The United Republic of Tanzania

THE STATISTICS USER SATISFACTION SURVEY, 2014

National Bureau of Statistics
Ministry of Finance
Dar es Salaam

Office of Chief Government Statistician
Ministry of Finance
Zanzibar

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ACRONYMS

AIDS	Acquired Immune Deficiency Syndrome
BRELA	Business Registrations and Licensing Agency
CA	Constituent Assembly
CEO	Chief Executive Officer
CPI	Consumer Price Index
CSI	Customer Satisfaction Index
DED	District Executive Director
DFID	Department for International Development
EASTC	Eastern Africa Statistical Training Centre
EPI	Expanded Programme of Immunization
ESAMI	Eastern and Southern African Management Institute
ESRF	Economic and Social Research Foundation
FAO	Food and Agriculture Organisation
GDDS	General Data Dissemination System
GDP	Gross Domestic Product
GSDP	Ghana Statistics Development Plan
GSS	Ghana Statistical Service
HIV	Human Immuno-deficiency Virus
IEC	Information, Education and Communication
IHI	Ifakara Health Institute
IFM	Institute of Finance Management
IMF	International Monetary Fund
LGA	Local Government Authority
M&E	Monitoring and Evaluation
MDA	Ministry, Department and Agency
MIS	Management Information System
MoEVT	Ministry of Education and Vocational Training
MUHAS	Muhimbili University of Health and Allied Sciences
NBS	National Bureau of Statistics
NGO	Non-Governmental Organisation
NIMR	National Institute for Medical Research

NSS	National Statistical System
OCGS	Office of the Chief Government Statistician
OECD	Organisation for Economic Cooperation and Development
OVC	Orphans and Vulnerable Children
PMO-RALG	Prime Minister's Office – Regional Administration & Local Government
RAS	Regional Administrative Secretary
REPOA	Research on Poverty Alleviation
SORS	Statistical Office of the Republic of Slovenia
SRF	Statistics for Results Facility
SRFCF	Statistics for Results Facility Catalytic Fund
TAFORI	Tanzania Forestry Research Institute
TANAPA	Tanzania National Parks
TAWIRI	Tanzania Wildlife Research Institute
TB	Tuberculosis
TGNP	Tanzania Gender Networking Programme
TIRDO	Tanzania Industrial Research & Development Organisation
TNADA	Tanzania National Archive Database
TPRI	Tropical Pesticides Research Institute
TRIT	Tea Research Institute of Tanzania
TSMP	Tanzania Statistical Master Plan
UDSM	University of Dar es Salaam
UK	United Kingdom
UN	United Nations
UNDP	United Nations Development Programme
USA	United States of America
WTO	World Trade Organisation

EXECUTIVE SUMMARY

Introduction

The National Bureau of Statistics (NBS) and the Office of the Chief Government Statistician (OCGS) in Zanzibar in collaboration with other Ministries, Departments and Agencies (MDAs) are undertaking a five-year statistical reform programme with assistance and funding from the Government of Tanzania and development partners such as the World Bank and the UK Department for International Development (DFID). The programme, which is being implemented under the Tanzania Statistical Master Plan (TSMP), aims at developing the National Statistical System (NSS) through several initiatives, notably Institutional Reform, Human Resource and Capacity Development, Development of Statistical Infrastructure, Data Development and Dissemination as well as Physical Infrastructure and Equipment.

Objective of the Survey

In order to achieve the objective of developing a National Statistical System which is more responsive to user needs and which engages users more in the planning, governance, monitoring and evaluation of statistical services, NBS and OCGS contracted the services of an external consultant to carry out a User Satisfaction Survey to assess satisfaction levels and perceptions of key users to the statistical products and services of national statistical service providers. This survey, which was conducted between January and March 2014, was the second in a planned series of User Satisfaction Surveys, with the aim of being able to track changes over time. The first survey was conducted in 2011.

Scope of Work

The consultant was required to design and conduct a customer satisfaction survey, using a standardised questionnaire based on the one used in the previous survey in 2011, directed at customers/users of statistical products/services. This would be combined with qualitative interviews with key stakeholders.

Users were classified into six categories of (i) public sector, (ii) media, (iii) research sector, (iv) general public, (v) business community and (vi) international organisations.

The survey and the interviews were to take into account customer satisfaction with the following dimensions of quality: coverage, accuracy, reliability and timeliness.

A methodology for calculating an overall user satisfaction score from the survey was to be developed, based on the methodology used in the 2011 survey.

Methodology for the Survey

Questionnaire design: The user questionnaire was divided into four sections. The first section sought information on the respondents' use of statistics – the types of statistics which they used on a regular basis, the sources from which they obtained them, and the purpose for which they used them. The second section required the respondents to assess the quality of official statistics which they used in respect of their accuracy, reliability, timeliness of release, frequency of release, and ease of access. The third section asked them to assess the quality of services provided by the NBS and the OCGS. The fourth and final section sought information on the respondents, their employer organisations, gender, educational qualifications, age and country of residence.

Administration of the statistics user questionnaire: The number of people that use Tanzanian official statistics is unknown. At best, it can only be inferred that certain categories of employed people are likely to use statistics during the course of their official duties. Three approaches were used to identify potential users. First, 328 names with email addresses were obtained from the client mailing list held by the NBS. The list included both Tanzanian national/residents as well as foreigners that have interacted with NBS in the past. Second, 327 names with email addresses were obtained as a result of an internet search of official websites of research and higher education institutions and other public institutions in the country. The user questionnaire was sent by email to these persons. Third, the same user questionnaire was distributed by a team of six research assistants for completion by specified senior officials in selected institutions in Dar es Salaam, Arusha, Morogoro, and Unguja in Zanzibar. The institutions included MDAs, LGAs, NGOs, labour and business associations, private enterprises, financial institutions, media organisations, international organisations and foreign embassies. The aim was to invite some 700 persons in the selected institutions to complete the questionnaire.

Distribution of the electronic version of the questionnaire started on 23 January 2014. Physical distribution of the questionnaire in the four locations was undertaken over a period of about 15 working days, starting on 26 February 2014. A total of 464 valid questionnaires were returned, 396 from respondents in Tanzania Mainland, 41 in Zanzibar and 27 from abroad. Almost one-third (31%) of the respondents were from research and tertiary education institutions, 19% from central government ministries and 16% from LGAs.

Interviews with producers of official statistics: Interviews and group discussions were held with staff in the NBS, OCGS and in several MDAs in both Dar es Salaam and Unguja (Zanzibar) that are responsible for the production of official statistics. The interviews sought to obtain information on the types of statistics produced by the respective institutions, their frequency of publication, data collection methods, types or reports produced, constraints and challenges experienced in the production of the statistics.

Results from the Survey

Which statistics do they use?: The questionnaire listed a total of 22 different types of statistics that are produced by the NBS, OCGS and by the MDAs. The largest proportion of respondents (52%) said they used demographic statistics, followed by education statistics (43%), health statistics (42%) and employment statistics (39%). Fewer respondents used the more specialised and technical statistics such as those on mining, fisheries, forestry, or transport and energy.

Assessing the quality of statistics: The respondents were asked to assess each of the statistics that they regularly used on a 5-point scale, with 1 being the least desirable and 5 the most desirable on each quality parameter. The five quality parameters that they were asked to assess were:
(i)   accuracy (i.e. the degree to which they feel that the data correctly estimate or describe the characteristics or quantities it was designed to measure),
(ii)   reliability or credibility (i.e. the level of trust that they hold with the process of producing those statistics),
(iii)   timeliness of release (i.e. the length of time between collecting the information and releasing it, whether as publications or as press releases or on the official websites),
(iv)   frequency of release (this refers to the time interval between the release of one set of data and the next set), and
(v)   accessibility of both the statistics themselves as well as any underlying or explanatory information and metadata (explanatory notes, methodological descriptions, references concerning concepts, classifications and so forth).

Accuracy of the statistics: The following were rated as accurate or very accurate by at least three-quarters of the respondents that used them: monetary and financial statistics (83% of their users), public finance statistics (81%), education statistics (78%), demographic statistics (78%), national accounts statistics (77%), business statistics (industry, trade, services) (75%), price statistics (75%), balance of payment statistics (75%), and transport and energy statistics (75%).

The following were considered as accurate by only a small proportion of users: agriculture and food security (considered as accurate or very accurate by only 63% of users), forestry and wildlife statistics (62% of users), livestock statistics (60%), income and poverty statistics (60%), and employment statistics (57%).

When the results are compared with those from the 2011 survey, the group of financial statistics (i.e. national accounts, price statistics, public finance, monetary statistics and balance of payment statistics) were consistently rated as accurate by a large majority of their users in both surveys. Amongst social statistics, education, demographic and health statistics were rated as accurate or very accurate by a majority of their users in both surveys.

A number of problems that affect the accuracy of the statistics were mentioned. For instance, different sources of data often yield different results on the same phenomenon. Survey data tended to be more accurate than routine data, yet cost considerations inhibited the holding of more frequent surveys. Lack of capacity in the LGAs which were assigned the responsibility for the collection of some data also contributed to accuracies of the statistics. It was also reported that people (whether households or representatives of business enterprises) were reluctant to give honest and accurate information during censuses and surveys, resulting in flawed data being collected.

Reliability of official statistics: The following were rated as either reliable or very reliable by at least three-quarters of those respondents that used them: monetary and financial statistics (considered as reliable by 86% of their users), public finance statistics (83% of their users), demographic statistics (78%), business statistics (industry, trade and services) (77%), balance of payments statistics (77%), transport and energy statistics (76%), fisheries statistics 76%), national accounts statistics (76%), and education statistics (76%).

Again, financial statistics were highly rated for reliability by a majority of their users in both 2011 and 2014, as were demographic, education and health statistics. On the other hand, employment and income statistics were consistently rated by only a small majority of respondents in both years.

Timeliness of release of statistics: The highest proportions of respondents that were satisfied or very satisfied with the timely release were those that used the following: monetary and financial statistics (for which 86% said they were either satisfied or very satisfied with the timeliness of release), public finance statistics (82%), national accounts (78%), balance of payments (77%), and price statistics (76%). The high proportions reported on timeliness of release of financial statistics is indicative of the statutory obligations of the NBS, OCGS, the Bank of Tanzania and other partners to produce financial statistics. For instance, CPI statistics are compiled and published by the 8th of every month. GDP figures are published quarterly. Public finance statistics are presented to Parliament and the public during the budget session in May-July each year.

Statistics with the lowest proportions of satisfied users in terms of the timeliness of their release were: fisheries statistics (with only 56% of the users saying they were satisfied with the timeliness of their release), agriculture and food security (56%), livestock statistics (51%), employment statistics (51%), and income and poverty statistics (49%).

Frequency of release of statistics: Users of financial and price statistics, as well as external trade and balance of payment statistics, reported the highest levels of satisfaction with the frequency with which the statistics were published: monetary and financial statistics (for which 85% said they were either satisfied or very satisfied with the frequency of publication), national accounts statistics (76%), price statistics (75%), public finance statistics (75%), external trade statistics (73%), and balance of payments statistics (70%).

On the other hand, only a small proportion of users reported that they were satisfied or very satisfied with the frequency of release of the following statistics: tourism statistics (for which 57% said they were either satisfied or very satisfied), livestock statistics (56%), environment statistics (56%), income and poverty statistics (54%), agriculture and food security statistics (54%), and employment statistics (50%).

When the respondents' assessments for the 2011 and 2014 surveys are compared, the highest proportions of users were satisfied with the frequency of release of financial statistics (e.g. national accounts, price statistics, public finance, monetary statistics and balance of payments statistics) in both surveys. Large majorities of users of demographic, education and health statistics were also satisfied or very satisfied with their frequency of release in both surveys.

Accessibility of official statistics: The results from the 2011 survey showed that, compared with other parameters of quality, access to official statistics was a major problem. That situation remains largely unchanged in 2014. The results showed that it was only in respect of national accounts statistics that more than 70% of the users reported that access was easy or very easy. In most other cases, the proportion of respondents that found it relatively easy to access official statistics were only a small majority of users. Environment and employment statistics were apparently the most difficult to access, with only 49% and 40% of their users respectively saying that they were easy or very to access.

Reasons for the poor access to statistics included the following:
(i)   Some needed statistics are not available because the relevant MDAs have not been able to collect the data or the available data are out-of-date.
(ii)   There is unnecessary bureaucracy when one is seeking permission to obtain the statistics, especially when coming from outside government.
(iii)   There is an apparent lack of urgency among staff, including employees of the NBS and OCGS, in responding to requests from users.
(iv)   Some of the statistics remain to be uploaded onto the official websites, an example being the OCGS website which holds very little information.
(v)   Statistical summary tables on the official websites need to be uploaded in user friendly formats for easier downloading.
(vi)   Access for up-country users is inhibited by slow internet services, making it difficult to download large documents and reports from the official websites.
(vii)   Data from sample surveys are available in an aggregated form at national or regional levels only due to limited resources, whereas users, especially academic researchers, may want the data disaggregated to smaller geographical units such as district, ward or village levels.

User satisfaction by employment sector: When disaggregated by employment sector, staff in media organisations and civil servants in central ministries were the most positively disposed towards official statistics than other groups of users. Over four-fifths (83%) of the media employees and 77% of civil servants in central ministries said they were either satisfied or very satisfied with the quality of official statistics. Next were respondents in private business enterprises and executive agencies, with 72% and 71% respectively saying they were either satisfied or very satisfied with the quality of official statistics. The lowest proportion of respondents reporting satisfaction with the quality of official statistics were

those employed in financial institutions, with only 52% saying they were either satisfied or very satisfied. Academics and researchers had the second lowest proportion (58%) of users that said they were satisfied with the quality of official statistics.

Customer Satisfaction Index for 2014: The methodology used to calculate the Customer Satisfaction Index (CSI) is described in detail in the main report. Suffice to say that the CSI is a composite of (i) the relative weightings that users attach to each of the five quality parameters (accuracy, reliability, timeliness of release, frequency of release and accessibility) relative to each other plus (ii) the average scores obtained from the respondents' assessments of the current state of official statistics. The result yielded a Customer Satisfaction Index of 70% for 2014. This compares with a Customer Satisfaction Index of 71% obtained in 2011.

Summary observations: Overall, three key observations emerge from the survey:
(i)   Some official statistics are well rated by users who also said they were satisfied with their quality on all the assessed parameters. This is the case especially in respect of financial statistics.
(ii)   The picture regarding the quality of social and economic statistics is more varied. Demographic, health and education statistics showed a positive trend towards improved quality between 2011 and 2014. However, users remain concerned about the quality of other social and economic statistics such as water resources, forestry and wildlife, employment, transport and energy and mining statistics.
(iii)   The most encouraging outcome of this survey was the fact that the overall satisfaction level for users of official statistics has been maintained almost at the same level as in 2011, with a Customer Satisfaction Index of 70%, compared with 71% obtained from the first survey. This suggests that TSMP is beginning to make an impact on the quality of official statistics and this is starting to be noticed across a wider spectrum of users beyond the confines of government ministries. The 2014 survey sample increased by 39% from 334 respondents in 2011 to 464 in 2014 and, more importantly, by 73% the number of respondents from research and tertiary education institutions. An increase in the number of respondents such as this with no observable improvement in the quality of, at the least, some statistics would, in all probability, have produced a fairly large drop in the level of customer satisfaction.

Recommendations

The following recommendations emanating from the findings of the survey are presented for consideration by the National Bureau of Statistics and the Office of the Chief Government Statistician in Zanzibar.
(1)   **Continue with annual statistics review workshops:** It is recommended that the NBS and OCGS should continue to organise the annual statistics review workshops which were introduced in 2011. The objectives of the workshops are to inform stakeholders on progress made under the Tanzania Statistical Master Plan (TSMP) and to seek their views and feedback on statistics issues. The workshops provide an important forum for consultations and feedback on the status of official statistics in the country, soliciting suggestions for improvement and informing the broader user community about TSMP.
(2)   **Training and capacity development in the MDAs:** A training plan has apparently been developed that covers officers from all MDAs. It is imperative that implementation of the plan is expedited, giving particular attention to areas such as data analysis and report writing, skills that were reported as still lacking, thereby impeding improvement in the quality of official statistics.
(3)   **Strengthening the capacity of LGAs for data collection:** The LGAs are key players in the NSS by virtue of their responsibilities for some of the data collection that feeds into the overall national statistics. There is need for the NBS and OCGS,

working together with the PMO-RALG and sector ministries, to strengthen the capacities of LGAs in order to improve data collection at the local level. A starting point would be to closely identify the capacity gaps in the LGAs, whether in terms of manpower, equipment or security surveillance (e.g. of the fish land sites).

(4) **Improvement of official websites:** A number of areas for improving the websites of the NBS and, in particular the OCGS were raised. Given the growing importance of web-based information dissemination, it is important that the websites are developed and regularly updated with new statistical products. Information uploaded on the websites should be in user-friendly formats and easily downloadable.

(5) **Reducing administrative bottlenecks to improve user access to official statistics:** Both the NBS and the OCGS should urgently review their procedures for users to gain access to statistics, including metadata and other background information. A major complaint from customers was that current procedures are too bureaucratic, thereby militating against improved accessibility.

(6) **Improving responsiveness to customer needs and requests:** Both the NBS and the OCGS should review and improve their response mechanisms to queries from customers. This includes online queries submitted through their websites. A member of staff (e.g. in the IT Unit in each case) should be assigned responsibility for monitoring and queries submitted online and directing customers to the relevant staff for assistance.

1.0   BACKGROUND TO THE SURVEY

1.1   Introduction

The National Bureau of Statistics (NBS) and the Office of the Chief Government Statistician (OCGS) in Zanzibar in collaboration with other Ministries, Departments and Agencies (MDAs) are undertaking a five-year statistical reform programme with assistance and funding from the Government of Tanzania and development partners such as the World Bank and the UK Department for International Development (DFID). The programme, which is being implemented under the Tanzania Statistical Master Plan (TSMP), aims at developing the National Statistical System (NSS) through several initiatives, notably Institutional Reform, Human Resource and Capacity Development, Development of Statistical Infrastructure, Data Development and Dissemination as well as Physical Infrastructure and Equipment.

The National Statistical System (NSS) is made up of data collectors and users comprising MDAs, research and training institutions, as well as the general public. Information is usually produced through censuses, surveys and routine data collection systems from households, establishments and institutions. The importance of statistics cannot be over-emphasised as it forms the basis for evidence-based policy formulation and decision-making as well as monitoring and evaluation of development efforts. For this reason, the demand for statistics calls for the strengthening of the NSS through implementation of the TSMP. The strategic outcome from implementation of the TSMP will be measured using a number of indicators, including (i) increased number of users reporting satisfaction with official statistics, (ii) reduction in the time lag between data collection and dissemination, and (iii) statistical outputs being released within the time limits and with frequencies that meet General Data Dissemination System (GDDS) requirements.

1.2   The Mandate of the NBS and the OCGS

The National Bureau of Statistics (NBS), which was officially launched as an Executive Agency in March 1999, is currently administered under the Statistics Act No.1 of 2002 (Chapter 351). The NBS is mandated under the Act to:
(a)   take any census in the United Republic of Tanzania;
(b)   draw up an overall national statistics plan for official statistics and keep it under continuous review;
(c)   establish statistical standards and ensure their use by all producers of official statistics so as among other things to facilitate the integration and comparison of the statistics produced both nationally and internationally;
(d)   co-ordinate statistical activities in the country so as
    (i)   to avoid duplication of efforts in the production of statistics;
    (ii)   to ensure optimal utilisation of available resources;
    (iii)   to reduce the burden on respondents for providing statistical data; and
    (iv)   to ensure uniform standards of statistical data;
(e)   collect, compile, analyse and disseminate statistics and related information;
(f)   maintain an inventory of all available official statistics in the country;
(g)   assist users in obtaining international statistics;
(h)   provide statistical services and professional assistance to official bodies and the public at large; and
(i)   act as a contact point for international organisations and foreign institutions in need of statistics on matters relating to Tanzania.

In Zanzibar, the mandate for the collection and dissemination of statistical information is vested in the Office of the Chief Government Statistician (OCGS), originally established as an autonomous body by the Establishment of Chief Government Statistician Office Act No. 9

of 1999, and later superseded by the Office of Chief Government Statistician Act No. 9 of 2007. The Office is the Zanzibar Government's agency for the development and management of official statistics and is the authoritative source and custodian of official statistics in Zanzibar.

The two Acts provide for consultation between the NBS and the OCGS, especially in respect of the decennial census of population and housing.

1.3 Terms of Reference for the Second User Satisfaction Survey

1.3.1 Objectives of the assignment

In order to achieve the objective of developing a National Statistical System which is more responsive to user needs and which engages users more in the planning, governance, monitoring and evaluation of statistical services, NBS and OCGS contracted the services of an external consultant to carry out a User Satisfaction Survey to assess satisfaction levels and perceptions of key users to the statistical products and services of national statistical service providers.

The main objective of the consultancy was to design and carry out a User Satisfaction Survey to assess data needs, satisfaction with the current state of official national statistics, and perceptions of key users of the statistical products and services on national statistical service providers. This survey was the second in a planned series of User Satisfaction Surveys, with the aim of being able to track changes over time. The first survey was conducted in 2011. The full Terms of Reference are attached in Appendix 2 of this report.

A second objective was to advise on the establishment of a framework for user–producer consultations, including a mechanism for soliciting regular feedback on user satisfaction, dialogue with users and a mechanism for utilising user feedback for planning, implementation as well as monitoring and evaluation purposes. This should be in line with monitoring improvements on the baseline indicators by assessing satisfaction of key users with services and products provided by the National Statistical System under the Tanzania Statistical Master Plan.

1.3.2 Scope of work

The consultant was required to design and conduct a customer satisfaction survey, using a standardised questionnaire based on the one used for the previous survey in 2011, directed at customers/users of products/services. This would be combined with qualitative interviews with key users (important stakeholders).

Users would be classified into six categories of (i) public sector, (ii) media, (iii) research sector, (iv) general public, (v) business community and (vi) international organisations.

The survey and the interviews were to take into account customer satisfaction with the following dimensions of quality: coverage, accuracy, reliability and timeliness.

A methodology for calculating an overall user satisfaction score from the survey was to be developed. The starting point would be the methodology used for the 2011 User Satisfaction Survey and any changes made would need to take into account the need for comparability with the previous survey. It would also be possible to break down these scores into:
(i)   satisfaction with statistics from NBS, OCGS and other official statistics;
(ii)   satisfaction by category of user;
(iii)   satisfaction with the website, key publications and other services;
(iv)   satisfaction with different statistical products (e.g. national accounts, CPI, population data, etc); and
(v)   satisfaction with the different quality dimensions.

1.4   Structure of the Report

Official statistics in Tanzania are produced by a number of different government bodies, including the National Bureau of Statistics and the Office of the Chief Government Statistician and various line ministries and executive agencies. In addition, international and regional organisations regularly collate statistics from national bodies and re-publish them for dissemination. Users looking for statistics to use in their work will go to any number of sources, including both national bodies as well as regional and international organisations. For the users, the primary consideration is whether the available statistics meet their specific needs for the task at hand, whether by topic/theme (e.g. gender, children, employment), by socio-economic sector (e.g. livestock, mining or education) or geographical location (i.e. by district or region or town). They are not particularly concerned about the source of the statistics – whether they were produced by the NBS or OCGS, by a sector ministry or an executive agency, or by an international organisation.

This view of statistics from the users' perspective has influenced the structure and organisation of this report. It would have been difficult, and probably counter-productive, to ask the respondents to assess separately statistics produced by the different bodies in the country, and in particular making a distinction between statistics for Tanzania Mainland and those for Zanzibar. The resultant questionnaire would have been quite voluminous.

The report is divided in five chapters. This introductory chapter is followed by Chapter 2 which describes the background and rationale for user satisfaction surveys of official statistics and the experiences of other statistical authorities that have undertaken similar surveys during the past decade. The third chapter describes the methodology used in this second survey on the quality of official statistics in Tanzania. The results from the survey are presented and discussed in the fourth chapter. The chapter begins by presenting the users' assessment of the statistics on the basis of the five quality criteria. Next, the views and assessment of the respondents regarding the quality of services provided by the two national statistical authorities (NBS and OCGS) and the overall Customer Satisfaction Index for 2014 are presented. Concluding remarks and recommendations are contained in the fifth and final chapter.

2.0 STATISTICS USER SATISFACTION SURVEYS

2.1 Rationale for Statistics User Satisfaction Surveys

National statistical offices are increasingly striving to ensure that their products and services satisfy stated and implied user needs. Customer satisfaction, a term frequently used in marketing, is a measure of how products and services supplied by a company or organization meet or surpass customer needs and expectations. Customer satisfaction is defined as the number of customers, or percentage of total customers, whose reported experience with a firm or organisation, its products, or its services exceeds specified satisfaction goals. Within organizations, especially where they are in competition for clients, customer satisfaction ratings can have powerful effects. They drive management and employees to focus on fulfilling the customers' needs and expectations. When these ratings dip, they warn of problems that can affect the organisation's competitiveness and customer loyalty. Managing and maintaining customer satisfaction is therefore essential for forward-looking organisations. Such organisations are continually seeking feedback to improve customer satisfaction. They will regularly collect data which provides useful indicators of satisfaction levels among existing customers, their expectations, as well as problems with product or service quality.

The usual measures of customer satisfaction involve a survey with a set of statements using a Likert scale. The customer is asked to evaluate each statement in terms of his/her perception and expectation of performance of the organization providing the goods or services. For each statement or variable, the customer's level of satisfaction or expectation is generally measured on a five-point scale where the lowest figure indicates extreme dissatisfaction and the highest shows extreme satisfaction (i.e. where 1 = "Very dissatisfied" and 5 = "Very satisfied" or 1 = "Very poor" and 5 = "Very good").

A composite measure of satisfaction, or Customer Satisfaction Index (CSI), is obtained from either one overall performance score or from the average of two or more indicators. A customer satisfaction index is a snapshot of the organisation's performance at a point in time. There is no single definition of what comprises a customer satisfaction index. Simply put, CSI is an average of all the attributes that are believed to contribute to customer satisfaction. Some market researchers use only the rating given to overall performance. Others use an average of two or three that will have been identified as key measurements – e.g. overall performance and the intention to re-buy (an indication of customer loyalty). Yet others may bring together a wider basket of indicators to derive the CSI. Since different attributes can contribute differently to overall customer satisfaction, the individual attributes are often weighted to reflect this. At the end, customer satisfaction is reduced to a single number, known as a Customer Satisfaction Index.

People's views change continuously and the performance of the organisation in meeting customer satisfaction is also changing over time. Therefore, measuring satisfaction must be a continuous process. The questionnaire used in the survey needs to be consistent so that there is no dispute about answers differing because of changes to questions. The sample of each survey must be large enough to provide a reliable base and the selection of the sample must mirror earlier surveys such that like is compared with like. Customer satisfaction indices obtained from several surveys over time give an indication of the trends in meeting customer satisfaction by the organization.

User satisfaction surveys are being carried out on an increasing scale by official statistical institutions with a view to both gathering information on user expectations and gaining insight on how far they are meeting user needs. For instance, in the European Statistical System, national statistical offices as well as Eurostat (the statistical directorate of the European Commission) have conducted a number of user satisfaction surveys in compliance with the

"*European Statistics Code of Practice*" which was adopted in 2005 by the national statistical offices of the European Union. Eurostat now conducts annual surveys starting in 2012 while national statistical offices typically conduct their surveys every two years.

2.2   Sample Size in Statistics User Satisfaction Surveys

Guidelines for user satisfaction surveys published by the Statistics for Results Catalytic Fund (SRFCF) in June 2010 (p.7) noted that the sample in a user satisfaction survey need not be very large.

> *What is important is that all the main user groups are included, that the main or key institutions, agencies, organizations, firms etc. are included, and that these are represented by persons who are likely to be able to contribute to the survey in a meaningful way. For the largest institutions and those which are thought to be among the major users of statistics, care should be taken that respondents are selected from the main departments of the institutions. The number of respondents in the different institutions, agencies and firms is bound to differ considerably, from a single respondent in the smallest agencies to several respondents in the largest ones. In general, identifying respondents with quality for rendering meaningful information and opinions is more important than the number of respondents.*

The target population for the user satisfaction surveys in the European Statistical System normally comprises known users from the academic and research community, banks and businesses, government agencies, national parliaments, the media, international organizations, as well as other relevant user groups specific to each country. In the early rounds of the surveys during the mid-2000s, the sample sizes varied greatly, from less than 100 to as many as 8,530 respondents. Two main factors seem to explain the variations in the number of respondents: the decision by each respective statistics authority to either focus on known/key users or to address the questionnaire to a wider audience, and the size of the country.

A number of issues emerged from these early European surveys, among them being (i) the small number of respondents (sample size, response rate) and (ii) uncertainty about the representativeness of the sample. The first Eurostat general statistics user satisfaction survey conducted in June-July 2007 received 317 responses out a target population of 4,192. This represented a 7.6% response rate. The questionnaire had been targeted at 3,800 registered users on the Eurostat website and 392 main users known to Eurostat who were sent the questionnaire by email, mostly in international organisations such as the World Bank, IMF, OECD, FAO, WTO and others. A second Eurostat survey in June-September 2009 received a total of 1,422 responses, but the target population was not stated in the survey report. The third general Eurostat survey conducted in 2011 had 4,247 respondents. Eurostat has now decided to conduct its surveys annually. The 2012 survey was carried out online, with a link on the Eurostat website. It was launched on 23 April and was open until 22 June 2012. Email invitations were sent to about 86,000 registered Eurostat users. A total of 3,101 replies were received, a 3.6% response rate.

National user satisfaction surveys in the European Union are typically being held every two years. Data collection modes vary and usually comprise a mix of channels so as to reach as many users as possible, including the use of web-based questionnaires, emailed questionnaires, telephone as well as face-to-face interviews. The Statistical Office of the Republic of Slovenia (SORS) has conducted two user satisfaction surveys during the past few years. The 2007 survey had a 28% response rate (1,907 responses out of 6,795 invited users) while the 2010 survey had a 23% response rate (2,680 responses out of 11,565 invited users). The respondents for the two surveys were selected from the different databases of users at SORS, such as subscribers to the news releases via email on the website and registered users in the SI-STAT data portal, users who had sent requests to SORS's Information Centre during the previous year, subscribers to SORS's printed publications and external members of the statistical advisory committees.

2.3   The Ghana Statistics User Satisfaction Survey, 2012

The Ghana Statistical Service (GSS), like the NBS and the OCGS, has been undertaking a five-year statistical reform programme from 2009 to 2013, with support from development partners, under the Statistics for Results Facility (SRF) programme. The reform programme was implemented under the Ghana Statistics Development Plan (GSDP) which aimed at revamping the NSS through a number of activities that include Human Resource and Capacity Development, Data Development and Dissemination, Institutional Reform and Development of Statistical Infrastructure. As part of the process of developing a National Statistical System 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 satisfaction levels and perceptions of users of statistical products and services of the NSS. The results of the survey would be used as a baseline for monitoring and evaluation of performance improvements of the NSS during the five-year reform period.

The survey covered users of statistics and/or statistical products in the following categories:
(i)   the Government sector, i.e. Metropolitan, Municipal and District Assemblies (MMDAs), Ministries, Departments and Agencies (MDAs),
(ii)   the business community, i.e. chamber of commerce, industries and other business entities, association of employers, labour unions, banks and other financial corporations,
(iii)   education sector, including universities and other tertiary institutions, educational institutions at the intermediate levels, such as teacher training colleges, nursing training schools,
(iv)   media, includes the main media houses in the country such as newspaper, radio and television stations and other media publishing houses writing on economic, societal and political affairs,
(v)   international agencies, including development partners and other international bodies operating within Ghana,
(vi)   civil society organizations, including key non-governmental organizations, professional associations, religious institutions and political parties, and
(vii)   individual researchers who collect data from the Ghana Statistical Service for research and other activities.

The survey was conducted through face-to-face interviews with the respondents at their work places or other pre-arranged locations. Therefore, individuals who had used official statistics but relocated outside Ghana were left out as well as foreigners who access official statistics via the website or internet. The fieldwork covered a period of ten working days (April 16-27, 2012). The survey used the list of persons and institutions that had requested for and used statistics or statistical products of the GSS between January 2007 and December 2011 and whose addresses and locations could still be identified within Ghana. Heads of research units of selected organizations or institutions or similar staff, whose responsibilities included the use of official statistics or statistical products, were interviewed on behalf of their organizations or institutions. According to the master sampling frame, there were 934 local users of statistics from which a sample of 610 institutions/individuals was selected for the survey. Of these, 566 completed the interviews.

3.0 METHODOLOGY FOR THE SURVEY

3.1 Questionnaire Design

The TOR called for comparability with the first survey in 2011. For this reason, the questionnaire used in 2011 was used for the current survey, with minor modifications aimed at (i) improving the clarity of the questions where this was deemed necessary from the experience of the previous survey, and (ii) to separate questions requiring respondents to assess the quality of services provided by the NBS and OCGS in section C of the questionnaire.

The questionnaire was divided in four sections. The first section comprised of questions about the respondents' use of official statistics, i.e. the types of statistics which they used on a regular basis, their sources, and the purpose for which they used them. The second part of the questionnaire asked the respondents to assess the quality of official statistics with respect to their accuracy, reliability, timeliness of release, frequency of release, and ease of access. The third section asked the respondents to assess the quality of services provided by the NBS and the OCGS. The fourth and final section of the questionnaire sought information on the respondents, their employer organisations, gender, highest educational qualifications, age and country/place of residence. The questionnaire is attached in Appendix 3 of this report.

3.2 Sampling Frame and Sample Design

One of the challenges of a survey of this nature is the absence of sampling frame. The number of users of official Tanzanian statistics is unknown. At best, it can only be inferred that certain categories of people are likely to use official statistics at some point during the course of their work.

Identifying possible respondents from an unknown population was therefore similar to a fishing expedition. This necessitated the adoption of different approaches in order to identify and reach out to potential users. Firstly, the NBS maintains a mailing list in its Tanzania National Archive Database (TNADA) with names and email addresses of persons that have previously requested or used its services. A list was obtained from the database with some 350 names, including staff of the NBS and the OCGS. The addressees include both Tanzanian nationals/residents as well as foreigners, and encompass a wide range of economic sectors that include persons employed by international development organisations (e.g. DFID, World Bank, UN agencies), local and international NGOs, state organisations, LGAs, private companies, researchers and academics. A total of 328 potential respondents were identified from the list, after excluding staff of the NBS and the OCGS. A few of the people on the list were resident in Tanzania, but a majority were non-residents. It was therefore decided that an electronic version of the questionnaire would be sent to them through their email addresses.

Secondly, in order to supplement the number of possible respondents identified from the NBS mailing list, the consultants conducted an internet search of other potential users of official statistics employed in research and higher education institutions and other public institutions in the country. A total of 327 names with email addresses were identified from the searches of their employer organisations' official websites. They comprised 275 academics and researchers, 31 senior administrative staff of Parliament, and 21 Regional Administrative Secretaries (RAS) within Tanzania. All the identified addressees were considered likely to use official statistics at some point during the course of their work (e.g. for research, teaching, or for development planning purposes). The questionnaire was sent through their email addresses.

Thirdly, the consultants compiled a list of public and private sector organisations, university departments, research institutions, international organisations and NGOs, many of which had been included in the 2011 survey. The geographical coverage was restricted to organisations in Dar es Salaam, Arusha, Morogoro and Zanzibar (Unguja) for financial reasons.

The selected institutions are shown in Appendix 4.

They comprised of:
(i)   27 MDAs in Dar es Salaam (17) and Zanzibar (Unguja) (10);
(ii)   11 LGAs in Dar es Salaam (Ilala, Kinondoni and Temeke Municipal Councils), Zanzibar (Zanzibar Municipal Council and West Unguja District Council), Arusha Municipal and District Councils, Morogoro Municipal and District Councils, as well as the Regional Administrative Secretariats for both Arusha and Morogoro Regions;
(iii)   20 executive agencies and public institutions in Dar es Salaam (13) and Zanzibar (7);
(iv)   departments (e.g. Economics, Demography, Epidemiology) in tertiary education institutions where staff were likely to use statistics in their teaching and/or research programmes in Dar es Salaam (University of Dar es Salaam, the Institute of Finance Management, MUHAS, ARDHI University, the Eastern Africa Statistical Training Centre (EASTC), Arusha (Tumaini University Makumira and the University of Arusha), Morogoro Region (Mzumbe University and Sokoine University of Agriculture), Zanzibar (Zanzibar University, State University of Zanzibar and the Zanzibar Institute of Finance Administration);
(v)   research institutions in Dar es Salaam (TRIT, TIRDO and Ifakara Health Institute), Arusha (TPRI and TANAPA), Morogoro (TAFORI);
(vi)   selected NGOs in all four cities;
(vii)   labour associations;
(viii) business associations and private companies;
(ix)   media organisations;
(x)   financial institutions;
(xi)   international organisations and foreign embassies/bilateral organisations

In each of the selected institutions, the questionnaire was to be completed by staff whose duties were likely to require the use of official statistics at some point. For instance, in the MDAs, the respondent staff requested to answer the questionnaire were
(i)   Director of Policy and Planning,
(ii)   Director of Administration and Human Resource Management,
(iii)   Head of the MIS Unit,
(iv)   Head of the IEC Unit, and
(v)   other staff such as Statisticians, Planners or Economists.

In the municipalities and district councils, the targeted staff were the Municipal Director or the District Executive Director, plus the Heads of the Planning, Education, Health and Administration Departments. Elected officials or councillors, were available, were also included in the survey. In the NGOs, business and labour organisations, the questionnaire was directed at heads of the selected organisations. In other organisations, the questionnaire was to be completed by staff whose duties involved the use of statistics such as economists in the case of financial institutions or programme officers in international and bilateral organisations.

3.3   Research Assistants

Six research assistants were employed to administer the user satisfaction questionnaire in the four survey locations (Dar es Salaam, Arusha, Morogoro and Unguja in Zanzibar). It was important to ensure that the research assistants were persons that would be able to explain

the purpose and benefits of the survey and to interact with senior management in the selected public and private institutions. All six had prior experience of conducting social surveys using questionnaires and three of them had participated in a similar capacity in the first survey in 2011. All six hold a Masters degree, while two of them are PhD holders. Four were university lecturers, one worked in the public service while the sixth was employed in the NGO sector. Three of the research assistants were assigned to administer the user questionnaire within institutions in Dar es Salaam, and one each were assigned to Arusha, Morogoro and Zanzibar.

3.4   Administration of the User Questionnaire

Two approaches were used to administer the questionnaire. Firstly, the questionnaire to the 729 persons in the selected institutions in Dar es Salaam, Arusha, Morogoro and Unguja (Zanzibar) were distributed using the "drop-and-collect" approach by the six research assistants. This format for administering the questionnaire was chosen ahead of the face-to-face interview approach because the latter would have required considerably more personnel, time and financial resources. With an 18-page questionnaire, it would not have been possible to conduct more that three or four interviews per research assistant per day. The distribution and administration of the questionnaire to the selected respondents was undertaken over a period of about 15 working days, starting on 26 February 2014.

Secondly, an electronic version of the questionnaire was sent to the 655 email addressees identified as described above, starting on 23 January 2014. Of these, 73 were undelivered for a variety of reasons. Therefore, the electronic questionnaire was received by a total of 582 respondents. A record was kept of those people that returned the completed questionnaires. Several emails were sent to remind those that had not responded and requesting them to return the completed questionnaire. In the end, a total of 65 completed questionnaires were returned by email, out the 582 delivered to the email addresses of the recipients.

In total, 464 completed questionnaires were returned, 396 by respondents in Tanzania Mainland, 41 from Zanzibar and 27 from abroad. This compares with a total of 334 valid questionnaires that were returned in 2011. Out of the 464 valid questionnaires, 65 were in response to the email distribution while the other 399 were from the "drop-and-collect" approach in the four survey locations.

In assessing the response level, it is important to refer to the guidelines published by the Statistics for Results Catalytic Fund (SRFCF), in particular (i) that the sample in a user satisfaction survey need not be very large, but should ensure that the main or key institutions, agencies and organizations are included, and (ii) that the respondents are persons who are likely to be able to contribute to the survey in a meaningful way. While the number of valid questionnaires returned may be small in comparison to other surveys, it represents a specific group of people that use official statistics at some point during the course of their work.

3.5   Interviews with Producers of Official Statistics

The consultants also conducted face-to-face interviews and group discussions with staff in both the NBS and OCGS as well as in a cross-section of MDAs in both Dar es Salaam and Unguja in Zanzibar that are responsible for the production and dissemination of official statistics. The purpose of the interviews was to obtain greater insight into the types of statistics produced by these institutions, their frequency of production, the mechanisms used in data collection, reports produced and their dissemination, and the challenges experienced that may impact on the production and accuracy of the statistics, including capacity constraints. Their names and job titles are given in Appendix 5.

3.6   Data Capture into SPSS

The returned questionnaires were checked for completeness, and open-ended responses coded, after which the data was captured into SPSS and cleaned for errors. A few instances of apparent collusion between respondents from the same organisation were observed, whereby one person would have completed the questionnaire and then passed it on to their colleagues to fill in theirs using the same answers and then return them as separate questionnaires. In such cases, the questionnaires were treated as invalid and discarded.

3.7   Calculating the Customer Satisfaction Index

One of the required outputs from the survey was the computation of a Customer Satisfaction Index (CSI) for 2014 which, when compared with the CSI from the 2011 survey, would provide an indicator of the size and direction of change in customer satisfaction. The methodology used in calculating the CSI is given in section 4.7 of this report.

3.8   Limitations and Issues from the Survey Data Collection

There are several issues that emerged from the survey and which provide lessons for future user satisfaction surveys.

(i)   The response rate to the electronic component of the survey, particularly from local researchers, was lower than expected. Of the 582 questionnaires delivered to recipients by email, 65 completed questionnaires were returned, 39 from Tanzanian residents and 26 from people resident in other countries. Enquiries have suggested several reasons for the low response, especially from local researchers and academics. Some questionnaires were not returned because of poor internet connections such that they rarely use the email addresses listed in their names using the employer organisations' domain names. Apparently, many of the staff in these institutions use other (Yahoo, Gmail, Hotmail) email addresses instead.

(ii)   Another reason for the low response from local tertiary education institutions was that the academic staff were busy marking examination papers at the time that the questionnaire was being administered. Many were reported to be working from their homes rather than coming to their offices.

(iii)   During the project inception meetings in mid-January 2014, it had been requested that elected public officials (Municipal and District Councillors and Members of Parliament) should be included in the survey. Unfortunately, the administration of the questionnaire coincided with the beginning of the Constituent Assembly (CA) meetings for a new national constitution in Dodoma. Members of Parliament in the four survey locations (Arusha, Dar es Salaam, Morogoro and Zanzibar) were all involved in the CA deliberations and were therefore unavailable within their constituencies during the entire period of the fieldwork. The project budget had not made provision for a research assistant to visit Dodoma to administer the questionnaire to the MPs. Consequently, no questionnaires were received from any Members of Parliament.

(iv)   Some people that had been targeted for the survey (either by email or through the physical distribution) complained that the 18-page questionnaire was too long and they did not have time to go through it all. In future, consideration should be given to reducing the length of the questionnaire. One possibility would be to conduct two separate surveys, one for Tanzania Mainland and another for Zanzibar, and thereby having separate, but shorter, questionnaires.

(v)   Administrative obstacles were a factor in delaying the distribution of the questionnaire in some of the institutions that had been selected. It was very difficult to gain access to staff that were supposed to complete the questionnaire despite letters written to their heads by both the NBS and OCGS advising them of the survey and the categories of staff that would be requested to complete the questionnaire. This was

particularly problematic in Zanzibar, such that the survey had to be extended by a few days. Some heads of institutions and departments insisted on distributing the questionnaire themselves to their staff. But it became difficult to retrieve some of those questionnaires without knowing to whom they had been given in the first place. The same heads were not always available in their offices to assist with the retrieval when the research assistant tried to follow up.

(vi)   Some respondents, in a few instances, complained that there was no financial reward for them, or that there were too many surveys by too many government departments, with no direct or clear benefit to them. As a result, they were unwilling to answer the questionnaire.

(vii)   It is important to note that this is not a longitudinal survey. The respondents were identified by their job titles/positions and employer organisations. Some of the respondents in the 2011 survey had moved through internal mobility, promotions, relocations to other workstations, resignation or retirement. Some of the employees in international organisations and foreign embassies that had participated in 2011 reported said that they had since transferred elsewhere, as a result of which they no longer used official statistics from Tanzania.

4.0   FINDINGS FROM THE SURVEY

4.1   Introduction

The 464 respondents to the questionnaire were drawn from a wide cross-section of social and economic sectors. The largest proportion (39%) were from the public sector comprising of central government ministries, LGAs and other public sector organisations, followed by the research and academic sector, with 31% of the respondents (Table 1). Graduate students who made up 6% of the respondents were studying for either Masters or doctoral degrees. Overall, all categories of respondents specified in the Terms of Reference were represented. Multi-lateral and bilateral organisations and embassies comprised 2% and 1% respectively of the respondents.

Table 1: Distribution of respondents by employment sector, 2014

Employment sector	No. of respondents	% of respondents
Research and tertiary educational institutions	142	31.2
Central government ministries	85	18.7
Local government – municipal and town councils	29	6.4
Graduate students	26	5.7
Regional Secretariat offices	25	5.5
Financial institutions	23	5.1
Executive agencies	20	4.4
Private companies/business enterprises	19	4.2
Media organisations	18	3.9
Local government – district councils	17	3.7
Non-governmental organisations	14	3.1
Labour associations	10	2.2
International/multi-lateral organisations (e.g. UN, WB, IMF, AfDB)	9	2.0
Foreign embassy/bilateral organisations (e.g. DFID, USAID)	5	1.1
Private individuals	5	1.1
Business associations	3	0.7
Elected public officials (councillors)	3	0.7
Cooperatives	2	0.4
Sub-total	**455**	**100.0**
Employment sector not given	9	
Total	**464**	

A large majority (94% or 437) of the respondents were residents and/or citizens of Tanzania, of which 396 were from Tanzania Mainland and 41 were from Zanzibar. The remaining 6% responded from other countries, mostly in the USA and the United Kingdom. Other countries represented in the sample were Sweden, Italy, Kenya, Germany, India, France and Japan.

Some 70% of the respondents were males while 30% were females. A little over half (52%) were in the 36-55 age category, this being the group more likely to occupy middle and senior

management positions that involve the use of statistics during the course of their work. Two-thirds (41%) were under 35 years of age while 7% were aged between 56 and 65 years. Only 11% of the 464 respondents had participated in the previous survey in 2011.

Overall, 89% of the respondents were holders of university degrees (Table 2), with 51% having a Masters degree or higher educational qualifications. Over 90% of the respondents in research and tertiary education institutions and in MDAs were university graduates, with 72% and 56% respectively being holders of postgraduate qualifications. Likewise, 88% of respondents in the municipal councils and 76% of those from the district councils were university graduates. The results support the view that users of statistics are generally well educated people occupying middle and senior management positions within their organisations. They are also likely to have a high level of statistical literacy, and hence be able to assess the quality of official statistics which they use.

Table 2: Educational qualifications of respondents, 2014

Highest level attained	No. of respondents	% of respondents
Up to Form 4/lower secondary	11	2.4
Up to Form 6/upper secondary	11	2.4
Vocational/technical certificate or diploma	25	5.5
University first (Bachelor's) degree or equivalent	175	38.8
Postgraduate degree (Masters, PhD) or equivalent	229	50.8
Sub-total	**451**	**100.0**
Qualifications not stated	13	
Total	**464**	

4.2   Which Official Statistics Do They Use?

The NBS, OCGS and the various MDAs both on the Mainland and in Zanzibar produce a wide variety of statistics. Some are the result of routine data collection while others are collected during sample surveys and censuses. However, the frequency of data collection and publication varies, with some being produced monthly (e.g. CPI), other monthly, quarterly and annually. Other statistics are produced less frequently, but following a regular publication cycle (e.g. every ten years as in the case with the population and housing census). Some surveys do not have a clear cycle as they depend on availability of funds either from government budgetary allocations or from development partners.

The first part of the questionnaire sought to establish the types of statistics used and by how many of the respondents in each case. A total of 22 different categories of statistics were listed, ranging from financial and economic statistics, through income and employment statistics to environmental, agricultural, fisheries, forestry and tourism statistics (see Appendix 3 for the list of statistics). The respondents were asked to indicate all the different types of statistics that they normally use during the course of their work.

The largest proportion, a little over half, of the respondents used demographic statistics, followed by education statistics (43% of the respondents), health statistics (42%) and employment statistics (39%) (Table 3). Overall, most respondents reported that they made use of the broad category of social statistics. Fewer respondents used the more specialised or technical statistics such as mining, fisheries, forestry or transport and energy statistics.

Table 3: Proportion of respondents using the various types of statistics, 2014

Category of statistics	No. of respondents	% of respondents (N = 464)
Demographic statistics	239	51.5
Education statistics (enrolment, literacy)	201	43.3
Social statistics (health, HIV, AIDS, malaria, TB, EPI)	193	41.6
Employment statistics	183	39.4
Income and poverty statistics	171	36.9
National accounts statistics (GDP)	158	34.0
Price statistics (CPI, producer price index)	139	30.0
Social statistics (housing, water, sanitation)	133	28.7
Monetary and finance statistics	123	26.5
Public finance statistics	120	25.9
Agriculture and food security statistics	113	24.4
Environmental statistics	97	20.9
Business statistics (industry, trade, services)	93	20.0
Balance of payments statistics	81	17.5
Tourism statistics	68	14.7
External trade statistics	63	13.6
Livestock statistics	63	13.6
Water resources statistics	63	13.6
Business statistics (transport, energy)	58	12.5
Business statistics (mining)	50	10.8
Forestry and wildlife statistics	50	10.8
Fisheries statistics	43	9.3

Among the 142 respondents employed in research and academic institutions, the most widely used statistics were:
(i)   demographic statistics, which were reported by 57% of the respondents in this sector;
(ii)   education statistics, reported by 47% of the respondents;
(iii)   social statistics (health, HIV, AIDS, TB etc) (45%);
(iv)   income and poverty statistics (45%);
(v)   employment statistics (38%);
(vi)   national accounts statistics (33%);
(vii)   price statistics (32%); and
(viii) social statistics (housing, water and sanitation) (30%).

For the 85 civil servants in the central government ministries, the most commonly used statistics were very similar to those reported by academic and research staff as follows:
(i)   demographic statistics, reported by 54% of the civil servants;
(ii)   education statistics (46%);
(iii)   employment statistics (39%);
(iv)   social statistics (health, HIV, AIDS, TB etc) (36%);

(v)   national accounts (35%)
(vi)   income and poverty statistics (31%);
(vii)   social statistics (housing, water and sanitation) (26%); and
(viii) price statistics (23%).

Among the 74 LGA respondents (from the Regional Secretariat, municipal and district councils and elected councillors), the most commonly used statistics seem to be those with a direct impact on the living conditions of the communities that they serve as follows:
(i)   demographic statistics (reported by 51% of the respondents in this group);
(ii)   education statistics (50%);
(iii)   social statistics (health, HIV, AIDS, TB, etc) (45%);
(iv)   employment statistics (38%);
(v)   environmental statistics (38%);
(vi)   agriculture and food security statistics (35%);
(vii)   social statistics (housing, water and sanitation) (31%).

Balance of payment, external trade, mining and transport and energy statistics were used by less than 20% of the LGA staff.

The respondents were asked whether there were any other statistics which they would want to use but which were not available to them. The numbers of respondents mentioning each category of the additional statistics were small, but they are indicative of the gaps in user needs. The statistics mentioned as needed, but not currently available included the following:
(i)   gender and the status of women;
(ii)   land and property ownership;
(iii)   OVCs and other disadvantaged children;
(iv)   disabilities – types of disabilities, numbers of disabled, available services for people with disabilities, education and employment opportunities for people with disabilities;
(v)   environmental and climate change;
(vi)   investment, including foreign direct investment;
(vii)   legal sector and crime;
(viii) new livestock census to replace and update current data which are based on projections derived from (i) the 1984 census, (ii) routine administrative records of LGAs and (iii) periodic livestock sample surveys, the latest of which was held in 2007/2008, and also to revise animal technical conversion factors;
(ix)   health personnel, health facilities, infant mortality at village and ward levels; and
(x)   statistics on social protection and social security schemes.

4.3   Assessment of the Quality of Official Statistics

In the second section of the questionnaire, the respondents were asked to assess the quality of the statistics which they used in terms of
(i)   accuracy (i.e. the degree to which they feel that the data correctly estimate or describe the characteristics or quantities it was designed to measure),
(ii)   reliability or credibility (i.e. the level of trust that they hold with the process of producing those statistics),
(iii)   timeliness of release (i.e. the length of time between collecting the information and releasing it, whether as publications or as press releases or on the official websites),
(iv)   frequency of release (this refers to the time interval between the release of one set of data and the next set),
(v)   accessibility of both the statistics themselves as well as any underlying or explanatory information and metadata (explanatory notes, methodological descriptions, references concerning concepts, classifications and so forth).

As in the first survey in 2011, the respondents were asked to rate each of the statistics that they regularly used on a 5-point scale, with 1 being the least desirable and 5 the most desirable on each quality attribute. The ratings given on each type of statistics were then used to calculate (i) the proportions of users assessing them similarly and (ii) the average scores for the quality of each type of statistics. The respondents' assessment of national accounts statistics may be taken as an example. Firstly, 77% of the respondents assessed them as accurate or very accurate (Table 4). Secondly, computing the individual scores awarded for national accounts statistics yielded an average score of 3.7 for accuracy, out of a possible maximum score of 5 (see Appendix 6a).

4.3.1 Accuracy of the statistics

The number of respondents that said they used each particular set of statistics were given in Table 3. Their assessments of the accuracy of those statistics which they used are summarised in Table 4. The following statistics were rated as accurate or very accurate by at least three-quarters of those that used them:

(i)   monetary and financial statistics, which were rated as accurate or very accurate by 83% of their respondent users;
(ii)   public finance statistics, rated as accurate or very accurate by 81% of those respondents that used them;
(iii)   education statistics (78%) ;
(iv)   demographic statistics (78%);
(v)   national accounts statistics (77%);
(vi)   business statistics (industry, trade, services) (75%);
(vii)   price statistics (75%);
(viii) balance of payment statistics (75%); and
(ix)   transport and energy statistics (75%).

The following statistics were rated as accurate by only a small proportion of their respondent users:

(i)   agriculture and food security, which were considered as accurate or very accurate by only 63% of their users in both years (2011 and 2014);
(ii)   forestry and wildlife statistics, considered as accurate or very accurate by 62% in 2014 (compared with 72% in 2011);
(iii)   livestock statistics, rated as accurate or very accurate by 60% of their users (68% in 2011);
(iv)   income and poverty statistics, which were rated as accurate or very accurate by 60% of their users (again 60% in 2011); and
(v)   employment statistics, considered accurate or very accurate by only 57% of their users (compared with 68% in 2011).

The proportions of respondents that rated the various categories of official statistics as either accurate or very accurate in 2014 are compared with the result from the 2011 survey in Figure 1. The group of financial statistics (i.e. national accounts, price statistics, public finance, monetary statistics and balance of payment statistics) have been rated as accurate by a large majority of their users in both surveys. Amongst social statistics, education, demographic and health statistics were highly rated as accurate or very accurate by a majority of their users in both 2011 and 2014.

Table 4: Respondents' assessment of the accuracy of official statistics, 2014

Types of statistics used	% of users of each type of statistics					
	Very inaccurate (1)	Inaccurate (2)	Undecided or not sure (3)	Accurate (4)	Very accurate (5)	Total
National accounts (GDP)	0.6	9.6	12.8	71.8	5.1	100.0
Price statistics (CPI, producer price index)	3.1	6.9	15.3	72.5	2.3	100.0
Public finance statistics	0.9	7.7	10.3	70.9	10.3	100.0
Monetary and financial statistics	0.0	6.7	10.8	72.5	10.0	100.0
Balance of payments	3.8	10.1	11.4	65.8	8.9	100.0
Business statistics (industry, trade, services)	1.1	12.5	11.4	71.6	3.4	100.0
Business statistics (mining)	3.9	9.8	13.7	72.5	0.0	100.0
Business statistics (transport, energy)	3.6	5.5	16.4	72.7	1.8	100.0
Employment statistics	2.3	18.3	22.9	50.9	5.7	100.0
External trade statistics	1.5	12.1	16.7	59.1	10.6	100.0
Income and poverty statistics	3.9	11.6	24.5	54.8	5.2	100.0
Demographic statistics (population)	2.2	7.0	12.7	69.3	8.8	100.0
Education statistics (enrolment, literacy)	2.1	9.3	10.4	68.4	9.8	100.0
Social statistics (health, HIV/AIDS, malaria, TB)	3.9	10.1	16.2	63.7	6.1	100.0
Social statistics (housing, water & sanitation)	1.7	12.6	19.3	60.5	5.9	100.0
Environment statistics	5.5	7.7	18.7	64.8	3.3	100.0
Agriculture and food security statistics	2.8	8.5	25.5	59.4	3.8	100.0
Livestock statistics	5.0	16.7	18.3	56.7	3.3	100.0
Fisheries statistics	2.5	17.5	15.0	62.5	2.5	100.0
Water resources statistics	3.2	9.5	23.8	60.3	3.2	100.0
Forestry and wildlife statistics	0.0	18.0	20.0	58.0	4.0	100.0
Tourism statistics	4.8	17.5	14.3	58.7	4.8	100.0
Average score for accuracy for all statistics						3.61*

* The methodology for computing the average score for accuracy of all statistics is explained in Appendix 6a

Figure 1: Percentage of users reporting that the statistics which they used were accurate or very accurate, 2011 and 2014
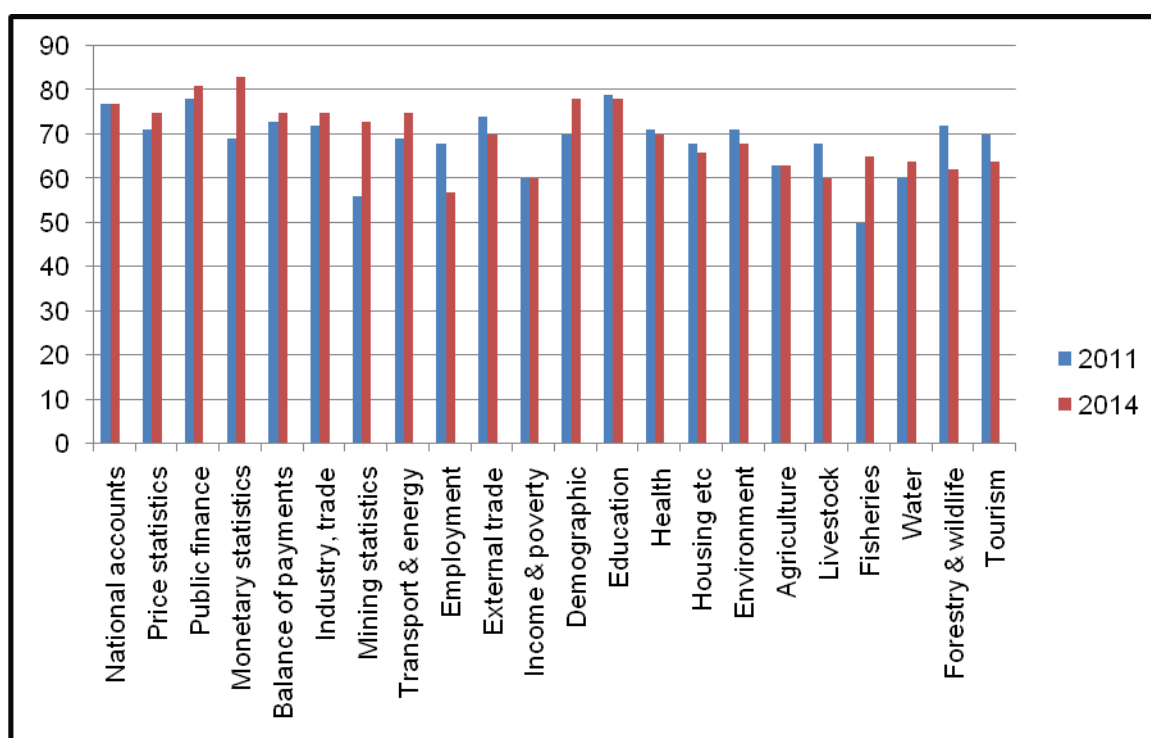
During interviews in the MDAs, the officials reported a number of problems that affect the accuracy of the statistics which they are supposed to collect. For instance, different sources of data often provided different results on the same phenomenon. Thus, survey data produced different results from, and tended to be more accurate, than routine data. Lack of capacity in the institutions assigned with the responsibility for data collection also contributed to data accuracies. For instance, the inaccuracy of fisheries statistics was said to be due to the lack of proper monitoring and recording of fish landings in both coastal and inland waters. The landing sites are the responsibility of the respective LGAs and they are not all manned continuously, resulting in an unknown amount of fish being landed illegally. Officials in the MDAs also complained about the reluctance of people (whether households or representatives of business enterprises) to give true and accurate information during censuses and surveys, resulting in flawed data being collected.

Data for the annual "*Basic Education Statistics in Tanzania*" (BEST) published by the Ministry of Education and Vocational Training (MoEVT) is collected through an annual census of education institutions. Questionnaires are sent to all schools and other educational institutions. The data are aggregated by the District Education Officers (DEOs) for pre-primary and primary levels. For other levels, the returns are sent directly to MoEVT. According the officials in the Ministry, response rates are quite high but vary, with almost 100% coverage for pre-primary and primary schools, declining to about 95% coverage for tertiary institutions. Private educational institutions (especially secondary schools and universities) that do not receive government grants were reportedly less willing to submit their annual returns to the Ministry.

With respect to livestock, the last national census was conducted in 1984. Since then, the available livestock statistics are projections from that census, together with routine administrative records collected by staff of the LGAs as well as periodic livestock sample surveys. The latest livestock sample survey was conducted in 2007/2008. The animal technical conversion factors in use (e.g. meat per slaughtered animal, dry matter intake per animal per day, milk yield per cow per day, or weight gain per kg of dry matter intake) are dated and do not reflect improvements in animal husbandry at the farm level. As one consequence, the contribution of livestock to GDP may be grossly under-estimated.

> *In the Tanzania National Accounts, beef production is calculated by multiplying the total number of beef cattle slaughtered by 125, which is the technical conversion factor used to convert beef carcasses into kg of meat. The 'meat conversion factors' for goats, pigs and indigenous chickens are 12, 45 and 2 kilos respectively; as for cow milk, the technical coefficient used is 1litre of fresh milk/day per cow. The problem with Tanzania, and with most developing countries, is that the adopted technical conversion factors are often obsolete; calculated using data from non-representative or biased samples; taken from neighbouring countries; and/or rarely updated. The consequences for decision makers can be serious* (Longin Nsiima et al. 2013)

For all types of official statistics, the overall score for accuracy was 3.61 out of a possible maximum score of 5 (Table 4 and Appendix 6a). This compares with an overall score of 3.67 in 2011, representing a marginal decline in the respondents' assessment of the accuracy of the statistics.

4.3.2 Reliability of official statistics
Reliability was defined as the credibility or level of trust that users have with the process of producing the statistics. While this may be a subjective assessment especially where the user is perhaps not fully informed about how the data were collected in the field, analysed and processed, it has a bearing on how customers view the statistics. However, such background information should be available to users, thereby raising questions about accessibility of statistical metadata. Doubt about the reliability of official statistics were raised by several of the respondents, for instance with respect to the prices used in the computation of the Consumer Price Index (CPI) or, as mentioned above, in the use of dated

census data in projections of livestock data. Some of the discrepancies in official statistics have been highlighted in the recent external reviews of water statistics, population projections and education (BEST) statistics undertaken in 2011 and 2012 under the "*Strengthening Statistics through Independent Review and Assessment"* initiative.

The respondents' assessment of the reliability of the different types of official statistics is summarised in Table 5. The following were rated as either reliable or very reliable by at least three-quarters of those respondents that used them:
(i)   monetary and financial statistics, which were considered as reliable by 86% of their users;
(ii)   public finance statistics, rated as reliable by 83% of their users;
(iii)   demographic statistics (78%);
(iv)   business statistics (industry, trade and services) (77%);
(v)   balance of payments statistics (77%);
(vi)   transport and energy statistics (76%);
(vii)   fisheries statistics 76%);
(viii) national accounts statistics (76%); and
(ix)   education statistics (76%).

Table 5: Respondents' assessment of the reliability of official statistics, 2014

Types of statistics used	% of users of each type of statistics					
	Very unreliable (1)	Unreliable (2)	Undecided or not sure (3)	Reliable (4)	Very Reliable (5)	Total
National accounts (GDP)	0.6	9.0	14.2	71.6	4.5	100.0
Price statistics (CPI, producer price index)	0.0	10.9	15.3	70.8	2.9	100.0
Public finance statistics	0.0	5.0	12.5	75.0	7.5	100.0
Monetary and financial statistics	0.8	2.5	10.8	75.0	10.8	100.0
Balance of payments	2.6	7.8	13.0	68.8	7.8	100.0
Business statistics (industry, trade, services)	0.0	9.1	13.6	75.0	2.3	100.0
Business statistics (mining)	0.0	13.5	17.3	67.3	1.9	100.0
Business statistics (transport, energy)	1.6	8.1	14.5	72.6	3.2	100.0
Employment statistics	3.5	17.1	19.4	54.7	5.3	100.0
External trade statistics	1.5	13.2	13.2	58.8	13.2	100.0
Income and poverty statistics	1.3	16.5	24.7	53.2	4.4	100.0
Demographic statistics (population)	1.8	7.6	12.4	69.3	8.9	100.0
Education statistics (enrolment, literacy)	2.6	10.8	10.8	67.2	8.7	100.0
Social statistics (health, HIV/AIDS, malaria, TB)	1.2	12.1	13.3	65.9	7.5	100.0
Social statistics (housing, water & sanitation)	1.7	9.9	18.2	62.0	8.3	100.0
Environment statistics	2.4	12.9	17.6	61.2	5.9	100.0
Agriculture and food security statistics	2.8	12.8	22.0	60.6	1.8	100.0
Livestock statistics	3.4	10.3	19.0	65.5	1.7	100.0
Fisheries statistics	0.0	10.5	13.2	73.7	2.6	100.0
Water resources statistics	3.2	6.3	19.0	66.7	4.8	100.0
Forestry and wildlife statistics	4.3	13.0	15.2	67.4	0.0	100.0
Tourism statistics	1.6	15.9	11.1	68.3	3.2	100.0
Average score for reliability for all statistics						3.64*

[*] The methodology for computing the average score for reliability of all statistics is explained in Appendix 6b

Three types of statistics were considered reliable by only a small majority of their respondents users, namely:
(i)   agriculture and food security statistics, rated as reliable or very reliable by 64% of their users;
(ii)   income and poverty statistics, considered reliable or very reliable by 61% of their user respondents; and

(iii)   employment statistics, which were considered either reliable or very reliable by only 58% of their users.

Comments from respondents questioning the reliability of official statistics included the following:

"There are variances between statistics released by Tanzania and those from international organisations. You wonder which source is reliable, i.e. do we cook data? Do they cook at international level?"

"Sample sizes should be representative of the whole country."
"More professionalism is needed to avoid "cooking of data."

"Enumerators should be well paid to avoid cooking statistics."

"We are not good in giving proper and accurate data. We are poor in keeping records which can give us statistics. We always start afresh – quality of raw data from sources is a problem."

Figure 2: Percentage of users reporting that the statistics which they used were reliable or very reliable, 2011 and 2014
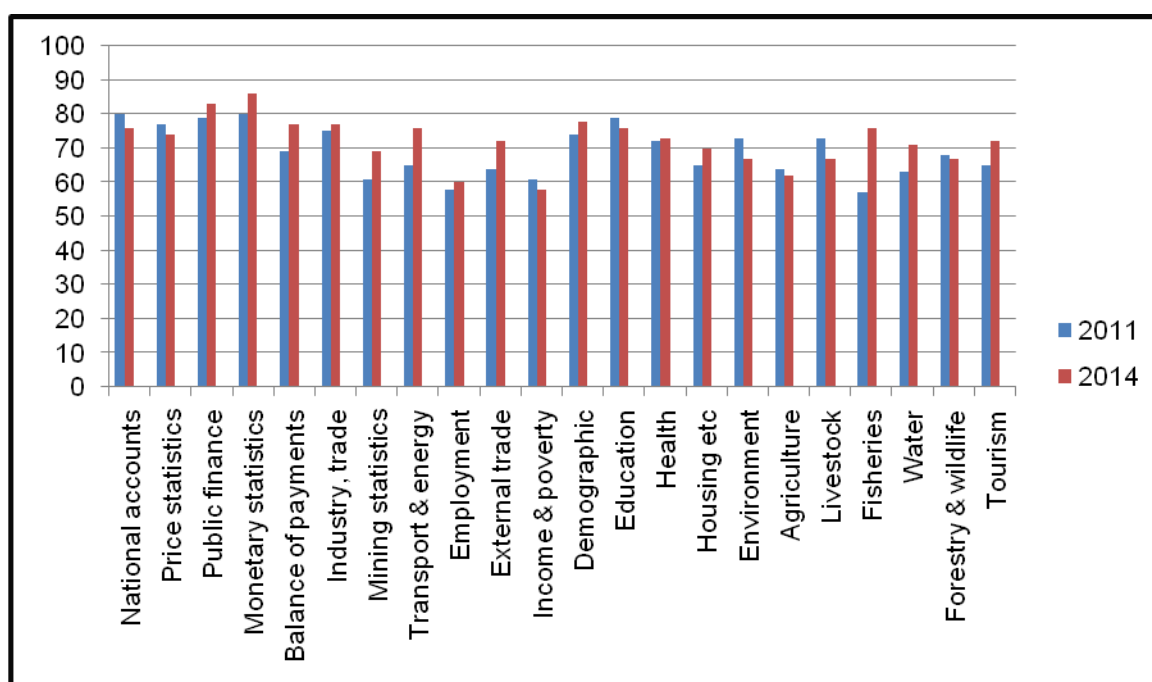
Figure 2 shows that the group of financial statistics were consistently highly rated for reliability by a majority of their users in both 2011 and 2014, as were demographic, education and health statistics. On the other hand, employment and income statistics were consistently rated by only a small majority of respondents in both years.

For all types of official statistics, the overall score for reliability was 3.64 out of a possible maximum score of 5 (Table 5 and Appendix 6b). This compares with an overall score of 3.69 in 2011.

4.3.3   Timeliness of release of statistics
Timeliness in the production and dissemination of data is obviously important for users, otherwise the statistics become outdated and less valuable, or are reduced to being of historical value only. Timeliness refers to the length of time between data collection and dissemination, whether as a report, statistical summary, press release or when uploaded on

the internet. The respondents were asked to assess the quality of official statistics which they used by rating their level of satisfaction with the timeliness of their release. It is significant to note that it was only the financial statistics group with which a majority of the users felt were released and disseminated in a timely manner (Table 6).

The statistics for which the largest proportions of users were most satisfied with the timeliness of their release were:
(i)   monetary and financial statistics, for which 86% said they were either satisfied or very satisfied with the timeliness of release;
(ii)   public finance statistics, with 82% either satisfied or very satisfied;
(iii)   national accounts (78% satisfied);
(iv)   balance of payments (77%); and
(v)   price statistics (76%).

Table 6: Respondents' satisfaction levels with the timeliness of release of official statistics, 2014

Types of statistics used	% of users of each type of statistics					
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)	Total
National accounts (GDP)	2.5	9.6	10.2	74.5	3.2	100.0
Price statistics (CPI, producer price index)	0.7	15.2	8.0	71.7	4.3	100.0
Public finance statistics	0.8	11.7	5.8	75.0	6.7	100.0
Monetary and financial statistics	0.8	8.3	5.0	76.0	9.9	100.0
Balance of payments	1.2	15.7	6.0	66.3	10.8	100.0
Business statistics (industry, trade, services)	2.3	14.9	10.3	70.1	2.3	100.0
Business statistics (mining)	1.9	22.2	5.6	68.5	1.9	100.0
Business statistics (transport, energy)	1.7	23.7	5.1	67.8	1.7	100.0
Employment statistics	3.9	32.4	12.8	45.3	5.6	100.0
External trade statistics	0.0	20.6	11.1	57.1	11.1	100.0
Income and poverty statistics	3.8	30.0	17.5	45.6	3.1	100.0
Demographic statistics (population)	1.8	21.5	11.4	58.3	7.0	100.0
Education statistics (enrolment, literacy)	1.0	23.5	10.7	57.7	7.1	100.0
Social statistics (health, HIV/AIDS, malaria, TB)	2.2	19.2	14.3	59.9	4.4	100.0
Social statistics (housing, water & sanitation)	2.4	23.6	12.6	58.3	3.1	100.0
Environment statistics	1.1	23.4	16.0	58.5	1.1	100.0
Agriculture and food security statistics	4.6	25.9	13.9	52.8	2.8	100.0
Livestock statistics	1.6	27.9	19.7	50.8	0.0	100.0
Fisheries statistics	2.4	19.5	22.0	56.1	0.0	100.0
Water resources statistics	4.6	12.3	20.0	63.1	0.0	100.0
Forestry and wildlife statistics	2.0	20.4	10.2	67.3	0.0	100.0
Tourism statistics	4.5	17.9	10.4	67.2	0.0	100.0
Average score for timeliness of release for all statistics						3.46*

* The methodology for computing the average score for timeliness of release of all statistics is explained in Appendix 6c

None of the respondents gave the highest rating ("very satisfied" with the timeliness of release) for any of the following statistics: livestock, fisheries, water, forestry and wildlife and tourism statistics. Statistics with the lowest proportions of users that were satisfied with the timeliness of their release were:
(i)   fisheries statistics, for which 56% of the users said they were satisfied with the timeliness of their release;
(ii)   agriculture and food security (56% satisfied);
(iii)   livestock statistics (51% satisfied);
(iv)   employment statistics (51% satisfied); and
(v)   income and poverty statistics, for which only 49% said they were satisfied.

Comparison of the results from the 2011 and 2014 surveys show an improvement in the proportions of users reporting satisfaction with the timeliness of release of financial and economic statistics (Figure 3). The timeliness achieved in the release of financial statistics is indicative of the statutory obligations that the NBS, OCGS, the Bank of Tanzania and other partners have to produce financial statistics on time. For instance, CPI statistics are compiled and published by the 8th of every month. GDP figures are published quarterly in conjunction with the Bank of Tanzania. Public finance statistics are presented to Parliament and the public during the budget session in May-July each year.

On the other hand, the users' satisfaction with the timeliness of release of education statistics fell from 76% reporting being satisfied or very satisfied in 2011 to 65% in 2014. The decline in satisfaction may be attributed to the delay in production of the Ministry of Education and Vocational Training's annual publication, "*Basic Education Statistics in Tanzania*" (BEST) during the past two years because of the national census of population in 2012. The information is normally collected from education institutions in February and March of each year. The data is processed quickly so that it will be available to inform the budget debates in Parliament that start each May. However, because of the 2012 census, the school annual calendar was changed to accommodate the absence of school teachers who were engaged as census enumerators. The Ministry is now working to revert to its traditional data collection and publication cycle for BEST.

Figure 3: Percentage of users that reported being satisfied or very satisfied with the timeliness of release of official statistics which they used, 2011 and 2014
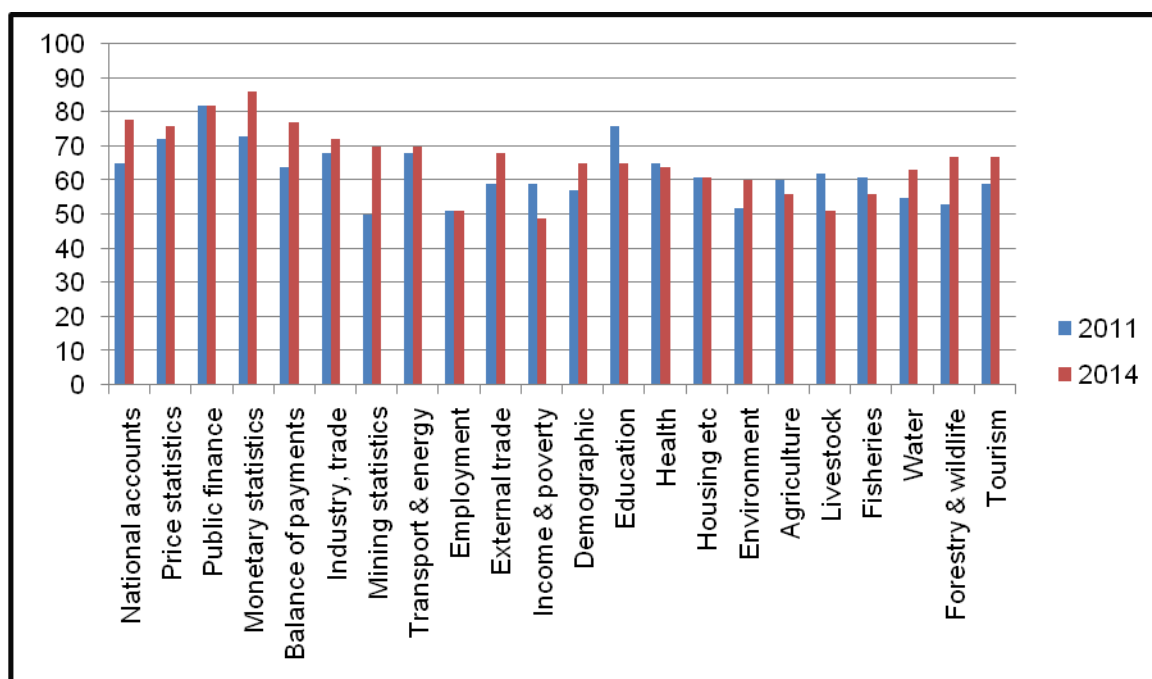
For all types of official statistics, the overall score for timeliness of release was 3.46 out of a possible maximum score of 5 (Table 6 and Appendix 6c). This compares with an overall score of 3.48 in 2011.

4.3.4 *Frequency of release of statistics*
Frequency of release refers to the time interval between the release of one set of data and the next set. The NBS and OCGS, as well as sector Ministries are required to produce a wide range of statistics at different intervals. For example, the Statistics Act (Chapter 352) of

2002 prescribes that a census of population and housing be held every ten years. CPI is produced monthly while GDP statistics are published quarterly. The Ministry of Industry and Trade is responsible for compiling and publishing retail prices for some eight main food crops twice a month and wholesale prices weekly. Since 1985, the Ministry of Education and Vocational Training has produced its annual statistical booklet, "*Basic Education Statistics in Tanzania*" (BEST) as scheduled, except for the past two years when production was disrupted by the holding of the 2012 national census of population and housing. Other statistics are supposed to be published every five years. However, it was reported during interviews in various MDAs that some statistics were not being published as scheduled because of lack of funds to conduct the surveys. In some cases, the data were collected but would remain without being analysed and therefore could not be published for some considerable time. The reports of the national sample surveys for agriculture and livestock conducted in 2007/2008 were only published in 2012.

Users of financial and price statistics, as well as external trade and balance of payment statistics reported the highest levels of satisfaction with the frequency with which the statistics were published (Table 7):
(i)   monetary and financial statistics, for which 85% of the user respondents said they were either satisfied or very satisfied with the frequency of publication;
(ii)   national accounts statistics, with 76% of users satisfied or very satisfied;
(iii)   price statistics (75%);
(iv)   public finance statistics (75%);
(v)   external trade statistics ((73%); and
(vi)   balance of payments statistics (70%).

Table 7: Respondents' satisfaction levels with the frequency of release of official statistics, 2014

Types of statistics used	% of users of each type of statistics					
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)	Total
National accounts (GDP)	2.7	10.7	9.4	71.1	6.0	100.0
Price statistics (CPI, producer price index)	1.5	12.9	10.6	68.2	6.8	100.0
Public finance statistics	3.4	12.1	9.5	66.4	8.6	100.0
Monetary and financial statistics	0.9	7.9	6.1	71.1	14.0	100.0
Balance of payments	2.6	16.9	10.4	59.7	10.4	100.0
Business statistics (industry, trade, services)	2.4	19.0	11.9	63.1	3.6	100.0
Business statistics (mining)	5.7	20.8	9.4	62.3	1.9	100.0
Business statistics (transport, energy)	5.1	18.6	8.5	66.1	1.7	100.0
Employment statistics	6.4	31.0	12.3	43.3	7.0	100.0
External trade statistics	1.5	17.9	7.5	59.7	13.4	100.0
Income and poverty statistics	5.8	22.6	18.1	49.0	4.5	100.0
Demographic statistics (population)	3.1	21.5	9.2	59.2	7.0	100.0
Education statistics (enrolment, literacy)	3.6	21.4	11.2	56.6	7.1	100.0
Social statistics (health, HIV/AIDS, malaria, TB)	4.4	20.3	13.2	57.7	4.4	100.0
Social statistics (housing, water & sanitation)	1.6	26.8	11.4	57.7	2.4	100.0
Environment statistics	1.1	26.7	16.7	54.4	1.1	100.0
Agriculture and food security statistics	6.5	19.6	19.6	50.5	3.7	100.0
Livestock statistics	3.3	26.2	14.8	52.8	3.3	100.0
Fisheries statistics	0.0	23.8	14.3	59.5	2.4	100.0
Water resources statistics	1.6	23.8	14.3	57.1	3.2	100.0
Forestry and wildlife statistics	2.1	29.2	10.4	54.2	4.2	100.0
Tourism statistics	6.3	23.8	12.7	54.0	3.2	100.0
Average score for frequency of release on all statistics						**3.29***

* The methodology for computing the average score for frequency of release of all statistics is explained in Appendix 6d

On the other hand, only a small proportion of users reported that they were satisfied or very satisfied with the frequency of release of the following statistics:
(i)   tourism statistics, for which only 57% of the users said they were either satisfied or very satisfied with their frequency of release;
(ii)   livestock statistics (56%);
(iii)   environment statistics (56%);
(iv)   income and poverty statistics (54%);
(v)   agriculture and food security statistics (54%); and
(vi)   employment statistics (50%).

Figure 4 shows that the patterns of user satisfaction with the frequency of release across the different types of statistics have remained fairly consistent between 2011 and 2014. Users consistently rated high the frequency of release of financial statistics (e.g. national accounts, price statistics, public finance, monetary statistics and balance of payments statistics). The frequency of publication of the group of social statistics comprising demographic, education and health statistics was also rated as satisfactory by a majority of users in both 2011 and 2014. Perhaps of note is the increase in the proportion of user of external trade statistics who said they were satisfied with their frequency of release, from 60% in 2011 to 73% in 2014

Figure 4: Percentage of users that reported being satisfied or very satisfied with the frequency of release of official statistics which they used, 2011 and 2014
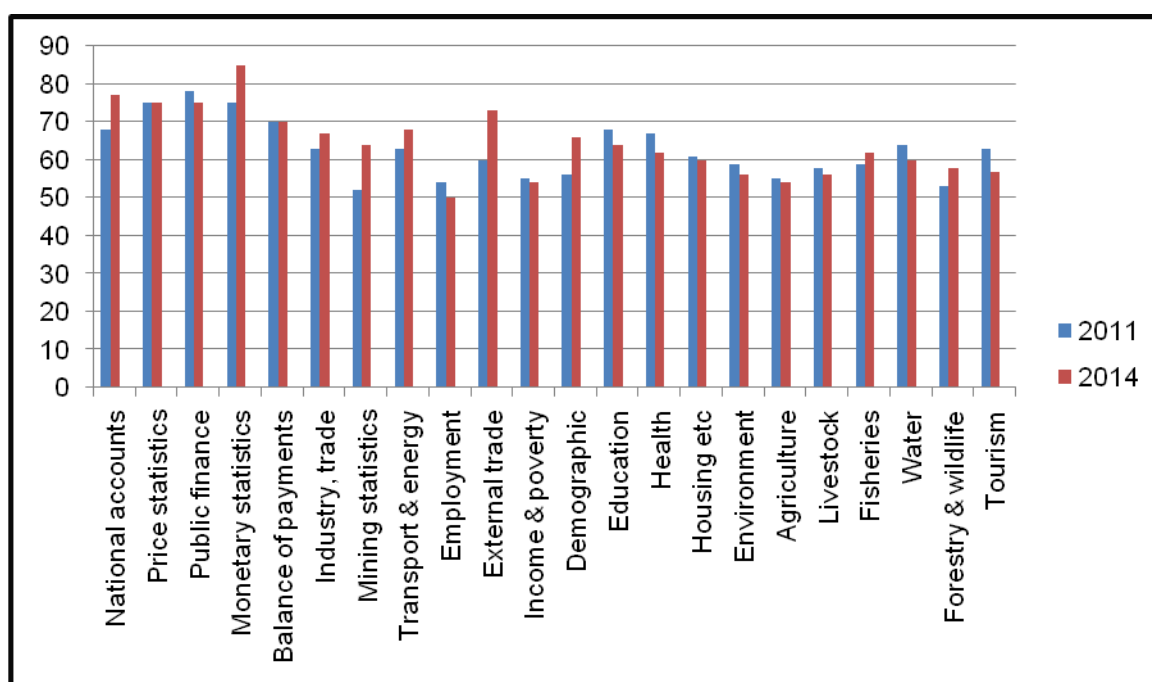
For all types of official statistics, the overall score for frequency of release was 3.29 out of a possible maximum score of 5 (Table 7 and Appendix 6d). This compares with an overall score of 3.44 in 2011.

4.3.5   Accessibility of official statistics for users
The survey also sought to obtain the views of the respondents regarding the ease with which they were able to obtain official statistics, whether in hard copy format or from the official websites of the producing MDAs. The results from the 2011 survey showed that, compared with other parameters of quality, access to official statistics was a major problem. That

situation remains largely true in 2014. Results of the current survey showed that it was only in respect of national accounts statistics that more than 70% of the users reported that access was easy or very easy. In all other cases, the proportion of respondents that found it relatively easy to access official statistics was only a small majority, as shown in Table 8.

Statistics that were considered relatively easy to access were:
(i)   national accounts statistics, reported by 72% of their users;
(ii)   price statistics (69%);
(iii)   monetary and financial statistics (68%);
(iv)   demographic statistics (68%);
(v)   public finance statistics (65%);
(vi)   balance of payments statistics (64%); and
(vii)   social statistics (health, malaria etc) (64%).

Table 8: Respondents' assessment of the level of accessibility of official statistics, 2014

Types of statistics used	% of users of each type of statistics					
	Very difficult (1)	Difficult (2)	Undecided or not sure (3)	Easy (4)	Very easy (5)	Total
National accounts (GDP)	4.0	16.7	7.3	62.0	10.0	100.0
Price statistics (CPI, producer price index)	1.5	21.9	7.3	62.8	6.6	100.0
Public finance statistics	9.6	16.5	8.7	60.9	4.3	100.0
Monetary and financial statistics	9.7	15.9	6.2	61.9	6.2	100.0
Balance of payments	12.8	14.1	9.0	59.0	5.1	100.0
Business statistics (industry, trade, services)	4.7	31.8	8.2	50.6	4.7	100.0
Business statistics (mining)	5.8	23.1	9.6	59.6	1.9	100.0
Business statistics (transport, energy)	9.8	24.6	9.8	52.5	3.3	100.0
Employment statistics	11.1	32.7	15.8	36.8	3.5	100.0
External trade statistics	11.6	20.3	10.1	52.2	5.8	100.0
Income and poverty statistics	4.5	27.3	12.3	48.7	7.1	100.0
Demographic statistics (population)	4.5	20.7	7.2	55.4	12.2	100.0
Education statistics (enrolment, literacy)	2.7	28.3	8.6	50.8	9.6	100.0
Social statistics (health, HIV/AIDS, malaria, TB)	3.9	23.0	9.0	56.2	7.9	100.0
Social statistics (housing, water & sanitation)	3.3	29.2	11.7	51.7	4.2	100.0
Environment statistics	4.3	31.5	15.2	44.6	4.3	100.0
Agriculture and food security statistics	6.3	23.4	15.3	50.5	4.5	100.0
Livestock statistics	4.9	13.1	19.7	57.4	4.9	100.0
Fisheries statistics	2.4	14.3	21.4	57.1	4.8	100.0
Water resources statistics	4.6	21.5	18.5	49.2	6.2	100.0
Forestry and wildlife statistics	8.2	24.5	12.2	51.0	4.1	100.0
Tourism statistics	7.7	26.2	10.8	53.8	1.5	100.0
Average score for accessibility for all statistics						3.31*

* The methodology for computing the average score for accessibility of statistics is explained in Appendix 6e

On the other hand, only a little over half of the users reported satisfaction with the level of accessibility for many of the other types of statistics, including most economic statistics (industry and trade statistics, transport and energy statistics), agriculture and food security statistics, water resources statistics, tourism and forestry and wildlife statistics. Environment and employment statistics were apparently the most difficult to access, with only 49% and 40% of their users reporting that they were found them easy or very easy to access.

The patterns of satisfaction with the levels of accessibility were generally consistent between 2011 and 2014 (Figure 5), although the proportions of users were lower than those reporting satisfaction on other criteria of quality. Again, financial statistics, together with demographic, health and education statistics were considered more accessible in both years more than

other types of statistics. Notable increases were in the proportions of users reporting satisfaction with mining and transport and energy statistics, from 34% in 2011 to 62% in 2014 in respect of mining statistics and 38% to 56% of users of transport and energy statistics.

Figure 5: Percentage of users that reported the level of accessibility of official statistics which they used as being easy or very easy, 2011 and 2014
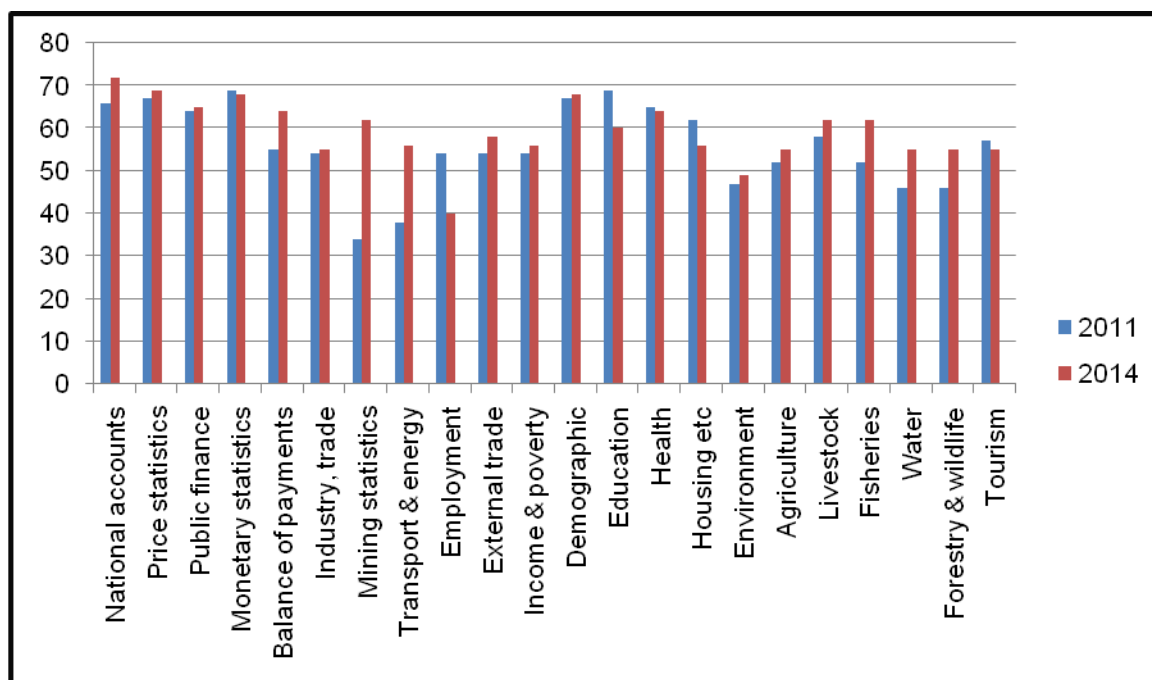
Reasons given for the poor access to statistics were varied, and included the following:
(i)   Some needed statistics are not availability because the relevant MDAs have not been able to collect the data or the available data are out-of-date.
(ii)   There is unnecessary bureaucracy when one is seeking permission to obtain the statistics, especially when coming from outside government. According to one respondent: "*They should not prioritize formal bureaucracy in granting access, for instance, why should one have to write a request letter to access public data? This only lengthens the process and frustrates consumers".*
(iii)   Lack of urgency among staff, including employees of the NBS and OCGS, in responding to request from users. One respondent described his experience in the following terms: "*First, I tried to contact the NBS via the contact info on the official website. My e-mails were recurrently left unanswered (there were not even an automatic reply that you had received my mail). I also tried calling the NBS (also using the info on the website). Either there were no answers, or I was re-directed to the wrong staff member …. That the phone 'solution' did not work was extremely annoying, since the fares for international calls are high. Finally, after more than 1 year we found a contact person inside the NBS… Our NBS contact was most helpful though, and he directed us how to download the necessary data".*
(iv)   Some of the statistics remain to be uploaded onto the MDAs' websites, a good example being the OCGS website which holds very little information.
(v)   Statistical summary tables on the websites should be uploaded in user friendly formats such as Excel for easier downloading.
(vi)   Access for up-country users is inhibited by slow internet service, making it difficult to download large documents and reports from the official websites.

(vii)   Data from sample surveys is available in an aggregated form at national or regional levels only, whereas users, especially academic researchers, may want the data disaggregated down to the ward and/or village level.

The overall score for accessibility of the statistics was 3.31 out of a possible maximum score of 5 (Table 8 and Appendix 6e). This compares with an overall score of 3.36 in 2011.

4.3.6   Overall assessment of the quality of statistics

After evaluating the quality of the statistics on the five parameters described above, the respondents were then asked the following question: *"Overall, how do you rate the quality of official statistics in Tanzania?"* They were asked to rate those statistics which they used on a 5-point scale, ranging from 1 = "very poor" to 5 = "very good". The aim was to obtain general assessment for each type of statistics that they used. Table 9 shows that the following statistics were rated as good or very good by a large majority of their users:
(i)   demographic statistics, which were rated as good or very good by 77% of their users;
(ii)   national accounts (76%);
(iii)   education statistics (74%);
(iv)   social statistics (health, TB, malaria, etc) (73%);
(v)   tourism statistics (70%); and
(vi)   price statistics (70%).

Table 9: Respondents' overall assessment of the quality of official statistics, 2014

Types of statistics used	% of users of each type of statistics					
	Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)	Total
National accounts (GDP)	2.7	11.5	10.1	73.0	2.7	100.0
Price statistics (CPI, producer price index)	3.6	17.5	8.8	64.2	5.8	100.0
Public finance statistics	2.6	14.5	15.4	65.0	2.6	100.0
Monetary and financial statistics	0.8	22.5	9.2	64.2	3.3	100.0
Balance of payments	1.2	28.0	6.1	59.8	4.9	100.0
Business statistics (industry, trade, services)	3.4	20.7	11.5	62.1	2.3	100.0
Business statistics (mining)	5.3	21.1	10.5	61.4	1.8	100.0
Business statistics (transport, energy)	6.1	21.2	13.6	57.6	1.5	100.0
Employment statistics	5.4	32.7	15.5	45.2	1.2	100.0
External trade statistics	1.6	31.3	12.5	53.1	1.6	100.0
Income and poverty statistics	5.1	16.5	20.3	56.3	1.9	100.0
Demographic statistics (population)	1.3	11.6	9.8	68.0	9.3	100.0
Education statistics (enrolment, literacy)	2.7	11.2	12.2	66.5	7.4	100.0
Social statistics (health, HIV/AIDS, malaria, TB)	3.4	11.2	12.9	69.1	3.4	100.0
Social statistics (housing, water & sanitation)	4.9	15.4	13.0	64.2	2.4	100.0
Environment statistics	3.2	16.1	22.6	57.0	1.1	100.0
Agriculture and food security statistics	2.8	20.2	11.9	61.5	3.7	100.0
Livestock statistics	3.1	25.0	10.9	59.4	1.6	100.0
Fisheries statistics	4.7	20.9	16.3	55.8	2.3	100.0
Water resources statistics	4.8	20.6	15.9	55.6	3.2	100.0
Forestry and wildlife statistics	3.8	21.2	7.7	67.3	0.0	100.0
Tourism statistics	4.5	14.9	10.4	68.7	1.5	100.0

On the other hand, following were rated as good or very good by only a small proportion of users:
(i)   transport and energy statistics, which were rated as good or very good by only 59% of their users;
(ii)   water resources statistics (59%);
(iii)   income and poverty statistics (58%);

(iv)   fisheries statistics (58%);

(v)   environment statistics (58%);

(vi)   external trade statistics (55%); and

(vii)   employment statistics, rated as good or very good by only 46% of the respondents that used them.

The respondents' assessment of the overall quality of official statistics in 2011 and 2014 are compared in Figure 6. Generally, there was an increase in the proportion of users that rated most types of official statistics as good or very good between the two surveys. The only exceptions were in respect of employment statistics where the proportion dropped from 56% in 2011 to 46% in 2014 and income statistics, from 60% in 2011 to 58% in 2014.

Figure 6: Percentage of users that rated the quality of official statistics as good or very good, 2011 and 2014
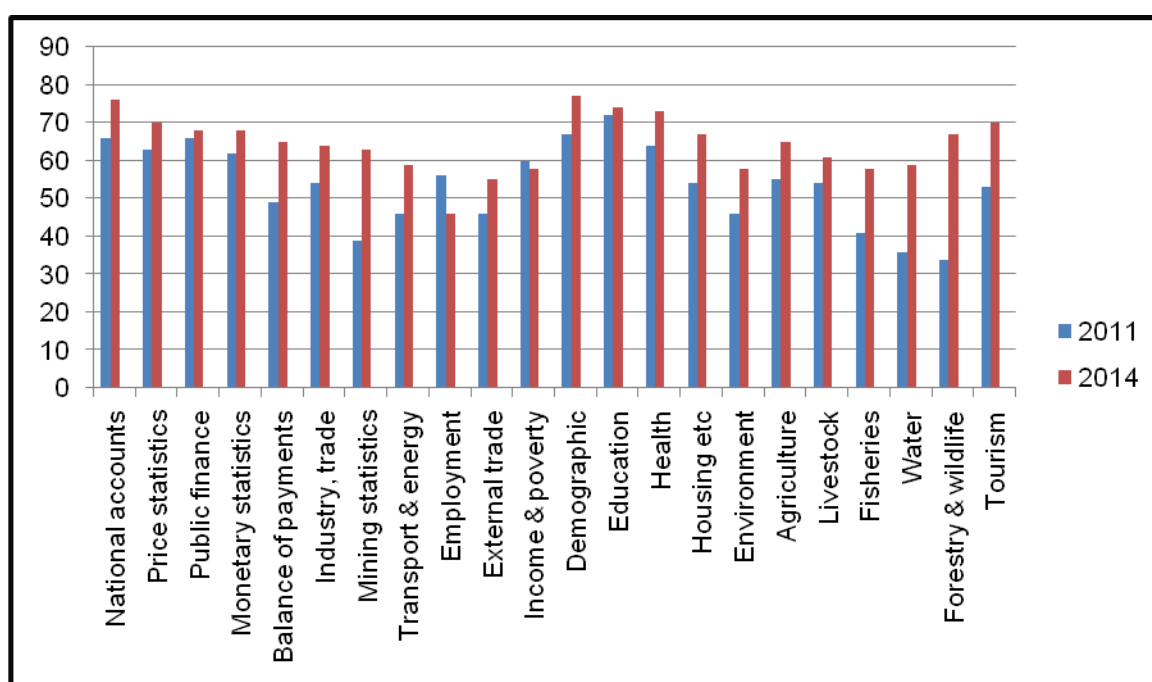
Finally, the survey sought to get a summary assessment of the respondents' current level of satisfaction with official statistics on a 5-point scale, with 1 = "very dissatisfied" and 5 = "very satisfied". Overall, two-thirds of the respondents said they were either satisfied or very satisfied with official statistics in Tanzania today (Table 10). Just under one-quarter (24%) were either dissatisfied or very dissatisfied.

When disaggregated by employment categories, staff in media organisations and civil servants in central ministries were the most positively disposed towards official statistics than other groups of users (Table 10). Over four-fifths (83%) of the media employees said they were either satisfied or very satisfied with official statistics. A little over three-quarters (77%) of the civil servants in central ministries reported that they were either satisfied or very satisfied with official statistics today. Their average satisfaction scores were 3.70 and 3.67 on a 5-point scale for civil servants and media employees respectively. These were followed by respondents in private business enterprises and employees of executive agencies, with 72% and 71% respectively saying they were either satisfied or very satisfied with official statistics today. The lowest proportion of respondents reporting satisfaction with official statistics were those employed in financial institutions, with only 52% saying they were either

satisfied or very satisfied, and a low average score of 3.19 on a 5-point scale. The largest group of respondents, namely academics and researchers, had the second lowest proportion of users that said they were satisfied with official statistics. Some 58% said they were either satisfied or very satisfied, with an average ranking of 3.25 on a 5-point scale.

Table 10: Levels of satisfaction with official statistics, by sector/user group, 2014 (% of respondents per user group)*

User group	Very dissatisfied	Dissatisfied	Undecided/ not sure	Satisfied	Very satisfied	Total	Average score
All respondents	2.0	21.5	10.7	64.4	1.5	100.0	3.42
Higher education & research institutions	4.5	24.6	12.7	57.5	0.7	100.0	3.25
Central government ministries	1.4	8.6	12.9	72.9	4.3	100.0	3.70
NGOs	0.0	23.1	15.4	61.5	0.0	100.0	3.38
Media organisations	0.0	16.7	0.0	83.3	0.0	100.0	3.67
Executive agencies	0.0	23.5	5.9	70.6	0.0	100.0	3.47
LGA staff (RAS, municipal & district councils)	1.7	21.1	10.5	66.7	0.0	100.0	3.42
Financial institutions	0.0	33.3	14.3	52.4	0.0	100.0	3.19
International & bilateral organisations & embassies	0.0	21.4	14.3	64.3	0.0	100.0	3.43
Graduate students	0.0	23.8	9.5	57.1	9.5	100.0	3.52
Private companies/business enterprises	0.0	22.2	5.6	72.2	0.0	100.0	3.50

* other user groups have not been shown because their numbers are too small (less than 10 in each case)

The respondents were asked to make suggestions for improving the quality of statistics. Suggestions made included the following:
(i)   conducting regular sample surveys in order to update statistical information;
(ii)   reducing the time between data collection and publication;
(iii)   dissemination in both soft (on official websites) and hard copies deposited in university libraries and other appropriate public sites;
(iv)   making data available in geographically more disaggregated form, at district and ward levels or lower;
(v)   making metadata and other background information more readily available;
(vi)   improving transparency in data collection in order to obviate the perception that the data is manipulated for political or other reasons; and
(vii) giving more attention to gender issues in data collection.

As explained earlier, the survey sought to assess the quality of official statistics on five quality parameters, namely (i) accuracy, (ii) reliability/credibility, (iii) timeliness of release, (iv) frequency of release, and (v) accessibility to users. Average scores were computed from the assessments given by the respondents under each of the five quality parameters. When the five quality attributes are compared against each other, the reliability of the statistics was rated the highest, with an average score of 3.64 out of a possible maximum score of 5 (Table 11). This was followed by accuracy, with an average score of 3.61. The lowest average score was for frequency of release at 3.29. The scores from 2011 have been included in Table 11 for the purpose of comparison between the two surveys. The rank order for the first three quality parameters has been maintained. However, the average scores are marginally lower in 2014 than in 2011. One possible explanation is the larger survey population, from 334 in 2011 to 464 in 2014, with most of the increase representing people drawn from outside government institutions.

**Table 11: Average scores for the five quality dimensions
of official statistics (out of a maximum possible score of 5 each)**

Quality dimension	Average score	
	2014	**2011**
Reliability	3.64	3.69
Accuracy	3.61	3.67
Timeliness of release	3.46	3.48
Accessibility	3.31	3.36
Frequency of release	3.29	3.44

4.4   Users' Assessment of the NBS and OCGS and their Services

In the previous section, the users' views on the quality of statistics produced by all state bodies in Tanzania were presented, including the two national statistical authorities (NBS and OCGS). In this section, the respondents' views and experiences with the quality of services provided by the NBS and the OCGS are discussed. Out of the 464 respondents, 306 (66%) said they obtained some of the statistics which they used from the National Bureau of Statistics. On the other hand, only 44 respondents (9% of the total) said they obtained them from the OCGS. Of the 44 respondents that said they had used statistics produced by the OCGS, 41 were resident in Tanzania, of which 33 were from Zanzibar while the other eight were from the Mainland. It also emerged from the survey that very few respondents from Zanzibar interacted with the NBS. Only four respondents from Zanzibar said they had obtained their statistics from the NBS.

Interaction with either the NBS or the OCGS for the purpose of obtaining statistics took various forms such as visiting the offices of the respective organisation, calling by telephone, or sending an email with their requests for data or information. The NBS has offices in all the regional centres on the Mainland which are manned by regional statistical officers. In Zanzibar, the head office of the OCGS is located in Zanzibar Town, with an office in Pemba Island. It should also be noted that some respondents did not interact at all with either the NBS or the OCGS. Instead, they obtained the statistics which they needed from other sources such as the relevant MDAs, or from reports and publications of the Bank of Tanzania and international organisations such as the World Bank, the IMF and UN agencies.

4.4.1   The NBS and its services
The respondents that said they had interacted with the NBS were asked how many times during the previous 12 months they had contacted the bureau in order to obtain or enquire about statistics. Some 21% said they had contacted the NBS only once, 48% said between 2-5 times, and the remaining 31% said they had contacted the NBS more than five times during the previous 12 months. Those respondents that had interacted with the NBS were asked to assess the quality of its services. Some 71% rated its services as either good or very good (Table 12). This is very close to the 73% that rated services by the NBS as either good or very good in 2011. On the other hand, 17% felt that its services were either poor or very poor (11% in 2011).

Table 12: Respondents' assessment of the quality of services provided by the NBS

Rating for quality of service	% of respondents	
	2014	**2011**
Very poor	2.9	1.1
Poor	14.2	10.0
Undecided/not sure	12.0	15.7
Good	69.0	66.5
Very good	1.8	6.8
Total	**100.0**	**100.0**

A wide range of comments were made about the NBS as well as suggestions for improvement of the quality of its services. They included the following:
(i)   NBS to be more responsive to requests from customers, whether by telephone, letter or email;
(ii)   it should conduct its surveys more regularly in order to maintain up-to-date statistics;
(iii)   the data that it provides should be disaggregated, whenever possible, to the district, ward and the village levels;
(iv)   more timely release of statistics as, generally, the current intervals between data collection and dissemination are too long;
(v)   reduce the level of bureaucracy for people wanting to access data;
(vi)   NBS should be more active in providing training and guidance to staff in the MDAs so that they are better equipped to conduct data collection and surveys for their organisations as well;
(vii) That it should make itself more visible to the public, publicising its work and role and contribution to national development, and in so doing raise public awareness about the importance of giving accurate data during surveys and censuses.

4.4.2   The NBS website
Some 57% of the 464 respondents said they had visited the NBS website during the previous 12 months. Those who had visited the website were asked to assess it in terms of its visual appearance, accessibility of the information held on the site, and whether the information on the website was up-to-date.

Table 13: Respondents' assessment of the NBS website

	Strongly disagree	Disagree	Undecided /not sure	Agree	Strongly agree	Total
Website is visually appealing	2.0	17.7	12.0	65.1	3.2	100.0
Website is easy to use and to access information	3.1	22.4	11.8	58.0	4.7	100.0
Website contains up to date information	7.5	29.1	22.4	38.6	2.4	100.0
You can usually find the information you want	13.4	28.7	22.4	32.7	2.8	100.0

A little over two-thirds thought the website was visually appealing while 63% said it was user-friendly and easy to access information (Table 13). The two aspects of dissatisfaction with users were with regards to the information held on the website. Only 41% felt that the information held on the website was up-to-date and only 36% said they could usually find the information which they would be looking for. The respective proportions on these two items were 47% and 40% in 2011. This suggests an urgent need for the NBS to address these shortcomings on its website.

The comments and suggestions made by the respondents on improving the website included the following:
(i)   putting regular updates on the website;
(ii)   ensuring that statistics and survey reports are uploaded onto the website as soon as they are available;
(iii)   some users complained about the visual appearance of the website; for instance, two respondents had this to say:
"I would like less colours & moving elements – they are annoying and distracting; slows downloading especially with poor internet connections."
"The website needs a make-over – a new dynamic design, organisation and regular maintenance"
(iv)   making statistical summary tables available in more user friendly formats for downloading, such as in Excel;
(v)   establishing a log-in for registered user to submit request through the website rather than having to do it by email or telephone;
(vi)   ensuring that data is more easily downloadable; for instance, one should be able to download data at local level without having to download the entire database; and
(vii)   there should be links between the NBS and OCGS websites.

4.4.3   The OCGS and its services
When asked how many times during the previous 12 months they had contacted the OCGS for the purpose of obtaining or enquiring about statistics, 35% said only once, 47% said between 2-5 times while 18% said they had contacted the office more than five times. Those respondents that had interacted with the OCGS in order to obtain statistics were asked to assess the quality of its services. There was an improvement in the proportion rating the OCGS's services as good or very good, from 59% in 2011 to two-thirds in 2014 (Table 14). The proportion that was undecided had dropped from one-third in 2011 to 16% in 2014.

Table 14: Respondents' assessment of the quality of services provided by the OCGS

Rating for quality of service	% of respondents	
	2014	2011
Very poor	0.0	0.9
Poor	16.3	6.4
Undecided/not sure	16.3	33.9
Good	67.4	50.5
Very good	0.0	8.3
Total	**100.0**	**100.0**

Fewer respondents made any comments and suggestions for improvement of the services provided by the OCGS. However, the suggestions made were similar to those that were made in respect of the NBS which were listed in section 4.4.1 above. These include:
(i)   providing current statistical information by conducting more frequent surveys and censuses;
(ii)   releasing new statistics timely;
(iii)   improving user access to data and reducing bureaucracy;
(iv)   raising public awareness of the organisation and its services; and
(v)   staff being more committed to their work and responding promptly to requests from customers.

4.4.4   The OCGS website
Only 38 (or 8%) of the 464 respondents said they had visited the OCGS website during the previous 12 months. As with the NBS website, the respondents were more favourably

disposed in respect of the visual appearance of the website and its user-friendliness (Table 15). Almost three-quarters (73%) said they found it appealing and four-fifth said it was easy to use and to access information. However, only a little over half felt that the website contained up-to-date information (53%) while 50% said they could usually find the information which they needed. The lower positive sentiments regarding the content on the website were not surprising. Several respondents described it as very poor, slow when one tried to open files or download documents from it, while the data on it needed updating.

Perusal of the website at the time of the survey showed a clear need for improvement. Among other inadequacies,
(i)   several links on the website had no data or documents that could be opened or downloaded (they were still to be uploaded with content);
(ii)   a link that was shown as enabling one to download the Statistics Act (2007) turned out to hold the Statistical Release (i.e. Zanzibar CPI) No.64 for April 2012;
(iii)   there were no links to other government institutions or partners, unlike the NBS website which has such links, including a link to the OCGS website;
(iv)   what was being highlighted as news flashes at the time of the survey (March-April 2014) were in fact statistical releases for January, February and March 2013, twelve months back.

Table 15: Respondents' assessment of the OCGS website

	Strongly disagree	Disagree	Undecided /not sure	Agree	Strongly agree	Total
Website is visually appealing	6.7	13.3	6.7	73.3	0.0	100.0
Website is easy to use and to access information	5.7	8.6	5.7	71.4	8.6	100.0
Website contains up to date information	5.9	23.5	17.6	47.1	5.9	100.0
You can usually find the information you want	5.9	29.4	14.7	44.1	5.9	100.0

4.5   User Perceptions of Official Statistics in Zanzibar

The questionnaire did not specifically ask the respondents whether they used statistics produced by the OCGS and MDAs of the Revolutionary Government of Zanzibar alone or only those produced by the NBS and other government institutions on the Mainland. They were merely asked about the types of official statistics which they used regardless of their sources or geographical coverage of the country. Two-thirds of the 41 respondents from Zanzibar were employed by either the Zanzibar MDAs (62%) or by the LGAs (5%) on Unguja Island. The remaining one-third of the respondents were employed by NGOs, local universities and by business associations on the islands. It is reasonable to assume that these respondents from Zanzibar would mostly use statistics on the Isles during the course of their work. However, the number of respondents using each of the various types of statistics was small, making disaggregated analysis of user satisfaction and quality assessment by category of statistics problematic (Table 16).

Overall, over four-fifths (88%) of the respondents from Zanzibar said they were satisfied or very satisfied with official statistics that they used. Only 3% reported that they were dissatisfied, with the remaining 9% being undecided. The numbers reporting on the quality of the different types of statistics were too small for detailed analysis (Table 16). However, most types of statistics were rated as good by those respondents that used them. Only a few rated the quality as very good.

Table 16: Zanzibar respondents' overall assessment of the quality of official statistics, 2014

Types of statistics used	Total number of users per statistics	No. of users of each type of statistics					
		Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)	Total
National accounts (GDP)	9	0	0	2	5	1	8
Price statistics (CPI, producer price index)	8	0	0	1	5	1	7
Public finance statistics	5	0	0	1	3	0	4
Monetary and financial statistics	8	0	0	1	5	1	7
Balance of payments	4	0	1	1	2	0	4
Business statistics (industry, trade, services)	7	0	0	2	5	0	7
Business statistics (mining)	2	0	0	1	1	0	2
Business statistics (transport, energy)	3	0	1	1	1	0	3
Employment statistics	14	0	2	1	9	0	12
External trade statistics	6	0	1	0	2	0	3
Income and poverty statistics	13	0	2	1	6	0	9
Demographic statistics (population)	25	0	2	1	16	2	21
Education statistics (enrolment, literacy)	19	0	1	0	13	3	17
Social statistics (health, HIV/AIDS, malaria, TB)	20	0	4	2	12	1	19
Social statistics (housing, water & sanitation)	12	0	1	1	9	0	11
Environment statistics	6	0	0	1	5	0	6
Agriculture and food security statistics	4	0	0	0	2	1	3
Livestock statistics	2	0	1	0	1	0	2
Fisheries statistics	2	0	1	0	1	0	2
Water resources statistics	4	0	2	0	2	0	4
Forestry and wildlife statistics	2	0	0	0	2	0	2
Tourism statistics	11	1	1	2	6	0	10

4.6   Capacity Development for Improvement of Quality of Statistics

One issue that was frequently raised both (i) during interviews and group discussions between the consultants and staff in the NBS, OCGS and in the MDAs and also (ii) in comments made in the returned questionnaires was the need to raise the capacity of staff in government institutions that deal with data analysis and compilation of statistics. Several informants reported during the interviews that, while the NBS, OCGS as well as the MDAs had people that are well qualified as statisticians, what was often lacking in most government institutions were people with the training and skills to analyse the data and compile reports for dissemination. Thus, there was a tendency for MDAs to collect data, but failed to properly analyse it and publish the results. This also caused delays in the publication and dissemination of the statistics where the data had already been collected, for instance through surveys or routine data collection.

An extreme example where a government institution is collecting a lot of data that is probably not being fully analysed and utilised is the Zanzibar Planning Commission. Each month, the *sheha* (government appointed local community leaders) collect demographic and social data within their respective wards (*shehia*). The information that is entered into the *shehia* register includes household demographic data (number of persons, their dates of birth, migrations, births and deaths occurring during the previous month), households with/without potable water, toilets, bathrooms, under-5 child immunisation, OVCs and so forth. The *shehia* registers are submitted to the Planning Commission through the district planning officers. The data is made available to other MDAs for use in their planning and to NGOs upon request. However, questions remain whether all the collected data is being fully analysed, reported and utilised.

4.7   Customer Satisfaction Index for 2014

One of the outputs expected of the survey was to calculate an overall user satisfaction score which would allow for comparison with previous survey results. In computing a Customer Satisfaction Index (CSI), it was necessary firstly to establish the relative importance that users attach to the five quality criteria or parameters, namely accuracy, reliability, timeliness of release, frequency of publication/release and accessibility. The respondents were asked to rank the five criteria in order of the relative weight which they give to each of them, giving 1 to the parameter which is least important and 5 for the one most important to them. The number of respondents rating each of the five parameters was computed and the scores aggregated (Table 17). An average score was then calculated for each quality parameter (i.e. aggregate score divided by the number of respondents). This average score represents the weighting that users attach to that quality parameter relative to the other four quality criteria. As shown in Table 16, highest weighting was attached to accuracy, with an average score of 3.83, followed by reliability with a score of 3.51. The least importance was attached to frequency of publication which had an average score of 2.33.

Table 17: Weightings for quality indicators

| Quality parameter | Least important ◄─────► Very important | | | | | Aggregate score | No. of respondents | Weighting |
| | No. of respondents rating each parameter | | | | | | | |
	1	2	3	4	5			
Accuracy	36	32	36	60	155	1,223	319	3.83
Reliability	30	42	42	146	59	1,119	319	3.51
Timeliness	45	79	108	52	35	910	319	2.85
Frequency	114	95	42	28	40	742	319	2.33
Accessibility	94	71	91	33	30	791	319	2.48

The average weightings that users place on the five quality criteria were then used together with the actual scores obtained from the respondents' assessments of the quality of official statistics (given in Tables 4-8) in order to obtain the Customer Satisfaction Index. The result was a CSI of 70% for 2014 (Table 18). This compares with a Customer Satisfaction Index of 71% obtained in 2011. In brief, this suggests a stable or no-change situation in which, from the perspective of the users, there has been no noticeable change in the quality of official statistics between 2011 and 2014. It suggests that the benefits of the TSMP are still to be noticed and felt by the end-users of statistical products.

Table 18: Calculation of the Customer Satisfaction Index (adapted from Bhave, 2002)

Quality parameter (P)	Weighting (A)	Score (B)	Weighting (average of 1) (C)	Weighting (D = B * C)
Accuracy	3.83	3.61	1.28	4.62
Reliability	3.51	3.64	1.17	4.26
Timeliness	2.85	3.46	0.95	3.28
Frequency	2.33	3.29	0.78	2.57
Accessibility	2.48	3.31	0.83	2.75
	Average = 3.00			**Average = CSI =3.50**

Notes:
A = average weighting assigned by respondents to each of the five quality parameters (from 16)
B = average scores assigned by respondents on the current quality of official statistics (from Tables 4-8)
C = weighting based on average of 1 = individual parameter weighting /average weighting (e.g. 3.83 ÷ 3.00 = 1.28)
D = weighted score = score * average weighting = B * C
CSI = 3.50 out of a maximum score of 5 = 70%

5.0   CONCLUDING REMARKS AND RECOMMENDATIONS

5.1   Concluding Remarks

This was the second survey to assess satisfaction levels among users of official statistics in Tanzania, following the first one held in 2011. The survey has shown those aspects of official statistics that have already a high quality and are appreciated by the users. It has also shown those areas that still require attention and improvement during the remainder of the TSMP. Overall, three key observations are made from the survey:

(i)   Some official statistics are well rated by users who also said they were satisfied with their quality on all the assessed parameters. This is the case especially in respect of financial statistics.

(ii)   The picture regarding the quality of social and economic statistics is more varied. Demographic, health and education statistics showed a positive trend towards improved quality between 2011 and 2014. However, users remain concerned about the quality of other social and economic statistics such as water resources, forestry and wildlife, employment, transport and energy and mining statistics.

(iii)   The most encouraging outcome of this survey was the fact that the overall satisfaction level for users of official statistics has been maintained almost at the same level as in 2011, with a Customer Satisfaction Index of 70%, compared with 71% obtained from the first survey. This suggests that TSMP is beginning to make an impact on the quality of official statistics and this is starting to be noticed across a wider spectrum of users beyond the confines of government ministries. The 2014 survey sample increased by 39% from 334 respondents in 2011 to 464 in 2014 and, more importantly, by 73% the number of respondents from research and tertiary education institutions. An increase in the number of respondents such as this with no observable improvement in the quality of, at the least, some statistics would, in all probability, have produced a fairly large drop in the level of customer satisfaction. As stated at the beginning, the strategic outcome from implementation of the TSMP will be measured using a number of indicators, including an increased number of users reporting satisfaction with official statistics.

5.2   Recommendations

The following recommendations emanating from the findings of the survey are presented for consideration by the National Bureau of Statistics and the Office of the Chief Government Statistician in Zanzibar.

(1)   **Continue with annual statistics review workshops:** It is recommended that the NBS and OCGS should continue to organise the recently introduced annual statistics review workshops. The first half-day workshop was held in October 2011 with participants drawn from MDAs, development partners, research and academic institutions. The second workshop was held in November 2012. The workshop planned for 2013 did not take place. The third workshop is planned for November 2014. The objectives of the workshops are to inform stakeholders on progress made under the Tanzania Statistical Master Plan (TSMP) and to seek their views and feedback on statistics issues. Commissioned reviews of specific statistics were presented for discussion and comments by the participants at the first two workshops under the "*Strengthening Statistics through Independent Review and Assessment*" initiative. The workshops can provide an important forum for consultations and feedback on the status of official statistics in the country, soliciting suggestions for improving their quality and informing the broader user community about TSMP.

(2)   **Training and capacity development in the MDAs:** A training plan has apparently been developed that covers officers from all MDAs. It is imperative that implementation of the plan is expedited, giving particular attention to areas such as

data analysis and report writing, skills that were reported as still lacking, thereby impeding improvement in the quality of official statistics.

(3) **Strengthening the capacity of LGAs for data collection:** The LGAs are key players in the NSS by virtue of their responsibilities for some of the data collection that feeds into the overall national statistics. There is need for the NBS and OCGS, working together with the PMO-RALG and sector ministries, to strengthen the capacities of LGAs in order to improve data collection at the local level. A starting point would be to closely identify the capacity gaps in the LGAs, whether in terms of manpower, equipment or security surveillance (e.g. of the fish land sites).

(4) **Improvement of official websites:** The report has noted a number of areas for improvement in the websites of the NBS and, in particular the OCGS. Given the growing importance of web-based information dissemination, it is important that the websites are fully developed and regularly updated with new statistical products. Information uploaded on the websites should be in user-friendly formats and easily downloadable.

(5) **Reducing administrative bottlenecks to improve user access to official statistics:** Both the NBS and the OCGS should urgently review their procedures for users to gain access to statistics, including metadata and other background information. A major complaint from customers was that current procedures are too bureaucratic, thereby militating against improved accessibility.

(6) **Improving responsiveness to customer needs and requests:** Both the NBS and the OCGS should review and improve their response mechanisms to queries from customers. This includes online queries submitted through their websites. A member of staff (e.g. in the IT Unit in each case) should be assigned responsibility for monitoring and queries submitted online and directing customers to the relevant staff for assistance.

Appendix 1: References

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Appendix 2: Terms of Reference

Terms of Reference for a Short Term Consultant for Conducting a User Satisfaction Survey and Advising on the Establishment of Platform for Regular User-Producer Consultation for the National Bureau of Statistics and the Office of the Chief Government Statistician Zanzibar

1.   Background Information

The National Bureau of Statistics (NBS) is an Executive Agency established under the Executive Agencies Act No.30, 1997. The Agency is currently operating under the Ministry of Finance and Economic Affairs. The NBS is mandated by the Statistics Act No. 1, 2002 to produce official statistics and it plays a pivotal leadership and coordination role in the overall statistical production in the country.

The NBS and the Office of the Chief Government Statistician Zanzibar (OCGS) in collaboration with other Ministries, Departments and Agencies (MDAs) is undertaking a five year statistical reform program with assistance and funding from the Government of Tanzania and development partners such as the World Bank and the UK Department for International Development (DFID). The program is implemented under the Tanzania Statistical Master Plan (TSMP), which aims at developing the National Statistical System (NSS) through the following initiatives: Institutional Reform; Human Resource and Capacity Development; Development of Statistical Infrastructure; Data Development and Dissemination as well as Physical Infrastructure and Equipment.

In order to achieve the objective of developing NSS which is more responsive to user needs and which engages users more in the planning, governance, monitoring and evaluation of statistical services, NBS and OCGS are seeking for a consultant to carry out a User Satisfaction Survey to assess satisfaction and perceptions of key users to the statistical products and services of national statistical service providers. The results of the survey will be used as a baseline for monitoring and evaluating performance improvements of the statistical system during the program period.

2.   Objective

The main objective of the consultancy is to design and carry out a User Satisfaction Survey to assess data needs, satisfaction with the current state of official national statistics and perception of key users of the statistical products and services of national statistical service providers. This survey is the second, in a planned series of User Satisfaction Surveys, with the aim of being able to track change over time. A second objective is to advise on the establishment of a framework for user–producer consultations, including a mechanism for soliciting regular feedback on user satisfaction, dialogue with users and a mechanism for utilising user feedback for planning, implementation as well as monitoring and evaluation purposes. This should be in line with monitoring improvements on the baseline indicators by assessing satisfaction of key users with services and products provided by the National Statistical System under the Tanzania Statistical Master Plan.

3.   Scope of Work

The consultant will design and conduct a customer satisfaction survey, using a standardised questionnaire based on the one used for the previous survey in 2011, directed to customers/users of products/services. This should be combined with qualitative interviews with key users (important stakeholders).

Users should be classified into categories of: public sector, media, research sector, general public, business community and international organisations.

The survey and the interviews should take into account customer satisfaction with the following dimensions of quality: Coverage, Accuracy, Reliability and Timeliness.

A methodology for calculating an overall user satisfaction score from the survey should be developed. The starting point will be the methodology used for the 2010/2011 User Satisfaction Survey and any changes made will need to take into account the need for comparability with the previous survey. It should be possible to break down these scores into:
(vi)   satisfaction with statistics from NBS, OCGS and other official statistics;
(vii)   satisfaction by category of user;
(viii)   satisfaction of the website, on key publications and of other services;
(ix)   satisfaction of different statistical products (e.g. national accounts, CPI, population data, etc); and
(x)   satisfaction by the different quality dimensions.

The survey questionnaire should also give scope for users to add comments and suggestions and the final report should analyse these comments, and the results of the interviews, as well as the numerical scores.

The methodology used should be clear, to allow future use and comparability so that the exercise can monitor changes over time.

The consultant will be given guidance and a standard template of a user satisfaction survey questionnaire. The consultant, NBS and OCGS should apply these guidelines where appropriate and adapt the standard questionnaire to ensure that it is appropriate for the NSS in Tanzania.

4.   Duties and Responsibilities of the Client

(a)   To supervise the consultant but the quality of the work shall remain the entire responsibility of the consultant;
(b)   To provide all relevant information on the assignment including standard format for designing questionnaires;
(c)   Reviewing consultant work and provide comments for improvements if required;
(d)   To appoint three counterpart staff (one from Zanzibar and two from Tanzania Mainland) for the assignment;
(e)   To appoint Technical Committee members and ensure that they participate fully in the assignment;
(f)   Offer office space and other relevant support to the consultant for smooth running of the survey; and
(g)   Counterpart staff liaison with consultant during distribution and collection of questionnaires to and from the respondents in order to improve the response rate.

5.   Duties and Responsibilities of the Consultant

(a)   Planning of the survey and reviewing of the questionnaire;
(b)   To identify user groups and selection of the sample;
(c)   To make sure that Qualified and experienced Research Assistants or Enumerators for data Collection are used and that they are appropriately briefed and trained;
(d)   To carry out all follow up activities on non-respondents, following appropriate advice from counterparts on likely effective strategies

(e) To make sure the counterpart staff are involved in all stages of data production *(Data collection, Sample design, data analysis and report writing)*
(f) To analyse the data and report writing;
(g) To disseminate the results within NSS;
(h) Prepare methodological report that will allow undertaking of similar surveys in future for comparison purposes; and
(i) Advise on establishing a mechanism for user-producer engagement and on soliciting regular user feedback. Advise on the use of the results of the survey for planning, implementation and monitoring and evaluation purposes

6. Expected Outputs

In collaboration with the counterpart and TSMP Coordinating Team, the consultant will work within the following set deadlines:
(a) Inception Report indicating proposed methodology and draft questionnaire and work plan that will be presented for discussion with NBS senior management team and Development Partners. This should include:
(i) Work plan;
(ii) Plan for selection of respondents;
(iii) Sample size for quantitative survey and qualitative interviews;
(iv) Draft questionnaire and data collection methodology;
(v) Methodology for calculation of satisfaction indices; and
(vi) Outline structure of interviews.

(b) Survey conducted in both Tanzania Mainland and Zanzibar;
(c) User Satisfaction Survey Analytical Report for 2013/14;
(d) Final Questionnaire, Survey Methodology Report, and list of the respondents.

7. Required Qualifications

The expected consultant must possess the following qualifications:
(a) The lead consultant shall have a minimum academic qualification of MSc Statistics/Economics/Project Planning and/or Development Economics with experience of not less than 5 years in statistics field including organising and conducting social/economic surveys, focus group discussions, data analysis and dissemination.
(b) Other consultants must have at least a first degree in Statistics/Economics, with experience of not less than 3 years in statistical issues.
(c) Understanding of Results Based Management (RBM) and reporting for statistical tasks will be an added advantage.
(d) Fluency in spoken and written English and Kiswahili.

8. Management

The consultants will work with the survey counterpart throughout the survey. They will consult with managers from the different departments of NBS and OCGS to identify producers and services, as well as to identify survey customers.

9. Duration

The duration of the consultancy is three months from the date of signing the contract.

Appendix 3: Statistics User Satisfaction Survey Questionnaire, 2014

The United Republic of Tanzania

STATISTICS USER SATISFACTION SURVEY, JANUARY 2014

QUESTIONNAIRE

National Bureau of Statistics
Ministry of Finance
Dar es Salaam

Office of Chief Government Statistician
Ministry of Finance
Zanzibar

Statistics User Satisfaction Survey, 2014 – Questionnaire

The National Bureau of Statistics (NBS) and the Zanzibar Office of the Chief Government Statistician (OCGS) are conducting a survey to assess data needs, satisfaction levels with the current state of official national statistics, and perceptions of key users of the statistical products and services of national statistical service providers. The survey is the second in a planned series of User Satisfaction Surveys, with the aim of being able to track changes over time. A second objective is to advise on improvements in the framework for user-producer consultations, including a mechanism for soliciting regular feedback on user satisfaction, dialogue with users and utilising user feedback for planning, implementation, monitoring and evaluation purposes.

The survey is being implemented in the form of a questionnaire directed at users and key stakeholders of official statistical products and services. You are kindly requested to support the survey by completing the accompanying questionnaire and returning it to the researchers whose contact details are given below.

The questionnaire consists of four sections:

➢ Section A asks questions about your use of official statistics;
➢ Section B asks questions about your assessment of the quality of official statistics;
➢ Section C asks questions about your assessment of the NBS and the OCGS;
➢ Section D asks questions about you and/or your organisation.

Please complete all the questions in those sections that are relevant to you. Please note that you can give more than one answer to some questions.

The information that you provide will be treated in the strictest confidence and neither your identify nor your employer organisation will be revealed to anyone else.

If you have any queries, you can contact the researchers at Techtop Consult (T) Ltd on:

Prof L.M. Zinyama:	Mobile: 0764 864 855
	Email: lmz1@hotmail.com
Mr J.R. Mwaikinda:	Mobile: 0754 883 923 or 0715 883 923
	Email: jmwaikinda@afnet.net
	jrmwaikinda@gmail.com
Techtop Consult:	techtoptz@gmail.com
Or post to:	P.O. Box 2907, Dar es Salaam, Tanzania

Section A: Your Use of Official Statistics

(Official statistics are those statistics published by the Government)

1. Which official statistics do you use regularly? (Please tick all those which apply to you) (Code: YES = 1; NO = 9)

   a. National accounts (GDP) ……………………………… /____/
   b. Price statistics (CPI, producer price index) ……………….. /____/
   c. Public finance statistics ………………………………….. /____/
   d. Monetary and financial statistics ……………….............. /____/
   e. Balance of payments ……………………………………….. /____/
   f. Business statistics (industry, trade, services) ……….....…/____/
   g. Business statistics (mining) …………………………….. /____/
   h. Business statistics (transport, energy) ……………………. /____/
   i. Employment/labour force statistics ……………………… /____/
   j. External trade statistics …………………………………… /____/
   k. Income and poverty statistics …………………………..... /____/
   l. Demographic statistics (population) …………………….... /____/
   m. Education statistics (enrolment, literacy) …………….…..... /____/
   n. Social statistics (health, HIV/AIDS, malaria, TB, EPI) …… /____/
   o. Social statistics (housing, water and sanitation) .... /____/
   p. Environment statistics …………………………………….. /____/
   q. Agriculture and food security statistics …………….... ...... /____/
   r. Livestock statistics ……………………………………....... /____/
   s. Fisheries statistics …………………………………….. /____/
   t. Water resources statistics ……………………….............. /____/
   u. Forestry and wildlife statistics ……………………........... /____/
   v. Tourism statistics …………………………………….. /____/
   w. Other (please specify below) ………………….…………... /____/

   _____
   _____
   _____

2. For each official statistics you said you use in Question 1 above, what are your source(s) for getting those statistics? (Please tick all the sources that you use)

Types of statistics you use	Your main source(s) for those statistics that you use				
	NBS or OCGS (publications, website, press releases) (1)	BOT (publications, website, press releases) (2)	MDAs (publications, website, press releases) (please specify the MDA) (3)	Publications, website, press releases of international organisations (e.g. IMF, WB, UN, AfDB) (4)	Other sources (please specify)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB, EPI)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

3. For each of the official statistics which you said you use in Question 1, what do you mainly use them for? (Please tick all that apply to you)

Types of statistics you use	Your main use(s) of official statistics						
	For planning & policy formulation (1)	To inform decision making (2)	Modelling and forecasting (3)	Research (4)	Monitoring performance (5)	Evaluation (6)	Other uses (please specify)
National accounts							
Price statistics							
Public finance statistics							
Monetary and financial statistics							
Balance of payments							
Business statistics (industry, trade, services)							
Business statistics (mining)							
Business statistics (transport, energy)							
Employment statistics							
External trade statistics							
Income and poverty statistics							
Demographic statistics (population)							
Education statistics							
Social statistics (health, HIV/AIDS, malaria, TB, EPI)							
Social statistics (housing, water & sanitation)							
Environment statistics							
Agriculture and food security statistics							
Livestock statistics							
Fisheries statistics							
Water resources statistics							
Forestry and wildlife statistics							
Tourism statistics							

4. What other types of statistics would you like to use but which are not available?
    (a) _____

    (b) _____

    (c) _____

Section B: Quality of Official Statistics

5. For each of the official statistics that you use, overall, how accurate do you consider them to be? (In this instance, "accurate" refers to the degree to which the data correctly estimate or describe the characteristics or quantities it was designed to measure)

Types of statistics you use	Accuracy of official statistics				
	Very inaccurate (1)	Inaccurate (2)	Undecided or not sure (3)	Accurate (4)	Very accurate (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

6. If you consider official statistics either "Very inaccurate" or "Inaccurate", what do you usually do to rectify the problem? (please tick all those that apply to you)
   (a) Conduct my own surveys/data collection to verify the data   /_____/ (1)
   (b) Check with the relevant government office to verify the data   /_____/ (2)
   (c) There is nothing that I can do about it – just accept it as it is   /_____/ (3)
   (d) Other actions taken (please explain below)   /_____/

7. For each of the official statistics that you use, how reliable or credible do you consider them to be? (Reliable or credible means the level of trust you have in the process of producing those statistics)

Types of statistics you use	Reliability of official statistics				
	Very unreliable (1)	Unreliable (2)	Undecided or not sure (3)	Reliable (4)	Very reliable (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

8. If you consider official statistics either "Very unreliable" or "Unreliable", what do you usually do to rectify the problem? (please tick all those that apply to you)
   (a) Conduct my own surveys/data collection to verify the data   /____/ (1)
   (b) Check with the relevant government office to verify the data   /____/ (2)
   (c) There is nothing that I can do about it – just accept it as it is   /____/ (3)
   (d) Other actions taken (please explain below)   /____/

9. For each of the official statistics that you use, how satisfied are you with the timeliness of their release to the public? (Timeliness refers to the length of time between collecting the information and releasing it – on the website, as publications or press releases)

Types of statistics you use	Timeliness of release of official statistics				
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

10. For each of the official statistics that you use, are you satisfied with the frequency of their release? (This refers to the time interval between the release of one set of data and the next set)

Types of statistics you use	Frequency of release of official statistics				
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

11. If you are either "Very unsatisfied" or "Unsatisfied" with the frequency of release of official statistics, what do you usually do to rectify the problem? (please tick all those that apply to you)
    (a) Conduct my own data collection for the intervening gaps between official data sets   /_____/ (1)
    (b) There is nothing that I can do about it – just accept it as it is   /_____/ (2)
    (c) Other actions taken (please explain below)   /_____/

12. For each of the official statistics that you use, are you aware of a publicly disseminated calendar that announces in advance the dates on which the different official statistics will be published?

Types of statistics you use	YES (1)	NO (2)	Don't know (3)
National accounts			
Price statistics			
Public finance statistics			
Monetary and financial statistics			
Balance of payments			
Business statistics (industry, trade, services)			
Business statistics (mining)			
Business statistics (transport, energy)			
Employment statistics			
External trade statistics			
Income and poverty statistics			
Demographic statistics (population)			
Education statistics			
Social statistics (health, HIV/AIDS, malaria, TB)			
Social statistics (housing, water & sanitation)			
Environment statistics			
Agriculture and food security statistics			
Livestock statistics			
Fisheries statistics			
Water resources statistics			
Forestry and wildlife statistics			
Tourism statistics			

13. In your experience, are official statistics released on the dates they said they would be (i.e. on the previously announced dates)?

Types of statistics you use	YES (1)	NO (2)	Don't know (3)
National accounts			
Price statistics			
Public finance statistics			
Monetary and financial statistics			
Balance of payments			
Business statistics (industry, trade, services)			
Business statistics (mining)			
Business statistics (transport, energy)			
Employment statistics			
External trade statistics			
Income and poverty statistics			
Demographic statistics (population)			
Education statistics			
Social statistics (health, HIV/AIDS, malaria, TB)			
Social statistics (housing, water & sanitation)			
Environment statistics			
Agriculture and food security statistics			
Livestock statistics			
Fisheries statistics			
Water resources statistics			
Forestry and wildlife statistics			
Tourism statistics			

14. How easy or difficult is it for you to get hold of official statistics?

Types of statistics you use	Ease or difficulty of accessing official statistics				
	Very difficult (1)	Difficult (2)	Undecided or not sure (3)	Easy (4)	Very easy (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

15. What suggestions do you have in order to improve access to official statistics for users?

(a) _____

(b) _____

(c) _____

16. For each of the official statistics that you use, how easy or difficult is it for you to access the underlying metadata/information about these statistics (e.g. their sources, explanatory notes, methodological descriptions, references concerning concepts, classifications, etc)?

Types of statistics you use	Ease or difficulty of accessing underlying information				
	Very difficult (1)	Difficult (2)	Undecided or not sure (3)	Easy (4)	Very easy (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

17. What makes it difficult for you to either obtain access to official statistics or to access the metadata (i.e. underlying information about the statistics)? Please tick all those that apply to you.

Cost of procurement is too high	1
I did not know where to obtain the statistics/information	2
I did not know that the statistics/information existed	3
The nearest statistics office is too far	4
The staff involved were unresponsive/uncooperative	5
The statistics/information was not available on their website	6
The presentation of the statistics/information is difficult to use or understand	7
Other reasons (please specify below	

Other reasons _____

18. Overall, how do you rate the quality of official statistics in Tanzania?

Types of statistics you use	Overall quality of official statistics				
	Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

19. What suggestions or comments do you have on the quality of official statistics in the country, including areas for improvement?

_____
_____
_____

20. Five quality attributes are being assessed in this survey. Please rank the five attributes below according to the order of importance that you attach to them, with 1 for the "least important" attribute through to 5 for the attribute that is "most important" to you. (e.g. If "Accuracy" is the most important to you, rank it 5; if "Reliability" is the second most important, rank it 4; if "Timeliness" is third in importance, rank it 3, etc).

	Your ranking
Accuracy	
Reliability	
Timeliness of their release	
Frequency of publication	
Easy accessibility	

21. On a 5-point scale where 1 = "very unsatisfied" and 5 = "very satisfied", please rate your overall level of satisfaction with official statistics in Tanzania today. (Please tick in the appropriate box to indicate your satisfaction level)

Very dissatisfied 1	Dissatisfied 2	Undecided or not sure 3	Satisfied 4	Very satisfied 5

Section C: National Bureau of Statistics and OCGS
This section asks questions about the National Bureau of Statistics (NBS) on the Mainland and the Office of the Chief Government Statistician (OCGS) in Zanzibar, whichever you interact with.

22. Which of the two offices do you usually interact with in order to obtain official statistics?

   (a) National Bureau of Statistics YES /___1_/   NO /___2_/ (If NO, skip Questions 23-25)
   (b) OCGS (Zanzibar)   YES /___1_/   NO /___2_/ (If NO, skip Questions 26-28)

23. During the past 12 months, how many times have you contacted the NBS in order to obtain or enquire about official statistics? (Please tick the appropriate box)

Frequency of contact	
None	1
Only once	2
2 – 5 times	3
6 – 10 times	4
More than 10 times	5

24. When contacting the NBS, which of the following methods do you usually use? (Please tick all the methods that you use)

Mode of contact	
Telephone to Head Office	1
Telephone to Regional Office	2
Email to Head Office	3
Email to Regional Office	4
Visit their website	5
Send a fax	6
Visit the Head Office	7
Visit the Regional Office	8
Letter/by post	9
Other (please specify)	

25. When you request for statistics from the NBS, how long does it usually take to get the requested statistics?

Same day of the request being made	1
Within one week	2
1 – 2 weeks	3
3 – 4 weeks	4
More than one month	5
Request is not met	6
Not applicable	9

26. During the past 12 months, how many times have you contacted the OCGS in order to obtain or enquire about official statistics? (Please tick the appropriate box)

Frequency of contact	
None	1
Only once	2
2 – 5 times	3
6 – 10 times	4
More than 10 times	5

27. When contacting the OCGS, which of the following methods do you usually use? (Please tick all the methods that you use)

Mode of contact	
Telephone to Head Office	1
Telephone to Regional Office	2
Email to Head Office	3
Email to Regional Office	4
Visit their website	5
Send a fax	6
Visit the Head Office	7
Visit the Regional Office	8
Letter/by post	9
Other (please specify)	

28. When you request for statistics from the OCGS, how long does it usually take to get the requested statistics?

Same day of the request being made	1
Within one week	2
1 – 2 weeks	3
3 – 4 weeks	4
More than one month	5
Request is not met	6
Not applicable	9

29. Besides the NBS and the OCGS, from which MDAs or other government office(s) do you usually obtain official statistics that you use?
    (a) _____

    (b) _____

    (c) _____

30. During the past 12 months, have you accessed the website of the NBS? (If NO, go to Question 33)   YES   /___1_/   NO   /___2_/

31. If YES to question 30, please evaluate the NBS website on each of the following items.

	Strongly disagree (1)	Disagree (2)	Undecided or not sure (3)	Agree (4)	Strongly agree (5)
Website is visually appealing					
Website is easy to use and to access information					
Website contains up to date information					
You can usually find the information you want					

32. Do you have any other comments or suggestions on the NBS website? Please enter your comments below.

_____

_____

33. During the past 12 months, have you accessed the website of the OCGS? (If NO, go to Question 36)   YES   /___1_/   NO   /___2_/

34. If YES to question 33, please evaluate the OCGS website on each of the following items.

	Strongly disagree (1)	Disagree (2)	Undecided or not sure (3)	Agree (4)	Strongly agree (5)
Website is visually appealing					
Website is easy to use and to access information					
Website contains up to date information					
You can usually find the information you want					

35. Do you have any other comments or suggestions on the OCGS website? Please enter your comments below.

_____

_____

36. Would you like to receive regular information on new products and services such as statistical updates and publications from the NBS and the OCGS?
YES   /___1_/   NO   /___2_/   (If NO, go to Question 38)

37. If YES to Question 36, how would you like to receive such information? (Please tick your TWO MOST PREFERRED means of information dissemination)

On their websites …………………………….. /___1_/
Through email to me ……………………… /___2_/
Through press releases to the media …...... /___3_/
In meetings/workshops with customers .... /___4_/
Fact sheets/brochures/pamphlets …....……/___5_/
Other (please specify) …………………….. /_____/

38. Do you think there is a need for the NBS and OCGS to establish a proper forum for regular consultations with their customers and users of statistics?
YES   /___1_/   NO /___2_/   (If NO, go to Question 40)

39. If YES to Question 38, what kind of forum for such consultations would you like to see established?

_____

_____

40. During the past two years, have you attended any meetings/workshops/seminars organised by the NBS aimed at the following:

	YES =1	NO = 2
To provide inputs/comment on planned survey/data collection		
To release new statistics		
To review NBS operations and programmes in general		

41. During the past two years, have you attended any meetings/workshops/seminars organised by the OCGS aimed at the following:

	YES =1	NO =2
To provide inputs/comment on planned survey/data collection		
To release new statistics		
To review OCGS operations and programmes in general		

42. During the past two years, have you attended any meetings/workshops/seminars organised by any other MDA aimed providing inputs into a planned survey, or on the release of new statistics?
YES   /____1_/   NO   /____2_/   (If NO, go to Question 44)

43. If YES to Question 42, which MDAs had organised the events?
_____

_____

44. Overall, how do you assess the quality of services provided by the NBS? (Please tick the appropriate box)

Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)

45. Overall, how do you assess the quality of services provided by the OCGS? (Please tick the appropriate box)

Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)

46. What suggestions would you make for improving the quality of services provided by the NBS?

_____

_____

47. What suggestions would you make for improving the quality of services provided by the OCGS?

_____

_____

Section D: Respondent Information

48. Please indicate what type of organisation you work in.

National government - ministries …..…………….……………………… /____/ (1)
Regional secretariat ……………………………….………………….….. /____/ (2)
Local government - district council …………………….……………….. /_____/ (3)
Local government – municipality and town council …….………….…..…. /_____/ (4)
Legislature …………………….………………………………………….. /____/ (5)
Judiciary ………………………….………………………………….…….. /____/ (6)
Parastatal organisation/executive agency ………………………….......... /____/ (7)
Chamber of commerce/industry, business/employers association ….....… /____/ (8)
Labour union/association ……………………………………………….….. /____/ (9)
Financial institution (e.g. bank, insurance company) …………………… /____/ (10)
Private company/business enterprise …………………………………….. /____/ (11)
Research or educational institution ………………….…………………….. /____/ (12)
Cooperative ………………….………………………………………….… /____/ (13)
Non-governmental organisation ……………………….……………..…… /____/ (14)
Foreign embassy/bilateral organisation (e.g. DFID, USAID) ………...... /____/ (15)
International organisation (e.g. UN, IMF, WB, ADB) ……………………. /____/ (16)
Media organisation ……………………………………………………….... /____/ (17)
Student ………………………………………………………………....../____/ (18)
Private individual ………………………………………………………….. /____/ (19)
Elected official (councillor/parliamentarian) ……………………………. /____/ (20)
Other (please specify) ……………………………………………………… /____/

49. Gender
Male   /___1_/   Female /___2_/

50. Your highest educational qualifications.

No formal education ………………………………………… /____/ (1)
Primary school/Up to Standard 7 ………………………… /____/ (2)
Lower secondary school/up to Form 4 ………………….. /____/ (3)
Upper secondary school/up to Form 6 ………………….. /____/ (4)
Vocational/technical certificate or diploma ………….... /____/ (5)
University (Bachelor's) degree or equivalent ……….... /____/ (6)
Postgraduate degree (Masters, PhD) or equivalent … /____/ (7)

51. Your age (please tick in the appropriate box)

Up to 25 years	1
26 – 35	2
36 – 45	3
46 – 55	4
56 – 65	5
Over 65	6
Age unknown	7
Not specified	9

52. Did you participate in the first NBS/OCGS statistics user satisfaction survey in 2011 by completing and returning a user questionnaire?   YES   /___1_/ NO /___2_/

53. Are you usually resident in Tanzania? YES   /___1_/   NO   /___2_/ (If NO, go to Question 55)

54. If you are resident in Tanzania, please give the following
Your region of residence: _____

District: _____

Town: _____

55. If you are not usually resident in Tanzania, please state your country of residence
_____

THANK YOU FOR YOUR ASSISTANCE IN COMPLETING THIS QUESTIONNAIRE

Appendix 4: Distribution of Questionnaires in the Selected Survey Institutions

DAR ES SALAAM – DISTRIBUTION OF QUESTIONNAIRES

Selected MDAs **(85)**
Distribute and collect at least **FIVE** (5) questionnaires in each of the following MDAs. In each MDA, the questionnaire is to be completed by the following officials:
(i)   Director for Policy and Planning,
(ii)   Director for Administration and Human Resource Management,
(iii)   Head of MIS Unit, and
(iv)   Head of IEC Unit within the MDA, and
(v)   any other person(s) that regularly use official statistics during the course of their duties (e.g. Economists, Statisticians, Planners, Research Officers, M&E Officers)

The selected MDAs are:
1.   Ministry of Health and Social Welfare
2.   Ministry of Education and Vocational Training
3.   Ministry of Energy and Minerals
4.   Ministry of Finance
5.   Ministry of Natural Resources and Tourism
6.   Ministry of Water and Irrigation
7.   Ministry of Community Development, Gender and Children
8.   Ministry of Works
9.   Ministry of Livestock Development and Fisheries
10.   Ministry of Lands, Housing and Human Settlements Development
11.   Ministry of Industry and Trade
12.   Ministry of Agriculture, Food Security and Cooperatives
13.   Ministry of Labour and Employment
14.   Ministry of Home Affairs
15.   Ministry of Information, Youths, Culture & Sports
16.   Ministry of East African Cooperation
17.   Ministry of Communications, Science and Technology

Other Public Institutions **(39 + 10 = 49)**
Distribute and collect **THREE** questionnaires in each institution, one to be completed by the CEO/Executive Director and the other two by any two other officers (e.g. Directors, Department Heads, Economists, Statisticians, Planners, Research Officers, M&E Officers)
1.   Tanzania Food and Drugs Authority (TFDA)
2.   Business Registration and Licensing Authority (BRELA)
3.   Tanzania Commission for AIDS (TACAIDS)
4.   Tanzania Electrical, Mechanical and Electronics Services Agency (TEMESA)
5.   Tanzania Investment Centre
6.   Tanzania Tourism Board
7.   Engineers Registration Board
8.   Tanzania Education Authority
9.   National Development Corporation
10.   National Council for Technical Education (NACTE)
11.   Tanzania Food and Nutrition Centre
12.   National Identification Authority (NIDA)
13.   Registration, Insolvency and Trusteeship Agency (RITA)
14.   Parliamentarians (10 members)

Temeke, Ilala and Kinondoni Municipal Councils **(30)**

In each municipal council, distribute and collect questionnaires to each of the following officials

1.   Municipal Director
2.   Head of Planning Department
3.   Head of Education Department
4.   Head of Health Department
5.   Head of Administration & Human Resource Development
6.   At least five (5) councillors (elected officials)

University of Dar es Salaam **(45)**

Distribute and collect **THREE** questionnaires per department, to be completed by the HOD and by any other two academic members of staff in the following departments:

1.   College of Arts & Social Sciences:
       (a)   Department of Economics
       (b)   Demographic Training Unit
       (c)   Department of Statistics
2.   College of Natural & Applied Sciences:
       (a)   Department of Aquatic Sciences & Fisheries
       (b)   Department of Mathematics
       (c)   Department of Zoology and Wildlife Conservation
3.   UDSM Business School:
       (a)   Department of Accounting
       (b)   Department of Finance
       (c)   Department of Marketing
       (d)   Department of General Management
4.   UDSM Gender Centre
5.   UDSM School of Education:
       (a)   Centre for Research & Professional Development (CERPD)
       (b)   Department of Educational Planning & Administration
6.   Research and Education for Democracy in Tanzania (REDET)
7.   Department of Mathematics

Eastern Africa Statistical Training Centre **(3)**

Distribute and collect questionnaires from the Head of the Centre PLUS any two (2) other academic staff

Institute of Finance Management (IFM) **(16)**

Distribute **TWO** questionnaires per department, to be completed by the HOD and by any other academic member of staff in the following departments:

1.   Department of Tax Management
2.   Department of Insurance and Risk Management
3.   Department of Accounting and Finance
4.   Department of Social Protection
5.   Department of Economics
6.   Department of Banking and Financial Services
7.   Department of Actuarial Science
8.   Department of Management

MUHAS (9)

Distribute **THREE** questionnaires per department, one to be completed by the HOD and by any other two academic members of staff in the following departments:

1.	Department of Epidemiology and Biostatistics
2.	Department of Community Health
3.	Department of Environmental and Occupational Health

ARDHI University (12)

Distribute and collect **THREE** questionnaires per department, one to be completed by the HOD and by any other two academic members of staff in the following departments:

1.	School of Construction Economics and Management
	(a)	Department of Building Economics
2.	School of Environmental Science and Technology
	(a)	Department of Environmental Science and Management
3.	School of Urban and Regional Planning
	(a)	Department of Urban and Regional Planning
	(b)	Dept of Rural Development Housing & Infrastructure Planning

Other Research Institutes (15)

Distribute and collect **FIVE** (5) questionnaires in each institution, one to be completed by the head of the institution (Executive Director) and by any four other researchers

1.	Tea Research Institute of Tanzania (TRIT)
2.	Tanzania Industrial Research & Development Organisation (TIRDO)
3.	Ifakara Health Institute (IHI)

Labour Associations (5)

Distribute and collect **ONE** questionnaire to be completed by the Head or General Secretary of each labour association

1.	Trade Unions Congress of Tanzania (TUCTA)
2.	Tanzania Teachers Union
3.	Tanzania Union of Industrial & Commercial Workers (TUICO)
4.	Tanzania Union of Government & Health Employees (TUGHE)
5.	TALGWU

Media Organisations (10)

Distribute and collect **ONE** questionnaire to the editor or other senior manager in each of the following media organisations. Include media (and journalists) associations such as

1.	Tanzania Media Women Association (TAMWA).
2.	Africa Media Group
3.	Business Times Ltd
4.	Free Media Ltd
5.	IPP Media Ltd
6.	Mwananchi Communications Ltd
7.	Nation Media Group Ltd
8.	New Habari (2006) Ltd
9.	Tanzania Standard (Newspapers) Ltd
10.	Uhuru Publications Ltd
11.	Tanzania Broadcasting Corporation

NGOs (34)

There are many NGOs based within Dar es Salaam. Distribute and collect **ONE** questionnaire to be completed by the Head/CEO of the NGO (or other senior officer) in each of the following:
1. Christian Council of Tanzania (CCT)
2. Tanzania Education Network/Mtandao wa Elimu Tanzania (TEN/MET)
3. Tanzania Gender Networking Programme (TGNP)
4. WaterAid
5. MS-ActionAid
6. FEMA
7. TWAWEZA
8. Save the Children
9. Care International
10. Catholic Relief Services (CRS)
11. Concern Worldwide
12. Family Health International
13. GTZ
14. Helpage International
15. Norwegian People's Aid
16. Plan Tanzania
17. PSI
18. SNV Netherlands Development Organisation
19. Tanzania Youth Alliance (TAYOA)
20. TATEDO
21. UMATI
22. Tujijenge Tanzania
23. World Vision
24. Shirika la Kwaendeleza Walemavu Tanzania (SHIKUWATA)
25. Women Advocates Against Poverty
26. Fungamano La Wajasiriamali Tanzania (FWT)
27. Effort for Development Association (EDEA)
28. Tanzania Association of Non Government Organisations (TANGO)
29. Women's Legal Aid Centre
30. African Medical and Research Foundation (AMREF)
31. Tanzania Women Lawyers Association (TAWLA)
32. HAKIARDHI
33. Mtandao wa Vikundi vya Wakulima Tanzania (MVIWATA)
34. BAKWATA

Business Associations (10)

Distribute and collect **ONE** questionnaire to be completed by the Head or CEO of each business association:
1. Tanzania National Business Council
2. TCCIA
3. CTI
4. Association of Tanzania Employers
5. Chamber of Mines
6. Tanzania Private Sector Foundation
7. Hotel Association of Tanzania
8. Tanzania Professional Hunters Association
9. Tanzania Tour Guides Association
10. Tanzania Bus Operators Association

NBS Library – General Public **(20)**

Distribute and collect at least **TWO** (2) questionnaires per day from members of the public that come to use the services of the NBS the library (2 x 10 = 20 questionnaires)

International Organisations **(16)**

Distribute and collect **ONE** questionnaire from a representative of the following international organisations (e.g. economic advisor, statistician, etc)

1.   USAID
2.   CIDA (Canada)
3.   EU
4.   FAO
5.   SIDA (Sweden)
6.   WFP
7.   UNDP
8.   UNESCO
9.   UNICEF
10.   WHO
11.   DFID
12.   World Bank
13.   UNFPA
14.   JICA (Japan)
15.   African Development Bank
16.   IMF – East AFRITAC (East Africa Technical Assistance Centre)

Banks **(13)**

Distribute and collect **ONE** questionnaire from a senior representative of each bank (e.g. chief economist or similar official) at the bank's head office

1.   Bank of Tanzania
2.   Accessbank Tanzania Ltd
3.   Akiba Commercial Bank Ltd
4.   Bank of Baroda (T) Ltd
5.   Commercial Bank of Africa Ltd
6.   Diamond Trust Bank
7.   Habib African Bank Tanzania Ltd
8.   NMB
9.   ANK Tanzania Ltd
10.   Tanzania Postal Bank
11.   CRDB Bank
12.   NBC
13.   Tanzania Women's Bank

ARUSHA - DISTRIBUTION OF QUESTIONNAIRES

Tumaini University Makumira **(8)**
Distribute and collect **FOUR** questionnaires, to be completed by the HOD and any three (3) other academic staff in the following departments
1.   Department of Geography (4)
2.   Department of Education (4)

University of Arusha **(8)**
Distribute and collect **FOUR** questionnaires, to be completed by the Head of School and any three (3) other academic staff from the following:
1.   School of Business (4)
2.   School of Education (4)

Tropical Pesticides Research Institute **(8)**
Distribute and collect **EIGHT** (8) questionnaires, to be completed by the head of the institution (Executive Director) PLUS any seven other researchers

Tanzania National Parks **(5)**
Distribute and collect **FIVE** (5) questionnaires, to be completed by the head of the institution (Director-General) PLUS any four other senior staff

NBS Regional Office, Arusha – General Public **(20)**
Distribute and collect at least **TWO** (2) questionnaires every day from members of the public that come to use the services of the NBS (2 x 10 days = 20 questionnaires)

NGOs Based in Arusha **(11)**
There are many NGOs based within the Arusha Municipality. Distribute and collect questionnaires from heads of 11 NGOs within the Arusha Municipality
1.   Arusha NGO Network (ANGONET)
2.   Women's Development for Science & Technology Association
3.   Eastern Africa National Networks of AIDS Service Organisations (EANNASO)
4.   Tanzania Community Development Organisation, Mollel Building
5.   Arusha Poultry Keepers Association (APOKA), Makamako
6.   Community Based Health Care Council (CBHCC)
7.   Arusha Centre for Information Sector Promotion (ACISP)
8.   Ketumbeine Agro-pastoralist Development Programme
9.   Kamamma Integrated Development Initiatives (KIDI), Majimoto Village
10.   East African Civil Society Organisation Forum, Plot No.64, Haile Selassie Rd
11.   Food and Agricultural Research Management (FARM), Summit Centre, 4th Fl

Labour Associations **(5)**
Distribute and collect one questionnaire to be completed by the head (e.g. Secretary General) of each labour association based in Arusha:
1.   Tanzania Union of Industrial & Commercial Workers (TUICO)
2.   TUCTA
3.   TUGHE
4.   TALGWU
5.   Tanzania Plantation & Agricultural Workers Union (TPAWU)

Arusha Municipality **(10)**

Distribute and collect questionnaires from each of the following officials:
1.   Municipal Director
2.   Head of Health Department
3.   Head of Education Department
4.   Head of Planning Department
5.   Head of Administration & Human Resource Development
6.   At least five councillors (elected officials)

Arusha District Council **(10)**

Distribute and collect questionnaires from each of the following officials:
1.   District Executive Director (DED)
2.   Head of Planning Department
3.   Head of Education Department
4.   Head of Health Department
5.   Head of Administration & Human Resource Development
6.   At least five councillors (elected officials)

Regional Administrative Secretariat, Arusha **(2)**

Distribute and collect questionnaires from each of the following officials
1.   Any two (2) Assistant RAS

Elected Officials **(2)**

Distribute and collect questionnaires from **TWO** local Members of Parliament

Business Associations **(7)**

Distribute and collect questionnaires from the heads of **SEVEN** (7) regional and/or national
       business associations based in Arusha:
1.   TCCIA,
2.   CTI
3.   TABOA,
4.   Tanganyika Coffee Growers Association,
5.   Tanganyika Farmers Association,
6.   Tanzania Association of Foresters
7.   Tanzania Association of Tour Operators

MOROGORO – DISTRIBUTION OF QUESTIONNAIRES

Mzumbe University **(21)**
Distribute and collect **THREE** questionnaires per department, to be completed by the HOD and any two other academic members of staff in the following departments:
1. Department of Economics
2. Department of Education Foundation and Teaching Management
3. Department of Accountancy & Finance
4. Department of Quantitative Mathematics
5. Department of Production and Operations Management
6. Institute of Development Studies
7. Department of Science and Technology

Sokoine University of Agriculture **(21)**
Distribute and collect **THREE** questionnaires per department, to be completed by the HOD and any two other academic members of staff in the following departments:
1. Department of Crop Science and Production
2. Department of Animal Science and Production
3. Department of Agricultural Education & Extension
4. Agricultural Economics & Agribusiness
5. Department of Forest Economics
6. Department of Wildlife Management
7. Department of Social Sciences

Tanzania Forestry Research Institute (TAFORI) **(5)**
Distribute and collect **FIVE** (5) questionnaires, to be completed by the head of the institution (Executive Director) PLUS any four other researchers

NBS Regional Office, Morogoro   - General Public **(20)**
Distribute and collect at least **TWO** (2) questionnaires every day from members of the public that come to use the services of the NBS (2 x 10 days = 20 questionnaires)

NGOs Based in Morogoro **(10)**
There are many NGOs based in Morogoro Municipality. Distribute and collect one questionnaire to be completed by the Head of each NGO below
1. KEPA Tanzania
2. Faraja Trust Fund
3. Community Initiative Development Association, Ifakala
4. Tabahurema Foundation, Saba saba Complex Building
5. Ulanga Poverty Alleviation Organisation, Malinyi Madukani Street
6. Tanzania Social Development Foundation
7. Mtandao wa Kuelimisha na Kuendeleza Jamii, Block 147, Boma Road
8. Morogoro Development Organisation (MODEO), Wami Sokoine (Dodoma Rd)
9. Women Development Foundation (WODEFO), Uwanja wa Ndege Ward
10. Morogoro Youth Agri-Business Foundation

Labour Associations **(3)**

One questionnaire to be distributed and completed by the head (e.g. Secretary General) of the labour association based in Morogoro.
1. Tanzania Union of Industrial & Commercial Workers (TUICO)
2. TUCTA
3. TUGHE

Morogoro Municipality **(10)**

Distribute and collect questionnaires from each of the following officials:
1. Municipal Director
2. Head of Health Department
3. Head of Education Department
4. Head of Planning Department
5. Head of Administration & Human Resource Development
6. At least five councillors (elected officials)

Morogoro District Council **(10)**

Distribute and collect questionnaires from each of the following officials:
1. District Executive Director (DED)
2. Head of Planning Department
3. Head of Education Department
4. Head of Health Department
5. Head of Administration & Human Resource Development
6. At least five councillors (elected officials)

Regional Administrative Secretariat, Morogoro **(2)**

Distribute and collect questionnaires from each of the following officials
1. Any two (2) Assistant RAS

Elected Officials **(2)**

Distribute and collect questionnaires from **TWO** local Members of Parliament

Business Associations **(5)**

Distribute and collect questionnaires from the regional heads of at least five (5) business associations based in Morogoro, e.g. regional offices of TCCIA, CTI, TABOA etc

ZANZIBAR – DISTRIBUTION OF QUESTIONNAIRES

Selected MDAs **(50)**
Distribute and collect at least **FIVE** (5) questionnaires in each of the following MDAs. In each MDA, the questionnaire is to be completed by the following officials:
(i)   Director for Policy and Planning,
(ii)   Director for Administration and Human Resource Management,
(iii)   Head of MIS Unit, and
(iv)   Head of IEC Unit within the MDA, and
(v)   any other person(s) that regularly use official statistics during the course of their duties (e.g. Economists, Statisticians, Planners, Research Officers, M&E Officers)

The selected MDAs are:
1.   Ministry of Health
2.   Ministry of Finance
3.   Ministry of Lands, Housing, Water and Energy
4.   Ministry of Trade, Industry and Marketing
5.   Ministry of Agriculture and Natural Resources
6.   Ministry of State President's Office - Labour and Public Service
7.   Ministry of Information, Culture, Tourism and Sports
8.   Ministry of Education and Vocational Training
9.   Ministry of State President's Office – State House and Good Governance
10.   Ministry of Empowerment, Social Welfare, Youth, Women and Children

Other Public Institutions **(21)**
Distribute and collect **THREE** questionnaires in each institution, one to be completed by the CEO/Executive Director and by any two other officers (e.g. Directors, Department Heads, Economists, Planners, Research Officers, M&E Officers, etc)
1.   Zanzibar AIDS Commission (ZAC)
2.   Zanzibar Tourism Commission
3.   Zanzibar State Trading Corporation
4.   Zanzibar Investment Promotion Agency
5.   People's Bank of Zanzibar Ltd
6.   National Identification Authority (NIDA)
7.   MKUZA Secretariat

Zanzibar Municipal Council (Wilaya ya Mjini Unguja) **(10)**
Distribute and collect questionnaires from each of the following officials
1.   Municipal Director
2.   Head of Planning Department
3.   Head of Education Department
4.   Head of Health Department
5.   Head of Administration & Human Resource Development
6.   At least five councillors (elected officials)

West Unguja District Council (Wilaya ya Magharibi) **(10)**
Distribute and collect questionnaires from each of the following officials
1.   District Executive Director (DED)
2.   Head of Planning Department
3.   Head of Education Department
4.   Head of Health Department
5.   Head of Administration & Human Resource Development
6.   At least five councillors (elected officials)

Elected Officials (3)

Distribute and collect questionnaires from **THREE** local Members of Parliament

Zanzibar University (12)

Distribute and collect **THREE** questionnaires per department, to be completed by any of the academic staff members of the department
1. Department of Economics
2. Department of Accounting and Finance
3. Department of Marketing
4. Department of Public Administration

State University of Zanzibar (9)

Distribute and collect **THREE** questionnaires per department, one to be completed by the head of department and the other two by any academic staff members of the department
1. Department of Educational Foundation, Institution and Leadership
2. Department of Social Sciences
3. School of Continuing and Professional Education

Zanzibar Institute of Financial Administration (9)

Distribute and collect **THREE** questionnaires per department, one to be completed by the head of department and the other two by any academic staff members of the department
1. Department of Information and Communication Technology
2. Department of Accounting and Finance
3. Department of General Studies and Short Courses

Media Organisations (3)

Distribute and collect **ONE** questionnaire from the editor or other senior official in media organisations based on the Isles, minimum number of three questionnaires. Includes print and electronic media, as well as media (and journalists) associations such as the Tanzania Media Women Association (TAMWA).

NGOs (6)

Distribute and collect **ONE** questionnaire from the Head of each NGO below:
1. Zanzibar NGO Cluster (ZANGOC)
2. Zanzibar Legal Services Centre (ZLSC)
3. Zanzibar Female Lawyers Association (ZAFELA)
4. Youth Centre for Poverty Alleviation (YOCEPA)
5. AIDS Business Coalition for Zanzibar (ABCZ)
6. Aga Khan Development Network (AKDN)

Business Associations (5)

Distribute and collect **ONE** questionnaire from the Head of each business association below
1. Zanzibar Employers Association
2. Zanzibar Tourism Investors Association
3. Zanzibar Association of Tour Operators
4. Zanzibar National Chamber of Commerce, Industry and Agriculture
5. Zanzibar Business Council

Labour Associations **(3)**

Distribute and collect a questionnaire to be completed by the Head or General Secretary of each of the following labour organisations
1. Zanzibar Teachers Union
2. Zanzibar Public Service Union
3. Zanzibar Trade Union Congress

OCGS Library **(10)**

Distribute and collect at least **ONE** (1) questionnaire every day from members of the public that come to use the services of the OCGS (2 x 10 days = 20 questionnaires)

Appendix 5: List of Persons Interviewed

Organisation	Name	Job Title/Position
		TANZANIA MAINLAND
National Bureau of Statistics	Mrs Aldegunda Komba	Acting Director, Statistical Operations
	Mr. Wilfred Mwingira	Manager, Field Operations, CRE and GEO Information Department
	Mr. Joel Weja	Principal Statistician, CRE and GEO Information Department
	Mr. William Matee	Senior Statistician, Field Operations, CRE and GEO Information Department
	Mr. Benedict Mugambi	Senior Cartographer, CRE and GEO Information Department
	Ms. Margreth Jacob	Statistician, CRE and GEO Information Department
	Ms Rainer Kiama	Statistician, Field Operations, CRE and GEO Information Department
	Mr. Titus Mwisomba	Manager, Agriculture Statistics Department
	Ms Devotha Mdete	Senior Technician, Agriculture Statistics Department
	Mr Emmanuel Mashenene	Support staff, Agriculture Statistics Department
	Ms J. Musa	Statistician, Agriculture Statistics Department
	Mr. Festo Mwemutsi	Statistician, Agriculture Statistics Department
	Mr. Edes Ernest	Student Intern, Agriculture Statistics Department
	Mrs Joy Sawe	Manager, Industrial & Construction Statistics Department
	Ms. Mariam Gitembe	Senior Statistician, Social & Demographic Statistics Department
	Mr. Israel Mwakapalala	Statistician, Social & Demographic Statistics Department
	Ms. Elinzuu Nicodimo Yohana	Statistician, Social & Demographic Statistics Department; Secretary for the TSMP Social and Demographic Statistics Sector Working Group
	Ms. Prisca Mkongwe	Statistician, Social & Demographic Statistics Department
	Mrs. Sylvia Meku	Principal Statistician, Environmental Statistics & Statistical Analysis Department
	Mr. Hashim Njowele	Statistician, Labour & Price Statistics Department
	Mr. Fred Matola	Senior Statistician/Acting Manager, National Accounts Statistics Department
	Mr. Stambuli Mapunda	Senior HR Officer/Acting Personnel & Administration Manager
	Mr. Shagilulu M. Shagilulu	Programmer, Information Technology and Marketing Department
	Mr. Laurie C. Cenge	PC Technician, Information Technology and Marketing Department
	Mr. Martin Kimario	IT Systems Analyst
	Mr. Mathias Masuka	Manager, Tax Statistics Department
	Mr. Valerian Tesha	Manager, Trade, Transport, Tourism & Migration Statistics Department
	Mr. Daniel Masolwa	Secretary for the TSMP Macro-Economic Statistics Sector Working Group
Bank of Tanzania	Mr. Johnson J. Nyella	Manager, Economic Research Department
Ministry of Livestock & Fisheries Development	Mr. Longin M.P. Nsiima	Principal Livestock Officer
	Mr. Da Silva D. Mlau	Senior Statistician
Ministry of Education & Vocational Training	Mr. T. Katabaro	Principal Statistician, Education MIS Unit
Ministry of Industry & Trade	Mr. Alfred Mapunda	Acting Director for Policy and Planning
	Mr. Charles Genya	Statistician, Marketing Department

	Ms. Eunice Lugina	Economist
	Mr. Alex Maya	Trade Officer
	P.M. Undolle	Principal Economist
	Mr. Frank Mlingwa	Trade Officer
	Ms. Alicia Rugumanu	Trade Officer
	Ms. Josephine Mwidadi	Economist
	T. Abdallah	Economist
	Ms. Asteria Kamara	Statistician
	Mr. Noah Mkasanga	Statistician
	Mbufu Kassim	Economist
	Mr. Herbert Hatibu	Trade Officer
	M. Mwanga	Statistician
	Mr. Edward Nkomola	Information Officer
Ministry of Health & Social Welfare	Mr. Claud Kumalija	Acting Assistant Director, Monitoring & Evaluation
ZANZIBAR		
Office of the Chief Government Statistician	Mrs. Mayasa M. Mwinyi	Director, Demographic & Social Statistics Department
	Mr. Mbwana Mbwana	Acting Director, Statistical & Technical Support Services Department
	Ms. Sabina Raphael Daima	Demographer, Demographic & Social Statistics Department
	Mr. Abdul R. Abeid	Acting Head, Economic Statistics Section
	Mr. Fadhil Ali Hassan	Head, National Accounts Unit, Economic Statistics Department
	Mr. Abdullah Othman Makame	Manager, ICT & Publications Section, Statistical & Technical Support Services Department
	Mr. Ali Idrisa Shamte	Acting Human Resources Officer for TSMP
	Mr. Said Omar Mohammed	Acting Human Resources Officer
Police Headquarters, Zanzibar	Sgt. Khamis Mwinyi Bakari	Officer-in-charge, Crime Statistics Office
	Sgt. Haroub Sose Hasson	Crime Statistics Office
	Sgt. Futari Hasson Makame	Crime Statistics Office
	Cprl. M. Said Muhidin	Crime Statistics Office
	Cprl. Ali Ramadhan Ali	Crime Statistics Office
Zanzibar Prison Service	Mr. Ramadhan Khamir Ibrahim	Head, Planning & Statistics Department
	Mr. Salum Hamad Salum	Staff Sergeant, Planning & Statistics Department
	Mr. Faum Abdalla Ahmadu	Staff Sergeant, Planning & Statistics Department
Planning Commission	Mrs. Salama Ramadhan Makame	Head, Population Planning Unit
Ministry of Education & Vocational Training	Mr. Khalid M. Wazir	Head of MIS Unit, Department of Policy, Planning & Research
Ministry of Trade, Industry and Marketing	Mr. Hamza Amour Hamza	Statistical Officer
Ministry of Health	Dr. Menuu Juma Ibrahim	District Medical Officer, Central District, Unguja
	Ms. Fatima Khalib Haji	Health Information System (HIS) Focal Person
Bank of Tanzania, Zanzibar	Mr. Malik Ali Suleiman	Principal Accountant/Statistician Monitoring Public Finance
Ministry of Lands, Housing, Water and Energy	Mr. Yussuf Amour Ali	Planning Officer, Department of Planning and Administration

Appendix 6: Computing Quality Assessment Scores

(a) Respondents' assessment of the accuracy of official statistics

Types of statistics used	No. of users per type of statistics					No. of respond ents	Average score
	Very inaccurate (1)	Inaccurate (2)	Undecided or not sure (3)	Accurate (4)	Very accurate (5)		
National accounts	1	15	20	112	8	156	3.7
Price statistics	4	9	20	95	3	131	3.9
Public finance statistics	1	9	12	83	12	117	3.8
Monetary and financial statistics	0	8	13	87	12	120	3.8
Balance of payments	3	8	9	52	7	79	3.6
Business statistics (industry, trade, services)	1	11	10	63	3	88	3.6
Business statistics (mining)	2	5	7	37	0	51	3.5
Business statistics (transport, energy)	2	3	9	40	1	55	3.6
Employment statistics	4	32	40	89	10	175	3.4
External trade statistics	1	8	11	39	7	66	3.6
Income and poverty statistics	6	18	38	85	8	155	3.5
Demographic statistics (population)	5	16	29	158	20	228	3.7
Education statistics	4	18	20	132	19	193	3.7
Social statistics (health, HIV/AIDS, malaria, TB)	7	18	29	114	11	179	3.6
Social statistics (housing, water & sanitation)	2	15	23	72	7	119	3.6
Environment statistics	5	7	17	59	3	91	3.5
Agriculture and food security statistics	3	9	27	63	4	106	3.5
Livestock statistics	3	10	11	34	2	60	3.4
Fisheries statistics	1	7	6	25	1	40	3.4
Water resources statistics	2	6	15	38	2	63	3.5
Forestry and wildlife statistics	0	9	10	29	2	50	3.5
Tourism statistics	3	11	9	37	3	63	3.4
Totals	60	252	385	1,543	145	2,385	
Average score for accuracy for all statistics							3.61*

* Obtained as follows: (60 x 1) + (252 x 2) + (385 x 3) + (1,543 x 4) + (145 x 5) ÷ 2,385

(b) Respondents' assessment of the reliability of official statistics

Types of statistics used	No. of users per each type of statistics					No. of respond ents	Average score
	Very unreliable (1)	Unreliable (2)	Undecided or not sure (3)	Reliable (4)	Very reliable (5)		
National accounts	1	14	22	111	7	155	
Price statistics	0	15	21	97	4	137	
Public finance statistics	0	6	15	90	9	120	
Monetary and financial statistics	1	3	13	90	13	120	
Balance of payments	2	6	10	53	6	77	
Business statistics (industry, trade, services)	0	8	12	66	2	88	
Business statistics (mining)	0	7	9	35	1	52	
Business statistics (transport, energy)	1	5	9	45	2	62	
Employment statistics	6	29	33	93	9	170	
External trade statistics	1	9	9	40	9	68	
Income and poverty statistics	2	26	39	84	7	158	
Demographic statistics (population)	4	17	28	156	20	225	
Education statistics	5	21	21	131	17	195	
Social statistics (health, HIV/AIDS, malaria, TB)	2	21	23	114	13	173	
Social statistics (housing, water & sanitation)	2	12	22	75	10	121	
Environment statistics	2	11	15	52	5	85	
Agriculture and food security statistics	3	14	24	66	2	109	
Livestock statistics	2	6	11	38	1	58	
Fisheries statistics	0	4	5	28	1	38	
Water resources statistics	2	4	12	42	3	63	
Forestry and wildlife statistics	2	6	7	31	0	46	
Tourism statistics	1	10	7	43	2	63	
Totals	39	254	367	1,580	143	2,383	
Average score for reliability for all statistics							3.64*

* Obtained as follows: (39 x 1) + (254 x 2) + (367 x 3) + (1,580 x 4) + (143 x 5) ÷ 2,383

(c) Respondents' satisfaction levels with the timeliness of release of official statistics

Types of statistics used	% of respondent users of each type of statistics					No. of respond ents	Average score
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)		
National accounts	4	15	16	117	5	157	
Price statistics	1	21	11	99	6	138	
Public finance statistics	1	14	7	90	8	120	
Monetary and financial statistics	1	10	6	92	12	121	
Balance of payments	1	13	5	55	9	83	
Business statistics (industry, trade, services)	2	13	9	61	2	87	
Business statistics (mining)	1	12	3	37	1	54	
Business statistics (transport, energy)	1	14	3	40	1	59	
Employment statistics	7	58	23	81	10	179	
External trade statistics	0	13	7	36	7	63	
Income and poverty statistics	6	48	28	73	5	160	
Demographic statistics (population)	4	49	26	133	16	228	
Education statistics	2	46	21	113	14	196	
Social statistics (health, HIV/AIDS, malaria, TB)	4	35	26	109	8	182	
Social statistics (housing, water & sanitation)	3	30	16	74	4	127	
Environment statistics	1	22	15	55	1	94	
Agriculture and food security statistics	5	28	15	57	3	108	
Livestock statistics	1	17	12	31	0	61	
Fisheries statistics	1	8	9	23	0	41	
Water resources statistics	3	8	13	41	0	65	
Forestry and wildlife statistics	1	10	5	33	0	49	
Tourism statistics	3	12	7	45	0	67	
Totals	53	496	283	1,495	112	2,439	
Average score for all statistics on timeliness of release							**3.46***

  * Obtained as follows: (53 x 1) + (496 x 2) + (283 x 3) + (1,495 x 4) + (112 x 5) ÷ 2,439

(d) Respondents' levels of satisfaction with the frequency of release of official statistics

Types of statistics used	% of respondent users of each type of statistics					No. of respond ents	Average score
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)		
National accounts	4	16	14	106	9	149	
Price statistics	2	17	14	90	9	132	
Public finance statistics	4	14	11	77	10	116	
Monetary and financial statistics	1	9	7	81	16	114	
Balance of payments	2	13	8	46	8	77	
Business statistics (industry, trade, services)	2	16	10	53	3	84	
Business statistics (mining)	3	11	5	33	1	53	
Business statistics (transport, energy)	3	11	5	39	1	59	
Employment statistics	11	53	21	74	12	171	
External trade statistics	1	12	5	40	9	67	
Income and poverty statistics	9	35	28	76	7	155	
Demographic statistics (population)	7	49	21	135	16	228	
Education statistics	7	42	22	111	14	196	
Social statistics (health, HIV/AIDS, malaria, TB)	8	37	24	105	8	182	
Social statistics (housing, water & sanitation)	2	33	14	71	3	123	
Environment statistics	1	24	15	49	1	90	
Agriculture and food security statistics	7	21	21	54	4	107	
Livestock statistics	2	16	9	32	2	61	
Fisheries statistics	0	10	6	25	1	42	
Water resources statistics	1	15	9	36	2	63	
Forestry and wildlife statistics	1	14	5	26	2	48	
Tourism statistics	4	15	8	34	2	63	
Totals	82	483	282	1,393	140	2,380	
Average score for all statistics on frequency of release							**3.29***

  * Obtained as follows: (82 x 1) + (483 x 2) + (282 x 3) + (1,393 x 4) + (140 x 5) ÷ 2,480

(e) Respondents' assessment of the relative ease/difficulty of accessing official statistics

Types of statistics used	% of respondent users of each type of statistics					No. of respondents	Average score
	Very difficult (1)	Difficult (2)	Undecided or not sure (3)	Easy (4)	Very easy (5)		
National accounts	6	25	11	93	15	150	
Price statistics	2	30	10	86	9	137	
Public finance statistics	11	19	10	70	5	115	
Monetary and financial statistics	11	18	7	70	7	113	
Balance of payments	10	11	7	46	4	78	
Business statistics (industry, trade, services)	4	27	7	43	4	85	
Business statistics (mining)	3	12	5	31	1	52	
Business statistics (transport, energy)	6	15	6	32	2	61	
Employment statistics	19	56	27	63	6	171	
External trade statistics	8	14	7	36	4	69	
Income and poverty statistics	7	42	19	75	11	154	
Demographic statistics (population)	10	46	16	123	27	222	
Education statistics	5	53	16	95	18	187	
Social statistics (health, HIV/AIDS, malaria, TB)	7	41	16	100	14	178	
Social statistics (housing, water & sanitation)	4	35	14	62	5	120	
Environment statistics	4	29	14	41	4	92	
Agriculture and food security statistics	7	26	17	56	5	111	
Livestock statistics	3	8	12	35	3	61	
Fisheries statistics	1	6	9	24	2	42	
Water resources statistics	3	14	12	32	4	65	
Forestry and wildlife statistics	4	12	6	25	2	49	
Tourism statistics	5	17	7	35	1	65	
Totals	140	556	255	1,273	153	2,377	
Average score for all statistics on accessibility							**3.31***

* Obtained as follows: (140 x 1) + (556 x 2) + (255 x 3) + (1,273 x 4) + (153 x 5) ÷ 2,377

(f) Respondents' overall assessment of the quality of statistics in Tanzania

Types of statistics used	% of respondent users of each type of statistics					No. of respondents	Average score
	Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)		
National accounts	4	17	15	108	4	148	
Price statistics	5	24	12	88	8	137	
Public finance statistics	3	17	18	76	3	117	
Monetary and financial statistics	1	27	11	77	4	120	
Balance of payments	1	23	5	49	4	82	
Business statistics (industry, trade, services)	3	18	10	54	2	87	
Business statistics (mining)	3	12	6	35	1	57	
Business statistics (transport, energy)	4	14	9	38	1	66	
Employment statistics	9	55	26	76	2	168	
External trade statistics	1	20	8	34	1	64	
Income and poverty statistics	8	26	32	89	3	158	
Demographic statistics (population)	3	26	22	153	21	225	
Education statistics	5	21	23	125	14	188	
Social statistics (health, HIV/AIDS, malaria, TB)	6	20	23	123	6	178	
Social statistics (housing, water & sanitation)	6	19	16	79	3	123	
Environment statistics	3	15	21	53	1	93	
Agriculture and food security statistics	3	22	13	67	4	109	
Livestock statistics	2	16	7	38	1	64	
Fisheries statistics	2	9	7	24	1	43	
Water resources statistics	3	13	10	35	2	63	
Forestry and wildlife statistics	2	11	4	35	0	52	
Tourism statistics	3	10	7	46	1	67	
Totals	80	435	305	1,502	87	2,409	
Average score for all statistics on overall assessment of quality							**3.45***

* Obtained as follows: (80 x 1) + (435 x 2) + (305 x 3) + (1,502 x 4) + (87 x 5) ÷ 2,409

(g) Levels of satisfaction with official statistics, by sector/user group (number of respondents per user group)*

User group	Very dissatisfied	Dissatisfied	Undecided/ not sure	Satisfied	Very satisfied	No. of respondents	Average score
All respondents	8	88	44	264	6	410	3.42
Higher education & research institutions	6	33	17	77	1	134	3.25
Central government ministries	1	6	9	51	3	70	3.70
NGOs	0	3	2	8	0	13	3.38
Media organisations	0	3	0	15	0	18	3.67
Executive agencies	0	4	1	12	0	17	3.47
LGA staff (RAS, municipal and district councils)	1	12	6	38	0	57	3.42
Financial institutions	0	7	3	11	0	21	3.19
International & bilateral organisations & embassies	0	3	2	9	0	14	3.43
Graduate students	0	5	2	12	2	21	3.52
Private companies/business enterprises	0	4	1	13	0	18	3.50

*   other user groups have not been shown because their numbers are too small (less than 10 in each case)