.0	38.0	6.0
Ghana Education Service	63.6	31.4	5.0	47.1	46.3	6.6	45.5	45.5	9.1	51.2	44.6	4.1
Ghana Health Service	75.0	23.6	1.4	50.0	45.9	4.1	44.2	44.9	10.9	54.1	42.6	3.4
Ghana Immigration Service	61.9	33.3	4.8	38.1	57.1	4.8	42.9	47.6	9.5	57.1	33.3	9.5
Ghana Police Service	71.4	26.2	2.4	50.0	47.6	2.4	47.6	42.9	9.5	64.3	33.3	2.4
Ghana Revenue Authority	73.7	24.6	1.8	57.9	36.8	5.3	54.4	36.8	8.8	56.1	38.6	5.3
Judicial Service of Ghana	70.8	25.0	4.2	34.8	60.9	4.3	43.5	43.5	13.0	56.5	39.1	4.3
Ministry of Communication	68.6	28.6	2.9	42.9	54.3	2.9	37.1	48.6	14.3	42.9	48.6	8.6
Ministry of Education	75.0	23.9	1.1	48.9	47.7	3.4	55.7	36.4	8.0	63.6	30.7	5.7
Ministry of Employment and Labour Relations	74.5	25.5	0.0	53.2	46.8	0.0	52.2	41.3	6.5	61.7	36.2	2.1
Ministry of Finance	86.5	12.2	1.3	66.0	30.1	3.8	57.4	36.1	6.5	59.6	35.3	5.1
Ministry of Food and Agriculture	72.5	22.9	4.6	52.7	38.9	8.4	47.3	38.0	14.7	51.1	43.5	5.3
Ministry of Gender, Children & Social Protection	73.2	26.8	0.0	60.7	37.5	1.8	53.6	39.3	7.1	64.3	35.7	0.0
Ministry of Health	73.6	23.1	3.3	49.5	45.1	5.5	45.1	41.8	13.2	53.8	42.9	3.3
Ministry of Lands and Natural Resources	69.8	27.9	2.3	51.2	48.8	0.0	46.5	41.9	11.6	58.1	41.9	0.0
Ministry of Local Government & Rural Devt.	84.1	12.7	3.2	62.4	29.3	8.3	53.5	31.8	14.6	60.3	34.0	5.8
Ministry of Tourism, Culture and Creative Arts	70.4	29.6	0.0	51.9	44.4	3.7	48.1	37.0	14.8	59.3	40.7	0.0
Ministry of Trade and Industry	74.2	17.7	8.1	43.5	43.5	12.9	34.4	49.2	16.4	48.4	41.9	9.7
Ministry of Water Resources, Works & Housing	72.5	25.0	2.5	52.5	42.5	5.0	45.0	47.5	7.5	55.0	45.0	0.0
National Communication Authority	69.7	24.2	6.1	48.5	42.4	9.1	45.5	39.4	15.2	45.5	51.5	3.0
National Development Planning Commission	88.4	11.6	0.0	75.9	24.1	0.0	65.8	28.1	6.0	67.8	31.2	1.0
National Road Safety Commission	55.6	44.4	0.0	22.2	61.1	16.7	27.8	55.6	16.7	27.8	66.7	5.6
Registrar General's Department	78.9	21.1	0.0	55.3	42.1	2.6	47.4	44.7	7.9	52.6	42.1	5.3
Other	72.7	25.8	1.5	56.1	39.4	4.5	47.7	38.5	13.8	51.5	43.9	4.5
Total	76.1	21.6	2.3	56.8	38.7	4.6	50.7	39.5	9.9	57.9	38.3	3.8

Views were sought from respondents as to which aspects of the websites of the MDAs require modification. Table 3.44 shows that, generally, respondents think that the websites require regular updates and two-thirds (67.4%) of the respondents would like to see modifications in this area. Nearly half (49.9%) and about one-third (32.6%) would want to see modifications in the content design interface respectively. Higher proportions of respondents have update issues with the websites of the National Communication Authority

(81.8%), Ministry of Local Government and Rural Development (81.6%) and Ghana Health Service (75.1%). About two-thirds (65.2%) of respondents would like to see modifications in the website content of National Road Safety Commission and Ministry of Communication.

Table 3.44: Aspects of the MDAs’ website that require modification

MDAs	Accessibility		Content		Updates		Design interface	
	Yes	No	Yes	No	Yes	No	Yes	No
Bank of Ghana	22.8	77.2	41.0	59.0	52.6	47.4	25.6	74.4
Births and Deaths Registry	36.7	63.3	45.8	54.2	65.3	34.7	18.4	81.6
Energy Commission	21.9	78.1	43.1	56.9	51.4	48.6	33.8	66.2
Environmental Protection Agency	31.0	69.0	42.1	57.9	64.3	35.7	29.4	70.6
Forestry Commission	40.0	60.0	49.2	50.8	72.3	27.7	27.7	72.3
Ghana Education Service	35.8	64.2	56.6	43.4	71.1	28.9	30.2	69.8
Ghana Health Service	32.1	67.9	56.0	44.0	75.1	24.9	29.4	70.6
Ghana Immigration Service	40.7	59.3	29.6	70.4	59.3	40.7	29.6	70.4
Ghana Police Service	32.1	67.9	54.5	45.5	56.4	43.6	35.7	64.3
Ghana Revenue Authority	32.5	67.5	57.1	42.9	62.3	37.7	39.0	61.0
Judicial Service of Ghana	50.0	50.0	46.7	53.3	66.7	33.3	46.7	53.3
Ministry of Communication	39.1	60.9	65.2	34.8	73.9	26.1	45.7	54.3
Ministry of Education	31.4	68.6	48.7	51.3	64.4	35.6	27.1	72.9
Ministry of Employment & Labour Relations	39.1	60.9	46.0	54.0	64.1	35.9	32.8	67.2
Ministry of Finance	29.3	70.7	46.2	53.8	62.0	38.0	36.1	63.9
Ministry of Food and Agriculture	30.6	69.4	54.7	45.3	69.8	30.2	33.7	66.3
Min.of Gender, Children & Social Protection	26.3	73.7	48.0	52.0	65.3	34.7	26.3	73.7
Ministry of Health	35.0	65.0	57.3	42.7	70.9	29.1	37.6	62.4
Ministry of Lands and Natural Resources	33.3	66.7	50.9	49.1	69.6	30.4	35.1	64.9
Min. of Local Government & Rural Devt.	35.0	65.0	53.9	46.1	81.6	18.4	34.0	66.0
Ministry of Tourism, Culture & Creative Arts	25.0	75.0	51.4	48.6	66.7	33.3	30.6	69.4
Ministry of Trade and Industry	33.7	66.3	61.4	38.6	65.1	34.9	39.8	60.2
Min. of Water Resources, Works & Housing	26.9	73.1	50.9	49.1	64.2	35.8	41.5	58.5
National Communication Authority	38.6	61.4	61.4	38.6	81.8	18.2	45.5	54.5
National Development Planning Commission	25.6	74.4	40.0	60.0	71.4	28.6	26.0	74.0
National Road Safety Commission	30.4	69.6	65.2	34.8	65.2	34.8	54.2	45.8
Registrar General’s Department	30.0	70.0	47.1	52.9	74.0	26.0	48.0	52.0
Other	34.9	65.1	50.0	50.0	60.5	39.5	36.0	64.0
Total	31.4	68.6	49.9	50.1	67.4	32.6	32.6	67.4

3.9 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 in relation to a specific service or product. 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 delivers valuable guidance to service providers.

Methodology

The USI score is derived from ten latent factors (i.e., survey questions) included in the 2016 User Satisfaction Survey questionnaire, and rated on a 1-5 scale by the respondents interviewed during the administration of the questionnaire. These are:

- Content details of product,
- Timeliness of product,
- Relevance of product,
- Frequency of product,
- Presentation style of product,
- Accessibility of product,
- Cost of product,
- Accuracy of product,
- 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 ($W_1, W_2, W_3, \dots, W_{10}$):

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

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), the Ghana Statistical Service (GSS) and the other Ministries, Departments and Agencies (MDAs) that produce official statistics.

Interpretation of USI scores

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 72.4 percent, 72.3 percent for Ghana Statistical Service and 78.6 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.

The most outstanding performance of the statistical system are in the areas of the style of presentation (86.8%), frequency of the updates (81.2%) and details of content (80.7%). GSS's outstanding performance are in the areas of presentation style (88.0%) and frequency of updates of official statistics. In the case of the MDAs, outstanding performance was scored in five factor areas: style of presentation (98.4%), frequency of updates (92.8%), relevance (83.6%), details of content (81.5%) and accessibility to official statistics (80.6%).

It is observed that official statistics producers performed well in all the factor areas, with the exception of accuracy and web interface design. Whereas accuracy is viewed by users as satisfactory, the website interface page design needs lot of improvement; this is particularly applicable to GSS.

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

Factors	NSS	GSS	MDAs
Details	80.7	76.6	81.5
Timeliness	69.9	75.7	68.9
Relevance	78.2	78.4	83.6
Frequency	81.2	81.9	92.8
Presentation style	86.8	88.0	98.4
Accessibility	76.0	74.2	80.6
Cost	73.5	73.5	74.1
Accuracy	55.5	53.8	68.0
Web interface design	45.6	44.0	59.2
Analytical quality	76.7	76.7	78.3
Overall	72.4	72.3	78.6

CHAPTER 4: DIFFERENCES IN ASSESSMENT BETWEEN 2016 AND 2012 SURVEYS

4.1 Introduction

This chapter attempts to compare the 2016 survey results for GSS with those of 2012. Generally, not too many differences are observed when compared to the 2012 USS. However, some changes are noticed in particular areas or among user groups. It is worth noting that taking the views of users on the services provided by Ministries, Departments and Agencies (MDAs) is a novelty and therefore questions in these areas cannot be compared with the 2012 data.

4.2 Differences in general information

As presented in Table 4.1, the number of participants differed between the two survey periods. The response rate was slightly higher in 2016 compared to 2012. The secretariat sent emails and letters to the selected units ahead of the interview and this could be the reason for the relatively higher response rate in 2016.

Table 4.1: Survey results, 2012 - 2016

	2016		2012	
	Results	Percent	Results	Percent
<i>All users</i>				
<i>All users</i>				
Completed	767	93.9	566	92.8
Partially completed	12	1.5	4	0.7
Officer to complete is not available	1	0.1	1	0.2
Could not be traced	4	0.5	4	0.7
Refused	32	3.9	32	5.2
Other	1	0.1	3	0.5
Total	817	100.0	610	100.0
<i>Sector results</i>				
MMDAs/MDAs	283		261	
Completed	280	98.9	252	96.6
Business Community	66		52	
Completed	60	90.9	37	71.2
Education/Research institutions	50		13	
Completed	38	76.0	10	76.9
Media	17		49	
Completed	15	88.2	47	95.9
International Agencies	26		37	
Completed	22	84.6	35	94.6
Civil Society	52		53	
Completed	45	86.5	49	92.5
Individual researcher	323		145	
Completed	319	98.8	136	93.5
Total	817		610	
Completed	779	95.3	570	93.4

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

In 2012, demographic data (77.9%), education data (53.9%) and health data (50.0%) were the mostly used statistics. The results indicate that the proportions of users of these products have dropped in 2016. Census and survey reports (61.9%), Demographic data (59.0%) and Census and survey datasets (39.4%) are the main statistics/products used in 2016 (Table 4.2).

Table 4.2: Type of statistics used, 2012 - 2016

Statistics/ Statistical products	2016		2012	
	Type of statistics	Percent of respondent	Type of statistics	Percent of respondent
National accounts	4.9	28.3	6.7	38.5
Price statistics	4.5	26.0	7.0	39.9
Public finance statistics	3.0	17.4	4.5	26.1
Monetary and financial statistics	3.0	17.5	4.7	27.2
Business statistics	3.5	20.1	5.0	28.6
Labour statistics	4.4	25.5	6.2	35.7
External trade statistics	2.5	14.5	3.6	20.8
Internal trade statistics	1.9	10.8	-	-
Demographic statistics	10.2	59.0	13.7	77.9
Living conditions statistics	6.4	37.2	-	-
Health statistics	6.7	38.8	8.8	50.0
Education statistics	6.4	36.7	9.5	53.9
Crime/Judicial/Security/Governance	2.7	15.4	2.4	14.0
Environment statistics	4.3	25.1	5.8	32.9
Agriculture statistics	6.2	36.0	6.5	37.1
Cartographic/Spatial data	4.1	23.9	4.1	23.3
Births and Deaths Statistics	3.4	19.8	-	-
Service statistics	3.3	19.3	-	-
Census and survey datasets	6.8	39.4	-	-
Census and survey reports	10.7	61.9	-	-
Other	0.9	5.4	0.3	1.4

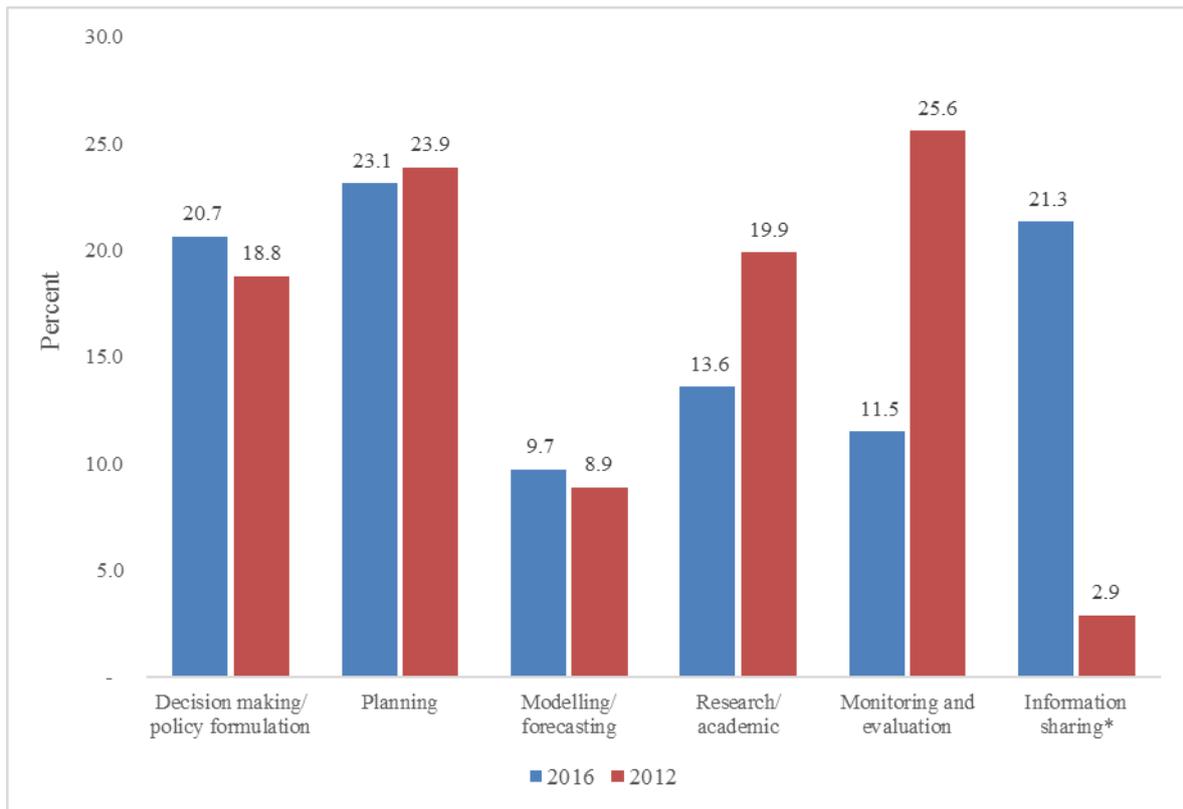
From Table 4.3, it is observed that there has been an increase in the proportion using information from the GSS. In 2012, 39.2 percent of the users cited GSS as the source of their statistical data compared to 54.7 percent in the 2016 survey. For most of the statistics and statistical products, the GSS is the foremost institution providing the information. In areas where specific topics are needed, and hence sector agencies are contacted, the GSS becomes the next source when the information is not available in these sector institutions.

Table 4.3: Sources of statistics and statistical products, 2012 - 2016

Statistics/ Statistical products	2016			2012			Total
	GSS	MDAs/ MMDAs	Other source	GSS	MMDAs/ MMDAs	Other source	
All	54.7	41.3	3.9	39.2	36.6	24.3	100.0
National accounts	54.3	37.4	8.2	35.7	37.7	26.6	100.0
Prices	64.3	27.2	8.5	53.3	25.3	21.4	100.0
Public finance	33.7	61.9	4.4	20.9	60.0	19.0	100.0
Monetary and financial	26.9	63.1	9.9	15.2	62.2	22.6	100.0
Business	39.9	53.9	6.2	27.0	37.8	35.2	100.0
Labour statistics	56.6	40.1	3.3	40.1	32.7	27.2	100.0
External trade	37.8	53.1	9.1	25.3	46.7	28.0	100.0
Internal trade	41.1	53.0	5.9	-	-	-	-
Demographic	78.4	18.8	2.8	69.3	14.6	16.2	100.0
Living conditions	80.9	17.0	2.2	31.6	49.1	19.3	100.0
Health	36.0	61.9	2.1	24.0	34.6	41.5	100.0
Education	36.1	62.4	1.5	15.6	55.5	28.9	100.0
Crime/Judicial/Security/Governance	26.1	71.5	2.4	20.0	54.0	26.0	100.0
Environment	32.4	62.3	5.4	24.6	55.7	19.7	100.0
Agriculture	33.3	62.9	3.8	-	-	0.0	
Cartographic/Spatial data	65.4	29.1	5.5	43.1	31.1	35.4	100.0
Births and Deaths Statistics	42.4	56.6	1.1	-	-	-	-
Service	53.4	41.2	5.4	-	-	-	-
Census and survey datasets	91.6	7.3	1.2	-	-	-	-
Census and survey reports	90.0	9.3	0.7	-	-	-	-
Other	21.9	64.6	13.5	33.3	11.1	55.5	100.0

Figure 4.1 indicates that in 2012, the main purpose for requesting statistical data/products were for monitoring and evaluation (25.6%), planning (23.9%) and research/academic (19.9%) purposes. In 2016, however, people requested statistical data/products mainly for planning (23.1%), information sharing (21.3%) and decision making/policy formulation (20.7%).

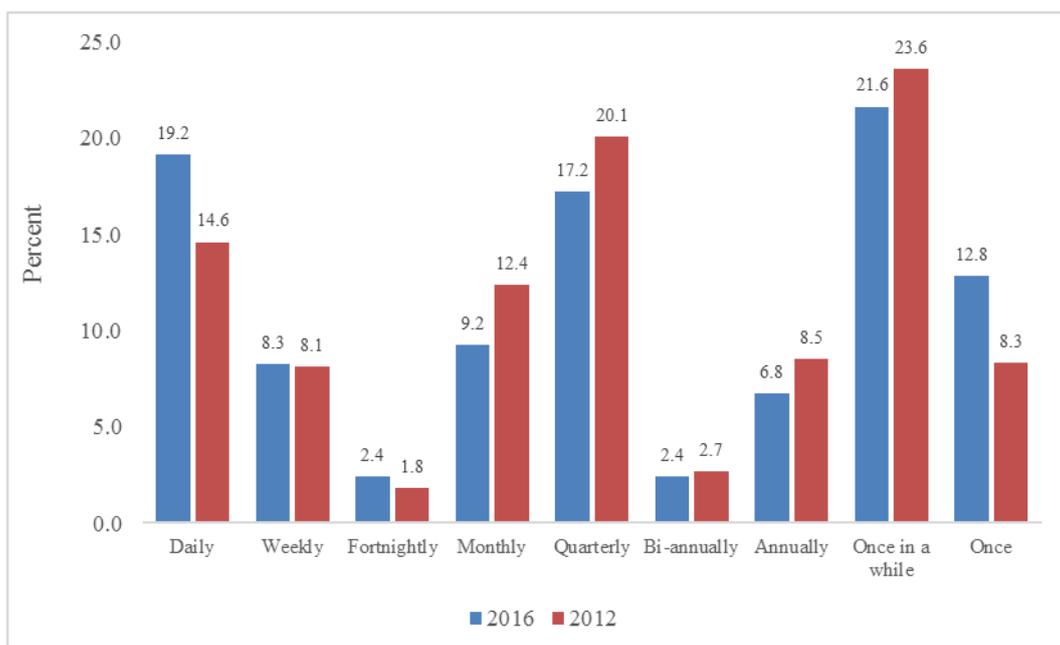
Figure 4.1: Purpose of request for data, 2012 - 2016



* In 2012, this category was "Other".

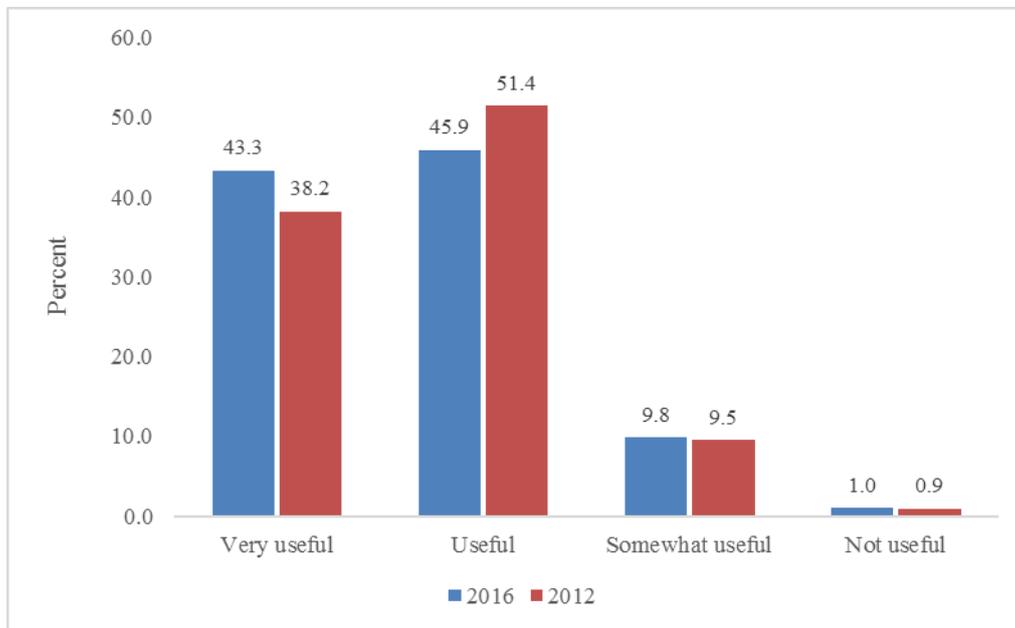
From Figure 4.2, the proportion of regular (i.e., not more than a month's interval) users of official statistics has increased slightly from 36.9 percent in 2012 to 39.1 percent in 2016. Respondents who use official statistics once in a while has declined by two percentage points while those who use the statistics once shows an increase of four percentage points.

Figure 4.2: Frequency of use of official statistics, 2012 - 2016



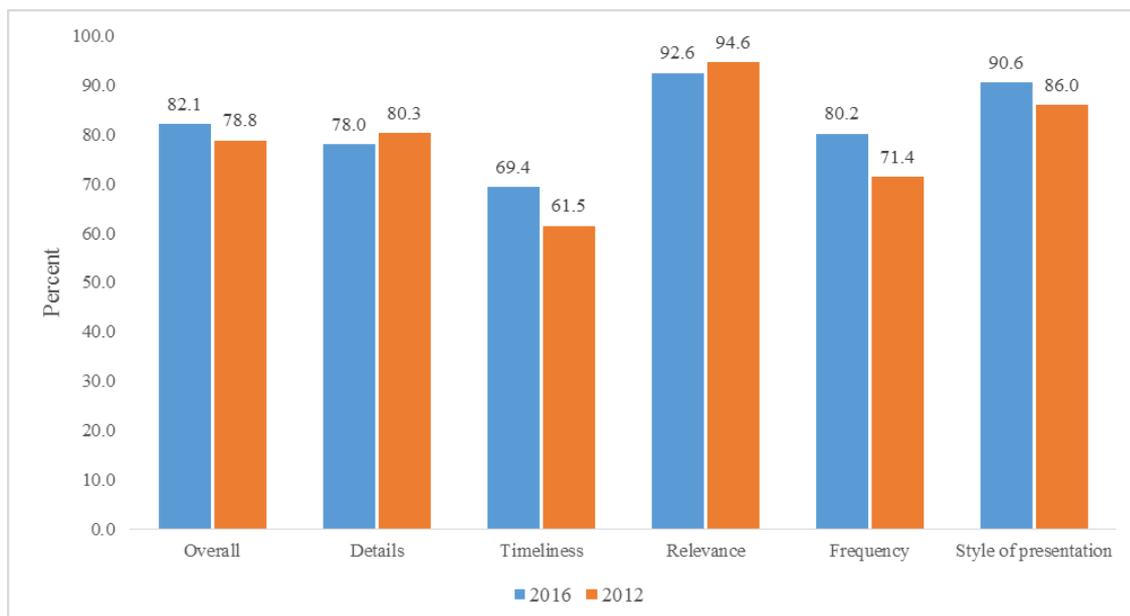
Respondents rating on the usefulness of the official data they access has slightly declined from 89.6 percent in 2012 to 88.9 percent in 2016. The proportion of those who consider the statistics very useful has increased by five percentage points in 2016, while those who rated the statistics as useful has shown a decline by about the same percentage points (Figure 4.3).

Figure 4.3: Usefulness of official statistics, 2012 - 2016



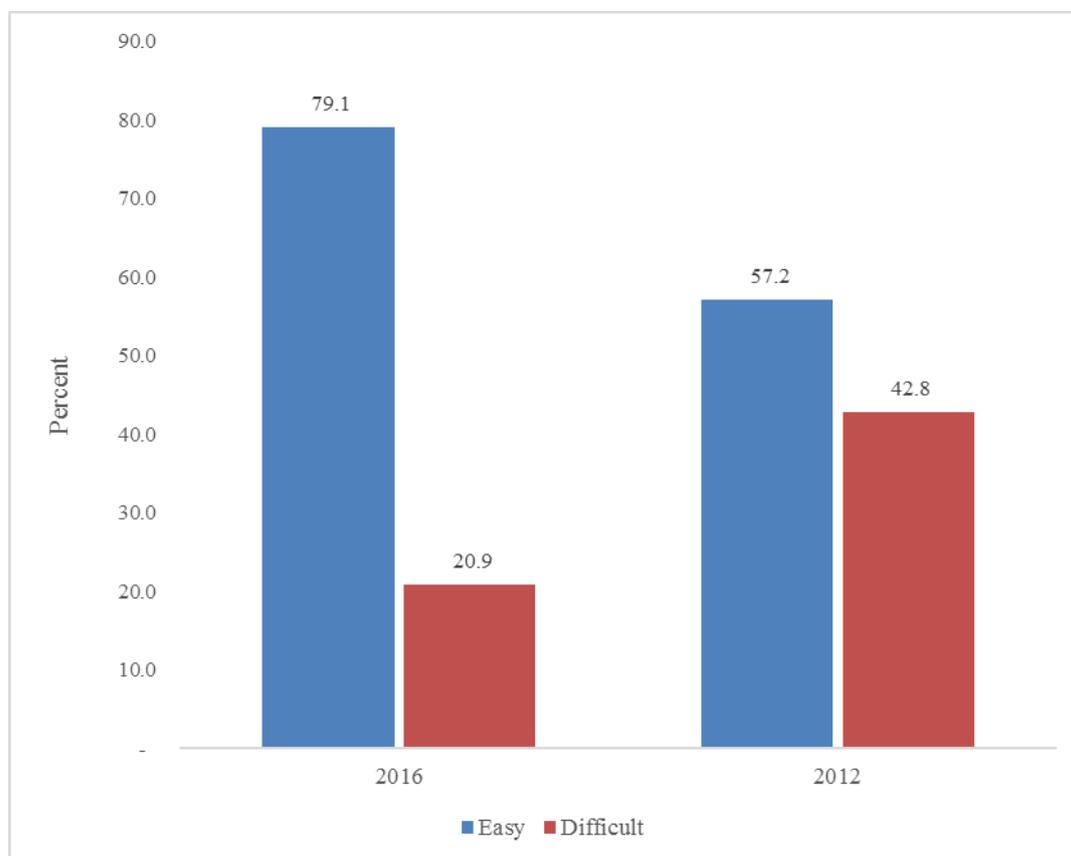
With regards to the overall satisfaction with official statistics, the general satisfaction level has increased from 78.8 percent to 82.1 percent in terms of details, timeliness, relevance, frequency and style of presentation of the official statistics. Satisfaction levels of all the quality dimensions shows improvement in 2016 except content details and relevance of data which shows about two percentage points decrease each in 2016 (Figure 4.4).

Figure 4.4: Overall satisfaction with official statistics



It is noted in Figure 4.6 that accessibility of official statistics has improved significantly. As much as 42.8 percent of respondents indicated in 2012 that accessing official statistics is difficult but the proportion has declined to 20.9 percent in 2016.

Figure 4.5: Respondents' assessment of the accessibility of official statistics



4.4 Differences in data use and quality aspects of GSS products and services

The proportion of respondents who have ever contacted GSS for data or with a query has increased by 14 percentage points from 81.6 percent in 2012 to 95.8 percent in 2016 (Table 4.4).

Table 4.4: Ever contacted GSS for data or with a query, 2012 - 2016

Contact	2016	2012
Yes	95.8	81.6
No	2.8	17.7
Don't remember	1.4	0.7
Total	100.0	100.0

As noted in Table 4.5, there is a slight shift from the use of personal contacts in 2012 to the use of ICT (website, email or telephone) in 2016 by respondents. Nearly two-fifths (39.7%) of respondents used ICT to contact GSS in 2016 compared to 29.7 percent in 2012.

Table 4.5: Means of contact with GSS, 2012 - 2016

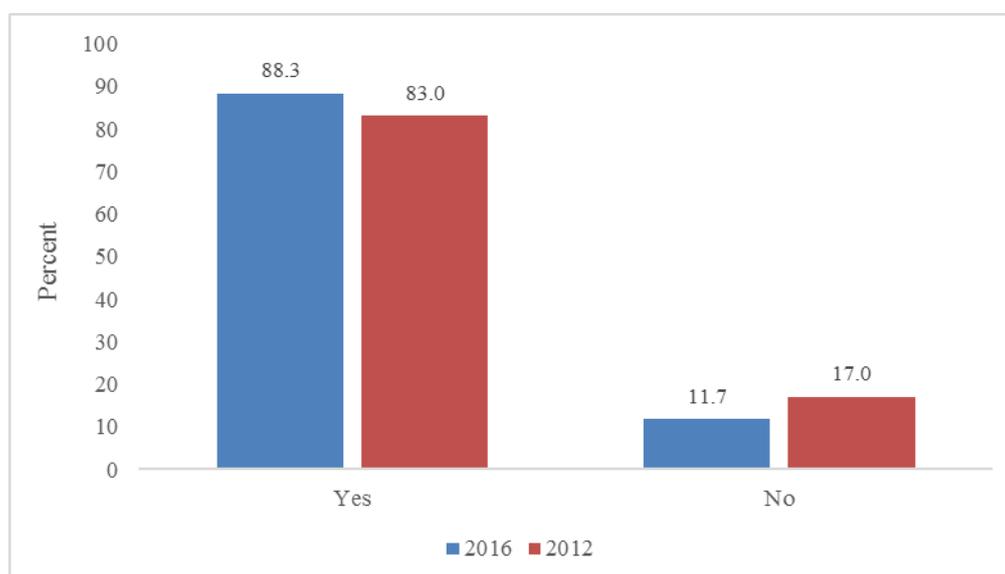
Means of contact	2016	2012
Telephone to head office	8.3	8.9
Telephone to regional office/District office	4.7	7.9
Email to head office	3.3	2.4
Email to Regional/District office	1.4	0.8
Website	22.0	9.7
Fax	1.4	0.2
Personal contact with Head Office (Official)	23.5	14.4
Personal contact with Regional/District Office (Official)	15.1	31.3
Personal contact with an official of GSS	8.3	12.5
Official letter	11.8	10.9
Other	0.1	0.9
Total	100.0	100.0

Users who had not contacted GSS in the last 12 months reduced from 36.1 percent in 2012 to 30.2 percent in 2016. The proportion of those who contacted GSS only once within the last 12 months increased from 17.7 percent in 2012 to 23.5 percent in 2016. There is not much change in the proportions (about 46 percent) of those who regularly contacted GSS (i.e., 2 or more contacts) in the last 12 months (Table 4.6).

Table 4.6: Frequency of contact in last 12 months, 2012 - 2016

Times	2016	2012
None	30.2	36.1
Once	23.5	17.7
2-5 times	35.2	29.9
More than 5 times	11.1	16.2
Total	100.0	100.0

Respondents who have ever used GSS' statistical products showed an increase from 83.0 percent in 2012 to 88.3 percent in 2016 (Figure 4.6). This is an indication of improvement in the usage of GSS' publications and products.

Figure 4.6: Ever used GSS's statistical products, 2012 - 2016

4.5 Differences in dissemination aspects

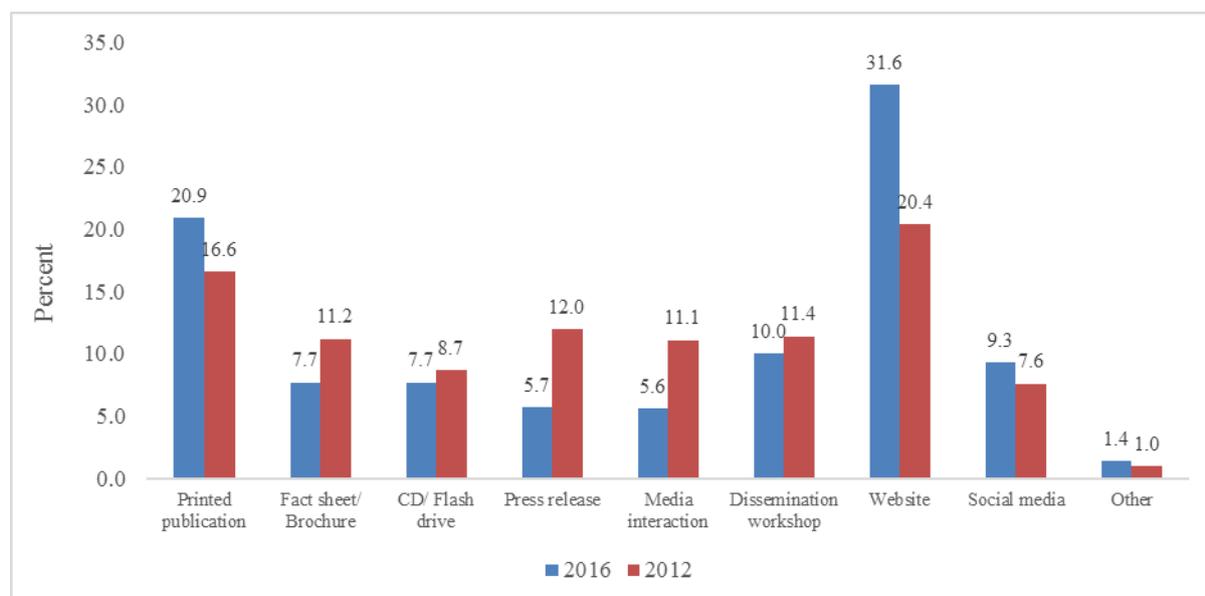
In 2016, 77.1 percent of the respondents reported using the GSS' website, showing an increase of 31 percentage points compared to the 46.2 percent reported in 2012 (Table 4.7).

Table 4.7: Usage of GSS website, 2012 - 2016

Response	2016		2012	
	Number	Percent	Number	Percent
Yes	793	77.1	263	46.2
No	236	22.9	306	53.8
Total	1,029	100.0	569	100.0

Website and printed publications continue to be the most preferred medium of dissemination by users of GSS statistical products. However, the proportions of respondents showing preference for these two types of dissemination medium have increased in 2016 by 11 and 4 percentage points respectively (Figure 4.7).

Figure 4.7: Preferred medium of dissemination, 2012 - 2016



Two-thirds (68.3%) of respondents have not been influenced by the media in 2016 compared to 47.0 percent in 2012 in the last 12 months. Whereas 11.8 percent have been influenced positively in 2016, 36.0 percent were influenced positively in 2012. On the other hand, half as many people in 2016 (9.9%) as in 2012 (17.0%) were influenced negatively by the media (Table 4.8).

Table 4.8: Media's influence on respondents' perception on GSS, 2012 - 2016

Response category	2016	2012
Yes, in a positive way	11.8	36.0
Yes, in a negative way	9.9	17.0
No, my perception has not been influenced	68.3	47.0
Can't recall seeing/hearing anything about GSS	10.0	-
Total	100.0	100.0

CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

The goal of statistics producers is to provide quality, up-to-date and complete information to the society it serves. To measure these objectives, the 2016 User Satisfaction Survey (USS) was conducted to measure the degree to which expectations and satisfaction of the needs that users have with regard to official statistics are accomplished. This survey is a follow-up to initiatives carried out and guided by the implementation of the ongoing Ghana Statistics Development Project (GSDP).

This report reveals the main findings obtained from the survey. Generally, the level of response is positive and constructive. The survey successfully achieved its objectives by evaluating producers within the national statistical system and knowing the needs and expectations of the users of official statistics. It is assuring that the products and services provided are valuable and appropriate and satisfy the needs of users. It is expected that the outcome of the survey would guide producers of official statistics to improve upon the data quality in the country and also meet the statistical needs of users.

The following conclusions are drawn based on the objectives of the 2016 User Satisfaction Survey:

- Ghana Statistical Service is the main source of official statistics in the country. In addition, a high proportion of users get the data they require from the various MDAs.
- A number of statistics produced by the Ghana Statistical Service and other institutions within the National Statistical System are being utilized by a wide range of users for different purposes.
- The satisfaction levels of respondents with the services provided by producers of official statistics is generally high.
- Generally, users are satisfied with producers of official statistics in the following dimensions: details of the statistics produced, relevance to users need, frequency of publication and style of presentation.
- The satisfaction levels of users are low in the following areas: timeliness in the release of statistics, difficulty in understanding the associated metadata and accessibility of statistics. These areas require improvement by producers.
- A high proportion of users are unaware of the existence of a Resource and Data Centre (RDC) at the Ghana Statistical Service, which is supposed to support the data needs of the public. Again, a high proportion of users are unaware of the release dates of the products of official statistical producers.

5.2 Recommendations

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

- 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 the quality of official statistics in terms of accuracy, timeliness and frequency of release.
- Producers of official statistics need to improve on the dissemination strategy of statistics in order to facilitate their accessibility to users.
- Producers of official statistics should increase their efforts at improving their data collection strategies in order to bridge existing data gaps and enhance users' satisfaction.
- Producers of official statistics should strive to make a lot more statistics available on their official websites and, if necessary, provide links to websites of other producers of official statistics.
- Efforts should be made not only to come out with a calendar of release dates of statistical products, but also to stick to such dates so announced.
- There must be increase in awareness through education and statistical literacy programmes for users to appreciate what is happening within the NSS.
- GSS should continue to build the capacity of other official statistics producers within the NSS through collaborative work.
- GSS should lead the standardization and harmonization of concepts and definition among statistics producing agencies in the country to ensure adherence to these standards, definitions and concepts.
- There is the need to improve statistical and ICT infrastructure within the NSS to facilitate quality, timeliness and dissemination of statistical products.

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APPENDICES

Appendix A: List of contributors

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Mr. Godwin Odei Gyebi
Ms. Hanna Frempong Konadu
Mr. Francis Siripi

Appendix B: List of field personnel

No.	Name	No.	Name
	<i>Supervisors</i>		<i>Interviewers (cont'd)</i>
1.	Joseph Okantey	26.	Gertrude Elleamoh
2.	Michael Opoku Acheampong	27.	Gladys Ataa Dabison
3.	Vitus Bobrnuo	28.	Prosper Piddah Yaw
4.	Victor Owusu Boateng	29.	Alfred Kofi Danquah
5.	Richard Sasu	30.	Benjamin Kwabena Budu
6.	Henry Loglo	31.	Clifford Obeng
7.	Daniel Agumey	32.	Solomon Owusu Bempah
	<i>Interviewers</i>	33.	Peggy Enyonam Akabuah
8.	Akua Kwakyewaa Boakye	34.	Evelyn Amassah
9.	Gilbert Bedzo	35.	Felix Ofosuhene
10.	Joseph Acheampong	36.	Alexander Jatuat
11.	Ophelia Sillas Attipoe	37.	Millicent Duut
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13.	Pearl Mensah	39.	Mavis Fuseini
14.	Selome Apanfo	40.	Hagar Kumi
15.	William Hector Hinson	41.	Linda Acheampong
16.	Richel Narki Anum	42.	Barima Kwadwo Owusu
17.	Paul Amartey	43.	Emmanuel Mensah
18.	Boakye Asiamah	44.	Igor Atsu
19.	Joycelyn Opoku	45.	Grace Afadu
20.	Helen Gyan	46.	Sarah Malm
21.	Dacosta Obeng Kankam	47.	Josephine Duncan
22.	Ernest Gyedu Acheampong	48.	Rabiatu Seidu
23.	Frank Agyapong	49.	Frank Enyan
24.	Millicent Appiah Kubi	50.	Samuel Dzodzegbe
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