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Istat user satisfaction survey 2023

main findings and news

STATISTICS MEET USER NEEDS

The principle 11 of European statistics Code of Practice states that **European statistics meet user needs**.

Compliance with this principle implies to assess the correspondence of statistical processes to user needs.

Therefore, NSI are expected to consult users, define their priority needs and detect their satisfaction.

Measuring satisfaction and collecting user feedbacks is the final step of statistical production process that is like a circle where **users are involved** at the beginning of the production process with the collection of needs and at the end with the satisfaction assessment.

ISTAT USER SATISFACTION SURVEYS

Since the 1990s, Istat has been measuring user satisfaction with the products and services provided; starting from 2013, user satisfaction surveys have been conducted on a regular basis.

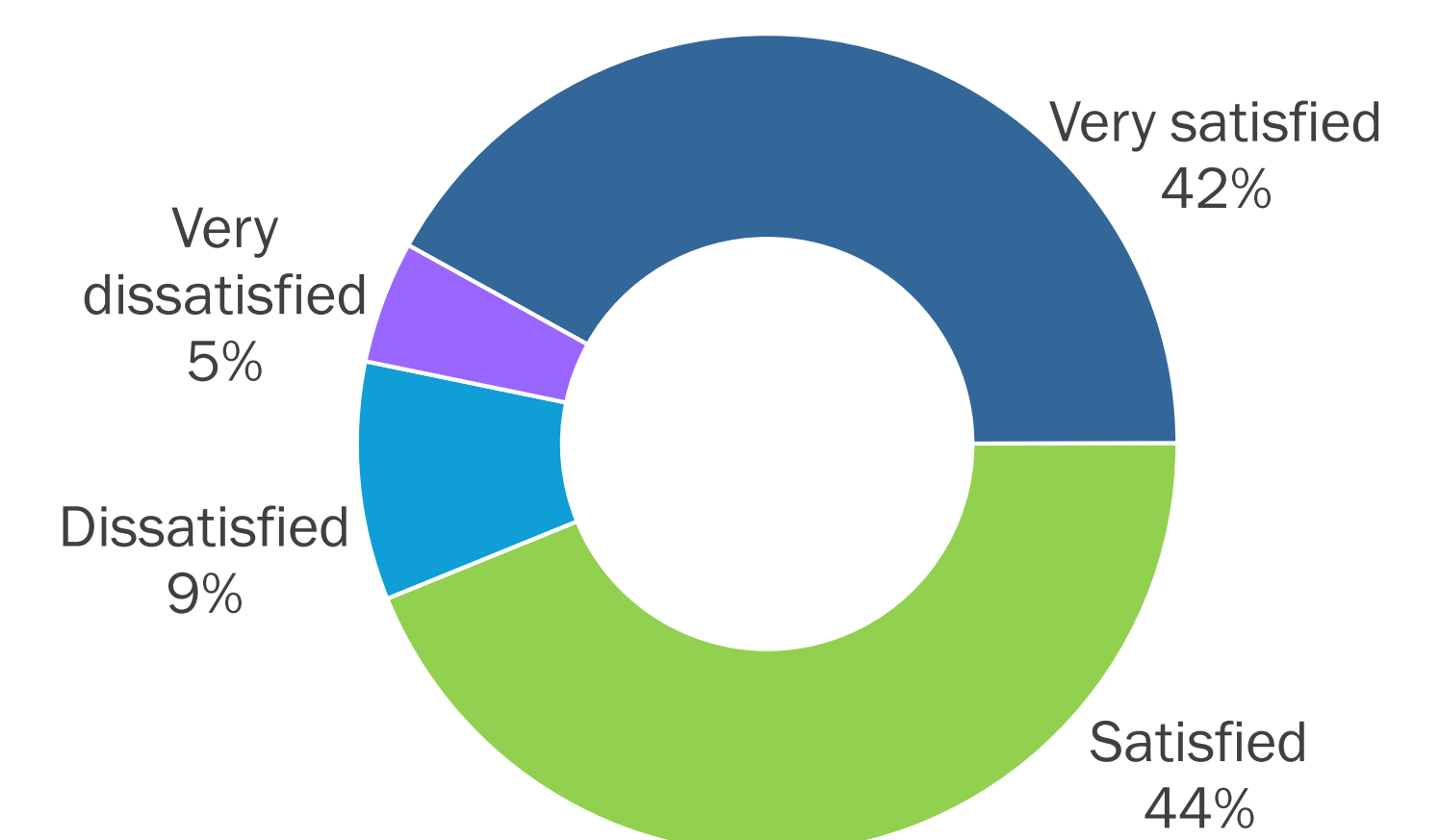
In the last edition of the survey - between June and September 2023 - we asked users of www.istat.it what products they use, and what the **level of satisfaction or dissatisfaction** is with each product.

In order to learn more about the users, for the first time we asked a self-assessment of computer skills, statistical literacy and frequency of data use, similar to what Eurostat does for **user profiling**.

MAIN FINDINGS

The survey shows a **high level of satisfaction** with the products offered on www.istat.it: 86% of respondents said they are "very satisfied" or "satisfied," and the 14% said they are "dissatisfied" or "very dissatisfied".

How satisfied are you?



Users agree that the data are highly accurate and reliable; they complain of some limitations in clarity, relevance and timeliness; they are critical about accessibility and comparability.

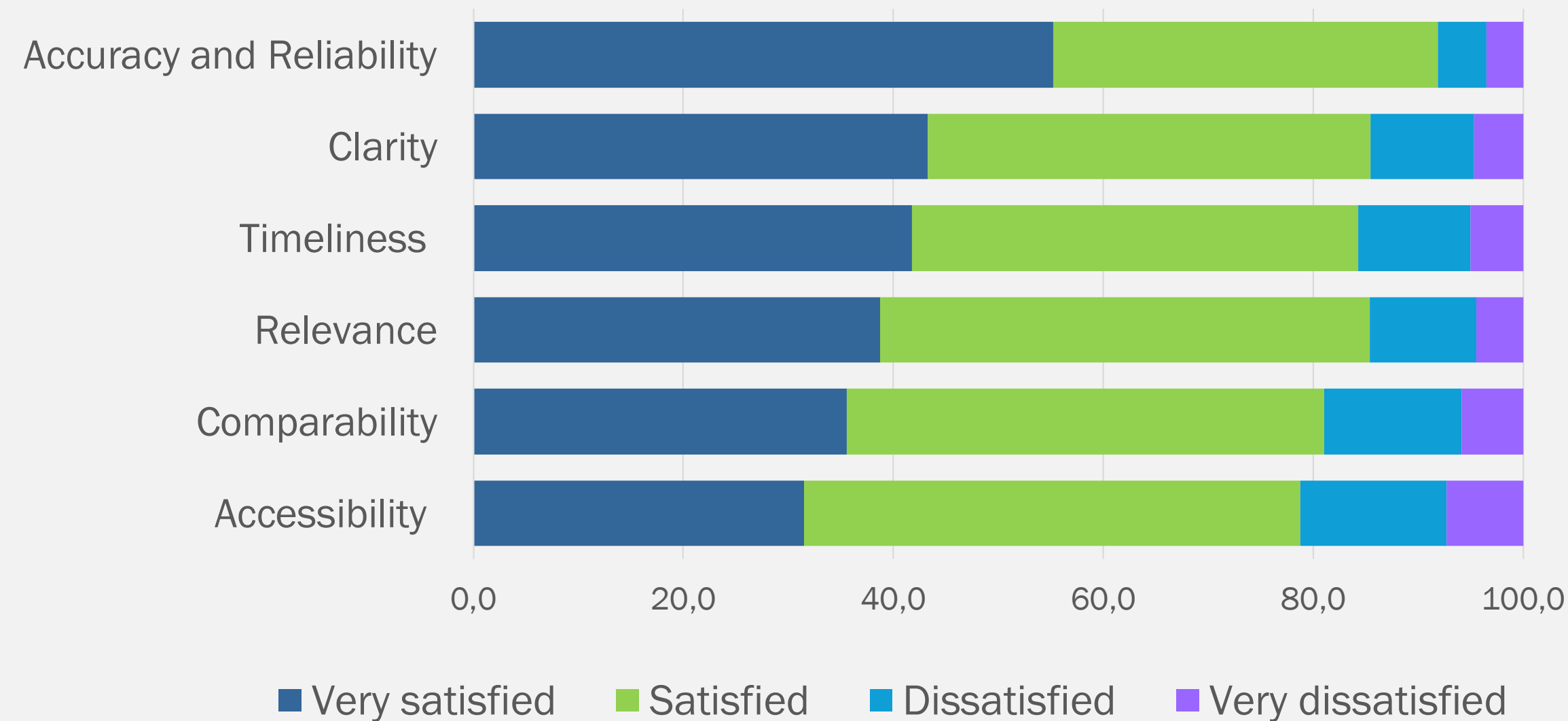
Not all products have the same scores. Nearly 50% of users are "very satisfied" with the Glossary. Press Releases and Publications also record good results (46% of users are "very satisfied").

Experimental Statistics and Information for respondents shows the highest dissatisfaction (8% and 4% of users are "very dissatisfied," respectively).

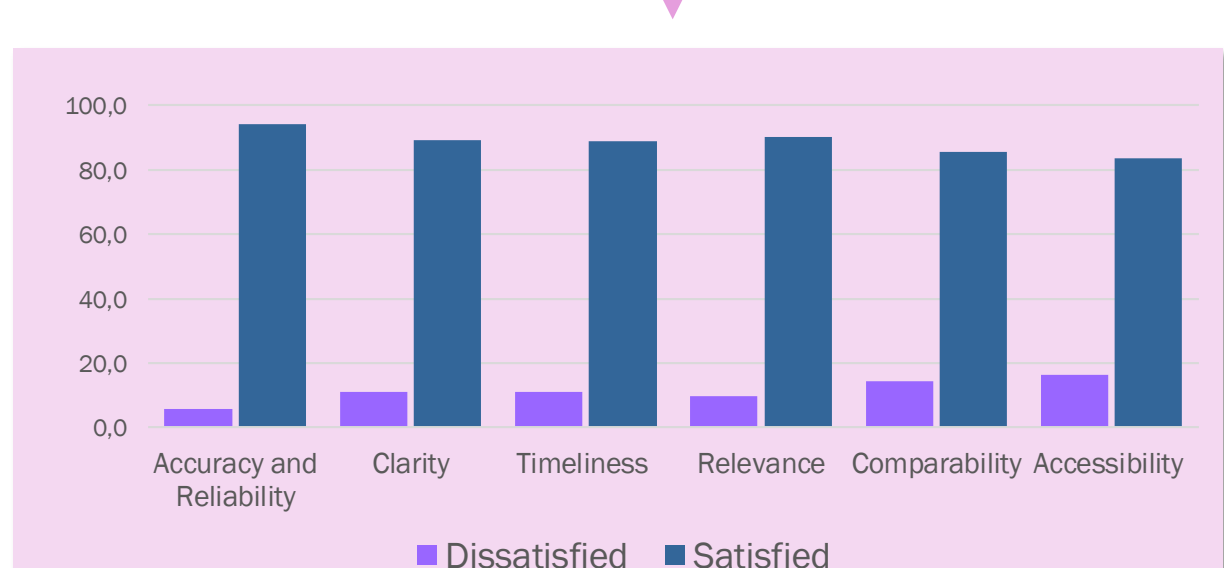
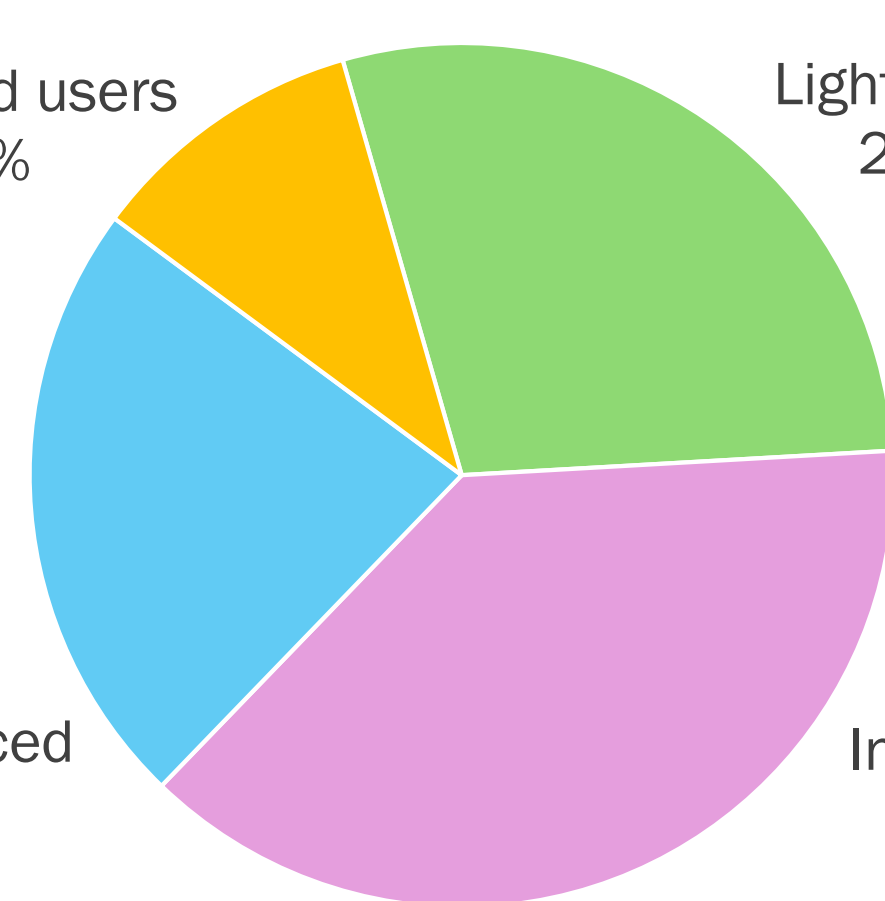
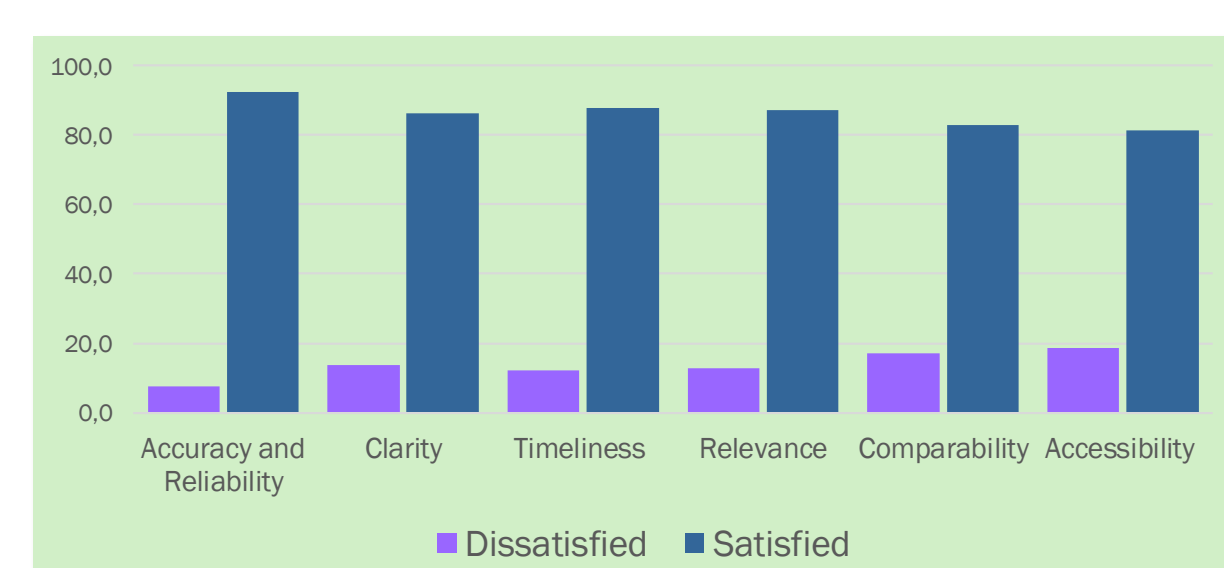
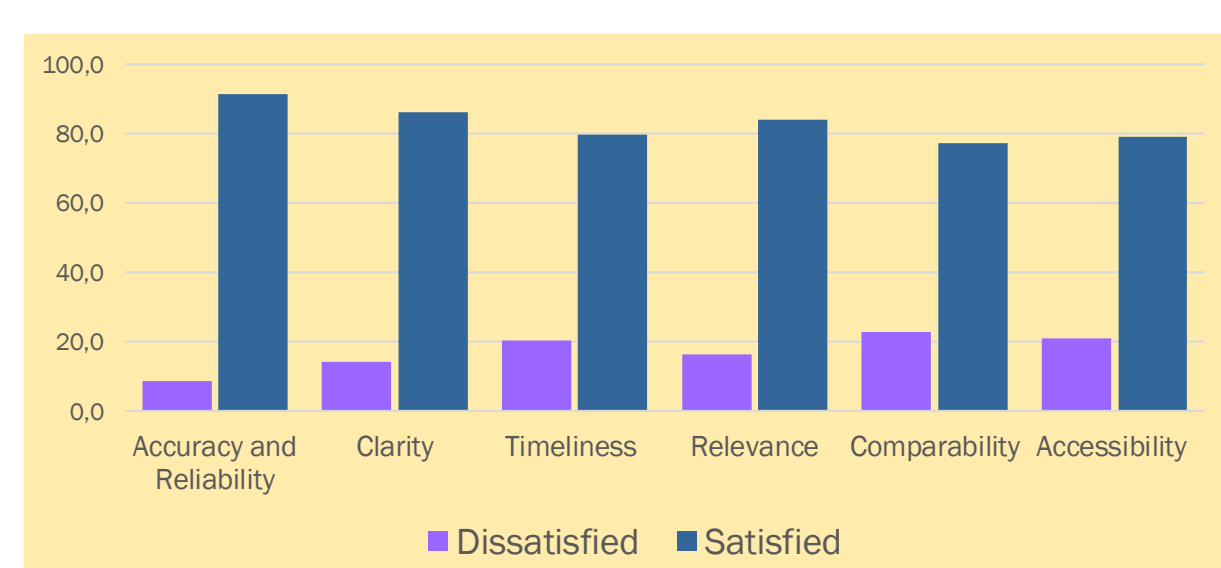
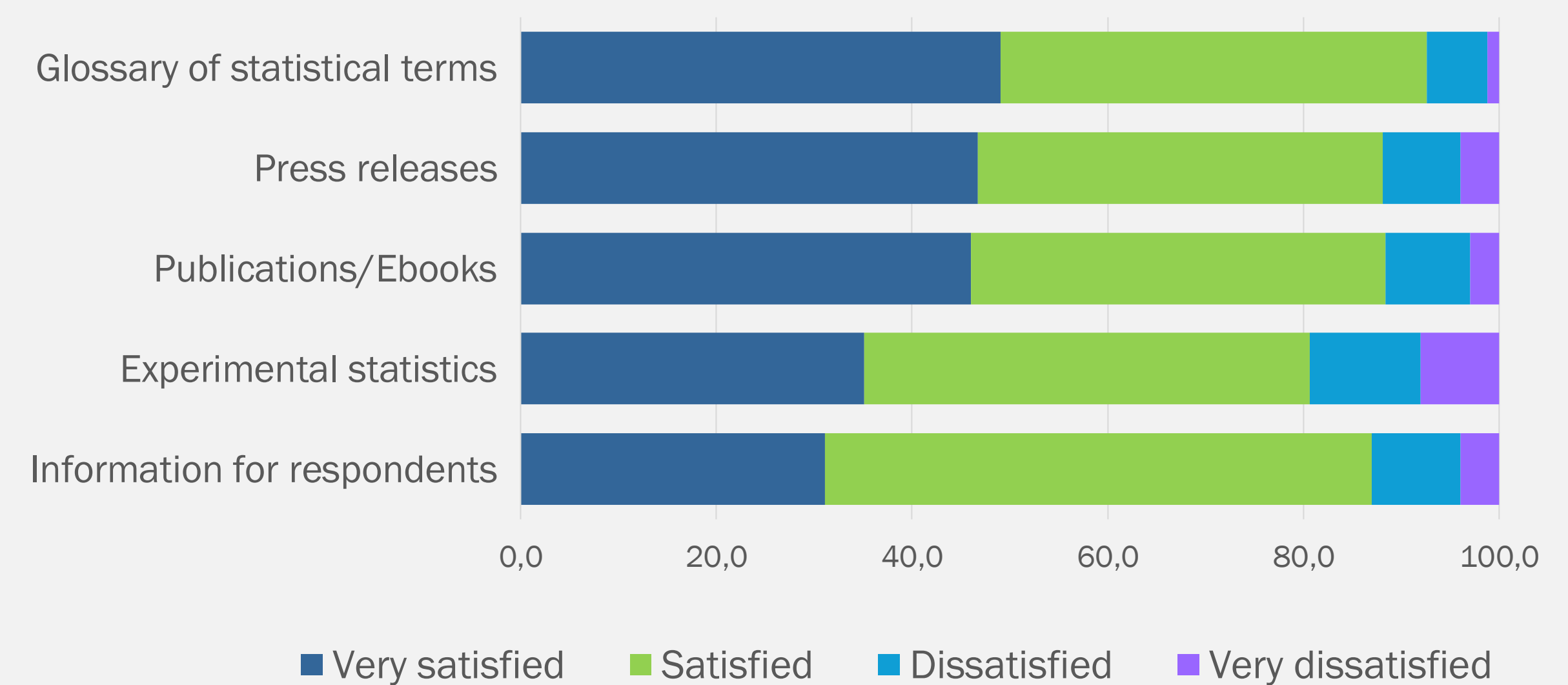
Users say that:

- Glossary is clear and has relevant content
- Press releases are timely and accessible
- Publications are accurate and clear
- Experimental statistics are unreliable and untimely
- Information on survey are unclear and has no relevance

How satisfied are you with the following quality dimension? (%)



How satisfied are you with the following product consulted? (%)



More in detail, regarding to users' profile by quality dimensions, it can be noted that the most dissatisfied users are light and advanced ones. Hence, dissatisfaction with accessibility is due to advanced users and light users judgments most of all, with respect to the different products consulted. However, advanced users are more dissatisfied with timeliness and comparability compared to all other profiles.

CONCLUSION

In this work, we have presented main findings of the last Istat's user satisfaction survey, with special attention to satisfaction with quality perceived of consulted products. Furthermore, we produced a document with the main results, addressed to production sectors and released on the Institute intranet website. The aim of the document has been to come back user feedbacks to the production sectors as possible requirements to implement improvement actions and to close the circle of production processes.

References

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