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# Perception and Trust Survey

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# Plan

- General information
- Scope and method
- Practice
- Communication goals and targets
- Sections of the questionnaire

# General Information

- It was advised during Peer-Review period by EuroStat in 2014 to conduct a survey related with perception and trust
- Preparation process was started at the end of 2015
- In order to get objective results survey was fully made by a private company
- Survey is going to be held once every two years

# General Information

- TurkStat held a perception and trust survey in 2017
- We developed a questionnaire , based on OECD model survey questionnaire, to provide information about the perception and trust of the Turkish public. And our purpose is to measure the level of
  - Public recognition
  - User satisfaction on servises and products
  - Public trust

# Scope and Method

- Scope; permanent residents who live private households in Turkey
- Sampling unit; households aged 15 or over
- Interviewing was carried out between 15<sup>th</sup> September and 15<sup>th</sup> October in 2017
- Face-to-face computer-assisted personal interviewing (CAPI)
- Estimation level; Turkey

# Practice

- Number of surveyed provinces; 76 out of 81
- Sample size; 5 950
- Number of respondents for the survey; 4 167
- Percentage of non-response; 30% (include out of scope)

# Sections of the Questionnaire

- Awareness of TurkStat
- Trust in national organisations
- Trust in official statistics
- Assessment of statistical agency

[Model Survey Questionnaire on How to Monitor Trust in Official Statistics](#)

# Sections of the Questionnaire

- Satisfaction and trust in selected statistical series
  - population
  - consumer price index
  - GDP
  - foreign trade
  - labour force statistics etc.
- Demographics
  - age completed
  - sex
  - level of education
  - occupation
  - average monthly income etc.



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