UNITED REPUBLIC OF TANZANIA



SUMMARY REPORT: USER SATISFACTION SURVEY 2023

NATIONAL STATISTICS OFFICES (NSOS)

National Bureau of Statistics (NBS)

Office of the Chief Government Statistician (OCGS)





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ABOUT NBS AND OCGS

I.I Introduction

The National Statistics Offices (NSOs) is an autonomous, public institution mandated to coordinate the production and dissemination of official statistics in Tanzania Mainland with the National Bureau of Statistics (NBS) and Zanzibar under the Office of the Chief Government Statistician (OCGS) involving key users and producers of statistics. The survey involved Tanzania Mainland (Dar es Salaam, Mbeya, Arusha, Dodoma, Mwanza) and Zanzibar (Unguja and Pemba) as well as online users.

The National Bureau of Statistics (NBS)/Office of the Chief Government Statistician (OCGS) have been established as an autonomous public office by the Statistics Act, 2015 and have the mandate to provide official statistics to the Government, business community and the public at large. The Act also gives NBS/OCGS the mandate to play the role as a co-coordinating agency, within the National Statistical System (NSS) to ensure that quality official statistics is produced.

The USER SATISFACTION SURVEY 2023 was conducted to measure the degree to which the needs of data users are satisfied with regard to the available official statistics and capture their perceptions. As in the previous surveys, more attention was on the level of usefulness of official statistics to support decision-making and planning processes, the level of users' understanding of official statistics dissemination, analysis, timeliness, and frequency of released statistics, and areas that need further improvement.

2 BACKGROUND OF USS 2023

The survey is the third survey to be conducted by NBS and OCGS with the secondround survey conducted in 2014.

In specific terms, the study seeks to:

- > To gather the perception of the statistics users with regards to the quality and timeliness of data produced and disseminated; and
- To explore the users' perception of the quality, timeliness and usefulness of statistics, quality of NSOs' data in comparison with statistics produced by other organizations, trust of users in NSOs' statistics, frequency of submitting tailormade requests, and frequency of accessing the NSOs' website among others.

2.1 Objectives

2.1.1 General Objective

The general objective was to assess data needs satisfaction with the current state of official statistics and the perceptions of key users of the statistical products and services provided by the NSOs.

2.1.2 Specific Objectives

Specific objectives of the assignment included:

- i. Design, plan, review and implement the User Satisfaction Survey in collaboration with NBS and OCGS Committee;
- ii. Harmonize user satisfaction survey tool for data collection and identify its areas for improvement;
- iii. Identify and improve methodological challenges (if any) used in the previous User Satisfaction Surveys;
- iv. Present and guide the NBS and OCGS Management on the process of conducting the User Satisfaction Survey 2023;
- v. Generate insights on how to further improve the quality of services provided by NSOs to its clients; and
- vi. Prepare and present a User Satisfaction Survey report.

The information collected through the USER SATISFACTION SURVEY 2023 captured the perception of the statistics users with regard to the quality and timeliness of data produced and disseminated. Again, it also takes into consideration the users' perception of the quality, timeliness and usefulness of statistics, the quality of NSO data in comparison with statistics produced by other organizations, the trust of users in NSOs' statistics, frequency of submitting tailor-made requests, and frequency of accessing the NSOs' website among others. The survey is based on the adopted EAC Regional Model User Satisfaction Survey Questionnaire and customized accordingly.

3 SCOPE OF WORK

The consultant was required to design and conduct a customer satisfaction survey, using a standardized 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.

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Public	Media	Research	General	Business	International
Sector		Sector	Public	Community	Organisations

4 SURVEY HIGHLIGHTS

The survey results highlighted the following:

- a) Type of statistics used: The questionnaire listed a total of 15 different types of statistics that are produced by the NBS and OCGS. The largest proportion of respondents (76%) said they used demographic statistics, followed by social statistics (54%), agriculture statistics (37%), Labour statistics (36%) and Income and poverty statistics (36%). Fewer respondents used the statistics for National accounts (31%) and price Statistics (26%) including those on Business statistics, Monetary and financial statistics, Environment Statistics, Government Finance Statistics, tourism, External sector statistics, ICT and Judiciary.
- b) 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 I being the least desirable and 5 the most desirable on each quality parameter. The five quality parameters that they were asked to assess were:
- c) Accuracy of the statistics: The following were rated as accurate or very accurate by at least three-quarters of the respondents that used them: Demographic statistics (83% of their users), Agriculture statistics (31%), Social statistics (30%), National accounts (GDP) (29%), Labour statistics (28%), Monetary and financial statistics and Income and poverty statistics (27%), External sector statistics (BOP, Trade, IIP) (25%), Environment statistics (Forestry, Wildlife, water resources, etc.) (24%), and Government Finance Statistics (GFS, debt statistics) and ICT statistics (20%) while Tourism statistics (14%).

When the results are compared with those from the 2014 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.

Among the mentioned problems that affect the accuracy of the statistics included the 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.

d) 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: Demographic statistics (26%), Judiciary (23%), External sector statistics (BOP, Trade, IIP) (22%), National accounts (GDP) (19%), Monetary and financial statistics (19%), and Agriculture statistics (19%), Labour Statistics (Employment) (18%), Social statistics (18%), Government Finance Statistics (18%), ICT statistics (18%), Environment statistics (17%), Business statistics (16%), and Tourism statistics (14%). The high proportions reported on the timeliness of the release of financial statistics are 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: Tourism statistics (with only 9% of the users saying they were satisfied with the timeliness of their release).

The high proportions reported on the timeliness of the 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.

e) Frequency of release of statistics: Users of price statistics (55%), as well as external Judiciary statistics (41), reported the highest levels of satisfaction with

the frequency with which the statistics were published. Others were: External sector statistics (BOP, Trade, IIP) (38%), national accounts (GDP) (33%), Demographic statistics (31%), Monetary and financial statistics (30%), Government Finance Statistics (GFS, debt statistics) and Judiciary ranked the same with (29%). Others, Business Statistics (industry, energy, mining, infrastructure) (27%), Business Statistics (industry, energy, mining, infrastructure) (26%), Labour Statistics (Employment) (25%), Social statistics (23%), Agriculture statistics (22%) and Environment statistics (20%)

On the other hand, only a small proportion of users reported to have a low percentage of satisfaction in the aspect of environmental statistics (Forestry, Wildlife, Water resources, etc.) at 9% and Tourism at 11% respectively.

When compared to the 2014 user satisfaction surveys, the highest proportions of users were satisfied with the frequency of release of financial statistics (e.g. demographic statistics (Age, gender, married/ household size et), Monetary and financial statistics, and Income and poverty statistics and balance of payments statistics) in both surveys.

f) Accessibility of official statistics: The results from the 2014 survey showed that, compared with other parameters of quality, access to official statistics was a major problem. That situation changed a little bit in 2023. The results showed that it was only with respect to national accounts statistics that more than 82% 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 was only a small majority of users. Government Finance Statistics (GFS, debt statistics) and ICT statistics were apparently the most difficult to access, with only 11% and 8% of their users respectively saying that they were easy or very easy to access.

Reasons for the poor access to statistics included the following:

- (i) Some statistics are not available because the relevant MDAs have not been able to collect the data, or the available data is out-of-date;
- (ii) There is unnecessary bureaucracy when one is seeking permission to obtain the statistics, especially when coming from outside the 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 are not 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; and
- (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.
- g) 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: Agriculture statistics (Crops, Livestock and Fisheries) (24%), Demographic statistics (Age, gender, married/ household size etc) (21%), External sector statistics (BOP, Trade, IIP)(19%), National accounts (GDP) (19%), Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.) (19%), Environment statistics (Forestry, Wildlife, Water resources, etc.) (17%), Agriculture statistics (17% of their users), Income and poverty statistics (12%), Income and poverty statistics (13%), Monetary and financial statistics (12%), transport and Price Statistics (10%).

Again, while financial statistics were highly rated for reliability by a majority of their users in 2014, the USS 2023 shows that highly rated statistics included Agriculture statistics (Crops, Livestock and Fisheries) and Demographic statistics (Age, gender, married/ household size et) irrespectively.

5 CUSTOMER SATISFACTION INDEX FOR 2023

The table shows the perceived reliability of official statistics according to a survey of specified participants. The average score across all categories is 4.17, on a scale where I represents "very unreliable" and 5 represents "very reliable".

Demographic statistics (such as age, gender, marital status, and household size) were considered the most reliable type of statistic, with an average score of 4.41. Social statistics (including health, education, housing, migration, gender, and crime) were rated as the second most reliable category, at 4.19. Income and poverty statistics, and agricultural statistics (including crops, livestock, and fisheries) were viewed as moderately reliable, with average scores of 4.18 and 4.14, respectively.

At the other end of the scale, external sector statistics (balance of payments, trade, and industrial production index) were considered the least reliable type of statistic, with an average score of 3.27. Monetary and financial statistics and ICT statistics were also viewed with some skepticism, with average scores of 3.67 and 3.43, respectively.

Overall, the table suggests that people generally have a positive perception of the reliability of official statistics. However, there is also some variation in perceptions across different categories of statistics.

Types of s tatistics	Very unreliable	Unreliable	Undecide d or not sure	Reliable	Very reliable	Average score
Demographic statistic	0	2	П	141	84	4.29
National accounts	0	3	6	59	28	4.17
Price statistics	0	I	8	57	18	4.10
Monetary and financial statistics	0	0	6	46	20	4.19
Business statistics	0	0	8	50	17	4.12
Labour statistics	0	3	7	68	31	4.17
External sector statistics	0	I	2	20	8	4.13
Income and poverty statistics	0	2	9	70	30	4.15
Social statistics	0	5	10	102	52	4.19
Environment statistics	0	3	2	48	17	4.13

Table 5.1: Users' Perceived Reliability of Official Statistics

Types of s tatistics		Reliability of official statistics					
Agriculture statistics	0	5	6	68	36	4.17	
Tourism statistics	0	0	2	33	6	4.10	
Government Finance Statistics	0	0	6	40	12	4.10	
ICT statistics	0	2	3	30	9	4.05	
Judiciary	0	0	I	11	5	4.24	
Totals	0	27	87	843	373		
Average score of reliability for all statistics							

The table shows how satisfied users are with the timeliness of different types of official statistics. The timeliness is rated on a scale of 1 (very dissatisfied) to 5 (very satisfied). The table also shows how often each type of statistic is released.

Here's a breakdown of the findings for some of the most common types of statistics:

- Demographic statistics (like age, gender, and household size) are released infrequently, and users are only somewhat satisfied with the timeliness (average score of 3.22);
- ii). National accounts statistics, like GDP, are somewhat satisfied with the timeliness (average score of 3.53). Price statistics, like the Consumer Price Index (CPI), are somewhat satisfied with the timeliness (average score of 3.38); and
- iii). Social statistics, like health, education, and crime data, are released, but users are more satisfied with the timeliness than demographic statistics (average score of 3.82).

Overall, users are most satisfied with the timeliness of agricultural statistics (average score of 4.09) and income and poverty statistics (average score of 4.14). Users are least satisfied with the timeliness of judiciary statistics (average score of 3.00) and tourism statistics (average score of 2.60), which are also released infrequently.

Table 5.2: Users' Satisfaction on Timeliness of Release of Official Statistics

Turner of exercise	Tir	neliness of	release of o	fficial statist	ics	Average
Types of statistics	Very	Dissatisfie	Undecided	Satisfied	Very	score

Types of statistics	Ti	Timeliness of release of official statistics						
	dissatisfied	d	or not sure		satisfied			
Demographic statistics	0	16	16	143	63	4.06		
National accounts	I	4	9	63	19	3.99		
Price statistics	I	2	9	60	12	3.95		
Monetary and financial statistics	0	l	8	49	14	4.06		
Business statistics	0	4	10	49	12	3.92		
Labour statistics	0	6	16	67	20	3.93		
External sector statistics	0	I	3	20	7	4.06		
Income and poverty statistics	0	7	10	73	21	3.97		
Social statistics	0	8	15	114	32	4.01		
Environment statistics	I	I	5	51	12	4.03		
Agriculture statistics	I	5	10	77	22	3.99		
Tourism statistics	0	I	5	30	5	3.95		
Government Finance Statistics	0	I	6	40	- 11	4.05		
ICT statistics	I	2	4	29	8	3.93		
Judiciary	0	I	0	12	4	4.12		
Totals	5	60	126	877	262			
Average score of timeliness for all statistics								

The table shows the level of satisfaction with the frequency of release of various official statistics. The average score is 3.91, indicating a general satisfaction with the release frequency.

Here's a more detailed breakdown of the findings in the table:

- i). Demographic statistics, social statistics, and income and poverty statistics are released the least frequently. Yet, users are most satisfied with the frequency of release of these statistics;
- ii). On the other hand, users are least satisfied with the frequency of release of external sector statistics, tourism statistics, and government finance statistics. These are also released infrequently;
- iii). Business statistics, labour statistics, and agricultural statistics are released somewhat frequently, and users are also somewhat satisfied with the release frequency of these statistics.

Overall, there seems to be a positive correlation between the frequency of release and user satisfaction. However, there are exceptions. For instance, demographic statistics are released very infrequently, but users are very satisfied with this. This suggests that there might be other factors affecting user satisfaction besides the frequency of release.

	Fre	equency of	release of o	fficial statist	ics	
Types of statistics	Very dissatisfied	Dissatisfie d	Undecided or not sure	Satisfied	Very satisfied	Average score
Demographic statistics	0	16	26	l 48	48	3.96
National accounts	0	5	8	69	14	3.96
Price statistics	0	2	10	61	П	3.96
Monetary and financial statistics	0	4	10	46	12	3.92
Business statistics	I	3	15	47	9	3.80
Labour statistics	0	6	16	71	16	3.89
External sector statistics	0	2	l	24	4	3.97
Income and poverty statistics	0	12	10	72	17	3.85
Social statistics	0	9	20	117	23	3.91
Environment statistics	0	3	12	47	8	3.86
Agriculture statistics	0	11	П	79	14	3.83
Tourism statistics	0	0	8	29	4	3.90
Government Finance Statistics	0	3	3	42	10	4.02
ICT statistics	0	5	3	30	6	3.84
Judiciary	0	I	2	11	3	3.94
Totals	I	82	155	893	199	
	Ave	rage score	of freque	ncy for all	statistics	3.91

Table 5.3: Users' Satisfaction on Frequency of Release of Official Statistics

The table shows the ease or difficulty of accessing official statistics. The average score for ease of access is 3.91, on a scale of 1 (very difficult) to 5 (very easy).

Here's a breakdown of the findings in the table:

 Social statistics (health, education, housing, migration, gender, crime, etc.) were the easiest to access; with an average score of 4.2. Demographic statistics (age, gender, marital status, household size, etc.) and income and poverty statistics were also relatively easy to access, with average scores of 3.99 and 3.88, respectively; and

 Statistics on the other hand, such as judiciary (courts), information and communication technology (ICT), and government finance, were the most difficult to access, with average scores of 3, 3.1, and 3.4, respectively.

	Ease	Ease or difficulty of accessing official statistics							
Types of statistics	Very difficult	Somehow Difficult	Undecided or not sure	Somehow Easy	Very easy	Average score			
Demographic statistics	6	23	12	137	60	3.93			
National accounts	4	5	9	52	26	3.95			
Price statistics	I	6	11	51	15	3.87			
Monetary and financial statistics	I	7	5	41	18	3.94			
Business statistics	0	4	10	44	17	3.99			
Labour statistics	I	8	12	66	22	3.92			
External sector statistics	0	2	3	20	6	3.97			
Income and poverty statistics	3	7	9	66	26	3.95			
Social statistics	5	17	16	89	42	3.86			
Environment statistics	I	6	7	41	15	3.90			
Agriculture statistics	4	12	7	68	24	3.83			
Tourism statistics	0	4	4	27	6	3.85			
Government Finance Statistics	0	3	8	42	5	3.84			
ICT statistics	0	3	5	31	5	3.86			
Judiciary	0	I	0	13	3	4.06			
Totals	26	108	118	788	290				
Average score of accessibility for all statistics									

Table 5.4: Users' Perceived Ease or Difficulty of Accessing Official Statistics

The table presents data on the perceived accuracy of various official statistics. It categorizes different types of statistics into thirteen sections, including demographic statistics, national accounts, price statistics, and social statistics. For each category, the table shows the number of respondents who rated the accuracy as "Very good", "Good", "Undecided", "Poor", and "Very Poor" or "Not Sure". An "Average Score" is also calculated for each category, with a higher score indicating a greater perceived accuracy.

The table reveals that, overall; the perceived accuracy of official statistics is moderate. The average score across all categories is 3.81, on a scale where 1 represents "Very Poor" and 5 represents "Very Good". This suggests that there is a general sense that official statistics are somewhat reliable, but there is also room for improvement.

Looking at the individual categories, we see that some categories of statistics are perceived to be more accurate than others. For example, business statistics (which includes industry, energy, mining, and infrastructure) has the highest average score (4.15), while social statistics (health, education, housing, migration, gender, crime, etc.) has the lowest average score (3.38). This suggests that people have more faith in the accuracy of statistics related to business and the economy than they do in statistics related to social issues.

	(Overall a	ccuracy o	of official	statistic	S		
Types of statistics you use	Very poor	Poor	Undeci ded or not sure	Good	Very good	N/A	Average score	
Demographic statistics	16	17	35	152	90	2	3.93	
National accounts	5	20	58	153	63	13	3.92	
Price statistics	5	15	74	146	59	13	3.89	
Monetary and financial statistics	10	43	72	130	42	15	3.63	
Business statistics	28	25	66	132	46	15	3.60	
Labour statistics	7	23	62	124	45	11	3.77	
External sector statistics	7	18	71	128	29	18	3.77	
Income and poverty statistics	5	20	63	169	39	12	3.82	
Social statistics	6	9	55	164	67	7	3.97	
Environment statistics	10	15	66	166	35	14	3.79	
Agriculture statistics	6	13	55	169	50	14	3.93	
Tourism statistics	5	12	66	161	46	17	3.92	
Government Finance Statistics	4	21	62	160	46	13	3.86	
ICT statistics	7	24	90	135	34	17	3.70	
Judiciary	11	26	95	130	26	18	3.61	
Others	15	11	83	96	41	39	3.89	
Totals	147	312	1073	2315	758	238		
Average score of accuracy for all statistics								

Table 5.5: Users' Perceived Accuracy of Official Statistics

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 5.6). 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 5.6, highest weighting was attached to accuracy, with an average score of 4.19, followed by reliability with a score of 3.51. The least importance was attached to frequency which had an average score of 1.88.

Quality	Most	t Importan	t <> [_east Impo	rtant	Aggr.	No. of	Weight
Parameter	No. c	of respond	ents rating	Score	resp.			
	l	2	3	4	5			
Accuracy	22	16	33	55	191	1328	317	4.19
Reliability	39	24	60	159	58	1193	340	3.51
Timeliness	54	91	105	53	15	838	318	2.64
Frequency	128	132	31	9	14	591	314	1.88
Accessibility	66	49	83	36	34	727	268	2.71

Table 5.6: Overall User Satisfaction Score

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 Table 5.7) in order to obtain the Customer Satisfaction Index. The result was a CSI of 79.20% for 2024. This compares with a Customer Satisfaction Index of 70% obtained in 2014. In brief, this suggests an increment change situation in which, from the perspective of the users, there has been a noticeable

change in the quality of official statistics between 2014 and 2024. It suggests that the benefits of the TSMP are still to be noticed and felt by the end-users of statistical products.

Quality Parameter	Weighting (A)	Score (B)	Weighting (Average of A) (C)	Weighting (D=B*C)
Accuracy	4.19	3.81	I.40	5.35
Reliability	3.51	4.17	1.18	4.90
Timeliness	2.64	4.00	0.88	3.53
Frequency	I.88	3.91	0.63	2.46
Accessibility	2.71	3.91	0.91	3.55
	Average = 2.99			CSI = Aver = 3.96

Table 5.7: Customer Satisfaction Index

It was crucial for this survey to establish average score of the customer satisfaction while reflecting two geographical locations bearing in mind, the survey was conducted in both Tanzania mainland and Zanzibar as they are independently overseen by NBS and OCGS, respectively. Looking at the results presented in Table 5.8, Zanzibar under OCGS office has good overall average score of 4.08 compared to 3.93 overall average score for Tanzania mainland. Specifically, Zanzibar outperformed Tanzania mainland in four quality parameters including reliability, timeliness, frequency, and accessibility. While Tanzania mainland had higher average score only on one aspect of accuracy. For more individual results of each quality parameter, see annex I and II.

Quality Parameter	Tanzania	Zanzibar
Accuracy	3.82	3.79
Reliability	4.14	4.36
Timeliness	3.94	4.18
Frequency	3.87	4.12
Accessibility	3.89	3.99
Overall average	3.93	4.08

Table 5.8: Comparison of Average Score between Tanzania Mainland and Zanzibar

6 SUMMARY OBSERVATIONS

- a) Most statistics used in the country are Demographic and statistics (Age, gender, married/ household size etc) (32%), followed by Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)(20%), National accounts (GDP) (17%), Price statistics (CPI, producer price index) (15%), Agriculture statistics (Crops, Livestock and Fisheries) (14%), Tourism statistics (13%), Labour Statistics (Employment) (13%), Business Statistics (industry, energy, mining, infrastructure) (13%), Income and poverty statistics (12%), Government Finance Statistics (GFS, debt statistics) (11%), Environment statistics (Forestry, Wildlife, Water resources, etc.) (10%), External sector statistics (BOP, Trade, IIP) (9%), while Judiciary and ICT ranked low (9%);
- b) Most used and preferred methods when contacting the National Statistics Office, include telephone (51%), website (46%), visits to the office (22%), social media (14%), Letter/ post and others used by 8%;
- c) The study showed that users prefer receiving regular information on new products and services such as statistical updates and publications from the NSO as indicated by 82.37 %;
- d) Demographic, health, and education statistics showed a positive trend towards improved quality both in the 2014 and 2023 surveys. 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; and
- e) The survey results show that the majority of the users reported a relatively high degree of satisfaction, especially in areas such as accessing official statistics and the readability of products.

6.1 Specific Recommendations

The National Bureau of Statistics (NBS) Mainland Tanzania and The Office of the Chief Government Statistician (OCGS) in Zanzibar may consider the following to further improve its services and products.

(i) Good handling of their statistical products: NBS/OCGS is applauded for being good at handling their information on the website hence the need to further enhance the handling of statistical products on the website by making it user-friendly so that users can access the needed statistics;

- (ii) **Stakeholders' engagement:** Consider having NSO at the district level; holding seminars and workshops with all the relevant stakeholders to sensitize them about the statistical products and services provided by the NSO;
- (iii) **Regular consultation forums:** Consider having proper for a for regular consultations with their customers and users of statistics;
- (iv) 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;
- (v) Publication of Statistics: Publicize statistics to the broader audience and establish public forums;
- (vi) **Harmonization of statistical data:** Consider having one basket as well as establishing a format which should be used for all institutions;
- (vii) Widening economic data analysis by regional level: Analysis of the regional economy should be taken as a priority;
- (viii) **Timely statistical data release:** The need to further improve the timeliness of official statistical data release; and
- (ix) **Presence of data in aggregated form**: 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.

7 HOW USS 2023 COULD INFORM TCMP II

The results of USS 2023 have shown the roadmap towards implementation of To achieve a well-functioning administrative records system in Tanzania, the USS 2023 is drawing the foundation for strategies to improve the quality of statistics through the implementation of the Tanzania Statistical Master Plan (TSMP) II strategic plan with the main objective of assessing the data needs, satisfaction with the current state of official statistics and the perceptions of key users of the statistical products and services provided by the NSOs.

From the USS report 2023, it was observed that among the areas for improvement, the Tanzania Statistical Master Plan (TSMP) can strategize includes.

- The collaboration from the relevant stakeholders and partners like line Ministries, Departments and Agencies (MDAs), Civil Society Organizations (CSOs) and the Private Sector;
- ii. Amplify advocacy to the users of the statistical products and services like processes in accessing official statistics, Duration between time requested and time it is made available, Level of details of the information needed, Products easy to read and understand, Quality of analysis/interpretation, Usefulness of product used/ Services utilized, Usefulness of product used/ Services utilized, Usefulness of product used/ Services utilized, First-time use experience and Services after data acquisition;
- iii. The Tanzania Statistical Master Plan (TSMP) II strategic plan to enhance the statistics from NBS/OCGS considering that they are heavily used for planning, research, policy formulation and decision-making at large across sectors as shown in the survey;
- iv. Some statistics are not available because the relevant MDAs have not been able to collect the data, or the available data is out-of-date. Therefore, there is a need for capacity building to ensure the required skills for data production; and
- v. The USS report 2023 has shown the need for establishing a forum with users of statistics to establish dialogue for full utilization of the statistical products and services.

8 **KEY FINDINGS**

- i. Demographic statistics capturing population characteristics such as age, sex, marital status, and family size among others are the topmost used products from NSO. This was followed by social statistics focusing on health, education, housing, migration, and crime to mention but a few. However, the least used official statistics included external sector and judiciary statistics;
- NBS/OCGS websites appear as the most common source across various types of statistics, followed by official press releases, traditional media, and social media to varying extents depending on the category of statistics;
- iii. Statistics from NBS/OCGS are heavily used for planning, research, policy formulation and decision-making at large across sectors;

- iv. The majority of users across different types of statistics perceive official statistics as reliable or very reliable, with only a small percentage expressing uncertainty or viewing them as unreliable;
- v. The survey established that respondents who considered official statistics either "Very unreliable" or "Unreliable" resorted to conducting independent verification and consulting official sources, as well as accepting the data as it is;
- vi. Overall, satisfaction levels are generally high across different types of statistics but there are notable variations in the levels of dissatisfaction, with some categories experiencing more dissatisfaction than others do;
- vii. A range of approaches to problem-solving, from proactive efforts to verify data independently to reliance on established sources of information or acceptance of the problem without intervention;
- viii. Across the different types of statistics used, the survey established more than 55 percent of respondents were not aware of the release calendar that announces in advance the dates on which the different official statistics will be published;
- ix. There is a high level of confidence among respondents regarding the punctuality of official statistics releases, with most categories showing a majority (more than 75 percent) agreement on timely release;
- x. The majority of users across various types of statistics find it either very easy or somehow easy to access official statistics, indicating a generally positive perception of the accessibility of these data except for a small percentage who find it somehow or very difficult to access certain types of statistics;
- xi. A huge proportion of users finds it easy to access metadata for various types of statistics but there are still notable percentages that find it difficult or very difficult, indicating room for improvement in providing accessible and comprehensive metadata for official statistics;
- xii. Key areas where improvements could be made to enhance the accessibility of metadata for official statistics include addressing issues related to cost, awareness of metadata existence, and clarity of presentation;
- xiii. The most challenging factor reported by respondents is the high cost associated with procuring or assessing metadata followed by not knowing where to obtain the metadata;
- xiv. The least challenging factor reported by respondents in this category is not knowing that the metadata existed, the difficult presentation of metadata, and the staff involved being unresponsive/uncooperative;
- xv. The preferred format to access tabular datasets included SPSS, Stata, and CSV files, while Arc GIS was consistently ranked as less preferred or least preferred;

- xvi. Generally, users perceive the quality of official statistics positively across various categories, with a few exceptions, particularly in categories like monetary and financial statistics and others;
- xvii. Accuracy consistently emerges as the most important attribute, with a majority of respondents ranking it as the top priority. This is followed with reliability, timeliness of release, frequency of release, and accessibility;
- xviii. A significant portion of users engaged with the NSO multiple times within the past year, with a notable proportion contacting them 2 to 5 times;
- xix. There is a clear preference for digital communication channels like telephone, emails, and the NSO's website, while traditional methods like visits to the office or postal communication were less favoured;
- xx. Users receive requested statistics either on the same day of the request or within one week, indicating a relatively quick turnaround time. However, a notable portion also experiences delays of more than one month or reports that their requests are not met;
- xxi. Users expressed strong support for the establishment of a dedicated platform for ongoing dialogue and engagement between the NBS/OCGS and its stakeholders; and
- xxii. Overall, the majority of the users reported a relatively high degree of satisfaction, especially on such aspects as accessing official statistics and the readability of products. However, there were notable levels of dissatisfaction; particularly concerning the time taken to access data and the quality of services after data acquisition.

9 **RECOMMENDATIONS**

The National Bureau of Statistics Mainland Tanzania and The Office of the Chief Government Statistician (OCGS) in Zanzibar may consider the following to further improve its services and products.

- a) Good handling of their statistical products: NBS/OCGS is applauded for being good at handling their information on the website hence the need to further enhance the handling of statistical products on the website by making it userfriendly so that users can access the needed statistics;
- b) Stakeholders' engagement: Consider having NSO at the district level; holding seminars and workshops with all the relevant stakeholders to sensitize them about the statistical products and services provided by the NSO;

- c) Regular consultation forums: Consider having proper fora for regular consultations with their customers and users of statistics;
- d) 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;
- e) Publication of Statistics: Publicize statistics to the broader audience and establish public forums;
- f) Harmonization of statistical data: Consider having one basket as well as establishing a format which should be used for all institutions;
- g) Widening economic data analysis by regional level: Analysis of the regional economy should be taken as a priority;
- h) Timely statistical data release: The need to further improve the timeliness of official statistical data release; and
- Presence of data in aggregated form: 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.

IO ANNEX

10.1 Annex I: Average Score Tanzania

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score
	Reliability of official statistics					
Demographic statistics	0	2	10	126	70	4.27
National accounts	0	3	5	56	18	4.09
Price statistics	0	I	7	51	15	4.08
Monetary and financial statistics	0	0	6	41	15	4.15
Business statistics	0	0	7	42	14	4.11
Labour statistics	0	2	6	59	23	4.14
External sector statistics	0	I	2	19	7	4.10
Income and poverty statistics	0	2	8	63	24	4.12
Social statistics	0	5	9	91	43	4.16
Environment statistics	0	2	2	44	14	4.13
Agriculture statistics	0	4	6	64	30	4.15
Tourism statistics	0	0	2	28	3	4.03
Government Finance Statistics	0	0	6	31	10	4.09
ICT statistics	0	2	2	29	5	3.97
Judiciary	0	0	I	11	3	4.13
Other	0	0	4	4	2	3.80
Totals	0	24	83	759	296	
		Average scc	ore of reliabi	lity for all	statistics	4.14
		Timeliness	of release o	f official st	atistics	
Demographic statistics	0	16	16	124	52	4.02
National accounts	I	4	8	56	13	3.93
Price statistics	I	I	8	54	10	3.96
Monetary and financial statistics	0	I	8	42		4.02
Business statistics	0	3	9	43	8	3.89
Labour statistics	0	5	14	58	13	3.88
External sector statistics	0	I	3	19	6	4.03
Income and poverty statistics	0	7	9	64	17	3.94
Social statistics	0	8	13	101	26	3.98
Environment statistics	I	0	5	45	11	4.05
Agriculture statistics	I	4	10	71	18	3.97
Tourism statistics	0	I	5	25	2	3.85
Government Finance Statistics	0	I	5	33	8	4.02
ICT statistics	I	I	4	28	4	3.87

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score	
Judiciary	0	15	I	11	3	3.07	
Other	0	I	2	4	3	3.90	
Totals	5	69	120	778	205		
Average score of timeliness for all statistics						3.94	
	Frequency of release of official statistics						
Demographic statistics	0	15	25	3	37	3.91	
National accounts	0	5	7	61	9	3.90	
Price statistics	0	I	9	56	8	3.96	
Monetary and financial statistics	0	4	10	38	10	3.87	
Business statistics	I	2	14	40	6	3.76	
Labour statistics	0	5	16	59	10	3.82	
External sector statistics	0	I	I	24	3	4.00	
Income and poverty statistics	0	11	9	63	14	3.82	
Social statistics	0	9	19	102	18	3.87	
Environment statistics	0	2		42	7	3.87	
Agriculture statistics	0	10	11	71	12	3.82	
Tourism statistics	0	0	8	24	I	3.79	
Government Finance Statistics	0	3	3	34	7	3.96	
ICT statistics	0	3	3	29	3	3.84	
Judiciary	0	I	2	10	2	3.87	
Others	0	I	3	3	3	3.80	
Totals	I	73	151	787	150		
	1	Average scoi	re of frequer	ncy for all	statistics	3.87	
	E	ase or difficu	ulty of access	sing officia	l statistics		
Demographic statistics	6	20	11	117	54	3.93	
National accounts	4	4	8	43	23	3.94	
Price statistics		5	10	45	13	3.86	
Monetary and financial statistics	I	6	5	37	13	3.89	
Business statistics	0	4	8	36	15	3.98	
Labour statistics	I	7	10	52	20	3.92	
External sector statistics	0	2	3	19	5	3.93	
Income and poverty statistics	3	6	8	58	22	3.93	
Social statistics	5	15	15	76	37	3.84	
Environment statistics		6	6	35	14	3.89	
Agriculture statistics	4	11	6	62	21	3.82	
Tourism statistics	0	3	4	21	5	3.85	
Government Finance Statistics	0	3	6	33	5	3.85	
ICT statistics	0	3	4	28	3	3.82	
Judiciary	0	0	I	12	2	4.07	
Other	0	I	3	4	2	3.70	
Totals	26	96	108	678	254		
	A	verage score	of accessibi	lity for all	statistics	3.89	
		Overall a	accuracy of o	official stat	istics		
Demographic statistics	15	13	27	141	73	3.92	

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score
National accounts	4	18	49	135	53	3.93
Price statistics	5	14	64	128	50	3.86
Monetary and financial statistics	7	32	64	118	38	3.68
Business statistics	22	20	57	121	38	3.63
Labour statistics	5	20	58	111	38	3.76
External sector statistics	7	12	64	116	26	3.77
Income and poverty statistics	5	18	55	146	36	3.81
Social statistics	5	7	47	154	51	3.94
Environment statistics	9	12	60	146	30	3.78
Agriculture statistics	5	11	47	150	45	3.94
Tourism statistics	4	10	59	143	39	3.91
Government Finance Statistics	4	18	53	146	35	3.84
ICT statistics	6	21	75	121	29	3.72
Judiciary	10	21	82	116	23	3.62
Others	12	8	70	87	38	3.94
Totals	125	255	931	2079	642	
Average score of accuracy for all statistics						3.82

10.2	Annex	II:Average	Score	Zanzibar
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Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score
	Reliability of official statistics					
Demographic statistics	0	0		15	14	4.43
National accounts	0	0	I	3	10	4.64
Price statistics	0	0	I	6	3	4.20
Monetary and financial statistics	0	0	0	5	5	4.50
Business statistics	0	0	I	8	3	4.17
Labour statistics	0	I	I	9	8	4.26
External sector statistics	0	0	0			4.50
Income and poverty statistics	0	0		7	6	4.36
Social statistics	0	0	I	11	9	4.38
Environment statistics	0	I	0	4	3	4.13
Agriculture statistics	0	I	0	4	6	4.36
Tourism statistics	0	0	0	5	3	4.38
Government Finance Statistics	0	0	0	9	2	4.18
ICT statistics	0	0	I	I	4	4.50
Judiciary	0	0	0	0	2	5.00
Other	0	0	I	I	0	3.50
Totals	0	3	9	89	79	
		Average scc	ore of reliabi	lity for all	statistics	4.36
		Timeliness	of release o	f official st	tatistics	
Demographic statistics	0	0	0	19		4.37
National accounts	0	0		7	6	4.36
Price statistics	0	I		6	2	3.90
Monetary and financial statistics	0	0	0	7	3	4.30
Business statistics	0	I		6	4	4.08
Labour statistics	0	I	2	9	7	4.16
External sector statistics	0	0	0			4.50
Income and poverty statistics	0	0	I	9	4	4.21
Social statistics	0	0	2	13	6	4.19
Environment statistics	0		0	6		3.88
Agriculture statistics	0		0	6	4	4.18
Tourism statistics	0	0	0	5	3	4.38
Government Finance Statistics	0	0	I	7	3	4.18
ICT statistics	0		0	I	4	4.33
Judiciary	0	2	0	I	I	3.25

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score	
Other	0	I	0	I	0	3.00	
Totals	0	9	9	104	60		
Average score of timeliness for all statistics							
	Frequency of release of official statistics						
Demographic statistics	0			17		4.27	
National accounts	0	0		8	5	4.29	
Price statistics	0	I	I	5	3	4.00	
Monetary and financial statistics	0	0	0	8	2	4.20	
Business statistics	0	I	I	7	3	4.00	
Labour statistics	0	I	0	12	6	4.21	
External sector statistics	0	I	0	0	I	3.50	
Income and poverty statistics	0	I		9	3	4.00	
Social statistics	0	0		15	5	4.19	
Environment statistics	0	I	I	5	I	3.75	
Agriculture statistics	0	I	0	8	2	4.00	
Tourism statistics	0	0	0	5	3	4.38	
Government Finance Statistics	0	0	0	8	3	4.27	
ICT statistics	0	2	0		3	3.83	
Judiciary	0	0	0		I	4.50	
Others	0	2	0	0	0	2.00	
Totals	0	12	7	109	52		
		Average sco	re of frequer	ncy for all	statistics	4.12	
	E	ase or difficu	ulty of access	sing officia	l statistics		
Demographic statistics	0	3		20	6	3.97	
National accounts	0	I	I	9	3	4.00	
Price statistics	0	I	I	6	2	3.90	
Monetary and financial statistics	0		0	4	5	4.30	
Business statistics	0	0	2	8	2	4.00	
Labour statistics	0	I	2	14	2	3.89	
External sector statistics	0	0	0	I	I	4.50	
Income and poverty statistics	0	I	I	8	4	4.07	
Social statistics	0	2	I	13	5	4.00	
Environment statistics	0	0	I	6	I	4.00	
Agriculture statistics	0	I		6	3	4.00	
Tourism statistics	0	I	0	6	I	3.88	
Government Finance Statistics	0	0	2	9	0	3.82	
ICT statistics	0	0		3	2	4.17	
Judiciary	0	0	0	I	I	4.50	
Other	0	0			0	3.50	
Totals	0	12	15	115	38		
Average score of accessibility for all statistics						3.99	

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score	
	Overall accuracy of official statistics						
Demographic statistics	I	4	8	11	17	3.95	
National accounts	I	2	9	18	10	3.90	
Price statistics	0	I	10	18	9	4.07	
Monetary and financial statistics	3		8	12	4	3.29	
Business statistics	6	5	9	11	8	3.39	
Labour statistics	2	3	4	13	7	3.84	
External sector statistics	0	6	7	12	3	3.75	
Income and poverty statistics	0	2	8	23	3	3.92	
Social statistics	I	2	8	10	16	4.13	
Environment statistics	I	3	6	20	5	3.89	
Agriculture statistics	I	2	8	19	5	3.89	
Tourism statistics	I	2	7	18	7	3.97	
Government Finance Statistics	0	3	9	14	11	3.95	
ICT statistics	I	3	15	14	5	3.56	
Judiciary	I	5	13	14	3	3.56	
Others	3	3	13	9	3	3.58	
Totals	22	57	142	236	116		
Average score of accuracy for all statistics 3							