

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

## User Survey

Serhat ATAKUL

TurkStat Expert

[serhat.atakul@tuik.gov.tr](mailto:serhat.atakul@tuik.gov.tr)

Training Course on Development of Dissemination Methods

Kuwait

11-13 December 2017

# Plan

- Aim
- Some findings
- Satisfaction level
- Trust level
- Supporting the statements

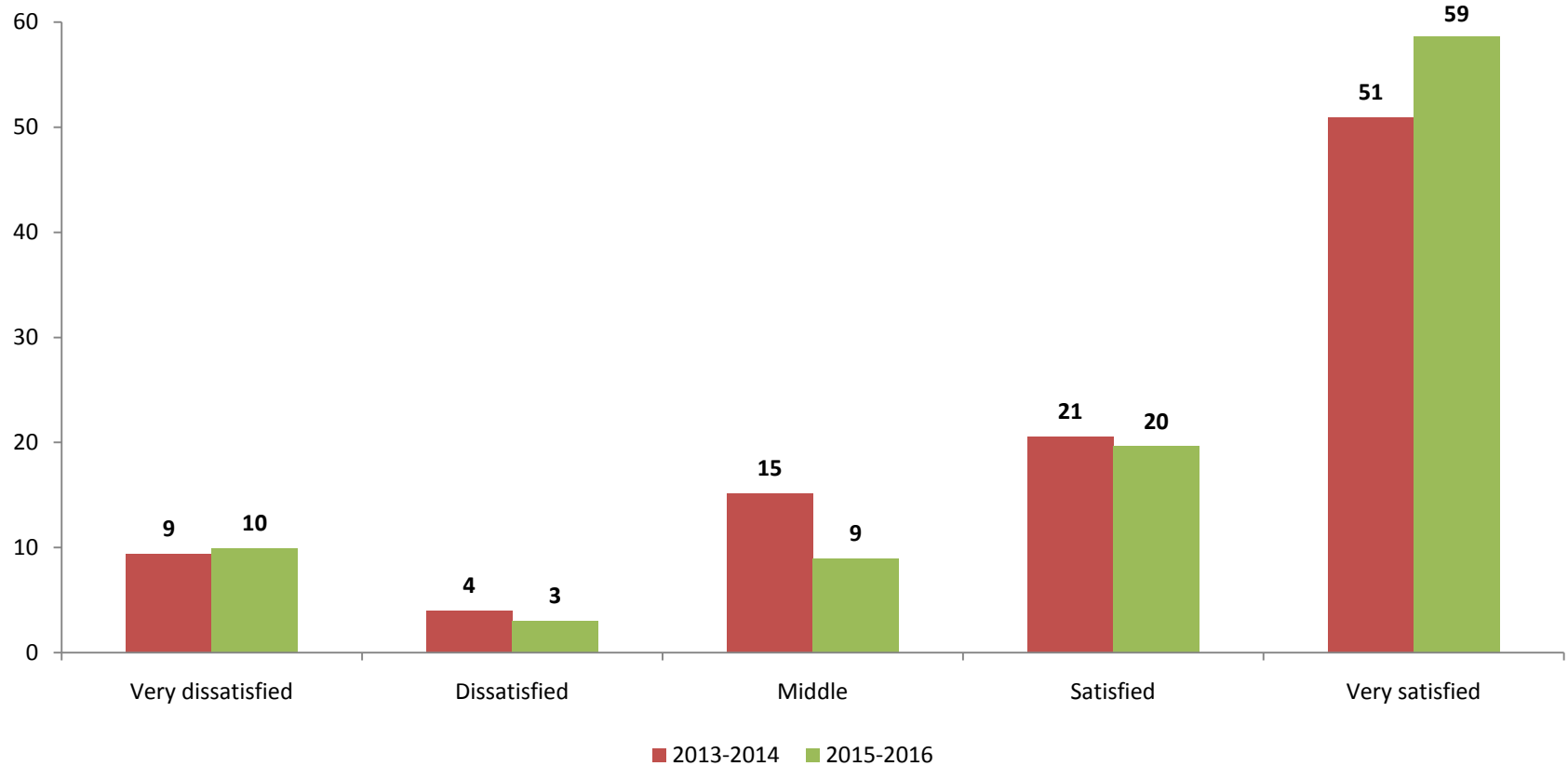
# Aim

- TurkStat has a user survey on its website for;
  - determining profiles, needs and expectations of users
  - setting the policies of the Institution in the medium and long term
- It is analyzed annually and the report of the survey is shared with the staff via intranet
- Structure and questions of the survey were changed in 2017
- Number of respondents for the survey is 1 259 in 2013-2014 and 1 034 in 2015-2016 period

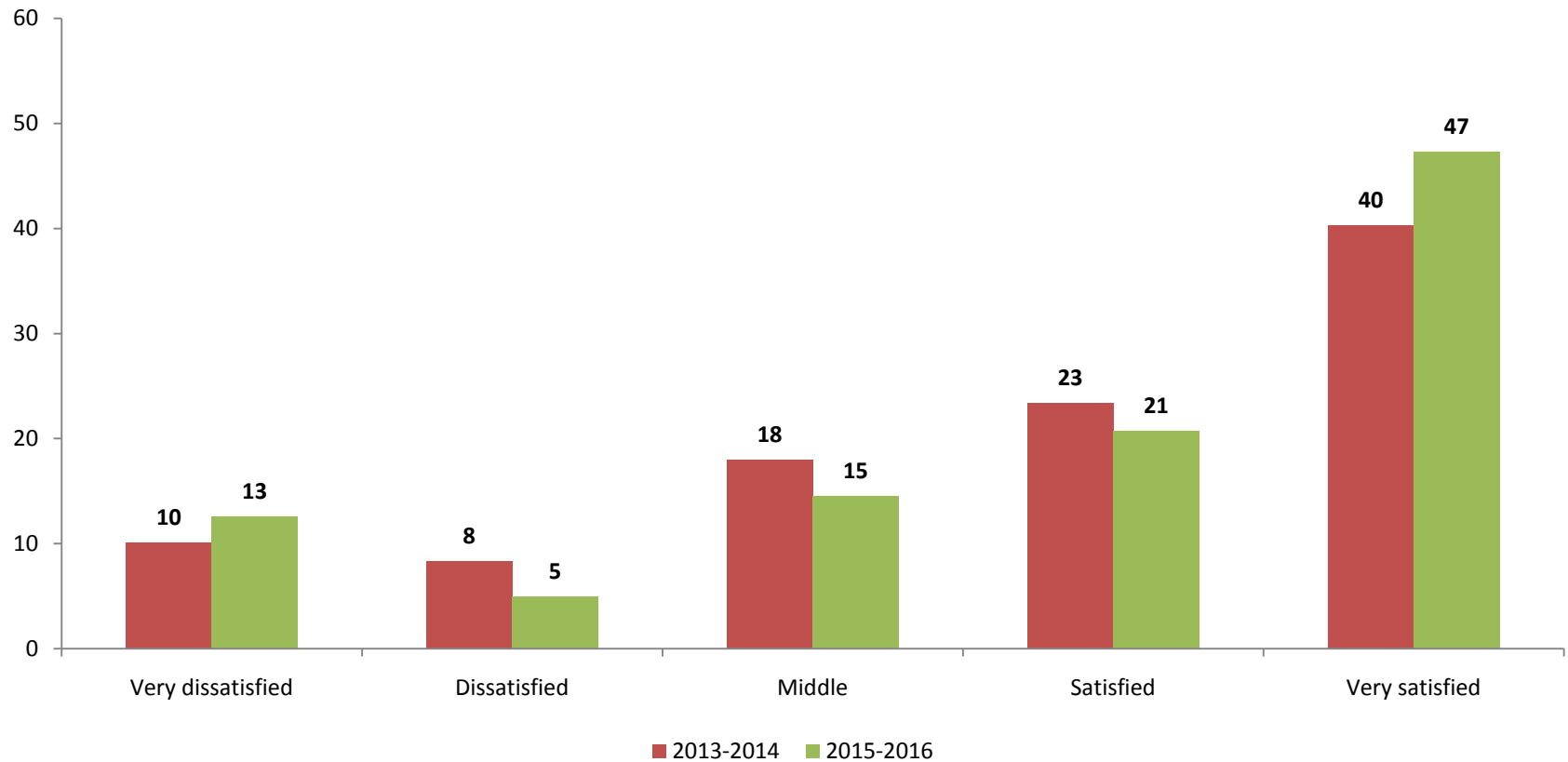
# Some Findings

- The main finding of the survey can be stated as users who use our statistics more frequently and more recently are the most satisfied users from our web site
- There are questions regarding to website, content and design of publications, price policy, duration of reply, behaviour of staff
  - It can be stated that behavior of our staff is the most satisfying component of our Institution
- Population statistics are the most trustworthy statistics
- Inflation statistics are the most untrustworthy statistics

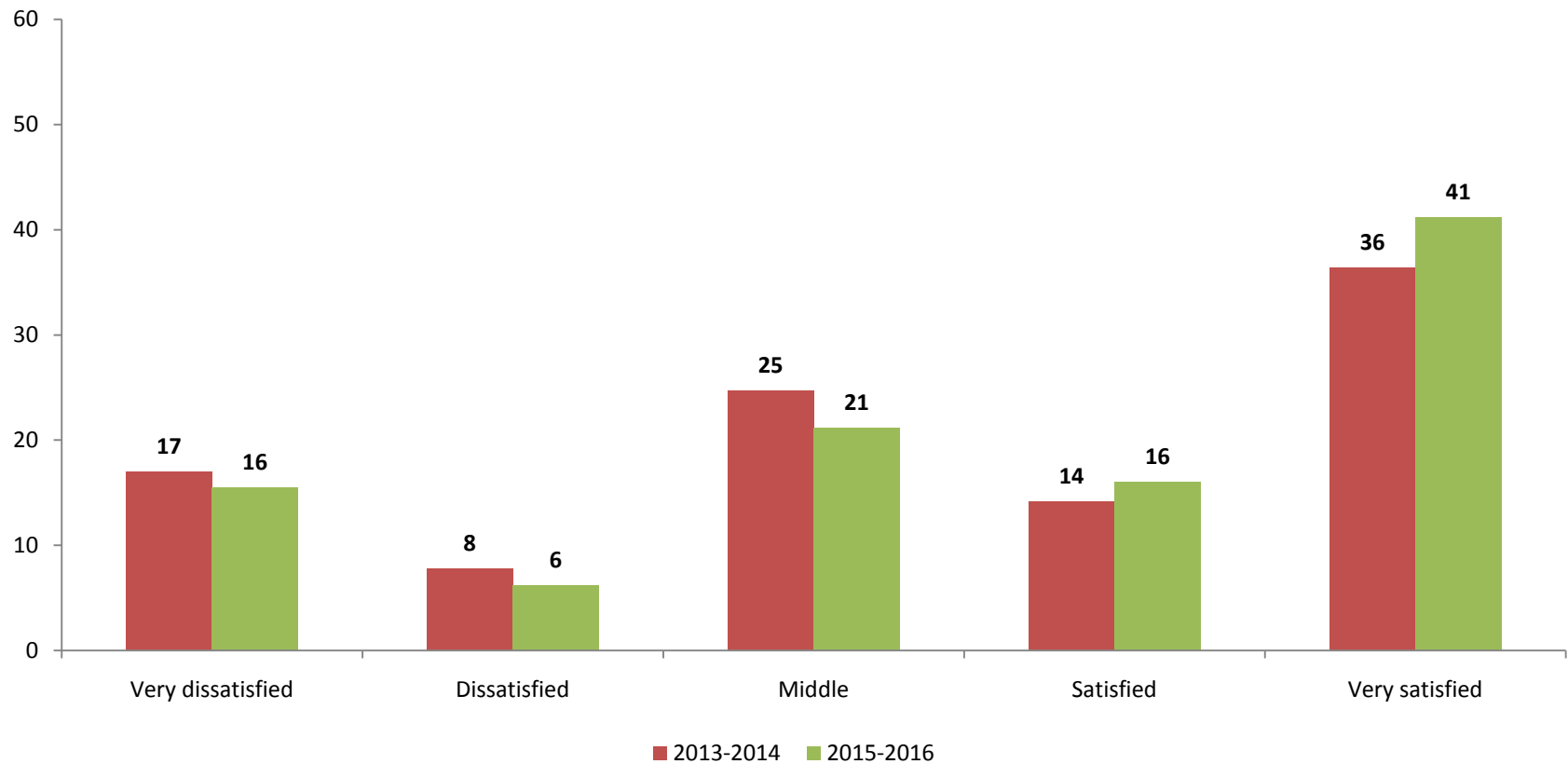
# Satisfaction - Behaviour of Staff (%)



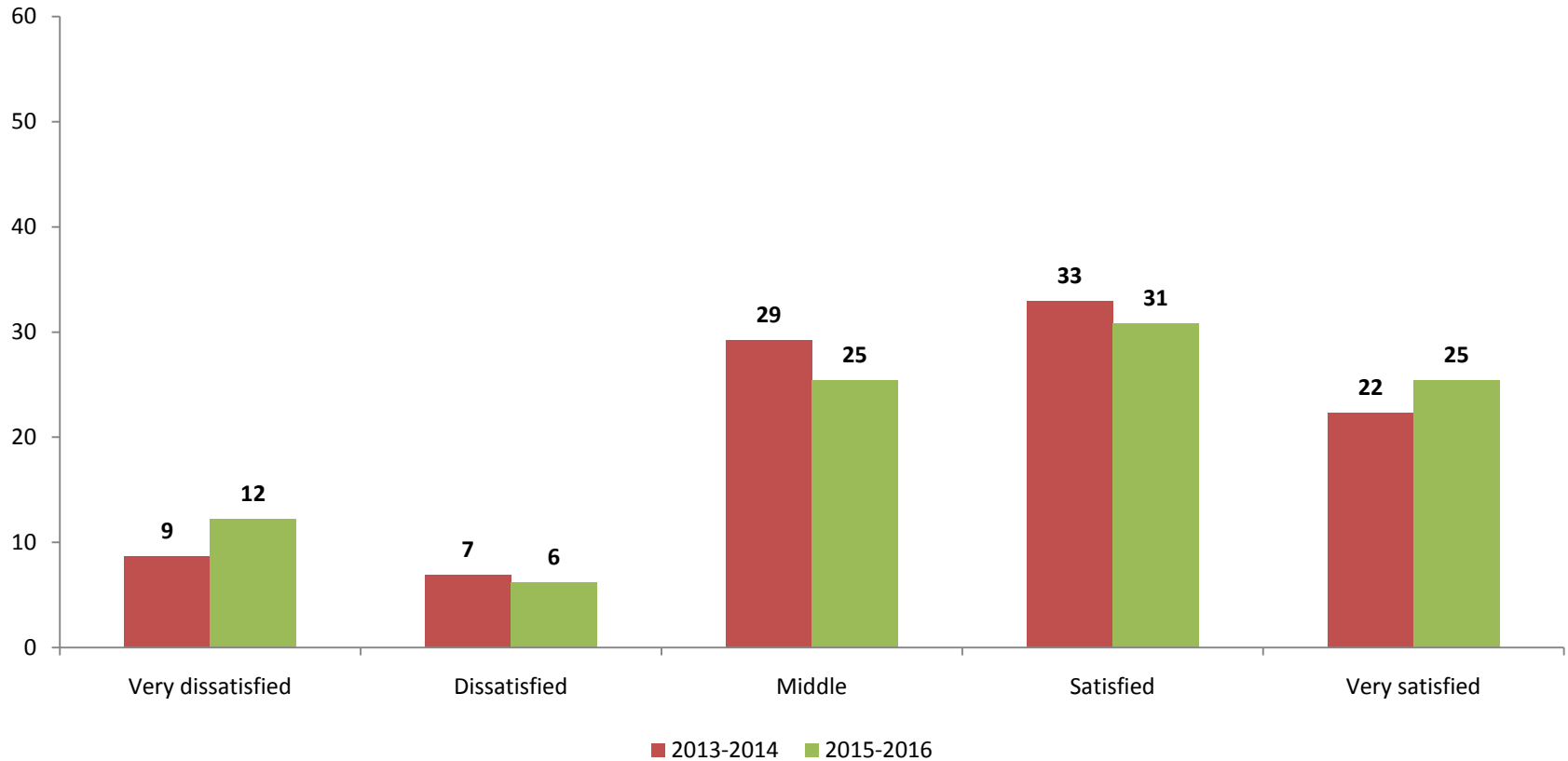
# Satisfaction – Duration of Reply (%)



# Satisfaction - Pricing Policy (%)

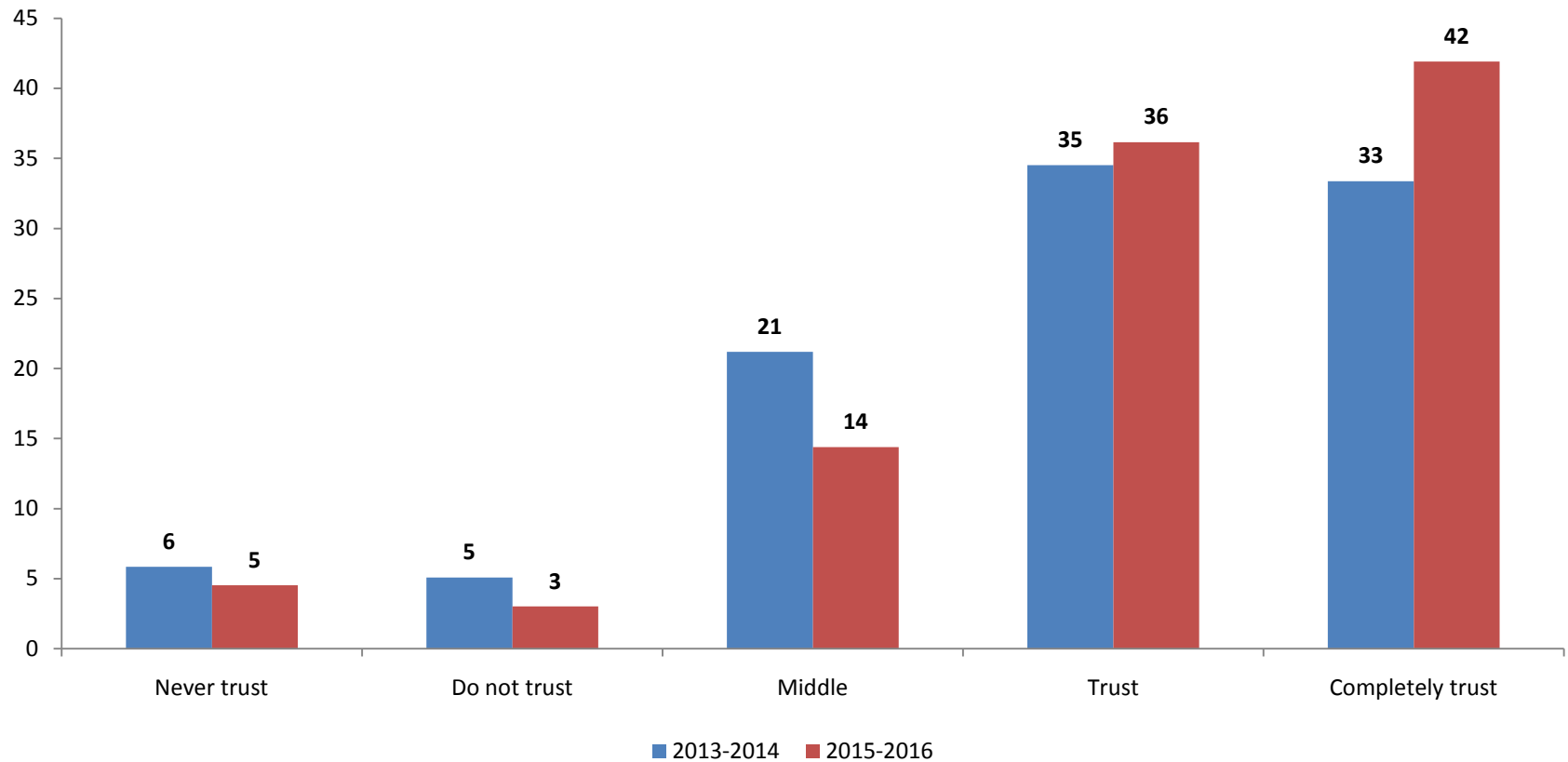


# Satisfaction - Web Site (%)

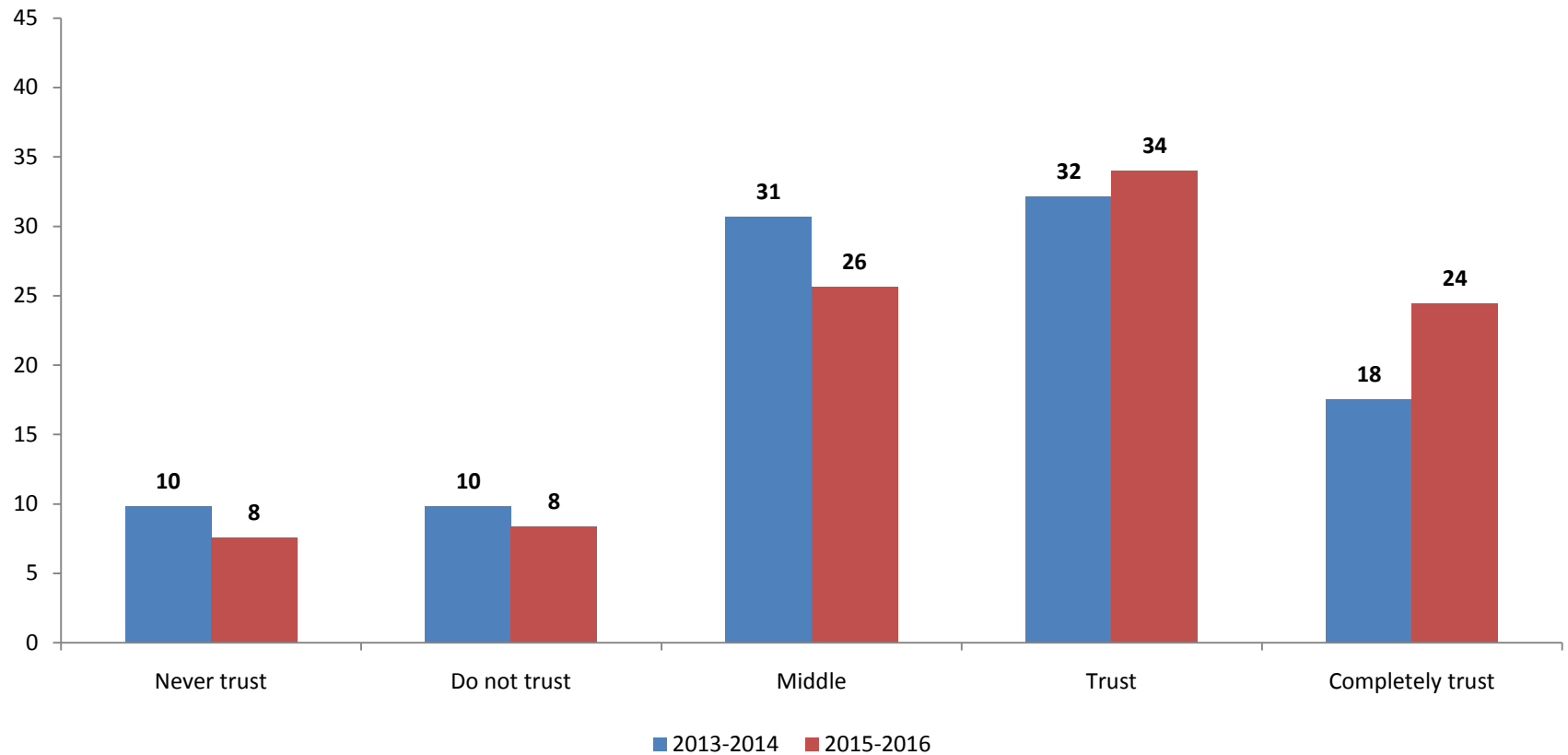




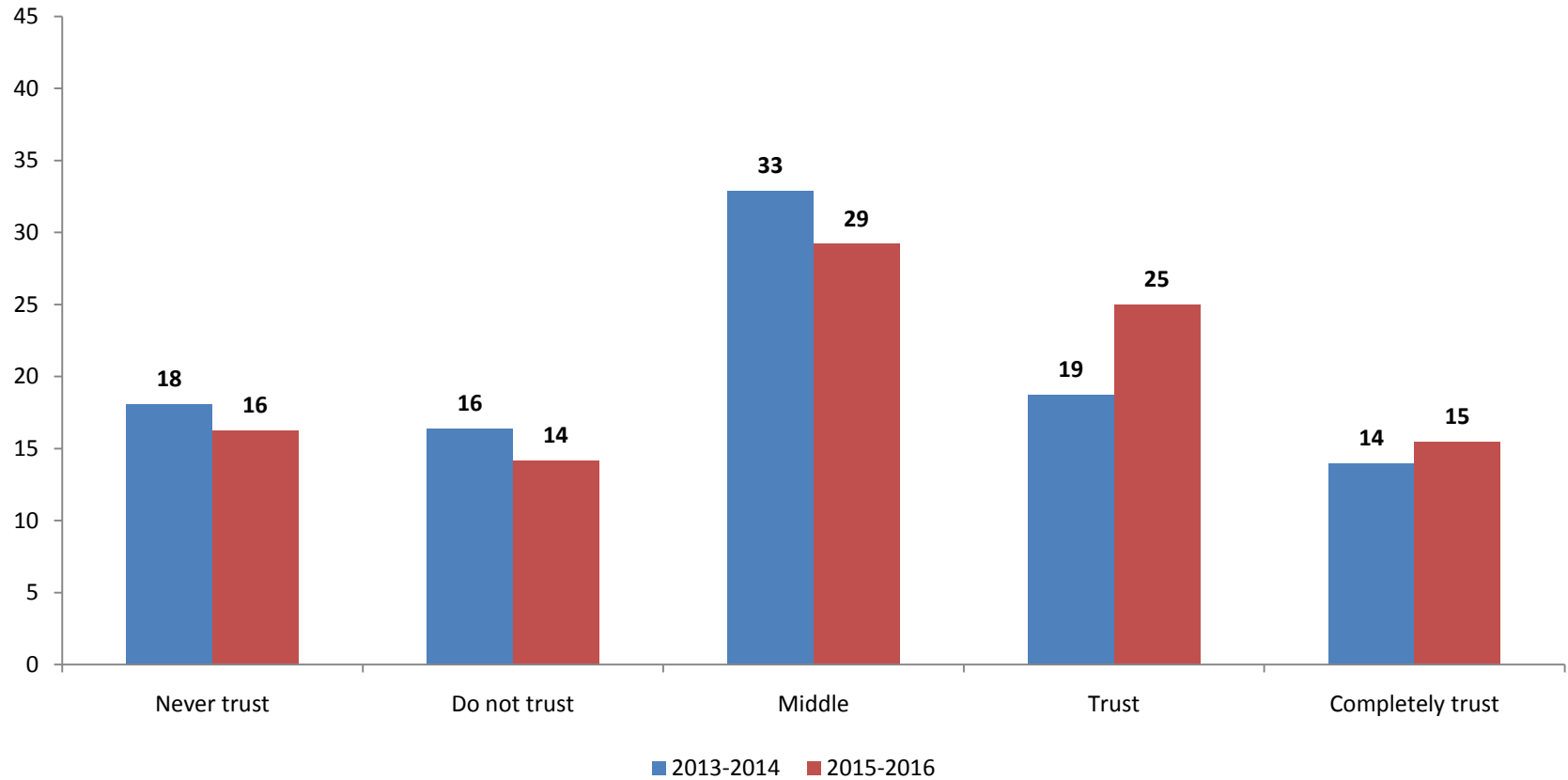
# Trust - Population (%)



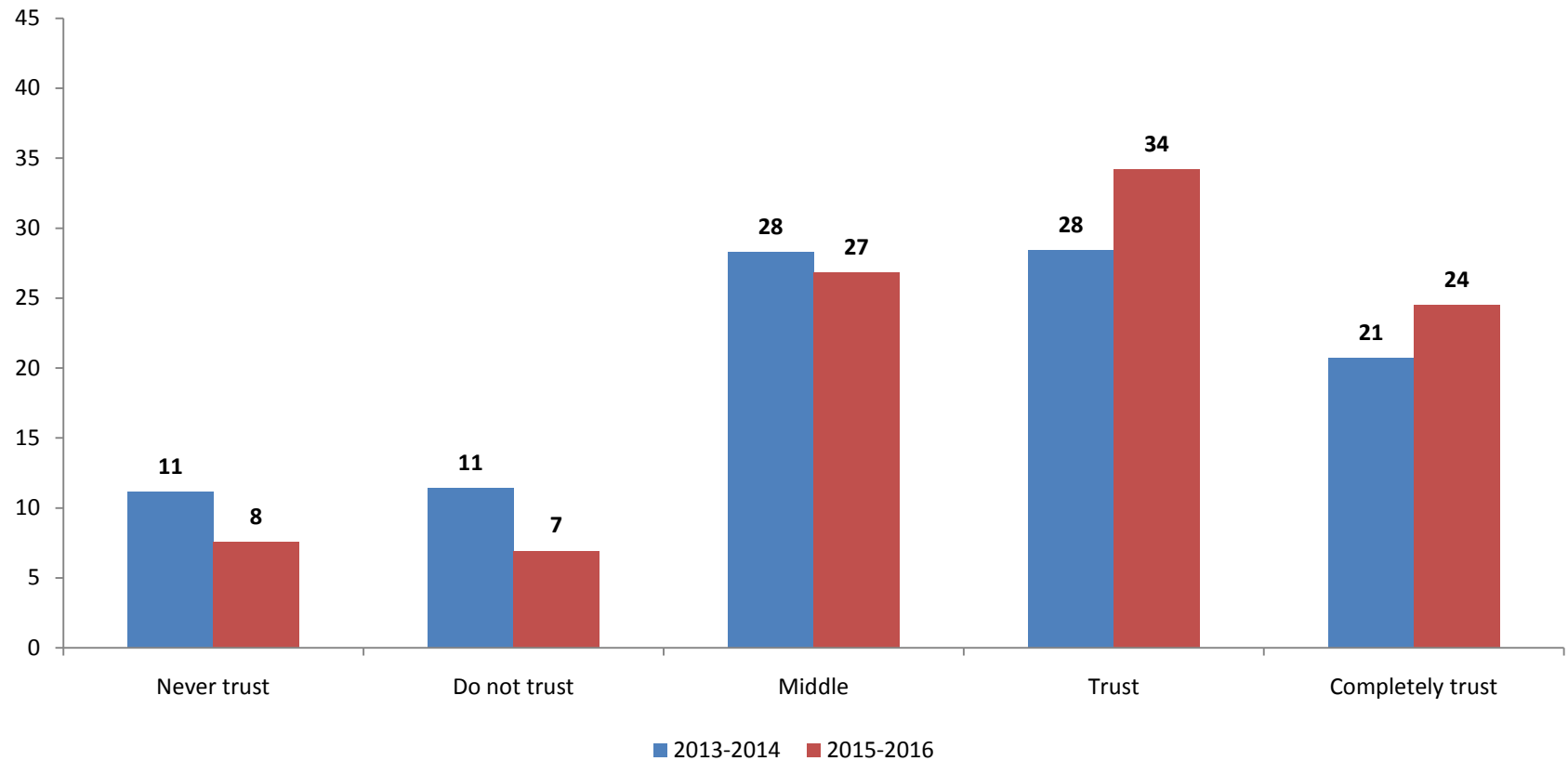
# Trust - Industrial Production (%)



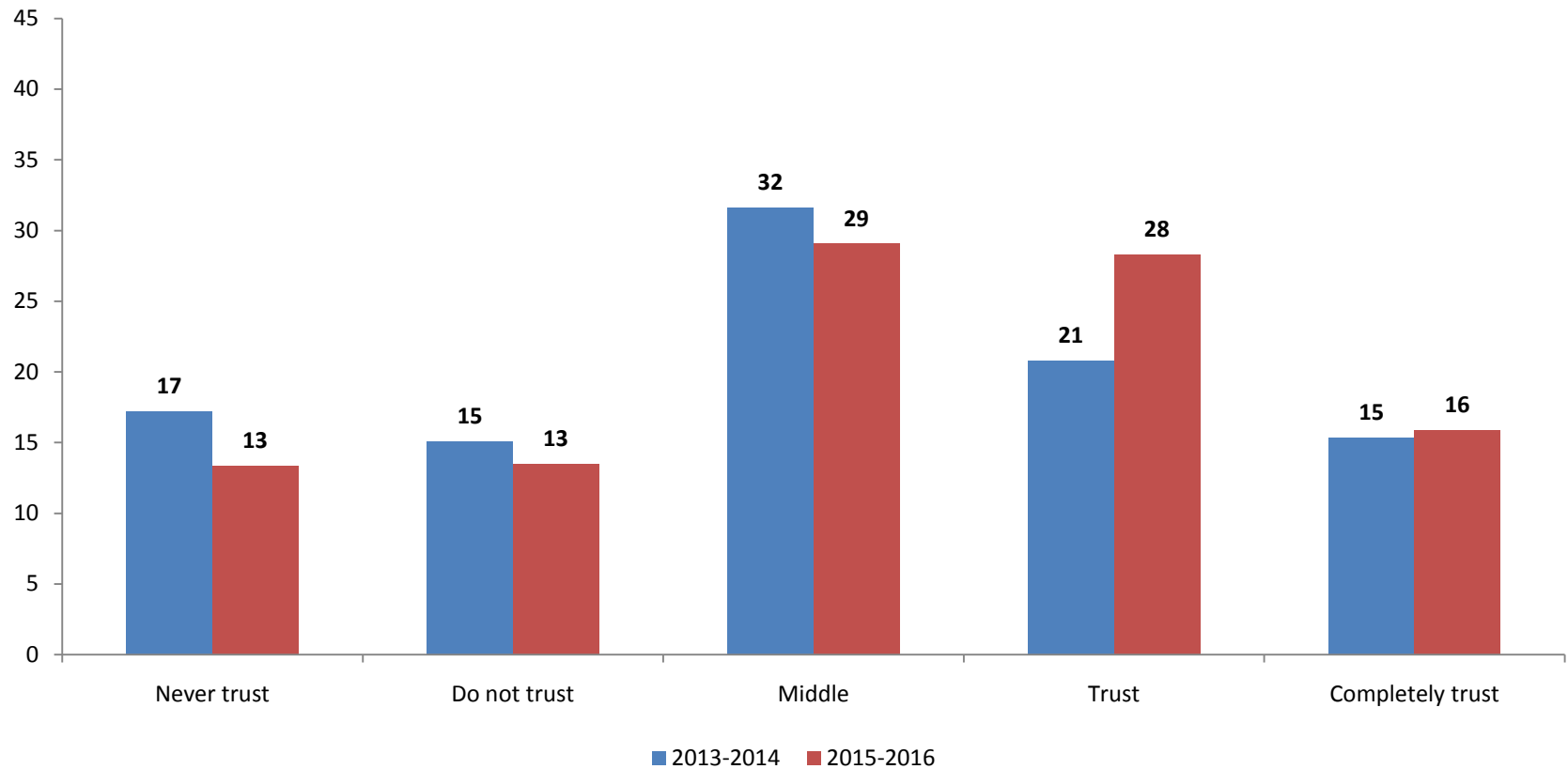
# Trust - Labour Force (%)



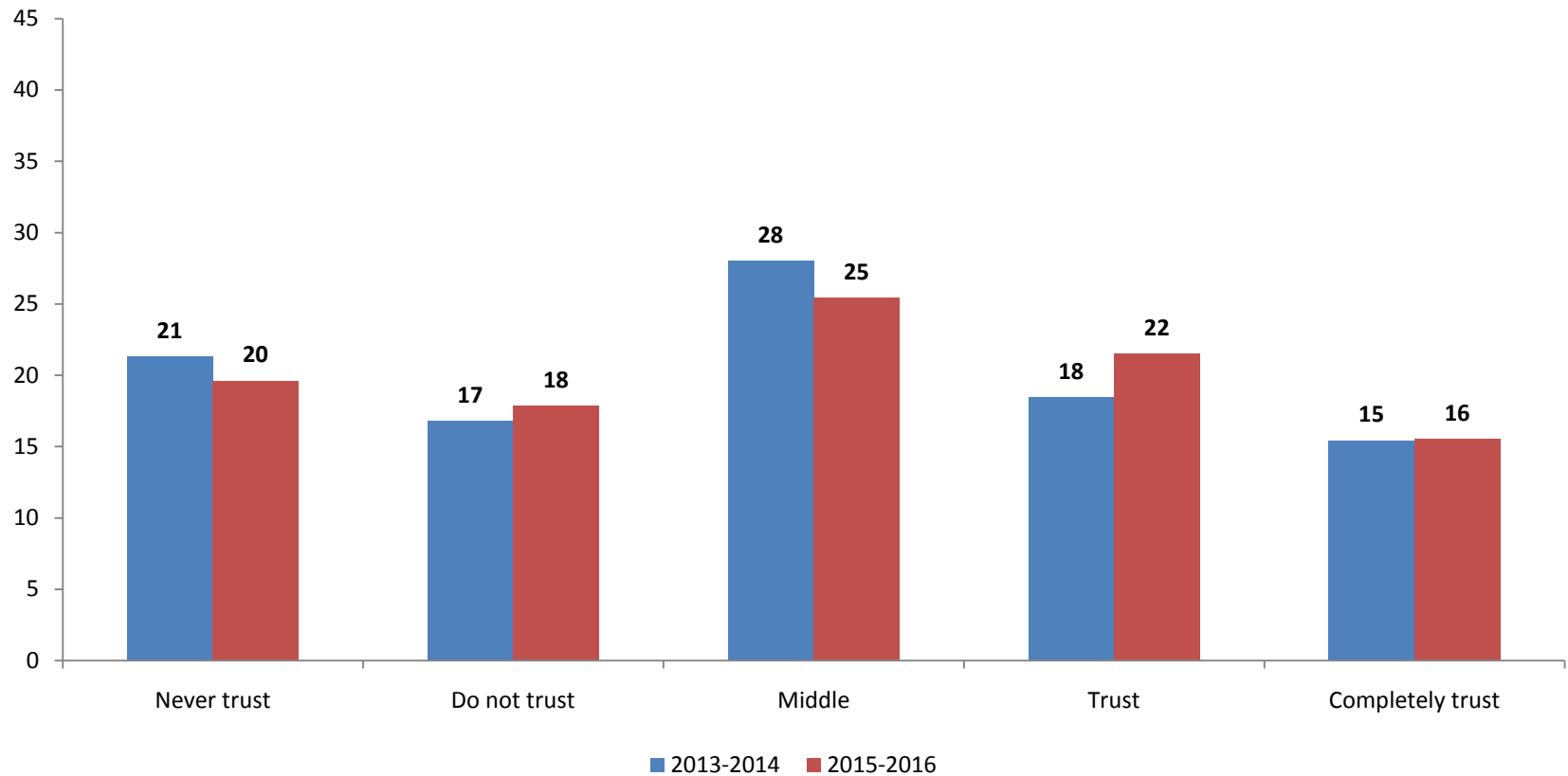
# Trust - Foreign Trade (%)



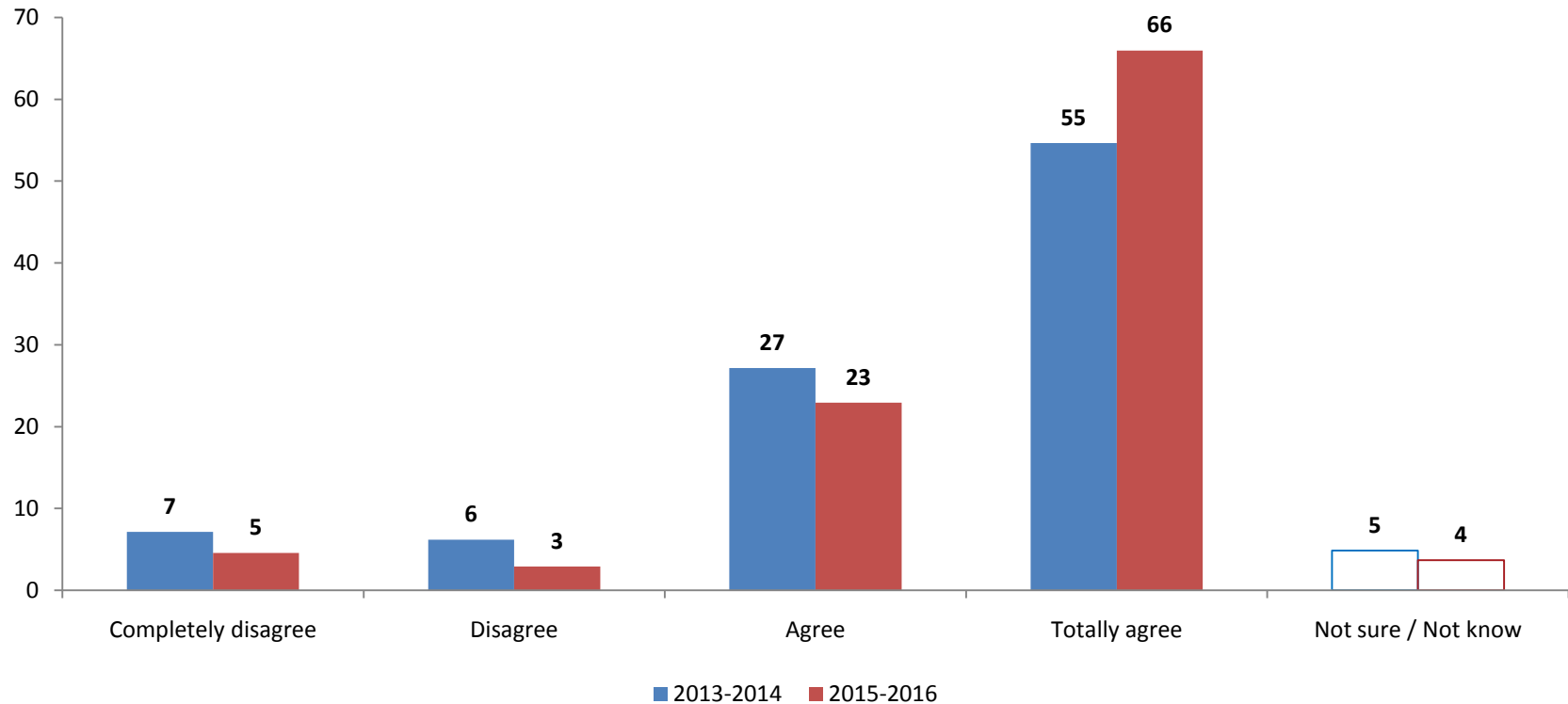
# Trust - National Accounts (%)



# Trust - Inflation (%)

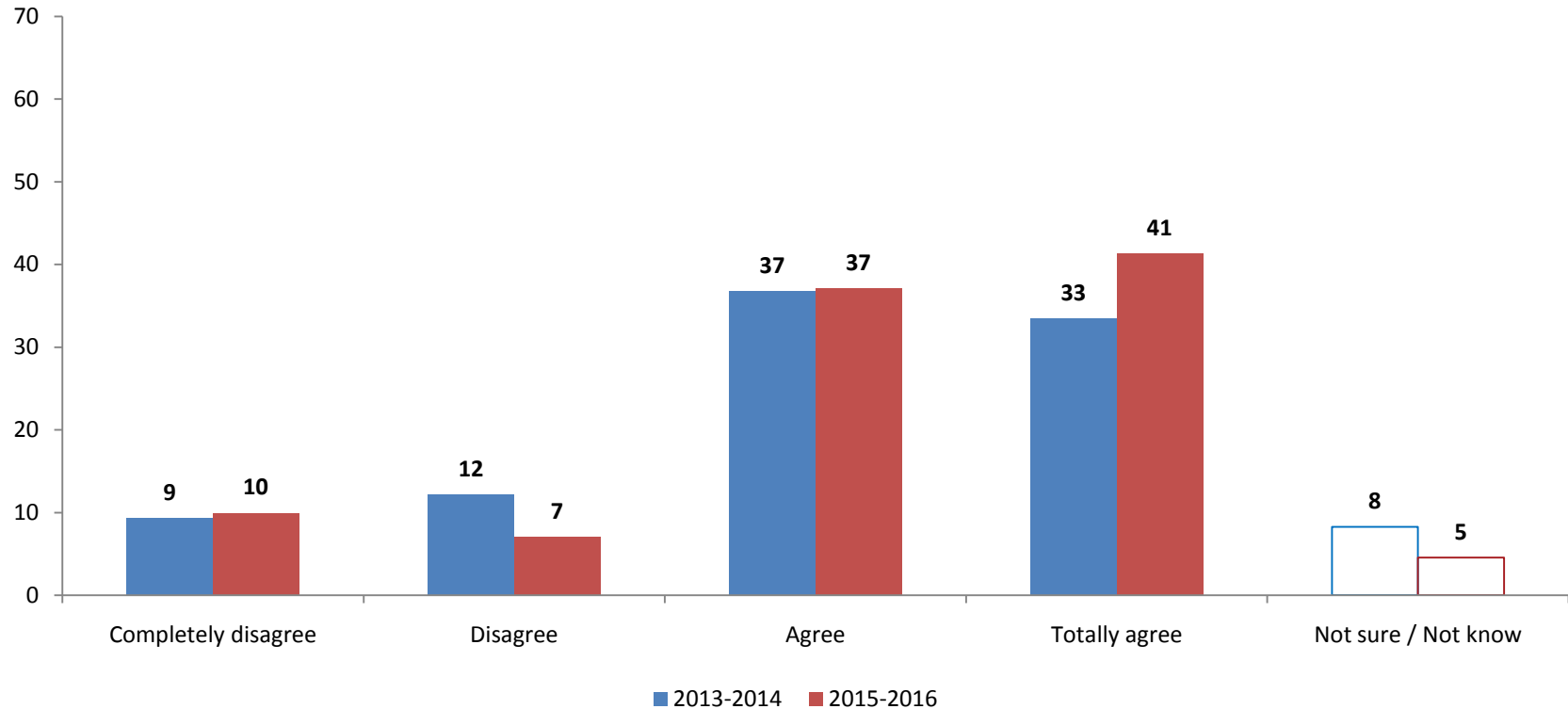


## Statement 1 (%)



**Statistics which are produced by our Institution about our economy and our society are important in understanding the country.**

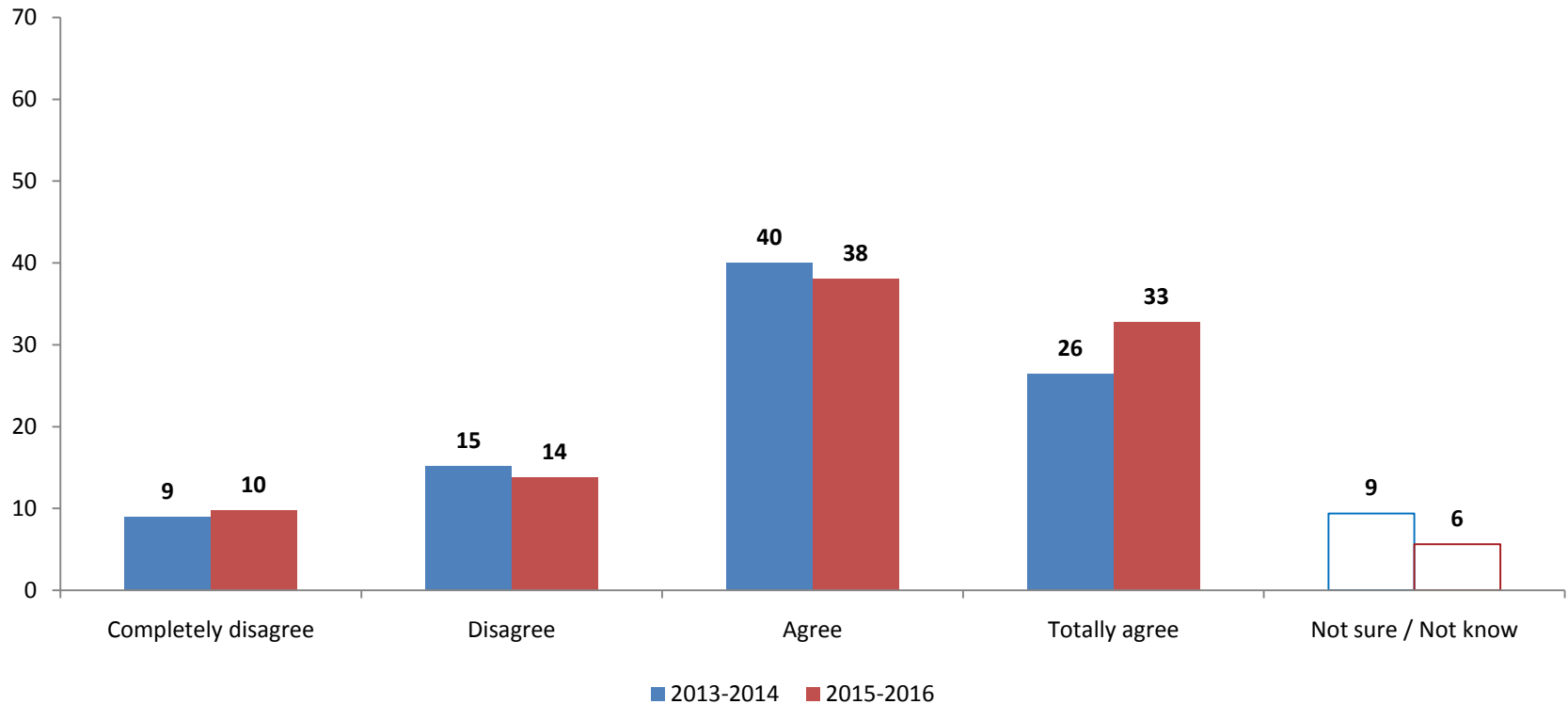
## Statement 2 (%)



**Generally, I have positive opinion about the Institution.**

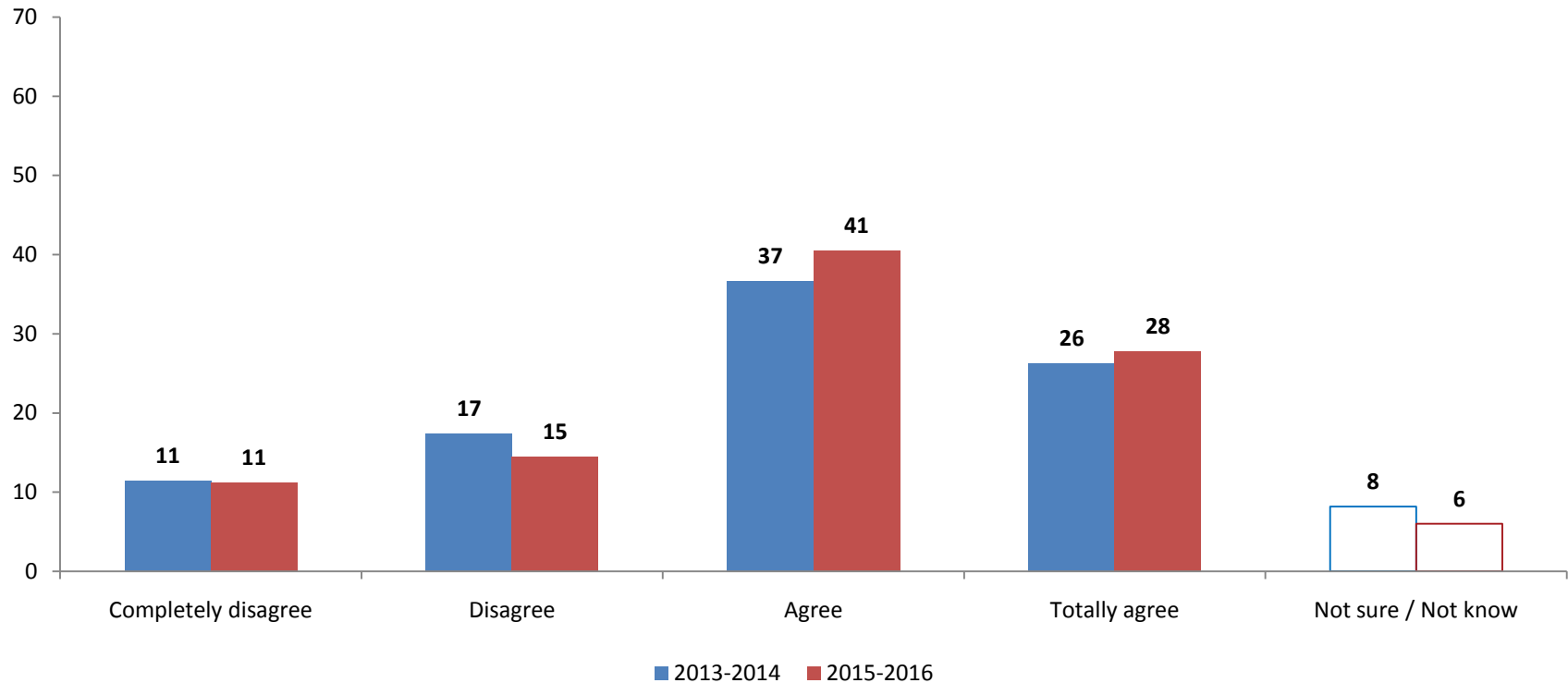


## Statement 3 (%)



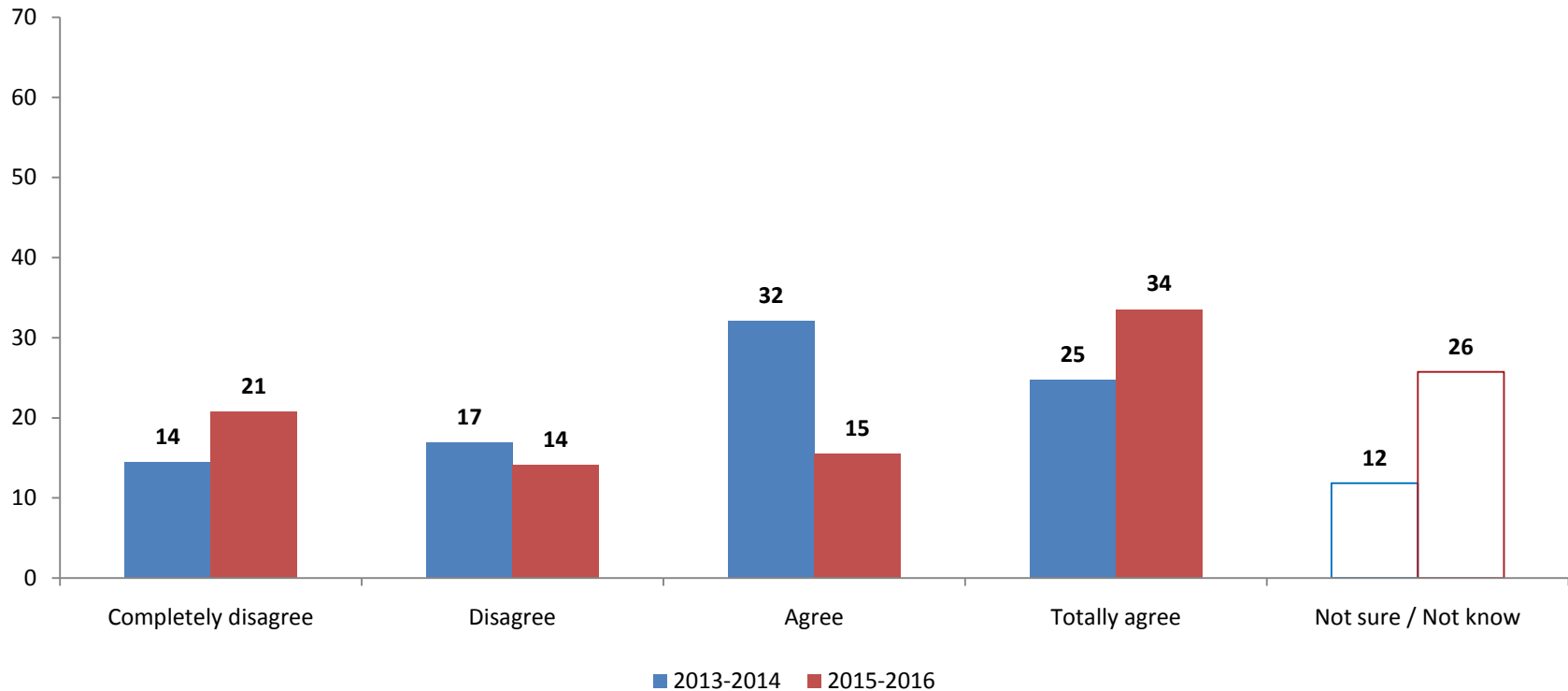
**Statistics which are produced by our Institution declared fast enough.**

## Statement 4 (%)



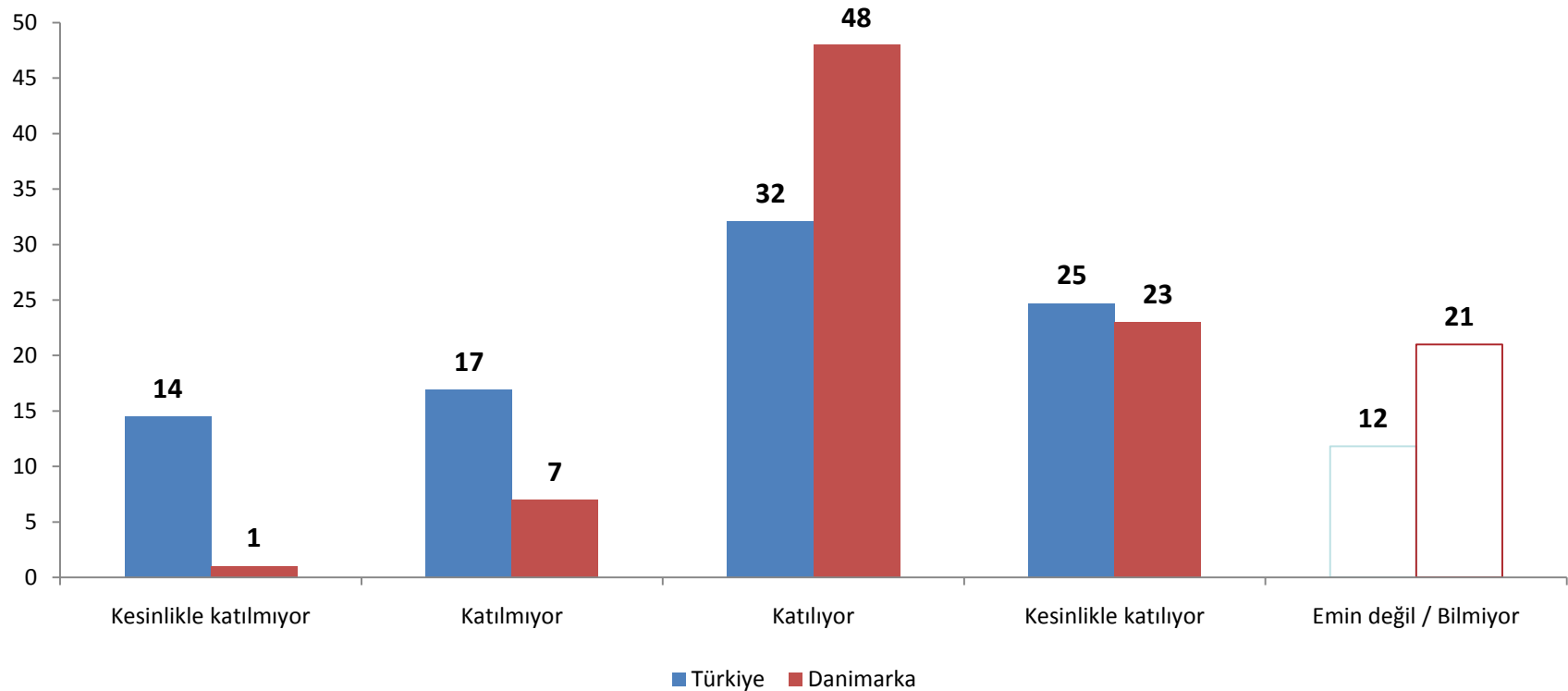
**Statistics which are produced by our Institution picture the situation correctly and timely.**

# Statement 5 (%)



**Statistics which are produced by our Institution are independent from external effects.**

## Statement 5 (%) => Turkey & Denmark



Statistics which are produced by our Institution are independent from external effects.

شكرا جزىلا