USER SATISFACTION SURVEY REPORT 2023

National Statistics Offices (NSOs)

United Republic of Tanzania

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EXECUTIVE SUMMARY

Production of official statistics in the United Republic of Tanzania aims to provide information to be used by various users to respond to the growing demand for social, economic, and demographic statistics for informed policy formulation and planning processes. To track the progress made in this regard, periodic feedback is required for the National Bureau of Statistics (NBS)/Office of the Chief Government Statistician (OCGS) to respond to the demand of users and improve on the performance in terms of gathering the perception of the users of the statistics with regards to the quality and timeliness of data produced and disseminated. Again, to explore the users' perception of the quality, timeliness and usefulness of statistics, quality of NSOs (NBS/OCGS) data in comparison with statistics produced by other organizations, trust of users in NSO statistics, frequency of submitting tailor-made requests, and frequency of accessing the NSOs websites among others.

The NBS/OCGS has put in place 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.

The implementation of the mentioned strategy has not only helped to improve the quality and availability of statistics needed by different users, but it has also allowed proper monitoring of progress made in the implementation of the activities in the TSMP II, thus assessment was needed of statistical products and services within the NSS and other users of statistics. The assessment will be useful for planning, governance, monitoring and evaluation of statistical products and services as well as evaluating performance improvements of the statistical development programs. In this regard, NBS and OCGS seek for a consultant to carry out a User Satisfaction Survey (USS) to assess the satisfaction and perceptions of key users of the statistical products and services of the National Statistical Offices (NSOs).

Thus, 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.

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 in order to obtain the Customer Satisfaction Index. The result was a CSI of 79.20% for 2024 (See below Table). 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	1.40	5.35
Reliability	3.51	4.17	1.18	4.90
Timeliness	2.64	4.00	0.88	3.53
Frequency	1.88	3.91	0.63	2.46
Accessibility	2.71	3.91	0.91	3.55
	Average = 2.99			CSI=Aver = 3.96

The survey results highlighted the following:

i). **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.

ii). **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:

iii). **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.

iv). **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.

v). 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).

vi). 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.

vii). **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.

viii). **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.

- 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 (14%), 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.

Summary Observations

i). 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%);

ii). 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%;

iii). 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 %;

iv). 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

v). 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.

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 fora 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.

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BRELA	Business Registrations and Licensing Agency
BOP	Balance of Payment
BOT	Bank of Tanzania
CPIs	Cost Performance Index
CSV	Comma-Separated Values
DED	District Executive Director
DP	Development Partners
EAC	East Africa Community
FGDs	Focus group discussions
GDP	Gross Domestic Product
GSDP	Ghana Statistics Development Plan
GSS	Ghana Statistical Survey
GFS	Government Finance Statistics
IDIs	In-depth interviews
IPD	Invasive pneumococcal disease
IIP	International Investment Position
HIV	Human Immuno Deficiency Virus
NBS	National Bureau of Statistics
NGOs	Non-Governmental Organization
NSS	National Statistical System
NSOs	National Statistical Offices
MDA	Ministry, Department and Agency
MDGs	Millennium Development Goals
MDTF	Multi-donor Trust Fund
MIS	Management Information System
MoEVT	Ministry of Education and Vocational Training
MUHAS	Muhimbili University of Health and Allied Sciences
NIMR	National Institute for Medical Research
OCGS	Office of the Chief Government Statistician
OECD	Organization for Economic Cooperation and Development
OPD	Obsessive-Phobic Disorders

PMO-RALG	Prime Minister's Office-Regional Administration & Local Government
RAS	Regional Administrative Secretary
REPOA	Research on Poverty Alleviation
TAMWA	Tanzania Media Women's Association
TAFORI	Tanzania Forestry Research Institute
TANAPA	Tanzania National Parks
TAWIRI	Tanzania Wildlife Research Institute
TGNP	Tanzania Gender Networking Programme
TIRDO	Tanzania Industrial Research & Development Organization
TRIT	Tea Research Institute of Tanzania
TSMP	Tanzania Statistical Master Plan
UDSM	University of Dar es Salaam
UNDP	United Nations Development Programme
USS	User Satisfaction Survey
SRFCF	Statistics for Results Catalytic Fund

DEFINITION OF TERMS

i). **Accuracy:** In statistics, accuracy refers to the closeness of a measured or computed value to its true or accepted value. It is often used to evaluate the performance of a model or the correctness of a measurement;

ii). **Timeliness:** In statistics, timeliness refers to the relevance and freshness of data. It is a measure of how up-to-date the data is and how well it reflects the current state of affairs or trends in a particular phenomenon;

iii). **Access:** Access refers to the ability to obtain or retrieve data, information, or resources for analysis or research purposes. It encompasses several aspects related to the availability and usability of data;

iv). **Frequency** is the number of occurrences of a repeating event per unit of time.[1] It is also occasionally referred to as temporal frequency for clarity. In statistics, the frequency or absolute frequency of an event is the number of times the observation has occurred/recorded in an experiment or study. These frequencies are often depicted graphically or in tabular form; and

v). **Reliability** refers to the ability to reproduce the results again and again as required. This is essential as it builds trust in the statistical analysis and the results obtained.

CHAPTER ONE

INTRODUCTION

1.1 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 demand for statistics as a basis for measuring and monitoring development goals, targets and indicators set out in national development frameworks and internationally endorsed Millennium Development Goals (MDGs) calls for the strengthening of NSS.

The User Satisfaction Survey 2023 gathered the perception of the users of the statistics regarding the quality and timeliness of data produced and disseminated. It also took into consideration the users' perception of the quality, timeliness and usefulness of statistics, the quality of NSOs' 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 where necessary. The survey is the third survey to be conducted by NBS and OCGS with the second-round 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.
- 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 tailor-made requests, and frequency of accessing the NSOs' website among others.

1.2 Term of Reference

In order to achieve the objective of developing a National Statistical System which is more responsive to user needs and 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.

1.3 Objectives

1.3.1 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.

1.3.2 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.

1.4 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.

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 2014 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:

1. Satisfaction with statistics from NBS/OCGS and other official statistics;
2. Satisfaction by category of user;
3. Satisfaction with the website, key publications and other services;
4. Satisfaction with different statistical products (e.g. national accounts, CPI, population data, etc); and
5. Satisfaction with the different quality dimensions.

1.5 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 organizations 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 organization.

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 into 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 for 2023 are presented. Concluding remarks and recommendations are contained in the fifth and final chapter.

CHAPTER TWO

RATIONALE FOR STATISTICS USER SATISFACTION SURVEY 2023

2.1 Rationale

To respond to the growing demand for statistics, there is a need to get periodic feedback from data users. Interestingly, statistical products and services depend much on the extent to which users are satisfied with the reliable and available official statistics useful for their purpose. One way of determining whether stakeholders are satisfied with the statistical products and services offered by NISR and NSS institutions is to conduct periodic User Satisfaction Surveys (NISR,2014) that help in determining the concerns and challenges that users face while accessing and using available statistics.

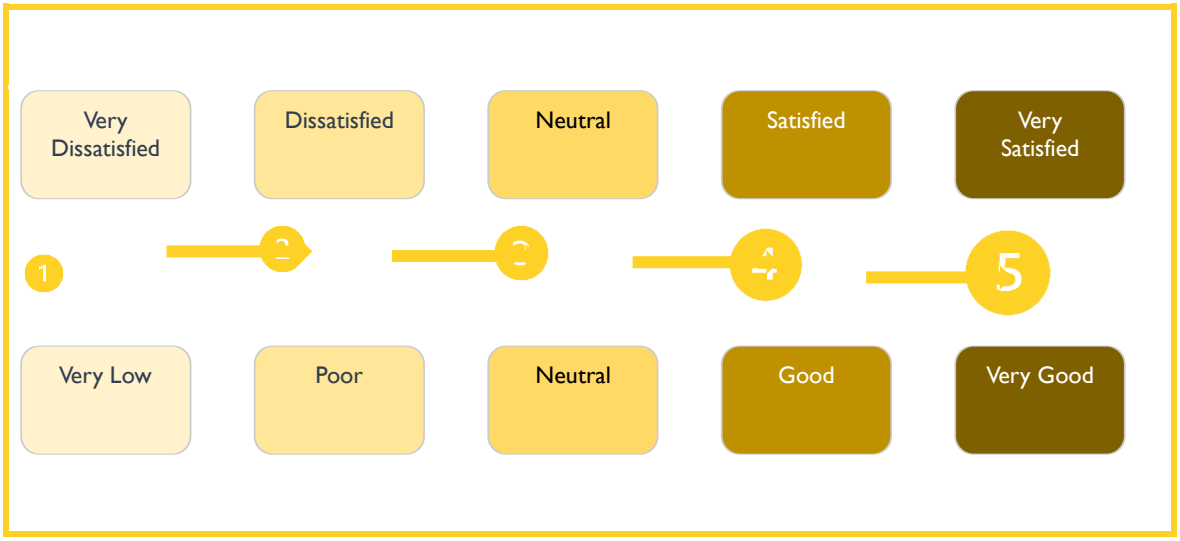
National statistical offices are increasingly striving to ensure that their products and services satisfy stated and implied user needs. Customer satisfaction, a term frequently used in marketing, is a measure of how products and services supplied by a company or organization meet or surpass customer 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 compete 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 organisations' competitiveness and customer loyalty.

Importantly to implement the activities in the TSMP II, there is a need to assess the use of statistical products and services within the NSS and other users of statistics. The assessment will be useful for planning, governance, monitoring and evaluation of statistical products and services as well as evaluating performance improvements of the statistical development programs. In this regard, the assessment was carried out a User Satisfaction

Survey (USS) to assess the satisfaction and perceptions of key users of the statistical products and services of the National Statistical Offices (NSOs).

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 the 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 as shown below.



2.2 Sample Size

For these surveys to yield meaningful results, finding the right sample size is key. Determining an appropriate sample size is vital in drawing realistic conclusions from research findings. Although there are several widely adopted rules of thumb to calculate sample size, researchers remain unclear about which one to consider when determining sample size in their respective studies.

Considering 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.

2.3 The Ghana Statistics User Satisfaction Survey, 2018

The Ghana Statistical Service (GSS), like the NBS and the OCGS, has been undertaking a five-year statistical reform programme from 2009 to 2012 to 2018, 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 last user satisfaction survey in 2018 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.

As part of monitoring achievements under the Ghana Statistics Development Project (GSDP), there was a need to assess the level of users' satisfaction with the statistical products and services of GSS and the MDAs implementing the project. This necessitated the institutionalization of the conduct of USSs. Prior to the effectiveness of the GSDP, the World Bank (WB) had supported the GSS, through the Ghana Statistics Development Project (GSDP I) Multi-donor Trust Fund (MDTF), to conduct the first User Satisfaction Survey in 2012. This formed the baseline for the 2016 USS conducted under the IDA/SRF-CF financed GSDP. The 2018 USS, the third in the series, will help assess the extent of users' satisfaction with official statistics that have been used for varied reasons including their use in decision-making, policy formulation and research.

The 2018 User Satisfaction Survey (USS) takes a look at:

i. Priority needs of users of official statistics - government, private, research and education;
ii. Media and civil society and their experiences and perceptions about official statistics;
iii. How official statistics is valued and used in the information processes and policy
iv. decision making; and
v. Monitoring performances in official statistics production.

The survey was conducted through face-to-face interviews with the respondents at their workplaces 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 survey adopted a face-to-face interview method for the data collection. Individuals who had used official statistics but relocated outside Ghana and foreigners who accessed official statistics via the website or internet within the study period were excluded. The Ghana Statistical Service (GSS) conducted the third User Satisfaction Survey (USS) on February 2018. The sample consisted of users that had requested for statistical data from the beginning of the year 2015 to December 2017. Fieldwork was for a period of one month from 5th February to 10th March 2018 and the survey achieved a response rate of 95.6 percent.

The findings of the survey will in the long run be used to determine how statistical products from GSS and the other MDAs can be relied upon and trusted for informed decision-making. It will also inform GSS about what actions to initiate in order to

promote the quality of statistical products; help improve the packaging of statistical products to be more user-friendly and enhance the use of statistical information in the country. The survey will also highlight the perception of users of statistics on the supply and quality of statistics in terms of reliability, credibility, timeliness, and packaging. Thus, it is important to note that the survey is not only useful for monitoring the use of statistics but also for examining the 3 perceptions of users of statistics. Therefore, the survey does not only identify gaps but will also help to recommend corrective actions that need to be taken to improve the NSS.

CHAPTER THREE

THE SURVEY METHODOLOGY

3.1 Study Design and Approach

The study adequately assessed 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 whereby two methodological approaches are taken into account, namely: a review of relevant documents and collection of primary data. A review of documents is critical for establishing the state of user satisfaction regarding statistical products and services provided by the NSOs. Therefore, the review of documents allowed revisiting the existing 2014 survey regarding the users' perception of the quality, timeliness and usefulness of statistics, the quality of NSOs' data in comparison with statistics produced by other organizations, trust of users in NSOs' statistics, frequency of submitting tailor-made requests, and frequency of accessing the NSOs' website among others.

On the other hand, the collection of primary data is essential in establishing a situational analysis by engaging stakeholders to speak about the situation of user satisfaction. As such, a combination of qualitative and quantitative approaches to data collection was useful. The qualitative approach entailed conducting in-depth interviews (IDIs) and focus group discussions (FGDs) to generate qualitative data. The relevance of this approach is embedded in its ability to capture the circumstances and context, which shape user satisfaction. Equally important, the quantitative approach involved conducting structured interviews to collect quantitative data, which allowed for quantifying the contribution of various factors to accuracy, reliability, timeliness of release, frequency of release, and ease of access.

3.2 Study Area

The study considered the public sector, media, research sectors, business community, Non-Governmental Organizations, and international organizations among others in Dodoma, Dar es Salaam, Arusha, Mbeya, and Mwanza in Tanzania Mainland and Unguja and Pemba in Zanzibar from which different factors established for user satisfaction. At the Local Government Authorities level, the study captures a diversity of factors accounting for assessing the quality of official statistics for their accuracy, reliability, timeliness of release, frequency of release, and ease of access. The city/regions were selected in a purposive fashion based on the main users of NBS, see Table 3.1.

Figure 3.1: Map of Tanzania Showing Study Areas

Table 3.1: Criteria for Selection of City/Regions and Online Users

Respondents Categories	Counts
Association	4
Bank - Top 13	11
Bureau De Change	71
Commercial Bank	32
Development Finance Institution	2
Development Partner	31
DP - International Financial Institution	1
DP - Multi-lateral Organization	6
Embassy	11
Higher Learning Institute	16
Higher Learning Institute – Private	18
Hospital	3
Individual	8
International Organization	9
Internet Users	1554
MDA	45
Ministry	44
NGO	15
Religious Institution	2
Research Institute	5
Research Institution	8
Grand Total	**1896**

3.3 Study Population

The study population for this study included Members of Parliaments, Head of Government Institutions and Departments, Regional Administrative Secretaries, Senior Officials at LGAs, Planners, Researchers, and Academicians around the public sector, media, research sectors, business community, Non-Governmental Organizations, and international organizations. A total of 35 key informants were consulted across the surveyed regions. See Table 3.2.

Table 3.2: Categories of Key Informants and Participants at Different Levels

Level	Category of Informants/Participants
National level	• Parliament • Ministries • International Organisations • NGOs/CSOs • Agencies/ Institutions
Regional level	• Regional Administrative Officers • Senior Official at LGAs • NGOs • Research Institute • Universities/Colleges
Municipal/ District level	• District Executive Director (DED) • Municipal/ District Planners • Municipal/ District Health Officers • NGOs/ CSOs working on girls' education

3.4 Sample Selection

3.4.1 Selection of Respondents for Quantitative Survey

The research team liaised with NBS and OCGS at different levels to establish a representative sampling frame entailing the Member of Parliaments, Head of Government Institutions and Departments, Regional Administrative Secretaries, Senior Officials at LGAs, Planners, Researchers, and Academicians around the public sector, media, research sectors, the business community, Non-Governmental Organizations, and international organizations. To obtain a representative sample, the team considered an ideal statistical formula for sample calculation along with consulting existing relevant data sets. A total of 322 out of 485 sample populations were reached during the survey.

The sample size formula was $n \geq \frac{z_{\propto}^2 pq}{e^2}$

Where z is the standard normal variate at a 5% level of significance, p is the proportion of user satisfaction based on the 2014 survey, q is the proportion of users not satisfied, e margin error

Table 3.3: Illustrate Sample Size

Z	P	Q	D	Deff	
1.96	0.7	0.3	0.05	1.5	$Z^2P(1-P)/D^2=138$
N	322.6944				
n_RR Adj	485	Effective Sample size			

3.5 Selection of Informants for Qualitative Data

The selection was informed by the relevance and suitability of the informant in the provision of the information required to address research questions. The selection also acted as a base for recruiting key informants for IDIs and participants for FGDs. In particular, LGAs officers were recruited for in-depth interviews. Four FGDs were conducted out of targeted seven in each area of study per region (composition entailed senior staff from planning, human resources, health, agriculture, livestock, marketing, and community development and education departments).

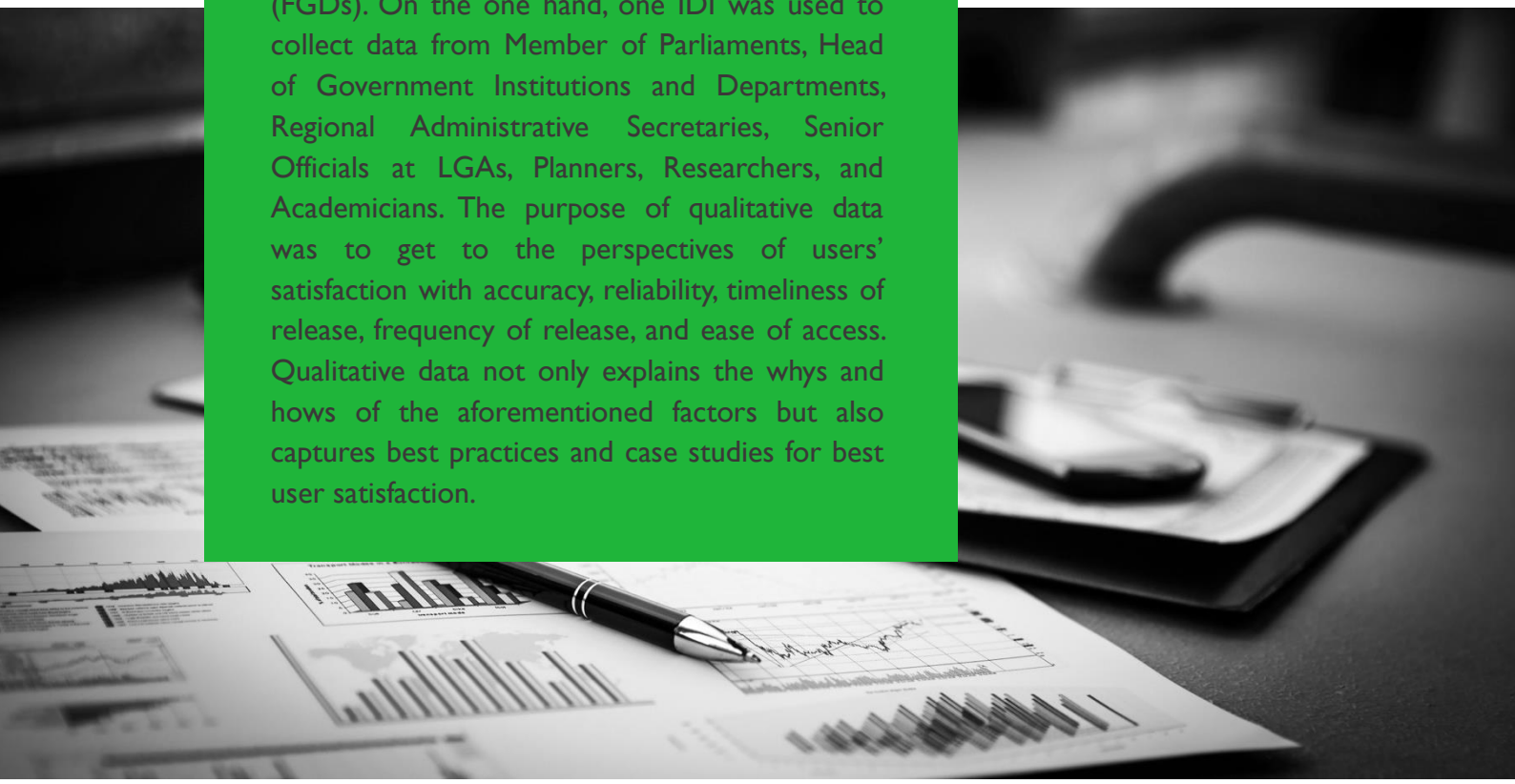
3.6 Research Methods and Tools

The study employed both quantitative and qualitative methods and tools for data collection. A Consultant developed data collection tools which were shared with NBS and OCGS for inputs and approval in both Tanzania Mainland and Zanzibar.

Quantitative Methods and Tool: Quantitative methods, and data collection involved the use of structured interviews using a questionnaire with mainly closed-ended questions and a few open-ended questions. This was administered to the selected samples from Member of Parliaments, Some of the Head of Government Institutions and Departments, Regional

Administrative Secretaries, Senior Officials at LGAs, Planners, Researchers, and Academicians. The purpose of quantitative data was selected to enable the quantification and prioritization of factors concerning accuracy, reliability, timeliness of release, frequency of release, and ease of access.

Qualitative Methods and Tools: Qualitative data was generated using qualitative methods of data collection mainly in-depth interviews (IDIs) using an interview guide and focus group discussions (FGDs). On the one hand, one IDI was used to collect data from Member of Parliaments, Head of Government Institutions and Departments, Regional Administrative Secretaries, Senior Officials at LGAs, Planners, Researchers, and Academicians. The purpose of qualitative data was to get to the perspectives of users' satisfaction with accuracy, reliability, timeliness of release, frequency of release, and ease of access. Qualitative data not only explains the whys and hows of the aforementioned factors but also captures best practices and case studies for best user satisfaction.



CHAPTER FOUR

THE FINDINGS FROM THE USER SATISFACTION SURVEY 2023

4.1 Introduction

Sections in this chapter provide the findings on the satisfaction of surveyed users of official statistics in Tanzania. The findings shed light on the user's perceptions of the quality, timeliness and usefulness of statistics, the quality of NSOs' 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 NSO website among others.

4.2 Official Statistics Regularly Used

Surveyed users of official statistics were asked to state the type of statistics used regularly. Findings indicate that 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. Table 4.1 presents these findings.

Table 4.1: Official Statistics Used Regularly

Official Statistics	Count	Percent
Demographic statistics	238	76.3
National accounts (GDP)	96	30.8
Price statistics (CPI, producer price index)	84	26.9
Monetary and financial statistics	72	23.1
Business statistics (industry, energy, mining, infrastructure)	75	24
Labour statistics (Employment)	109	34.9
External sector statistics (BOP, Trade, IIP)	31	9.9
Income and poverty statistics	111	35.6
Social statistics	169	54.2
Environment statistics	70	22.4
Agriculture statistics (Crops, Livestock and Fisheries, etc.)	115	36.9

Official Statistics	Count	Percent
Tourism statistics	41	13.1
Government Finance Statistics (GFS, debt statistics)	58	18.6
ICT statistics	44	14.1
Judiciary	17	5.4
Others	12	3.9

Table 4.1 shows the type of official statistics that are regularly used by respondents. Table 4.1 shows that 76.3 per cent of respondents regularly use Demographic statistics while 54.2% use social statistics. In addition, out of all respondents, 30.8% to 36.9% are using National accounts statistics, Labour statistics, Income and Poverty statistics and Agriculture statistics. Nevertheless, Price Statistics, Business Statistics, Monetary and financial statistics, Environmental Statistics, Government Finance Statistics, ICT statistics and Tourism statistics are used by 26.9%, 24%, 23.1%, 22.4%, 18.6%, 14.1% and 13.1% of respondents respectively. However, less than 10% of respondents use External sector statistics, Judiciary and Other statistics.

4.2.1 Main Source of Official Statistics

The survey assessed respondents' main source of statistics for each official statistic they reported to have used. Overall, 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 as presented in Table 4.2.

Table 4.2: Main Source Statistics Used

Types of Statistics		Official press releases	NBS/OCGS Websites	Public events or conference	Social media	Email subscription	MobApp, Web publication	TV & newspaper	Radio	Personal network/ contacts	Other
Demographic statistics	Obs.	21	156	9	8	1	22	5	1	10	5
	%	8.8	65.6	3.8	3.4	0.4	9.2	2.1	0.4	4.2	2.1
National accounts	Obs.	6	73	1	3	1	9	0	0	1	2
	%	6.3	76	1	3.1	1	9.4	0	0	1	2.1
Price statistics	Obs.	15	52	2	4	5	0	0	0	3	3
	%	17.9	61.9	2.4	4.8	6	0	0	0	3.6	3.6
Monetary and financial	Obs.	12	40	1	0	1	13	0	0	0	5
statistics	%	16.7	55.6	1.4	0	1.4	18.1	0	0	0	6.9
Business statistics	Obs.	9	53	1	4	0	4	0	0	3	1
	%	12	70.7	1.3	5.3	0	5.3	0	0	4	1.3
Labour statistics	Obs.	14	75	4	5	0	8	0	0	0	3
	%	12.8	68.8	3.7	4.6	0	7.3	0	0	0	2.8
External sector statistics	Obs.	3	21	0	1	0	5	0	0	0	1
	%	9.7	67.7	0	3.2	0	16.1	0	0	0	3.2
Income and poverty	Obs.	14	69	2	3	0	15	3	0	2	3
statistics	%	12.6	62.2	1.8	2.7	0	13.5	2.7	0	1.8	2.7
Social statistics	Obs.	19	95	3	11	2	22	3	1	7	6
	%	11.2	56.2	1.8	6.5	1.2	13	1.8	0.6	4.1	3.6
Environment statistics	Obs.	9	41	0	5	1	9	1	1	3	0
	%	12.8	58.6	0	7.2	1.4	12.9	1.4	1.4	4.3	0
Agriculture statistics	Obs.	12	80	1	1	1	10	1	0	6	3
	%	10.4	69.6	0.9	0.9	0.9	8.7	0.8	0	5.2	2.6
Tourism statistics	Obs.	6	21	0	4	0	6	1	0	0	3
	%	14.6	51.2	0	9.8	0	14.6	2.4	0	0	7.3
Government Finance	Obs.	10	39	0	1	1	4	0	0	1	2
Statistics	%	17.2	67.2	0	1.7	1.7	6.9	0	0	1.7	3.4
ICT statistics	Obs.	12	24	0	2	0	4	0	0	0	0
	%	28.6	57.1	0	4.8	0	9.5	0	0	0	0
Judiciary	Obs.	5	7	0	1	0	3	0	0	1	0
	%	29.4	41.2	0.0	5.9	0.0	17.6	0	0	5.9	0

Table 4.2 provides an insight into the main sources for different types of statistics as highlighted here under Here is a breakdown:

i). Demographic statistics: The primary source is NBS/OCGS websites (65.55%), followed by traditional media (9.24%) and official press releases (8.82%);

ii). National accounts (GDP): NBS/OCGS websites are the main source (76.04%), followed by traditional media (9.38%) and official press releases (6.25%);

iii). Price statistics (CPI, producer price index): Again, NBS/OCGS websites are predominant (61.9%), followed by official press releases (17.86%) and social media (4.76%);

iv). Monetary and financial statistics: NBS/OCGS websites are dominant (55.56%), followed by official press releases (16.67%) and then by personal networks/contacts (6.94%);

v). Business statistics: NBS/OCGS websites are the main source (70.67%), followed by official press releases (12%) and social media (5.33%);

vi). Labour statistics (Employment): NBS/OCGS websites are the primary source (68.81%), followed by official press releases (12.84%) and traditional media (7.34%);

vii). External sector statistics: NBS/OCGS websites are the main source (67.74%), followed by traditional media (16.13%) and official press releases (9.68%);

viii). Income and poverty statistics: NBS/OCGS websites are the primary source (62.16%), followed by traditional media (13.51%) and official press releases (12.61%);

ix). Social statistics: NBS/OCGS websites are the main source (56.21%), followed by traditional media (13.02%) and official press releases (11.24%);

x). Environment statistics: NBS/OCGS websites are the predominant source (58.57%), followed by official press releases (12.86%) and traditional media (12.86%);

xi). Agriculture statistics: NBS/OCGS websites are the main source (69.57%), followed by traditional media (8.7%) and official press releases (10.43%);

xii). Tourism statistics: NBS/OCGS websites are the primary source (51.22%), followed by traditional media (14.63%) and official press releases (14.63%);

xiii). Government Finance Statistics: NBS/OCGS websites are dominant (67.24%), followed by official press releases (17.24%) and traditional media (6.9%);

xiv). ICT statistics: Official press releases are dominant (28.57%), followed by NBS/OCGS websites (55.14%) and social media (4.76%); and

xv). Judiciary statistics: Official press releases are the primary source (29.41%), followed by NBS/OCGS websites (41.18%) and traditional media (17.65%).

4.2.2 The Use of Official Statistics

Respondents were asked to state what they use the official statistics for. Overall, planning and policy formulation, as well as informing decision-making, emerged as the primary uses across all types of statistics, with varying degrees of importance. See Table 4.3.

Table 4.3: Use(s) of Official Statistics

Types of statistics		For planning & policy formulation	To inform decision making	For Modeling and forecasting	Media for Education, Creating awareness	Research and development	Monitoring performance	Academic purposes	Evaluation and intervention of projects and Programs	Other uses
Demographic statistics	Obs	113	106	70	61	125	76	94	94	2
	%	47.5	44.5	29.4	25.6	52.5	31.9	39.5	39.5	0.8
National accounts	Obs	64	54	35	21	50	40	29	46	0
	%	66.7	56.2	36.5	21.9	52.1	41.7	30.2	47.9	0
Price statistics	Obs	45	48	36	19	44	30	26	33	1
	%	53.6	57.1	42.9	22.6	52.4	35.7	30.9	39.3	1.2
Monetary and financial	Obs	45	45	25	15	37	25	34	0	0
statistics	%	62.5	62.5	34.7	20.8	51.4	34.7	47.2	0	0
Business statistics	Obs	51	53	36	17	48	39	23	40	0
	%	68	70.7	48	22.7	64	52	30.7	53.3	0
Labour statistics	Obs	62	61	39	23	58	44	41	45	0
	%	56.9	55.9	35.8	21.1	53.2	40.4	37.6	41.3	0
External sector	Obs	21	18	18	7	21	14	11	18	0
statistics	%	67.7	58.1	58.1	22.6	67.7	45.2	35.5	58.1	0
Income and poverty	Obs	59	61	43	24	62	36	42	54	0
statistics	%	53.2	54.9	38.7	21.6	55.9	32.4	37.8	48.7	0
Social statistics	Obs	84	93	56	47	96	61	67	83	0
	%	49.7	55	33.1	27.8	56.8	36.1	39.6	49.1	0
Environment statistics	Obs	51	43	28	22	41	31	22	39	0
	%	72.9	61.4	40	31.4	58.6	44.3	31.4	55.7	0
Agriculture statistics	Obs	58	59	38	25	67	40	45	45	1
	%	50.4	51.3	33	21.7	58.3	34.8	39.1	39.1	0.9
Tourism statistics	Obs	25	22	20	14	26	17	11	20	0
	%	60.9	53.7	48.8	34.2	63.4	41.5	26.8	48.8	0
Government Finance	Obs	43	37	30	12	34	28	17	28	0
Statistics	%	74.1	63.8	51.7	20.7	58.6	48.3	29.3	48.3	0

Types of statistics		For planning & policy formulation	To inform decision making	For Modeling and forecasting	Media for Education, Creating awareness	Research and development	Monitoring performance	Academic purposes	Evaluation and intervention of projects and Programs	Other uses
ICT statistics	Obs	40	34	22	15	27	23	13	26	0
	%	90.9	77.3	50	34.1	61.4	52.3	29.6	59.1	0
Judiciary	Obs	10	10	6	5	10	9	7	7	0
	%	58.8	58.8	35.3	29.4	58.8	52.9	41.2	41.2	0

Participants in FGDs and interviews conducted in municipalities across the five regions, regional level and at the ministerial level disclosed that they frequently utilize a variety of demographic, business, labour, agriculture, social, and GDP statistics from NBS in their day-to-day operations. In addition, participants disclosed using statistics and data related to health, education, oil and gas, transport, pricing, crops, and infrastructure from authorized ministries and government institutions.

> *Demographic statistics (Age, household size, gender) are used regularly, Business and social statistics also are used regularly by the Regional Commissioners office, Environmental statistics and labour statistics, agriculture also social statistics (health, education) are used too, Agriculture statistics used mostly as well as Income and poverty statistics also used. (FGD/Officials at Arusha Regional Commission office/14th December 2023)*

> *I normally use demographic statics (age, gender, married/household size), agriculture statistics, government finance statistics, social statistics, income and poverty statistics and business statistics are more useful and reliable. (IDI/0ffice of Member of Parliament/Arusha)*

> *Health and gender statistics are used to provide services like vaccination, medicine, number of service providers. (IDI/Regional Health officer/Arusha region commission office)*

> *We generally use NBS data that is used in all sectors, but there are also sectoral statistics from the Ministry of Health because they are all authorized authorities to provide statistics to government institutions like TFDA, DAWASA, TARURA, TANROAD, the Ministry of Construction, TPDS, and RTR. To find out how many buses have entered Dar es Salaam, you must go to the institutions to get the information. There are also business issues you must look out for if the trading system is compatible with liability. (IDI/Deputy RAS-Policy and Planning/Dar es Salaam region commission)*

This shows the crucial of official statistics in carrying out or conducting various activities, one needs accurate statistics to perform his or her activities accurately. In most cases,

LGAs and regions serve the citizens, so it is not possible to serve the people without knowing what is on the ground. That is why official statistics are highly required in operations and activities. Nonetheless, some participants maintained that there are statistics particularly regional statistics on GPD have been difficult to access because in the system there is only national-wise data with no detailed explanations making it difficult for them to grasp the official statistics.

> *Statistics from the national bureau of statistics are good, particularly the demographic statistics, but the challenge is accessing GDP statistics for a specific region. The available statistics are generally of Zanzibar, and as for the region data, we just guess we don't know the exact data. So our problem is with the economic data because we don't get the specific region statistics; instead, we get the statistics of Zanzibar as a whole. (FGD/Officials/ Unguja-Zanzibar)*

> *The statistics we use from the government's chief statistician are fine; the view is that maybe there is some GDP since we don't get the specific statistics for regional. We get only the general statistics of Zanzibar, so we want them to make it easier to get regional economic statistics. We frequently use the statistics we receive from NBS/OCGS for planning and different policies, particularly for our annual plans and policies. (IDI/Statistician/Mjini- Magharibi Region Office)*

> *The statistics I use from the OCGS are good; however, there is a challenge on our part with the regional statistics. We don't get regional ones, but we get national ones, so it affects our regional performance more. (IDI/regional planner/Mjini Magharibi Region Office)*

These findings suggest that there is a necessity to provide detailed explanations and additional information on the items and services provided by NBS and OCGS for users to get a clear meaning of what is being presented in different categories. As for the GDP, particularly on the economic aspect, NBS/OCGS, instead of publishing national-wise data, should consider providing region statistics as well for the user to easily access statistics for their respective regions.

4.2.3 Reliability of the Official Statistics

The survey also established the level of trust that respondents had in the official statistics. Overall, the majority of respondents 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.

Table 4.4: Reliability of Official Statistics

Types of Statistics		Very Reliable	Reliable	Undecided or not sure	Unreliable	Very unreliable
Demographic	Obs.	84	141	11	2	0
statistics	%	35.3	59.2	4.6	0.8	0
National accounts	Obs.	28	59	6	3	0
	%	29.2	61.5	6.3	3.1	0
Price statistics	Obs.	18	57	8	1	0
	%	21.4	67.9	9.5	1.2	0
Monetary and	Obs.	20	46	6	0	0
financial statistic	%	27.8	63.9	8.3	0	0
Business statistics	Obs.	17	50	8	0	0
	%	22.7	66.7	10.7	0	0
Labour statistics	Obs.	31	68	7	3	0
	%	28.4	62.4	6.4	2.8	0
External sector	Obs.	8	20	2	1	0
statistics	%	25.8	64.5	6.4	3.2	0
Income and	Obs.	30	70	9	2	0
poverty statistics	%	27	63.1	8.1	1.8	0
Social statistics	Obs.	52	102	10	5	0
	%	30.8	60.4	5.9	2.9	0
Environment	Obs.	17	48	2	3	0
statistics	%	24.3	68.6	2.9	4.3	0
Agriculture	Obs.	36	68	6	5	0
statistics	%	31.3	59.2	5.2	4.4	0
Tourism statistics	Obs.	6	33	2	0	0
	%	14.6	80.5	4.9	0	0
Government	Obs.	12	40	6	0	0
Finance Statistics	%	20.7	68.9	10.3	0	0
ICT statistics	Obs.	9	30	3	2	0
	%	20.4	68.2	6.8	4.6	0
Judiciary	Obs.	5	11	1	0	0
	%	29.4	64.7	5.9	0	0
	Total	**373**	**843**	**87**	**27**	**0**

Table 4.4 illustrates the perceived reliability of official statistics across different types of statistics.

a) Demographic statistics: Overwhelmingly perceived as reliable, with 35.29% of respondents considering them very reliable and 59.24% reliable. This indicates a high level of confidence in the accuracy of demographic data;
b) National accounts (GDP): Also widely trusted, with 29.17% considering them very reliable and 61.46% reliable. This suggests a strong level of confidence in the accuracy of GDP statistics;
c) Price statistics: While still generally trusted, there's a slightly higher level of uncertainty compared to other categories. 21.43% perceive them as very reliable, and 67.86% as reliable;
d) Monetary and financial statistics: Perceived as very reliable by 27.78% and reliable by 63.89% of respondents, indicating a generally high level of trust in these statistics;
e) Business statistics: Similar to monetary and financial statistics, there's a strong level of trust, with 22.67% considering them very reliable and 66.67% reliable;
f) Labour statistics: Considered very reliable by 28.44% and reliable by 62.39% of respondents, suggesting a high level of confidence in the accuracy of employment data;
g) External sector statistics: Generally trusted, with 25.81% considering them very reliable and 64.52% reliable;
h) Income and poverty statistics: Seen as very reliable by 27.03% and reliable by 63.06% of respondents, suggesting a strong level of trust in the accuracy of income and poverty data;
i) Social statistics: Perceived as very reliable by 30.77% and reliable by 60.36% of respondents, indicating a generally positive perception of the reliability of social statistics;
j) Environment statistics: Considered very reliable by 24.29% and reliable by 68.57% of respondents, suggesting a strong level of trust in the accuracy of environment-related data;
k) Agriculture statistics: Viewed as very reliable by 31.3% and reliable by 59.13% of respondents, indicating a generally positive perception of the reliability of agriculture statistics;
l) Tourism statistics: Perceived as very reliable by 14.63% and reliable by 80.49% of respondents, suggesting a high level of confidence in the accuracy of tourism data;
m) Government Finance Statistics: Considered very reliable by 20.69% and reliable by 68.97% of respondents. While still mostly trusted, there is a slightly higher proportion of respondents expressing uncertainty or doubt compared to other categories;

n) ICT statistics: Viewed as very reliable by 20.45% and reliable by 68.18% of respondents. Similar to government finance statistics, there is a slightly higher proportion of respondents expressing uncertainty or doubt compared to other categories; and

o) Judiciary statistics: Perceived as very reliable by 29.41% and reliable by 64.71% of respondents, indicating a generally positive perception of the reliability of judiciary-related data.

What do users resort to when they don't trust official statistics?

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 seen in Figure 4.1.

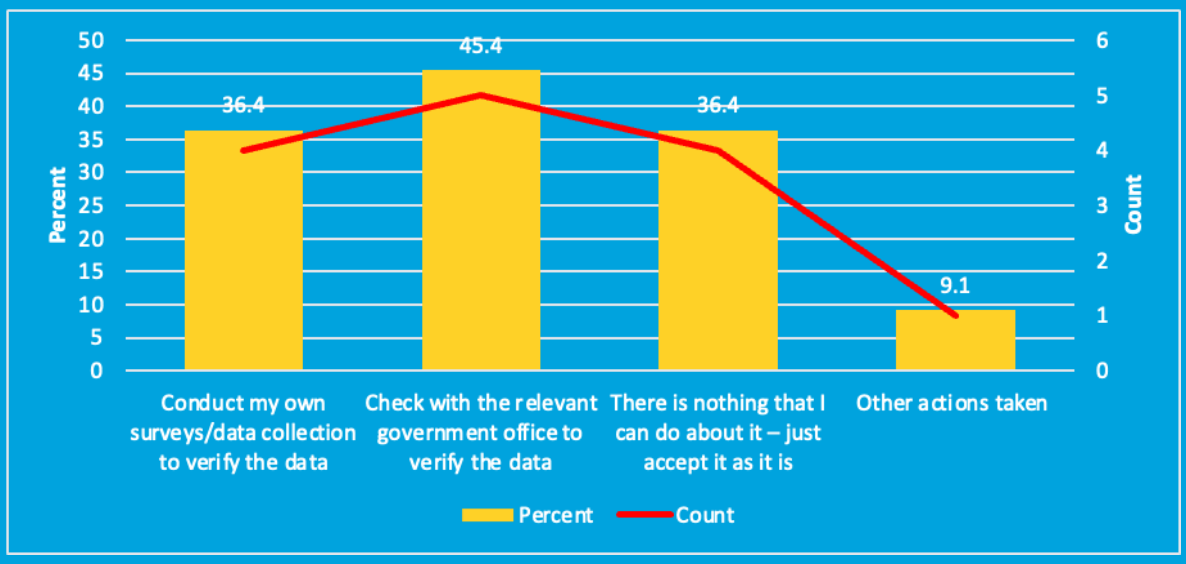


Figure 4.1: Users Resort to When They Don't Trust Official Statistics

Figure 4.1 shows there are several approaches being considered to address the problem of potentially unreliable data:

Conduct my own surveys/data collection to verify the data: This approach, chosen by 36.36% of respondents (4 out of 11), involves independently gathering data to cross-reference and verify the accuracy of the existing data. Check with the relevant government office to verify the data: Nearly half of the respondents (45.45% or 5 out of 11) opt to verify the data by consulting with the appropriate government office, likely seeking clarification or additional information to validate the data's reliability. There is nothing that I can do about it – just accept it as it is: Another 36.36% of respondents (4 out of 11) seem resigned to the perceived unreliability of the data and choose to accept it

without taking further action. Other actions taken: One respondent (9.09%) indicates taking unspecified alternative actions beyond those listed above, suggesting a variety of potential strategies or responses not captured by the provided options.

4.2.4 Timeliness of Official Statistics

The survey assessed respondents' satisfaction with the timeliness of official statistics. Overall, while satisfaction levels are generally high across different types of statistics, there are notable variations in the levels of dissatisfaction, with some categories experiencing more dissatisfaction than others do (see Table 4.5).

Table 4.5: Timeliness of Release of Official Statistics

Type of Statistics		Very Satisfied	Satisfied	Undecided or not sure	Dissatisfied	Very dissatisfied
Demographic	Obs.	63	143	16	16	0
statistics	%	26.5	60.1	6.7	6.7	0
National accounts	Obs.	19	63	9	4	1
	%	19.8	65.6	9.4	4.2	1
Price statistics	Obs.	12	60	9	2	1
	%	14.3	71.4	10.7	2.4	1.2
Monetary and	Obs.	14	49	8	1	0
financial statistics	%	19.4	68.1	11.1	1.4	0
Business statistics	Obs.	12	49	10	4	0
	%	16	65.3	13.3	5.3	0
Labour statistics	Obs.	20	67	16	6	0
	%	18.4	61.5	14.7	5.5	0
External sector	Obs.	7	20	3	1	0
statistics	%	22.6	64.5	9.7	3.2	0
Income and	Obs.	21	73	10	7	0
poverty statistics	%	18.9	65.8	9	6.3	0
Social statistics	Obs.	32	114	15	8	0
	%	18.9	67.5	8.9	4.7	0
Environment	Obs.	12	51	5	1	1
statistics	%	17.1	72.9	7.1	1.4	1.4
Agriculture	Obs.	22	77	10	5	1
statistics	%	19.1	66.9	8.7	4.4	0.9
Tourism statistics	Obs.	5	30	5	1	0
	%	12.2	73.2	12.2	2.4	0
Government	Obs.	11	40	6	1	0
Finance Statistics	%	19	69	10.3	1.7	0
ICT statistics	Obs.	8	29	4	2	1
	%	18.2	65.9	9.1	4.5	2.3
Judiciary	Obs.	23.53	12	0	1	0
	%	23.5	70.6	0	5.9	0
	Total	**262**	**877**	**126**	**60**	**5**

Table 4.5 presents the satisfaction levels regarding the timeliness of the release of various types of official statistics:

i). Demographic statistics: Approximately 26.47% of respondents are very satisfied, while 60.08% are satisfied with the timeliness of release. However, a notable portion (around 13.44%) expresses some level of dissatisfaction;
ii). National accounts (GDP): Around 19.79% are very satisfied, with 65.63% being satisfied. Dissatisfaction levels are relatively low, with 13.54% expressing some level of dissatisfaction;
iii). Price statistics: Satisfaction levels are high, with 14.29% very satisfied and 71.43% satisfied. Dissatisfaction is relatively low, with only around 3.57% expressing some level of dissatisfaction;
iv). Monetary and financial statistics: Similar to price statistics, satisfaction levels are relatively high, with 19.44% very satisfied and 68.06% satisfied. Dissatisfaction levels are low, with only around 1.39% expressing some level of dissatisfaction;
v). Business statistics: Satisfaction levels are quite high, with 16% very satisfied and 65.33% satisfied. Dissatisfaction levels are relatively low, with only around 5.33% expressing some level of dissatisfaction;
vi). Labour statistics: Satisfaction levels are moderate, with 18.35% very satisfied and 61.47% satisfied. However, dissatisfaction levels are notable, with around 19.18% expressing some level of dissatisfaction;
vii). External sector statistics: Satisfaction levels are relatively high, with 22.58% very satisfied and 64.52% satisfied. Dissatisfaction levels are relatively low, with only around 12.9% expressing some level of dissatisfaction;
viii). Income and poverty statistics: Satisfaction levels are moderate, with 18.92% very satisfied and 65.77% satisfied. However, dissatisfaction levels are notable, with around 15.31% expressing some level of dissatisfaction;
ix). Social statistics: Satisfaction levels are moderate, with 18.93% very satisfied and 67.46% satisfied. However, dissatisfaction levels are notable, with around 13.61% expressing some level of dissatisfaction;
x). Environment statistics: Satisfaction levels are relatively high, with 17.14% very satisfied and 72.86% satisfied. Dissatisfaction levels are relatively low, with only around 9.57% expressing some level of dissatisfaction;
xi). Agriculture statistics: Satisfaction levels are moderate, with 19.13% very satisfied and 66.96% satisfied. Dissatisfaction levels are notable, with around 13.04% expressing some level of dissatisfaction;
xii). Tourism statistics: Satisfaction levels are moderate, with 12.2% very satisfied and 73.17% satisfied. Dissatisfaction levels are relatively low, with only around 14.63% expressing some level of dissatisfaction;

xiii). Government Finance Statistics: Satisfaction levels are moderate, with 18.97% very satisfied and 68.97% satisfied. Dissatisfaction levels are notable, with around 12.06% expressing some level of dissatisfaction;

xiv). ICT statistics: Satisfaction levels are moderate, with 18.18% very satisfied and 65.91% satisfied. Dissatisfaction levels are notable, with around 18.18% expressing some level of dissatisfaction; and

xv). Judiciary: Satisfaction levels are relatively high, with 23.53% very satisfied and 70.59% satisfied. Dissatisfaction levels are relatively low, with only around 5.88% expressing some level of dissatisfaction.

What do users do when the official statistics are not timely?

Overall, the survey results suggest 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.

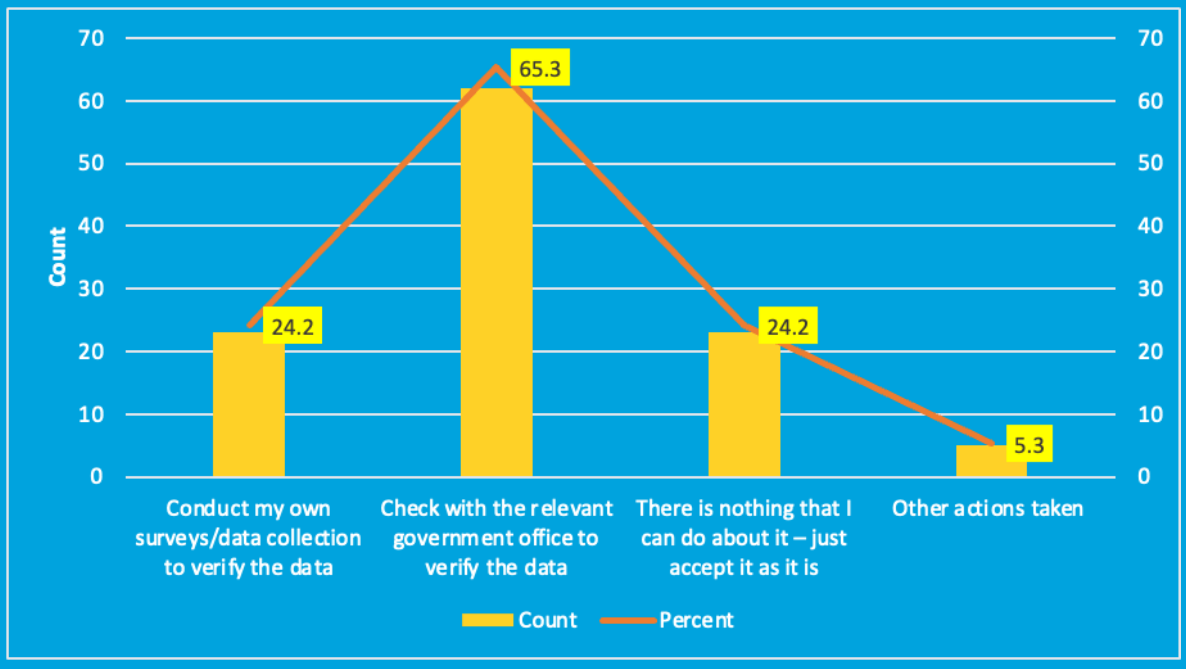


Figure 4.2: What Users Do When the Official Statistics are Not Timely

Figure 4.2 presents the responses to a question about how individuals typically address a problem when faced with it.

One way is to check with the relevant government office to verify the data as mentioned by 65.26% of respondents. The majority of respondents seem to rely on official sources of information, such as government offices, to validate the data pertaining to the problem. This indicates trust in authoritative sources and recognition of the importance of verified data in addressing issues. Another way is to conduct own surveys/data collection to verify the data as mentioned by 24.21% of respondents. This suggests that a significant portion of respondents prefer to gather their own information to confirm the accuracy of the data related to the problem. This action reflects a proactive approach to problem-solving and a desire for first-hand knowledge.

There is nothing that I can do about it – just accept it as it is (24.21%): A notable portion of respondents express a sense of resignation or powerlessness in the face of the problem. They seem to believe that the issue is beyond their control or influence, and therefore, they choose to accept it without taking any further action. Other actions taken (5.26%): A small percentage of respondents reported taking unspecified actions beyond those listed in the survey options. These actions could vary widely and might include seeking advice from experts, consulting with peers, or exploring alternative solutions to the problem.

4.2.5 Frequency of Official Statistics Release

The survey captured respondents' level of satisfaction with the frequency of release of the official statistics they used release which is measured based on the time interval between the release of one set of data and the next set. Generally, the findings in this regard as presented in Table 4.6.

Table 4.6: Satisfaction with Frequency of Official Statistics Release

Type of Statistics		Very Satisfied	Satisfied	Undecided or not sure	Dissatisfied	Very dissatisfied
Demographic statistics	Obs.	48	148	26	16	0
	%	20.2	62.2	10.9	6.7	0
National accounts	Obs.	14	69	8	5	0
	%	14.6	71.9	8.3	5.2	0
Price statistics	Obs.	11	61	10	2	0
	%	13.1	72.6	11.9	2.4	0
Monetary and financial statistics	Obs.	12	46	10	4	0
	%	16.7	63.9	13.9	5.6	0
Business statistics	Obs.	9	47	15	3	1
	%	12	62.7	20	4	1.3
Labour statistics	Obs.	16	71	16	6	0
	%	14.7	65.1	14.7	5.5	0
External sector	Obs.	4	24	1	2	0

Type of Statistics		Very Satisfied	Satisfied	Undecided or not sure	Dissatisfied	Very dissatisfied
statistics	%	12.9	77.4	3.2	6.4	0
Income and	Obs.	17	72	10	12	0
poverty statistics	%	15.3	64.9	9	10.8	0
Social statistics	Obs.	23	117	20	9	0
	%	13.6	69.2	11.8	5.3	0
Environment	Obs.	8	47	12	3	0
statistics	%	11.4	67.1	17.1	4.3	0
Agriculture	Obs.	14	79	11	11	0
statistics	%	12.2	68.7	9.6	9.6	0
Tourism statistics	Obs.	4	29	8	0	0
	%	9.8	70.7	19.5	0	0
Government	Obs.	10	42	3	3	0
Finance Statistics	%	17.2	72.4	5.2	5.2	0
	Obs.	6	30	3	5	0
	%	13.6	68.2	6.8	11.4	0
Judiciary	Obs.	3	11	2	1	0
	%	17.6	64.7	11.8	5.9	0
Total		**199**	**893**	**155**	**82**	**1**

i). Demographic statistics: 20.17% of respondents are very satisfied, with 62.18% being satisfied indicating a significant interest in demographic data. Only 6.72% are dissatisfied. Thus, in general, this indicates a generally positive sentiment towards the frequency of release of demographic statistics;

ii). National accounts (GDP): 14.58% are very satisfied, and 71.88% are satisfied. Dissatisfaction is relatively low at 5.21%. This suggests a high level of satisfaction with the frequency of release of National accounts statistics;

iii). Price statistics (CPI, producer price index): Satisfaction levels are high, with 13.1% very satisfied and 72.62% satisfied. Dissatisfaction is minimal at 2.38%. This means that most respondents are satisfied with the frequency of release of price statistics, though the percentage of undecided or not sure is slightly higher compared to other statistics;

iv). Monetary and financial statistics: 16.67% are very satisfied, and 63.89% are satisfied. Dissatisfaction is relatively low at 5.56%. This indicates a generally positive sentiment towards the frequency of the release of monetary and financial statistics;

v). Business statistics (industry, energy, mining, infrastructure): Satisfaction levels are moderate, with 12% very satisfied and 62.67% satisfied. However, there's a slightly higher percentage of respondents who are undecided or dissatisfied compared to other statistics;

vi). Labour statistics (Employment): Satisfaction levels are moderate, with 14.68% very satisfied and 65.14% satisfied. Dissatisfaction is at 5.5%;

vii). External sector statistics (BOP, Trade, IIP): Satisfaction levels are relatively high, with 12.9% very satisfied and 77.42% satisfied. Dissatisfaction is at 6.45%;

viii). Income and poverty statistics: Satisfaction levels are moderate, with 15.32% very satisfied and 64.86% satisfied. However, dissatisfaction is relatively high at 10.81%;

ix). Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.): Satisfaction levels are moderate, with 13.61% very satisfied and 69.23% satisfied. Dissatisfaction is at 5.33%;

x). Environment statistics (Forestry, Wildlife, Water resources, etc.): Satisfaction levels are moderate, with 11.43% very satisfied and 67.14% satisfied. Dissatisfaction is at 4.29%;

xi). Agriculture statistics (Crops, Livestock and Fisheries): Satisfaction levels are moderate, with 12.17% very satisfied and 68.7% satisfied. Dissatisfaction is at 9.57%;

xii). Tourism statistics: Satisfaction levels are moderate, with 9.76% very satisfied and 70.73% satisfied. However, a relatively high percentage of respondents are undecided or not sure at 19.51%;

xiii). Government Finance Statistics (GFS, debt statistics): Satisfaction levels are moderate, with 17.24% very satisfied and 72.41% satisfied. Dissatisfaction is at 5.17%;

xiv). ICT statistics: Satisfaction levels are moderate, with 13.64% very satisfied and 68.18% satisfied. Dissatisfaction is at 11.36%; and

xv). Judiciary: Satisfaction levels are moderate, with 17.65% very satisfied and 64.71% satisfied. Dissatisfaction is at 5.88%.

4.2.5.1 Action Taken When Not Satisfied with the Frequency of Release of Official Statistics

Overall, the responses from the survey highlight a range of approaches to problem-solving, with varying levels of proactivity and acceptance among individuals. While some prefer to verify data independently or through official channels, others may feel constrained by the perceived limitations of their ability to address the problem (see Table b8).

Table 4.7: Action Taken When Not Satisfied with the Frequency of Release of Official Statistics

Actions	Count	Percent
Conduct my own surveys/data collection to verify the data	4	10.3
Check with the relevant government office to verify the data	15	38.5
There is nothing that I can do about it – just accept it as it is	17	43.6
Other actions taken	8	20.5

Table 4.7 presents responses regarding the actions individuals typically take to address a problem, along with the corresponding observations and percentages.

a) Conduct my own surveys/data collection to verify the data (10.26%): A small percentage of respondents choose to independently verify the data by conducting their own surveys or data collection. This suggests a proactive approach to problem-solving, where individuals seek to confirm information through direct investigation;
b) Check with the relevant government office to verify the data (38.46%): The majority of respondents prefer to verify the data by consulting with the relevant government office. This indicates a trust in official sources and a recognition of the importance of obtaining verified information from authoritative sources;
c) There is nothing that I can do about it – just accept it as it is (43.59%): A significant proportion of respondents express a sense of resignation or powerlessness regarding the problem. They believe there is nothing they can do to address it and choose to accept the situation as it is without taking further action; and
d) Other actions taken (20.51%): A notable percentage of respondents' report taking unspecified actions beyond those listed in the survey options. These actions could vary widely and might include seeking advice from experts, collaborating with others, or exploring alternative solutions to the problem.

4.2.5.2 Awareness of the Release Calendar

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. See Table 4.8.

Table 4.8: Awareness of the Release Calendar

Types of Statistics		Yes	No
Demographic statistics	Obs.	75	163
	%	31.5	68.5
National accounts	Obs.	32	64
	%	33.3	66.7
Price statistics	Obs.	29	34.52
	%	55	65.5
Monetary and financial statistics	Obs.	22	50
	%	30.6	69.4
Business statistics	Obs.	20	55
	%	26.7	73.3
Labour statistics	Obs.	28	81
	%	25.7	74.3
External sector statistics	Obs.	12	19
	%	38.7	61.3

Types of Statistics		Yes	No
Income and poverty statistics	Obs.	31	80
	%	27.9	72.1
Social statistics	Obs.	40	129
	%	23.7	76.3
Environment statistics	Obs.	14	56
	%	20	80
Agriculture statistics	Obs.	26	89
	%	22.6	77.4
Tourism statistics	Obs.	9	32
	%	22	78
Government Finance Statistics	Obs.	17	41
	%	29.3	70.7
ICT statistics	Obs.	13	31
	%	29.5	70.5
Judiciary	Obs.	7	10
	%	41.2	58.8

Table 4.8 depicts the usage of different types of statistics by respondents, indicating whether they are aware of the official release of statistics ("YES") or not ("NO"). This figure shows more than 55% of all respondents mention that they are not aware of these types of statistics. Hence, the results provide insights into the level of awareness of various types of statistics among respondents.

Whether official statistics are released on the pronounced dates. The survey has found that 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 (see Table 4.9).

Table 4.9: Whether Official Statistics are Released on the Pronounced Dates

Types of statistics		Yes	No
Demographic statistics	Obs.	68	7
	%	90.7	9.3
National accounts	Obs.	25	7
	%	78.1	21.9
Price statistics	Obs.	26	3
	%	89.7	10.3
Monetary and financial statistics	Obs.	17	5
	%	77.3	22.7
Business statistics	Obs.	20	0
	%	100	0
Labour statistics	Obs.	24	4
	%	85.7	14.3
External sector statistics	Obs.	11	1
	%	91.7	8.3
Income and poverty statistics	Obs.	26	5
	%	83.9	16.1

Types of statistics		Yes	No
Social statistics	Obs.	38	2
	%	95	5
Environment statistics	Obs.	13	1
	%	92.7	7.2
Agriculture statistics	Obs.	23	3
	%	88.5	11.5
Tourism statistics	Obs.	8	1
	%	88.9	11.1
Government Finance Statistics	Obs.	15	2
	%	88.2	11.8
ICT statistics	Obs.	11	2
	%	84.6	15.4
Judiciary	Obs.	7	0
	%	100	0

Table 4.9 provides insights into whether respondents find official statistics to be released on the dates they were announced to be. The results show that more than 75% of respondents agree with the statistics released on the previously announced dates.

According to this survey, some users are content with how quickly data is generated and released. Those who express satisfaction with the time spent have acknowledged that the procedure is sophisticated and necessitates additional time to yield valuable results for the users. Consequently, they perceive no issue with the duration required for data production and dissemination, given the complexity of the exercise itself. As narrated by some of the participants from different regions:

> *It is a sensitive exercise. You can't say they're late; maybe you would ask if we accept those measures the way they disseminate statistics? Because when they disseminate statistics, they call a regional meeting where they invite all the stakeholders, and because of how they prepare, they look at key items in the presentation of information. However, they did their best. On July 10, this year, a national statement on population census was made. (IDI/Deputy RAS-Policy and Planning/Dar es Salaam region commission)*

> *We are satisfied with the timing of releasing the official statistics from NBS/OCGS because they give us quarterly, half-yearly, and annually. (IDI/Statistician/Mjini Magharibi Region Office)*

We really have every reason to congratulate these institutions for their hard work. In the past, there was a delay in time, but this term the statistics were available in a very short period of time with absolute certainty and accuracy, so we congratulate our government and our leaders on this effort. (IDI/ DC, Chakechake District, Pemba

I usually get the data every three months, so there is no delay. But those provided by OCHS must be delayed a little bit because of the necessity to coordinate and analyze them properly before providing them. (IDI/ Statistician-Planner from Kusini Pemba region)

On the other hand, those who are not satisfied with the time noted that the process has been long to the extent that it delays the publication of data, which hinders their operation, as some users noted that it has been challenging for them when trying to search for data to use in different matters at certain times. When they visit the NBS website, they find that the data are not yet published.

I am not satisfied with the time of releasing statistics because most of the time there is a delay, and you find it very slow. As I am not technologically advanced, I know they have only a good way of collecting information, so they can improve it so we can get it on time. (IDI/ DMO/Mwanza City Municipal

Official statistics are frequently delayed; thus they should make every effort to disseminate data as soon as possible. Most of us require such information, as you are aware, in order to carry out different growth initiatives. (IDI/Community Development Officer/Mwanza City Council)

The challenge is that often the publication of statistics is delayed when they are highly needed, so I am not satisfied with the time taken to publish statistics, as nowadays, considering the advancement in technology, I know they can make improvement and publish statistics in

Nonetheless, both qualitative and quantitative data revealed that there is limited knowledge of the calendar and timeliness of producing and publishing official statistics

among the participants for most of the data except for demographic statistics (age, household size, gender), which are produced and updated every ten (10) years, and some of the participants even praise NBS for being hardworking as it managed to publish the population and housing census report of 2022 in a very short period of time.

> *Sincerely, some of us are not aware with the timelines of the statistics release to the public, so the level of satisfaction differs from those who knows and the not. (FGD/Official/Mbeya region commission office)*

The study's conclusions thus highlight the significance of giving stakeholders and users of NBS data packages all the information they want regarding the event or schedule surrounding the production and publication of statistics pertaining to various sectors. Involving stakeholders actively throughout the process is equally crucial.

4.2.6 Access to Official Statistics

The survey measured access to official statistics from the point of the users who were asked to state how easy or difficult is it for them to access the official statistics used. Access in this case means data are easily available and assistance to users is adequate. Overall, the majority of respondents 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. However, there are still small percentages who find it somehow or very difficult to access certain types of statistics (see Table 4.10).

Table 4.10: Access to official statistics

Types of statistics		Very easy	Somehow Easy	Undecided or not sure	Somehow Difficult	Very difficult
Demographic statistics	Obs.	60	137	12	23	6
	%	25.2	57.6	5	9.7	2.5
National accounts	Obs.	26	52	9	5	4
	%	27.1	54.2	9.4	5.2	4.2
Price statistics	Obs.	15	51	11	6	1
	%	17.9	60.7	13.1	7.1	1.2
Monetary and financial	Obs.	18	41	5	7	1
statistics	%	25	56.9	6.9	9.7	1.4
Business statistics	Obs.	17	44	10	4	0
	%	22.7	58.7	13.3	5.3	0
Labour statistics	Obs.	22	66	12	8	1
	%	20.2	60.6	11	7.3	0.9
External sector statistics	Obs.	6	20	3	2	0
	%	19.4	64.5	9.68	6.45	0
Income and poverty	Obs.	26	66	9	7	3
statistics	%	23.4	59.5	8.1	6.3	2.7
Social statistics	Obs.	42	89	16	17	5

Types of statistics		Very easy	Somehow Easy	Undecided or not sure	Somehow Difficult	Very difficult
	%	24.8	52.7	9.5	10.1	3
Environment statistics	Obs.	15	41	7	6	1
	%	21.4	58.6	10	8.6	1.4
Agriculture statistics	Obs.	24	68	7	12	4
	%	20.9	59.1	6.1	10.43	3.5
Tourism statistics	Obs.	6	27	4	4	0
	%	14.6	65.8	9.8	9.8	0
Government Finance	Obs.	5	42	8	3	0
Statistics	%	8.6	72.4	13.8	5.17	0
ICT statistics	Obs.	5	31	5	3	0
	%	11.4	70.4	11.4	6.8	0
Judiciary	Obs.	3	13	0	1	0
	%	17.6	76.5	0	5.9	0
Total		**290**	**788**	**118**	**108**	**26**

Table 4.10 provides insights into the ease or difficulty for respondents in accessing the official statistics they use.

i). Demographic statistics: 25.21% of respondents find it very easy to access demographic statistics, while 57.56% find it somehow easy. Only small percentages, 2.52%, find it very difficult;

ii). National accounts (GDP): 27.08% of respondents find it very easy to access GDP statistics, while 54.17% find it somehow easy. 4.17% find it very difficult;

iii). Price statistics (CPI, producer price index): 17.86% of respondents find it very easy to access price statistics, while 60.71% find it somehow easy. 1.19% found it very difficult;

iv). Monetary and financial statistics: 25% of respondents find it very easy to access monetary and financial statistics, while 56.94% find it somehow easy. 1.39% find it very difficult;

v). Business statistics (industry, energy, mining, and infrastructure): 22.67% of respondents find it very easy to access business statistics, while 58.67% find it somehow easy. None found it very difficult;

vi). Labour statistics (Employment): 20.18% of respondents find it very easy to access labour statistics, while 60.55% find it somehow easy. Only 0.92% find it very difficult;

vii). External sector statistics (BOP, Trade, IIP): 19.35% of respondents find it very easy to access external sector statistics, while 64.52% find it somehow easy. None found it very difficult;

viii). Income and poverty statistics: 23.42% of respondents find it very easy to access income and poverty statistics, while 59.46% find it somehow easy. 2.7% find it very difficult;

ix). Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.): 24.85% of respondents find it very easy to access social statistics, while 52.66% find it somehow easy. 2.96% find it very difficult;

x). Environment statistics (Forestry, Wildlife, Water resources, etc.): 21.43% of respondents find it very easy to access environment statistics, while 58.57% find it somehow easy. 1.43% find it very difficult;

xi). Agriculture statistics (Crops, Livestock and Fisheries): 20.87% of respondents find it very easy to access agriculture statistics, while 59.13% find it somehow easy. 3.48% find it very difficult;

xii). Tourism statistics: 14.63% of respondents find it very easy to access tourism statistics, while 65.85% find it somehow easy. None find it very difficult;

xiii). Government Finance Statistics (GFS, debt statistics): 8.62% of respondents find it very easy to access government finance statistics, while 72.41% find it somehow easy. None find it very difficult;

xiv). ICT statistics: 11.36% of respondents find it very easy to access ICT statistics, while 70.45% find it somehow easy. None find it very difficult; and

xv). Judiciary: 17.65% of respondents find it very easy to access judiciary statistics, while 76.47% find it somehow easy. None find it very difficult.

4.2.6.1 Access to the Underlying Metadata/Information of the Official Statistics

Surveyed respondents were also asked how easy or difficult is it for them to access the underlying metadata/information about these statistics (e.g. their sources, explanatory notes, methodological descriptions, references concerning concepts, classification set.). Overall, while a significant portion of respondents find it easy to access metadata for various types of statistics, 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 (see Table 4.11).

Table 4.11: Metadata for Official Statistics

Types of statistics		Very easy	Easy	Undecided or not sure	Difficult	Very difficult
Demographic statistics	Obs.	50	111	45	29	3
	%	21	46.6	18.9	12.2	1.3
National accounts	Obs.	18	44	20	11	3
	%	18.8	45.8	20.8	11.5	3.1
Price statistics	Obs.	9	42	24	8	1
	%	10.7	50	28.6	9.5	1.2
Monetary and financial statistics	Obs.	9	38	20	4	1
	%	12.5	52.8	27.8	5.6	1.4
Business statistics	Obs.	10	42	18	4	1
	%	13.3	56	24	5.3	1.3
Labour statistics	Obs.	15	62	19	11	2

Types of statistics		Very easy	Easy	Undecided or not sure	Difficult	Very difficult
	%	13.8	56.9	17.4	10.1	1.8
External sector statistics	Obs.	6	18	4	2	1
	%	19.4	58.1	12.9	6.4	3.2
Income and poverty	Obs.	16	56	28	9	2
statistics	%	14.4	50.4	25.2	8.1	1.8
Social statistics	Obs.	33	80	36	18	2
	%	19.5	47.3	21.3	10.6	1.2
Environment statistics	Obs.	12	40	12	4	2
	%	17.1	57.1	17.1	5.7	2.9
Agriculture statistics	Obs.	28	56	16	13	2
	%	24.4	48.7	13.9	11.3	1.74
Tourism statistics	Obs.	3	25	10	2	1
	%	7.3	70	24.4	4.9	2.4
Government Finance	Obs.	5	34	14	4	1
Statistics	%	8.6	58.6	24.1	6.9	1.7
ICT statistics	Obs.	1	31	7	4	1
	%	2.3	70.4	15.9	9.1	2.3
Judiciary	Obs.	2	10	1	3	1
	%	11.7	58.8	5.9	17.6	5.9

Table 4.11 provides insights into the ease or difficulty for respondents in accessing metadata or information about the official statistics they use.

i). Demographic statistics: About 21.01% of respondents find it very easy to access metadata for demographic statistics, while 46.64% find it easy. Approximately 13.44% find it difficult or very difficult;

ii). National accounts (GDP): 18.75% of respondents find it very easy to access metadata for GDP statistics, while 45.83% find it easy. Approximately 14.59% find it difficult or very difficult;

iii). Price statistics: Around 10.71% of respondents find it very easy to access metadata for price statistics, while 50% find it easy. Approximately 10.71% find it difficult or very difficult;

iv). Monetary and financial statistics: 12.5% of respondents find it very easy to access metadata for monetary and financial statistics, while 52.78% find it easy. Approximately 7.95% find it difficult or very difficult;

v). Business statistics: About 13.33% of respondents find it very easy to access metadata for business statistics, while 56% find it easy. Approximately 6.67% find it difficult or very difficult;

vi). Labour statistics: Around 13.76% of respondents find it very easy to access metadata for labor statistics, while 56.88% find it easy. Approximately 12.92% find it difficult or very difficult;

vii). External sector statistics: 19.35% of respondents find it very easy to access metadata for external sector statistics, while 58.06% find it easy. Approximately 9.68% find it difficult or very difficult;

viii). Income and poverty statistics: About 14.41% of respondents find it very easy to access metadata for income and poverty statistics, while 50.45% find it easy. Approximately 10.91% find it difficult or very difficult;

ix). Social statistics: Approximately 19.53% of respondents find it very easy to access metadata for social statistics, while 47.34% find it easy. Approximately 12.83% find it difficult or very difficult;

x). Environment statistics: Around 17.14% of respondents find it very easy to access metadata for environment statistics, while 57.14% find it easy. Approximately 8.57% find it difficult or very difficult;

xi). Agriculture statistics: About 24.35% of respondents find it very easy to access metadata for agriculture statistics, while 48.7% find it easy. Approximately 13.04% find it difficult or very difficult;

xii). Tourism statistics: 7.32% of respondents find it very easy to access metadata for tourism statistics, while 60.98% find it easy. Approximately 27.27% find it difficult or very difficult;

xiii). Government Finance Statistics: 8.62% of respondents find it very easy to access metadata for government finance statistics, while 58.62% find it easy. Approximately 8.62% find it difficult or very difficult;

xiv). ICT statistics: Only 2.27% of respondents find it very easy to access metadata for ICT statistics, while 70.45% find it easy. Approximately 11.36% find it difficult or very difficult; and

xv). Judiciary statistics: 11.76% of respondents find it very easy to access metadata for judiciary statistics, while 58.82% find it easy. Approximately 23.53% find it difficult or very difficult.

4.2.6.2 Difficulties in Accessing Underlying Metadata/Information

The survey further sheds light on aspects that respondents considered difficult or very difficult to access underlying metadata/information. Overall, the findings highlight key areas where improvements could be made to enhance the accessibility of metadata for official statistics, particularly in addressing issues related to cost, awareness of metadata existence, and clarity of presentation (see Table 4.12).

Table 4.12: Difficulties in Accessing Underlying Metadata/Information

Scale	If it is difficult or very difficult to access underlying metadata/information, why?	Count	Percent
Most difficult	Cost of procuring/assessing them is too high	10	20.4
	I did not know where to obtain the metadata	17	34.7
	I did not know that the metadata existed	3	6.1
	The nearest statistics office is too far	2	4.18
	The staff involved were unresponsive/uncooperative	3	6.1
	The metadata was not available on their website/portals	8	16.3
	The presentation of the metadata is difficult to understand	6	12.2
More difficult	Cost of procuring/assessing them is too high	4	8.2
	I did not know where to obtain the metadata	7	14.3
	I did not know that the metadata existed	9	18.4
	The nearest statistics office is too far	6	12.2
	The staff involved were unresponsive/uncooperative	2	4.1
	The metadata was not available on their website/portals	10	20.4
	The presentation of the metadata is difficult to understand	11	22.4
Difficult	Cost of procuring/assessing them is too high	4	8.2
	I did not know where to obtain the metadata	4	8.2
	I did not know that the metadata existed	8	16.3
	The nearest statistics office is too far	6	12.2
	The staff involved were unresponsive/uncooperative	11	22.4

Scale	If it is difficult or very difficult to access underlying metadata/information, why?	Count	Percent
	The metadata was not available on their website/portals	3	6.12
	The presentation of the metadata is difficult to understand	13	26.5
Less difficult	Cost of procuring/assessing them is too high	7	14.3
	I did not know where to obtain the metadata	5	10.2
	I did not know that the metadata existed	5	10.2
	The nearest statistics office is too far	8	16.3
	The staff involved were unresponsive/uncooperative	11	22.4
	The metadata was not available on their website/portals	8	16.3
	The presentation of the metadata is difficult to understand	5	10.2
Least difficult	Cost of procuring/assessing them is too high	6	12.2
	I did not know where to obtain the metadata	8	16.3
	I did not know that the metadata existed	2	4.1
	The nearest statistics office is too far	16	32.6
	The staff involved were unresponsive/uncooperative	5	10.2
	The metadata was not available on their website/portals	10	20.4
	The presentation of the metadata is difficult to understand	2	4.1

Table 4.12 provides insights into the reasons why accessing underlying metadata or information about official statistics is difficult or very difficult, categorized by the level of difficulty.

Most Difficult: The most challenging factor reported by respondents is the high cost associated with procuring or assessing metadata, with 20.41% of respondents ranking it as the most difficult.

The second most challenging factor is not knowing where to obtain the metadata, with 34.69% of respondents ranking it as the most difficult.

More Difficult: The most challenging factor reported in this category is the difficult presentation of the metadata, with 22.45% of respondents ranking it as more difficult. Other challenging factors include not knowing that the metadata existed (18.37%) and the metadata not being available on websites/portals (20.41%).

Difficult: The most challenging factor reported in this category is the unresponsiveness or uncooperativeness of staff involved, with 22.45% of respondents ranking it as difficult. Other challenging factors include the difficult presentation of metadata (26.53%) and not knowing that the metadata existed (16.33%).

Less Difficult: The major factor reported in this category is the unresponsiveness or uncooperativeness of staff involved, with 22.45% of respondents ranking it as less difficult. Other factors include the metadata not being available on websites/portals (16.33%) and the nearest statistics office being too far (16.33%).

Least Difficult: The least challenging factor reported by respondents in this category is not knowing that the metadata existed, with only 4.08% of respondents ranking it as the least difficult. Other factors include the difficult presentation of metadata (4.08%) and the staff involved being unresponsive/uncooperative (10.2%).

4.2.6.3 The Preferred Format for Accessing Tabular Datasets

Respondents were asked about their preferred format to access tabular datasets. The findings suggest a clear preference for statistical software formats like SPSS and Stata, followed by CSV files. Arc GIS is consistently ranked as less preferred or least preferred, indicating that it may not be the preferred format for accessing tabular datasets among respondents (see Table 4.13).

Table 4.13: Preferred Format for Accessing Tabular Datasets

Scale	What is your preferred format to access tabular datasets?	Count	Percent
Most preferred	Comma-Separated Values file (CSV)	69	25.8
	Stata	79	29.6
	SPSS	85	31.8
	Arc GIS	7	2.6
	Another format	27	10.1
More preferred	Comma-Separated Values file (CSV)	53	19.9
	Stata	95	35.6
	SPSS	84	31.5
	Arc GIS	21	7.9
	Another format	14	5.2
Preferred	Comma-Separated Values file (CSV)	70	26.2
	Stata	60	22.5
	SPSS	57	21.4
	Arc GIS	56	21
	Another format	24	9
Less preferred	Comma-Separated Values file (CSV)	36	13.5
	Stata	23	8.6
	SPSS	25	9.4
	Arc GIS	136	50.9
	Another format	47	17.6
Least preferred	Comma-Separated Values file (CSV)	39	14.6
	Stata	10	3.8
	SPSS	16	6
	Arc GIS	47	17.6
	Another format	155	58.1

Table 4.13 provides insights into respondents' preferred formats for accessing tabular datasets, ranked on a scale from 1 to 5, with 1 being the most preferred and 5 being the least preferred.

Most Preferred: The most preferred format across all levels is SPSS, with 31.84% of respondents ranking it as the most preferred format. This is followed by Stata, with 29.59% of respondents ranking it as the most preferred.

More Preferred: SPSS remains highly preferred in this category as well, with 31.46% of respondents ranking it as more preferred. Stata follows closely behind, with 35.58% of respondents ranking it as more preferred.

Preferred: In this category, Comma-Separated Values (CSV) files emerge as the most preferred format, with 26.22% of respondents ranking it as preferred. Stata and SPSS remain popular choices, with 22.47% and 21.35% of respondents ranking them as preferred, respectively.

Less Preferred: In this category, Arc GIS is the least preferred format, with 50.94% of respondents ranking it as less preferred. CSV files, Stata, and SPSS are also less preferred compared to other categories.

Least Preferred: The least preferred format across all levels is another format, with 58.05% of respondents ranking it as the least preferred. Arc GIS is also considered least preferred by a significant portion of respondents, with 17.6% ranking it as least preferred.

4.3 Overall Users' Perception of the Quality of Official Statistics

The survey has established the users' perception of the quality of official statistics they are using in Tanzania. Overall, the findings suggest that respondents generally perceive the quality of official statistics positively across various categories, with a majority rating them as either very good or good. However, there is a notable proportion of respondents who express uncertainty or rate the quality as poor or very poor, particularly in categories like monetary and financial statistics and others (see Table 4.14).

Table 4.14: Overall User's Perception of the Quality of Official Statistics

Types of statistics		Very good	Good	Undecided or not sure	Poor	Very poor	N/A
Demographic statistics	Obs.	90	152	35	17	16	2
	%	28.85	48.72	11.22	5.45	5.13	0.64
National accounts	Obs.	63	153	58	20	5	13
	%	20.19	49.04	18.59	6.41	1.6	4.17
Price statistics	Obs.	59	146	74	15	5	13
	%	18.91	46.79	23.72	4.81	1.6	4.17
Monetary and financial	Obs.	42	130	72	43	10	15
statistics	%	13.46	41.67	23.08	13.78	3.21	4.81
Business statistics	Obs.	46	132	66	25	28	15
	%	14.74	42.31	21.15	8.01	8.97	4.81
Labour statistics	Obs.	45	124	62	23	7	11
	%	16.48	45.42	22.71	8.42	2.56	4.03
External sector	Obs.	29	128	71	18	7	18
statistics	%	10.62	46.89	26.01	6.59	2.56	6.59
Income and poverty	Obs.	39	169	63	20	5	12
statistics	%	12.66	54.87	20.45	6.49	1.62	3.9
Social statistics	Obs.	67	164	55	9	6	7
	%	21.75	53.25	17.86	2.92	1.95	2.27
Environment statistics	Obs.	35	166	66	15	10	14
	%	11.44	54.25	21.57	4.9	3.27	4.58
Agriculture statistics	Obs.	50	169	55	13	6	14
	%	16.29	55.05	17.92	4.23	1.95	4.56
Tourism statistics	Obs.	46	161	66	12	5	17
	%	14.98	52.44	21.5	3.91	1.63	5.54
Government Finance	Obs.	46	160	62	21	4	13
Statistics	%	15.03	52.29	20.26	6.86	1.31	4.25
ICT statistics	Obs.	34	135	90	24	7	17

Types of statistics		Very good	Good	Undecided or not sure	Poor	Very poor	N/A
	%	11.07	43.97	29.32	7.82	2.28	5.54
Judiciary	Obs.	26	130	95	26	11	18
	%	8.5	42.48	31.05	8.5	3.59	5.88
Others	Obs.	41	96	83	11	15	39
	%	14.39	33.68	29.12	3.86	5.26	13.68
Total		758	2315	1073	312	147	238

Table 4.14 presents respondents' perceptions of the overall quality of official statistics in their country, categorized by the types of statistics they use.

i). Demographic Statistics: Approximately 77.57% of respondents rated the quality of demographic statistics as either very good or good. A relatively small proportion (10.58%) expressed uncertainty about the quality, while 10.58% rated it as poor or very poor;

ii). National Accounts (GDP): Nearly 69.23% of respondents rated the quality of GDP statistics as either very good or good. Approximately 22% expressed uncertainty, while only 7.77% rated it as poor or very poor;

iii). Price Statistics: Around 65.7% of respondents rated the quality of price statistics as either very good or good. Approximately 27.53% expressed uncertainty, while only 6.67% rated it as poor or very poor;

iv). Monetary and Financial Statistics: About 55.13% of respondents rated the quality of monetary and financial statistics as either very good or good. Approximately 17.3% expressed uncertainty, while 27.99% rated it as poor or very poor;

v). Labour Statistics: Around 61.9% of respondents rated the quality as very good or good, with 31.14% expressing uncertainty or dissatisfaction;

vi). External Sector Statistics: Approximately 57.51% of respondents rated the quality as very good or good, with 35.6% expressing uncertainty or dissatisfaction;

vii). Income and Poverty Statistics: About 67.53% of respondents rated the quality as very good or good, with 28.81% expressing uncertainty or dissatisfaction;

viii). Social Statistics: Over three-quarters (75%) of respondents rated the quality as very good or good, with only 4.87% expressing uncertainty or dissatisfaction;

ix). Environment Statistics: Around 65.69% of respondents rated the quality as very good or good, with 29.74% expressing uncertainty or dissatisfaction;

x). Agriculture Statistics: Approximately 71.34% of respondents rated the quality as very good or good, with 23.15% expressing uncertainty or dissatisfaction;

xi). Tourism Statistics: About 67.42% of respondents rated the quality as very good or good, with 25.03% expressing uncertainty or dissatisfaction;

xii). Government Finance Statistics (GFS): Approximately 67.32% of respondents rated the quality as very good or good, with 27.12% expressing uncertainty or dissatisfaction;

xiii). ICT Statistics: Around 55.04% of respondents rated the quality as very good or good, with 43.68% expressing uncertainty or dissatisfaction;

xiv). Judiciary: Approximately 50.98% of respondents rated the quality as very good or good, with 47.52% expressing uncertainty or dissatisfaction; and

xv). Others: Respondents' perceptions of the quality of other types of statistics varied more widely. While 47.07% rated it as very good or good, a notable proportion (19.12%) expressed uncertainty, and 33.81% rated it as poor or very poor.

Most participants regard the National Bureau of Statistics (NBS) as the official instrument with all the mandate and authority to produce such statistics at the national level, so it produces quality and accurate data that can be used in different matters. That is why participants in this study were revealed to rely in most cases on data produced by NBS, as these data are coming from the main source.

> *When you say nationally there is information that comes from NBS that is the main source of statistics, for example the census statistics has been helping us to do all our planning, to know the number of mothers giving birth, children, family planning, OPD, IPD, so we rely heavily on the census as a light, i.e. most denominator is from the census, there are also these other surveys for example demographic survey, malaria indicator survey, HIV impact assessment, There are a lot of surveys conducted by the NBS. But there are also reports provided by the Ministry of Finance, such as the state of the economy and other ministries' budgets. (IDI/M&EL/Ministry of*

> *It's a good thing; for example, this year I have also seen it as a good one from the news after the census. IDI/ Deputy Regional Planner –Dodoma*

> *Thanks to digitalization obtaining information you desire is now effortless, requiring only a single click. Regarding quality, I believe the provided statistics meet the required standards. (FGD/Officials/Mbeya City Council-Mbeya)*

Apart from producing and disseminating quality data, participants pointed out the necessity for improvement in some of the areas. As noted by one participant, an official from Mwanza City Council, there are still ways in which the statistical packages of publications are not as widely analysed as we see in other reports from the World Bank and the IMF. Thus, it was suggested by NBS to make sure that the statistical packages of

publications are detailed, explained, and presented in simple language so that every user can grasp the data being presented.

4.4 Ranking of Quality Attributes

Respondents were asked to rank five quality attributes assessed in this survey with 1 for the "Most important" attribute through 5 for the attribute that is "Least important" to them. The findings are presented in Table 4.15.

Table 4.15: Ranking of Quality Attributes

Ranks	Five quality attributes are being assessed in this survey	Count	Percent
Most Important	Accuracy	191	61.22
	Reliability	58	18.59
	Timeliness of their release	15	4.81
	Frequency of their release	14	4.49
	Accessibility	34	10.9
More Important	Accuracy	55	17.63
	Reliability	159	50.96
	Timeliness of their release	53	16.99
	Frequency of their release	9	2.88
	Accessibility	36	11.54
Important	Accuracy	33	10.58
	Reliability	60	19.23
	Timeliness of their release	105	33.65
	Frequency of their release	31	9.94
	Accessibility	83	26.6
Less Important	Accuracy	16	5.13
	Reliability	24	7.69
	Timeliness of their release	91	29.17
	Frequency of their release	132	42.31
	Accessibility	49	15.71
Least Important	Accuracy	22	7.12
	Reliability	39	12.62
	Timeliness of their release	54	17.48
	Frequency of their release	128	41.42
	Accessibility	66	21.36

Based on the rankings provided by respondents, Table 4.15 shows the summary of the importance attached to the five quality attributes:

i). **Accuracy:** Across all ranks, accuracy consistently emerges as the most important attribute, with a majority of respondents ranking it as the top priority. This indicates that ensuring the correctness and precision of the official statistics is paramount to users;

ii). **Reliability:** Reliability follows accuracy closely in importance, with a significant proportion of respondents also ranking it highly across all ranks. Reliability

pertains to the consistency and dependability of the statistics over time, indicating its critical role in decision-making processes;

iii). **Timeliness of Release:** While timeliness of release is generally considered important, it ranks lower in priority compared to accuracy and reliability. However, it still holds a notable level of importance, especially among respondents who ranked it as the second or third most important attribute;

iv). **Frequency of Release:** Frequency of release ranks lower in importance compared to accuracy, reliability, and timeliness. This suggests that while users value receiving updates regularly, they prioritize other attributes over the frequency of updates; and

v). **Accessibility:** Accessibility is consistently ranked as the least important attribute across all ranks. This doesn't necessarily imply that it's unimportant, but rather that users place less emphasis on accessibility compared to the other attributes assessed. However, it's still deemed important by a portion of respondents, especially those who ranked it higher.

4.5 Overall Level of Satisfaction with Official Statistics

The survey assessed the overall users' level of satisfaction with official statistics used in Tanzania. Across the categories of official statistics, there is a high level of user satisfaction with the official statistics as presented in Table 4.16.

Table 4.16: Overall Level of Satisfaction with Official Statistics

Types of statistics		Very Satisfied	Satisfied	Undecided or not sure	Dissatisfied	Very dissatisfied	N/A
Demographic and statistics	Obs.	100	167	30	4	3	1
	%	32.79	54.75	9.84	1.31	0.98	0.33
National accounts	Obs.	53	171	54	10	4	9
	%	17.61	56.81	17.94	3.32	1.33	2.99
Price statistics	Obs.	45	156	65	12	5	10
	%	15.36	53.24	22.18	4.1	1.71	3.41
Monetary and financial statistics	Obs.	36	165	66	15	3	11
	%	12.16	55.74	22.3	5.07	1.01	3.72
Business statistics	Obs.	40	138	64	20	27	10
	%	13.38	46.15	21.4	6.69	9.03	3.34
Labour statistics	Obs.	42	161	65	18	7	8
	%	13.95	53.49	21.59	5.98	2.33	2.66
External sector statistics	Obs.	29	154	77	17	7	11
	%	9.83	52.2	26.1	5.76	2.37	3.73
Income and poverty statistics	Obs.	38	161	72	17	5	8
	%	12.62	53.49	23.92	5.65	1.66	2.66
Social statistics	Obs.	63	172	46	14	4	5
	%	20.72	56.58	15.13	4.61	1.32	1.64
Environment statistics	Obs.	32	158	72	18	7	10
	%	10.77	53.2	24.24	6.06	2.36	3.37

Types of statistics		Very Satisfied	Satisfied	Undecided or not sure	Dissatisfied	Very dissatisfied	N/A
Agriculture statistics	Obs.	44	168	50	19	5	11
	%	14.81	56.57	16.84	6.4	1.68	3.7
Tourism statistics	Obs.	39	158	70	13	6	11
	%	13.13	53.2	23.57	4.38	2.02	3.7
Government Finance	Obs.	35	144	79	16	9	9
Statistics	%	11.99	49.32	27.05	5.48	3.08	3.08
Judiciary	Obs.	28	128	87	21	12	17
	%	9.56	43.69	29.69	7.17	4.1	5.8
ICT statistics	Obs.	25	143	68	19	8	12
	%	9.09	52	24.73	6.91	2.91	4.36
Others	Obs.	15	86	58	11	11	28
	%	7.18	41.15	27.75	5.26	5.26	13.4

Table 4.16 provides an overview of respondents' satisfaction levels with various types of official statistics used in their country:

i). **Demographic Statistics:** Most respondents (around 87.54%) expressed satisfaction with demographic statistics, with 32.79% indicating they were very satisfied and 54.75% indicating satisfaction;

ii). **National Accounts (GDP):** A majority (around 74.42%) of respondents expressed satisfaction with national accounts statistics, with 17.61% very satisfied and 56.81% satisfied;

iii). **Price Statistics**: Price statistics also garnered a significant level of satisfaction, with around 68.6% of respondents indicating satisfaction, including 15.36% who were very satisfied and 53.24% satisfied;

iv). **Monetary and Financial Statistics:** Satisfaction with monetary and financial statistics was high, with approximately 68.9% of respondents expressing satisfaction, including 12.16% very satisfied and 55.74% satisfied;

v). **Business Statistics:** Satisfaction with business statistics was relatively lower compared to other categories, with around 59.53% of respondents expressing satisfaction;

vi). **Labour Statistics:** The majority (around 67.44%) of respondents expressed satisfaction with labor statistics, with 13.95% very satisfied and 53.49% satisfied;

vii). **External Sector Statistics:** Satisfaction with external sector statistics was moderate, with around 61.03% of respondents expressing satisfaction;

viii). **Income and Poverty Statistics:** Income and poverty statistics received a moderate level of satisfaction, with around 66.11% of respondents expressing satisfaction;

ix). **Social Statistics:** Social statistics received high satisfaction ratings, with around 77.3% of respondents expressing satisfaction;

x). **Environment Statistics:** Environment statistics received moderate satisfaction ratings, with around 63.97% of respondents expressing satisfaction;

xi). **Agriculture Statistics:** Satisfaction with agriculture statistics was moderate, with around 71.38% of respondents expressing satisfaction;

xii). **Tourism Statistics:** Satisfaction with tourism statistics was moderate, with around 66.33% of respondents expressing satisfaction;

xiii). **Government Finance Statistics:** Satisfaction with government finance statistics was moderate, with around 61.31% of respondents expressing satisfaction;

xiv). **Judiciary:** Satisfaction with judiciary statistics was relatively lower compared to other categories, with around 53.25% of respondents expressing satisfaction;

xv). **ICT Statistics:** Satisfaction with ICT statistics was moderate, with around 61.09% of respondents expressing satisfaction; and

xvi). **Others:** Satisfaction with other statistics varied, with around 48.33% of respondents expressing satisfaction.

4.6 Contact with the NSO

Respondents were asked about the frequency with which they contacted the NSO in order to obtain or enquire about official statistics during the period of 12 months before the survey. Overall, the data suggests that a significant portion of respondents engaged with the NSO multiple times within the past year, with a notable proportion contacting them 2 to 5 times. Figure 4.3 presents the findings.

Figure 4.3: Contact with the NSO

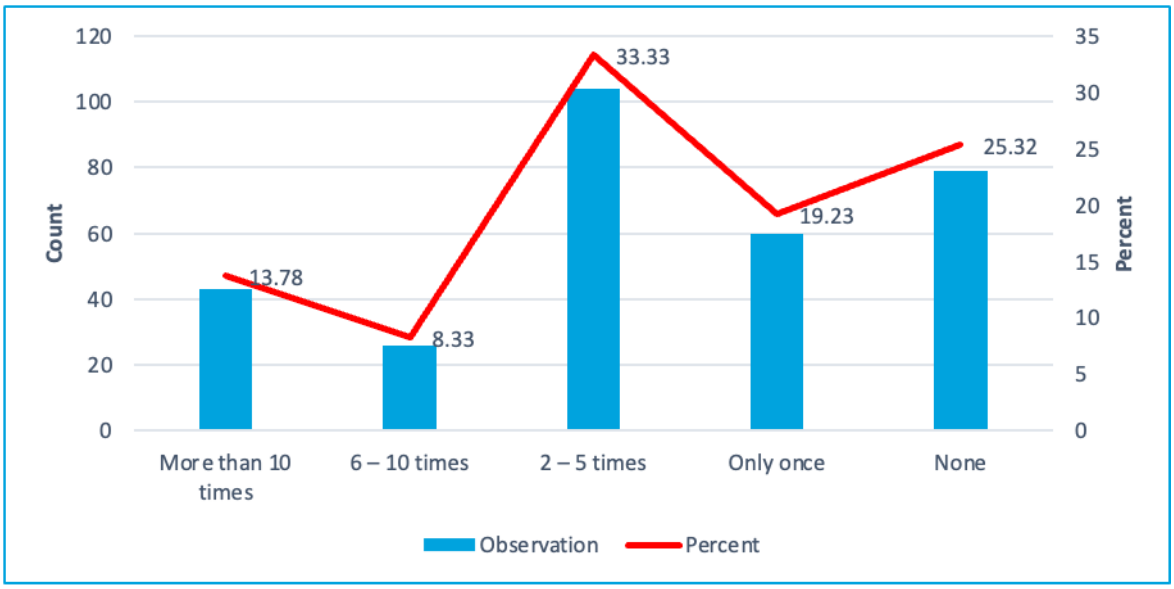


Figure 4.3 shows the frequency with which respondents contacted the National Statistics Offices (NSO) that NBS/OCGS over the past 12 months to obtain or inquire about official statistics. It is noted that 13.78% reported contacting the NSO more than 10 times

during the past year, 8.33% between 6 and 10 times, 33.33% between 2 to 5 times, 19.23% only once and 25.32% reported not contacting the NSOs all during the past year.

4.6.1 Users' Mode of Communicating with the NSOs'

The survey further captured the mode of communication often used to contact the NSOs'. Overall, the data suggests 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 (Table 4.17).

Table 4.17: Users' Mode of Communicating with the NSO

Rank	Mode of contact	Count	Percent	Cum.
Most Preferred	Telephone	51	19.1	19.1
	Emails	46	17.23	36.33
	Website	118	44.19	80.52
	Social media	14	5.24	85.77
	Visits to the office	22	8.24	94.01
	Letter/by post	8	3	97
	Other	8	3	100
Preferred	Telephone	44	16.48	16.48
	Emails	108	40.45	56.93
	Website	44	16.48	73.41
	Social media	42	15.73	89.14
	Visits to the office	19	7.12	96.25
	Letter/by post	3	1.12	97.38
	Other	7	2.62	100
Least Preferred	Telephone	49	18.35	18.35
	Emails	38	14.23	32.58
	Website	28	10.49	43.07
	Social media	37	13.86	56.93
	Visits to the office	63	23.6	80.52
	Letter/by post	44	16.48	97
	Other	8	3	100

Table 4.17 presents the preferred methods of contacting the National Statistics Offices (NSOs') based on respondents' usage: Results show that 19.1% indicated using the telephone as their most preferred method to contact the NSOs' followed by 17.23% contacting via email, 44.19% using the NSO's website, 5.24% reaching out through social media platforms, 8.24% visiting the NSO's office in person, 3% indicated using traditional mail for communication and 3% mentioned other methods not specified in the options. Respondents also favoured similar methods in the preferred category, with variations in the order of preference. Telephone, emails, and the NSO's website remained popular choices.

However, among the least preferred methods, visiting the office directly was more common, with 23.6% indicating it as their least preferred method. Telephone, while still relatively popular, is also listed as the least preferred by 18.35% of respondents. Letter/by post is another method considered less favourable, with 16.48% of respondents preferring it the least.

4.6.2 Time Taken to Get Requested Statistics from the NSO

Respondents were asked to comment on the time taken to get the requested data from NSO. Overall, the data suggests that a significant portion of respondents receive the 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. See Figure 4.4.

Figure 4.4: Time Taken to Get Requested Statistics from the NSO

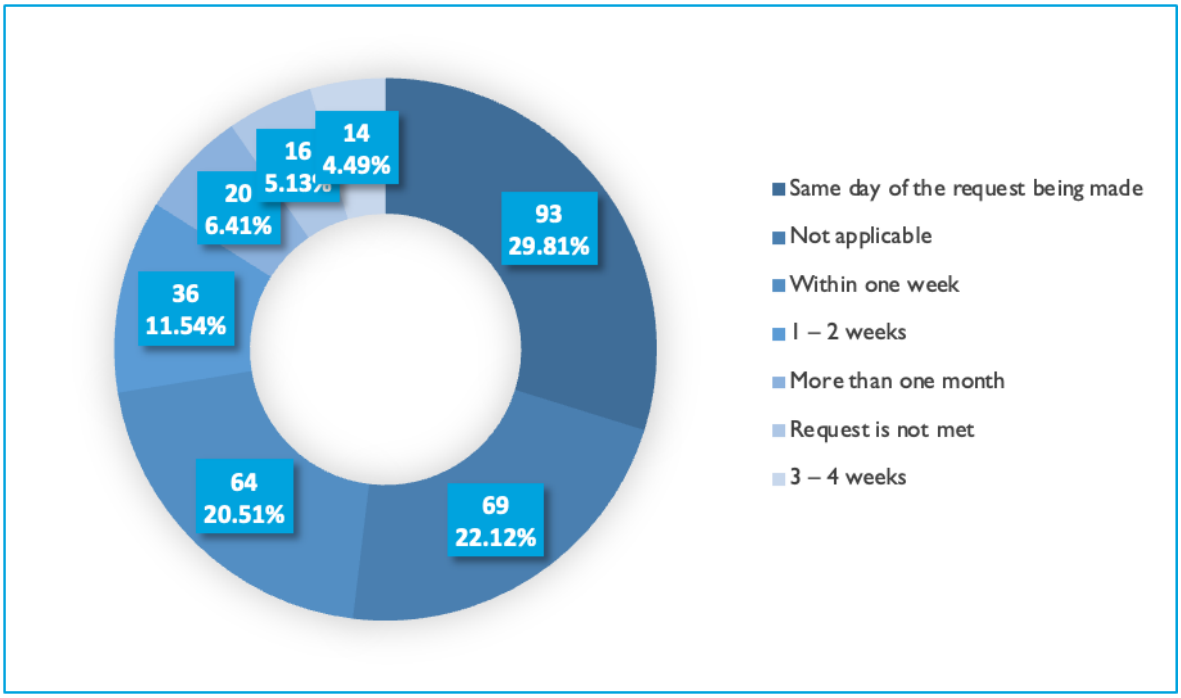
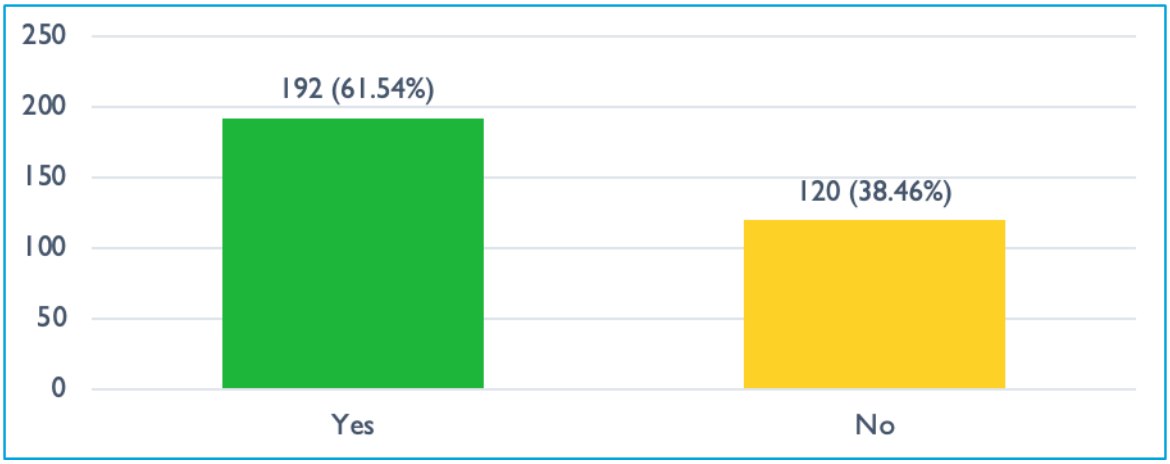


Figure 4.4 presents the duration it typically takes to receive requested statistics from the National Statistics Office (NSOs). Results show 29.81% of respondents reported that they usually receive the requested statistics on the same day the request is made, 20.51% within one week, 11.54% between 1 to 2 weeks, 4.49%, usually takes 3 to 4 weeks, 6.41% mentioned that it takes more than one month, 5.13% reported that their request for statistics is not met and 22.12% indicated that this question is not applicable to them.

4.6.3 Satisfaction with Information Found in Revisions/Updates to Official Statistics

Respondents gave their opinion on whether or not the information provided in revisions/updates to official statistics or statistical products they have used was enough. Overall, the data suggests that a significant portion of respondents receive the 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. See Figure 4.5.

Figure 4.5: Satisfaction with Information Found in Revisions/Updates to Official Statistics



From Figure 4.5, it seems that 61.54% of respondents believe that enough information is provided on revisions/updates to the official statistics or statistical products they use, while 38.46% of respondents believe that it is not. This suggests that a majority of respondents feel adequately informed about revisions/updates, but a significant minority do not.

4.6.4 Users' Satisfaction with the Website of the NSOs

As one of the main sources of official statistics, it was important to establish how often users interact with the website of the National Statistics Office, and their level of satisfaction on various aspects of the website. Findings suggest that a significant majority of respondents have utilized the NBS/OCGS website within the past year as indicated in Table 4.18.

Table 4.18: Users' Satisfaction with the Website of the NSOs

During the past 12 months, have you accessed and used the website of the NBS/OCGS?	Count	Percent	Cum.
Yes	218	69.87	69.87
No	94	30.13	100
Total	**312**	**100**	

Based on Table 4.18, shows that 69.87% of respondents have accessed and used the website of the National Statistics Office (NBS/OCGS) in the past 12 months, while 30.13% have not. The respondents who had used the NSO's website were asked to evaluate the National Statistics Office's website on four criteria visual appeal, ease of access and use, updated information, and functionality (see Table 4.19).

Table 4.19: Criteria on the Respondents' Usage of the NSO's Website

Qualities		Strongly agree	Agree	Undecided or not sure	Disagree	Strongly disagree
Visually appealing	Obs.	88	111	18	5	1
	%	39.46	49.78	8.07	2.24	0.45
Easy to use and	Obs.	65	106	39	11	2
access information	%	29.15	47.53	17.49	4.93	0.9
Updated information	Obs.	44	92	45	36	6
	%	19.73	41.26	20.18	16.14	2.69
Not functioning/error	Obs.	21	43	47	72	40
	%	9.42	19.28	21.08	32.29	17.94

The majority of respondents expressed positive opinions regarding the website's visual appeal, with 39.46% strongly agreeing and 49.78% agreeing. Similarly, a significant portion found the website easy to use and access information, with 29.15% strongly agreeing and 47.53% agreeing. However, opinions were more mixed regarding the currency of information, with only 19.73% strongly agreeing and 41.26% agreeing that the information was updated. Additionally, respondents had concerns about functionality, with only 9.42% strongly agreeing and 19.28% agreeing that the website did not have issues or errors.

4.6.5 Willingness to Receive Regular Information from NSOs

The survey respondents were asked as to whether they would like to receive regular information on new products and services such as statistical updates and publications from the NSOs. The findings suggest a strong interest among respondents in staying informed about NSO products and updates (see Table 4.20).

Table 4.20: Willingness to Receive Regular Information from NSOs

Would you like to receive regular information on new products and services such as statistical updates and publications from the NSO?	Count	Percent	Cum.
Yes	257	82.37	82.37
No	55	17.63	100
Total	**312**	**100**	

According to Table 4.20, the majority of respondents, comprising 82.37%, expressed a desire to receive regular information on new products and services such as statistical updates and publications from the NSO (National Statistics Office). Conversely, only 17.63% indicated that they did not wish to receive such information.

4.6.6 Most Preferred Dissemination Channels

The survey further established the most proffered channels for dissemination of official statistics. Overall, the data indicate a strong preference for receiving information through email, followed by accessing the information on the organization's website, while traditional methods like press releases to the media or printed materials such as pamphlets are less favoured (see Table 4.21).

Table 4.21: Most Preferred Dissemination Channels

Rank		Count	Percent	Cum.
Most Preferred	On their websites	81	37.85	37.85
	Through email to me	113	52.8	90.65
	Through press releases to the media	11	5.14	95.79
	In meetings/workshops with customers	8	3.74	99.53
	Fact sheets/brochures/pamphlets	0	0	99.53
	Other	1	0.47	100
Most Preferred	On their websites	82	38.32	38.32
	Through email to me	47	21.96	60.28
	Through press releases to the media	42	19.63	79.91
	In meetings/workshops with customers	29	13.55	93.46
	Fact sheets/brochures/pamphlets	13	6.07	99.53
	Other	1	0.47	100
Most Preferred	On their websites	22	10.28	10.28
	Through email to me	20	9.35	19.63
	Through press releases to the media	69	32.24	51.87
	In meetings/workshops with customers	56	26.17	78.04
	Fact sheets/brochures/pamphlets	44	20.56	98.6
	Other	3	1.4	100
Most Preferred	On their websites	14	6.54	6.54
	Through email to me	14	6.54	13.08
	Through press releases to the media	30	14.02	27.1
	In meetings/workshops with customers	65	30.37	57.48
	Fact sheets/brochures/pamphlets	78	36.45	93.93
	Other	13	6.07	100
Most Preferred	On their websites	4	1.87	1.87
	Through email to me	13	6.07	7.94
	Through press releases to the media	30	14.02	21.96
	In meetings/workshops with customers	36	16.82	38.79
	Fact sheets/brochures/pamphlets	65	30.37	69.16
	Other	66	30.84	100

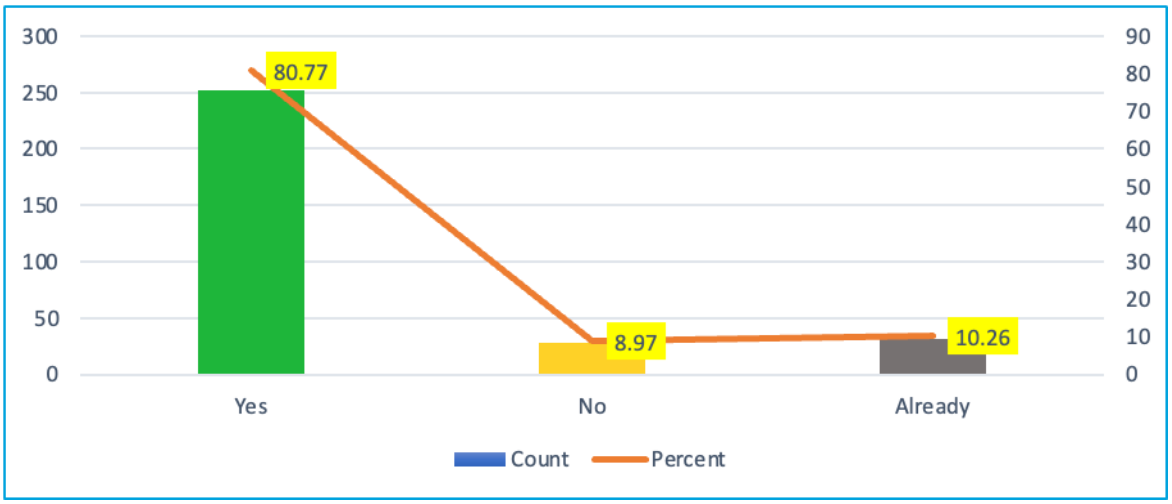
Based on the ranking of dissemination channels provided in Table 4.21, the preferences are as follows:

i). Through email to me: This channel is consistently the most preferred across all observations, with percentages ranging from 52.8% to 6.07%;
ii). On their websites: While it ranks second, it's the primary preference for accessing information in the first and second observations, with percentages ranging from 37.85% to 38.32%;
iii). In meetings/workshops with customers: This channel varies in its preference across observations, but it generally ranks third or fourth, with percentages ranging from 3.74% to 30.37%;
iv). Through press releases to the media: It generally ranks third or fourth, with percentages ranging from 5.14% to 14.02%;
v). Fact sheets/brochures/pamphlets: This channel ranks consistently low across observations, with percentages ranging from 0% to 36.45%; and
vi). Other: This category represents miscellaneous or unspecified channels, ranking consistently low across observations, with percentages generally below 1%.

4.6.7 NSO's Regular Consultations Forum with their Customers and Users of Statistics

Respondents were asked to opine on whether there is a need for the National Statistics Office to establish a proper forum for regular consultations with their customers and users of statistics. The findings suggest strong support among respondents for the establishment of a dedicated platform for ongoing dialogue and engagement between the NBS/OCGS and its stakeholders (see Figure 4.6).

Figure 4.6: NSO's Regular Consultations Forum with their Customers and Users of Statistics



According to Figure 4.6, the vast majority of respondents, comprising 80.77%, believe that there is a need for the National Statistics Office (NBS/OCGS) to establish a proper forum

for regular consultations with their customers and users of statistics. Only a small percentage, 8.97%, think otherwise, while 10.26% indicated that such a forum already exists.

4.6.8 Preferred Type of Forum with NBS/OCGS

Overall, the survey data indicate a clear preference among respondents for establishing quarterly workshops as the primary forum for consultations with the National Statistics Office, while breakfast meetings were less favoured (see Table 4.22).

Table 4.22: Preferred Type of Forum with NBS/OCGS

Rank		Count	Percent	Cum.
Most Preferred	Breakfast meetings	39	17.41	17.41
	Quarterly workshops	178	79.46	96.88
	Others	7	3.13	100
Least Preferred	Breakfast meetings	133	59.38	59.38
	Quarterly workshops	39	17.41	76.79
	Others	52	23.21	100

Based on Table 4.22, respondents were asked to rank their preferences for the type of forum they would like to see established for consultations with the National Statistics Office:

i). Most Preferred: Quarterly workshops: This option was overwhelmingly favoured, with 79.46% of respondents ranking it as their top choice;
ii). Least Preferred: Breakfast meetings: Although still chosen by a significant portion, this option was less favoured compared to quarterly workshops, with 17.41% ranking it as their top choice; and
iii). Others: This category, which may include alternative suggestions not specified in the table, received 3.13% of responses among the most preferred and 23.21% among the least preferred.

4.6.9 Users' Perception of Packaging of NSO's Statistical Products and Services

Overall, while some categories such as demographic statistics and social statistics were rated relatively positively, others like environmental statistics or judiciary statistics received lower ratings. This indicates room for improvement in the packaging and presentation of certain types of statistics and publications provided by the NBS/OCGS to better meet the needs and expectations of users (see Table 4.23).

Table 4.23: Users' Perception of Packaging of NSO's Statistical Products and Services

Ranks	Types of statistics you use	Count	Percent	Cum
Very	Demographic statistics	182	58.71	58.71

Ranks	Types of statistics you use	Count	Percent	Cum
Good	National accounts	45	14.52	73.23
	Price statistics	13	4.19	77.42
	Monetary and financial statistics	7	2.26	79.68
	Business statistics	5	1.61	81.29
	Labour statistics	7	2.26	83.55
	External sector statistics	5	1.61	85.16
	Income and poverty statistics	4	1.29	86.45
	Social statistics	22	7.1	93.55
	Environment statistics	1	0.32	93.87
	Agriculture statistics	14	4.52	98.39
	Tourism statistics	2	0.65	99.03
	Government Finance Statistics			
	ICT statistics			
	Judiciary	1	0.32	99.35
	Others	2	0.65	100
Good	Demographic statistics	58	18.83	18.83
	National accounts	80	25.97	44.81
	Price statistics	34	11.04	55.84
	Monetary and financial statistics	20	6.49	62.34
	Business statistics	18	5.84	68.18
	Labour statistics	18	5.84	74.03
	External sector statistics	3	0.97	75
	Income and poverty statistics	16	5.19	80.19
	Social statistics	42	13.64	93.83
	Environment statistics	4	1.3	95.13
	Agriculture statistics	12	3.9	99.03
	Tourism statistics	1	0.32	99.35
	Government Finance Statistics	1	0.32	99.68
	ICT statistics	1	0.32	100
	Judiciary			
	Others			
Not Sure	Demographic statistics	15	4.89	4.89
	National accounts	61	19.87	24.76
	Price statistics	36	11.73	36.48
	Monetary and financial statistics	29	9.45	45.93
	Business statistics	19	6.19	52.12
	Labour statistics	26	8.47	60.59
	External sector statistics	17	5.54	66.12
	Income and poverty statistics	21	6.84	72.96
	Social statistics	17	5.54	78.5
	Environment statistics	12	3.91	82.41
	Agriculture statistics	10	3.26	85.67
	Tourism statistics	8	2.61	88.27
	Government Finance Statistics	10	3.26	91.53
	ICT statistics	12	3.91	95.44
	Judiciary	9	2.93	98.37
	Others	5	1.63	100
Poor	Demographic statistics	6	1.95	1.95
	National accounts	45	14.61	16.56

Ranks	Types of statistics you use	Count	Percent	Cum
	Price statistics	18	5.84	22.4
	Monetary and financial statistics	22	7.14	29.55
	Business statistics	17	5.52	35.06
	Labour statistics	24	7.79	42.86
	External sector statistics	17	5.52	48.38
	Income and poverty statistics	34	11.04	59.42
	Social statistics	13	4.22	63.64
	Environment statistics	16	5.19	68.83
	Agriculture statistics	9	2.92	71.75
	Tourism statistics	15	4.87	76.62
	Government Finance Statistics	10	3.25	79.87
	ICT statistics	25	8.12	87.99
	Judiciary	27	8.77	96.75
	Others	10	3.25	100
Very Poor	Demographic statistics	11	3.56	3.56
	National accounts	36	11.65	15.21
	Price statistics	15	4.85	20.06
	Monetary and financial statistics	9	2.91	22.98
	Business statistics	19	6.15	29.13
	Labour statistics	24	7.77	36.89
	External sector statistics	21	6.8	43.69
	Income and poverty statistics	20	6.47	50.16
	Social statistics	12	3.88	54.05
	Environment statistics	14	4.53	58.58
	Agriculture statistics	6	1.94	60.52
	Tourism statistics	4	1.29	61.81
	Government Finance Statistics	21	6.8	68.61
	ICT statistics	24	7.77	76.38
	Judiciary	43	13.92	90.29
	Others	30	9.71	100

The packaging of statistics and publications or end-user products provided by the National Statistics Office (NBS/OCGS) was assessed based on respondents' rankings across different types of statistics.

i). Demographic statistics: Overall, the packaging of demographic statistics was rated quite positively, with 58.71% ranking it as Very Good and 18.83% ranking it as Good;

ii). National accounts (GDP): This category received mixed ratings, with 14.52% ranking it as Very Good, 25.97% as Good, and varying percentages for other ratings;

iii). Price statistics (CPI, producer price index): Ratings for price statistics were also mixed, with 4.19% ranking it as Very Good and 11.04% as Good;

iv). Monetary and financial statistics, Business statistics, Labour statistics, External sector statistics: These categories received lower ratings overall, with varying percentages for Good or lower rankings;

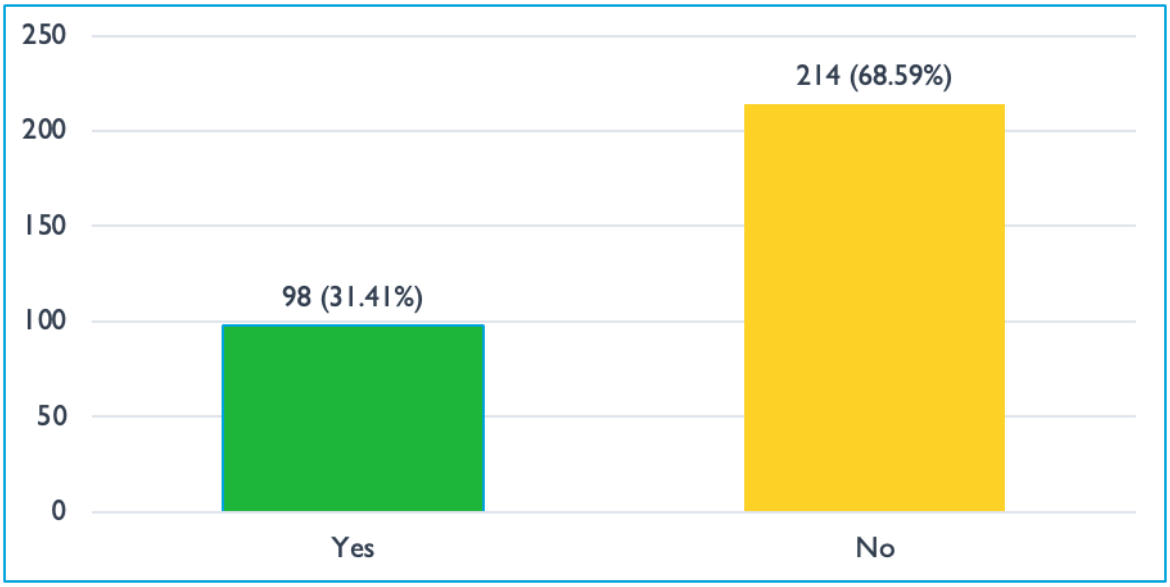
v). Social statistics: Social statistics received mixed ratings, with 7.1% ranking it as Very Good and 13.64% as Good, but also significant percentages for other ratings; and

vi). Environment statistics, Agriculture statistics, Tourism Statistics, Government Finance Statistics, ICT statistics, and Judiciary: These categories generally received lower ratings, with varying percentages for Good or lower rankings, and some even rated as Poor or Very Poor.

4.6.10 Users' Awareness of the Clearance Authorization for Specific Studies

The survey results suggest that there is a significant portion of respondents who lack knowledge about this clearance authorization process calling for more efforts towards awareness rising (see Figure 4.7).

Figure 4.7: Users' Awareness of the Clearance Authorization for Specific Studies



According to Figure 4.7, the majority of respondents, comprising 68.59%, are not aware of the clearance authorization for specific studies, while 31.41% are aware of it.

4.6.11 Users' Practice of Requesting Clearance to Conduct a Survey

Respondents were asked to confirm whether they have ever requested for clearance from the relevant authorities to conduct a survey in the past. The survey results indicate that the majority of respondents have engaged in the process of seeking clearance for survey activities, while a handful minority have not.

Table 4.24: Users' Practice of Requesting Clearance to Conduct a Survey

Have you ever requested for a Clearance from the relevant authorities to conduct a survey in the past?	Count	Percent	Cum.
Yes	56	57.14	57.14
No	42	42.86	100

Total	**98**	**100**

According to Table 4.24, 57.14% of respondents have requested clearance from relevant authorities to conduct a survey in the past, while 42.86% have not.

Those who had the experience of seeking clearance in the past were asked about the response to their request. From Table 2.25, the majority of respondents, comprising 87.5%, reported that clearance was granted when they requested it. A small percentage, 1.79%, indicated that clearance was refused at least once, while 10.71% stated that they did not receive a response.

Table 4.25: Respondents reported that clearance was granted when requested

What was the response?	Count	Percent	Cum.
Clearance was granted	49	87.5	87.5
The Clearance was refused (at least once)	1	1.79	89.29
Did not get a response	6	10.71	100
Total	**56**	**100**	

The survey further enquired about the degree of user satisfaction with several aspects of the clearance process. Overall, while there were aspects of the clearance process that received relatively high satisfaction ratings, such as the submission procedures, other areas, such as technical support/guidance and customer care, showed more mixed satisfaction levels, with a notable proportion of respondents expressing dissatisfaction (see Table 4.26).

Table 4.26: Proportion of Respondents Expressing Dissatisfaction

Ranks		Count	Percent	Cum.
Very satisfied	Procedures for the Submission of the request for a clearance	139	44.55	44.55
	Process leading to the final decision	52	16.67	60.9
	Time it took to get the official response	39	12.5	73.4
	Technical support/guidance offered by staff	29	9.29	82.69
	Customer care	52	16.67	100
Satisfied	Procedures for the Submission of the request for a clearance	53	16.99	16.99
	Process leading to the final decision	109	34.94	51.92
	Time it took to get the official response	69	22.12	74.04
	Technical support/guidance offered by staff	53	16.99	90.71
	Customer care	27	8.65	100
Undecided or not sure	Procedures for the Submission of the request for a clearance	54	17.31	17.31
	Process leading to the final decision	50	16.03	33.33
	Time it took to get the official response	101	32.37	65.71

Ranks		Count	Percent	Cum.
	Technical support/guidance offered by staff	53	16.99	82.69
	Customer care	54	17.31	100
Dissatisfied	Procedures for the Submission of the request for a clearance	21	6.73	6.73
	Process leading to the final decision	60	19.23	25
	Time it took to get the official response	54	17.31	42.31
	Technical support/guidance offered by staff	116	37.18	79.49
	Customer care	61	19.55	100
Very dissatisfied	Procedures for the Submission of the request for a clearance	50	13.78	13.14
	Process leading to the final decision	44	14.1	27.24
	Time it took to get the official response	46	14.74	41.99
	Technical support/guidance offered by staff	58	18.59	60.58
	Customer care	114	36.54	97.12

Table 4.26 shows the rankings of satisfaction with various aspects of the clearance process.

i). Procedures for the Submission of the request for a clearance: This aspect received the highest satisfaction rating, with 44.55% of respondents reporting being very satisfied and an additional 16.99% being satisfied;

ii). Process leading to the final decision: Satisfaction with this aspect varied, with 16.67% of respondents being very satisfied, 34.94% satisfied, and 16.03% undecided or not sure;

iii). Time it took to get the official response: Satisfaction with the time taken to receive a response was moderate, with 12.5% of respondents being very satisfied, 22.12% satisfied, and 32.37% undecided or not sure;

iv). Technical support/guidance offered by staff: This aspect received mixed satisfaction ratings, with 9.29% of respondents being very satisfied, 16.99% satisfied, and 16.99% undecided or not sure, but a significant proportion, 37.18%, reported being dissatisfied; and

v). Customer care: Satisfaction with customer care was also mixed, with 16.67% of respondents being very satisfied, 8.65% satisfied, and 17.31% undecided or not sure, while a substantial percentage, 36.54%, reported being very dissatisfied.

4.6.12 User Experience with Launching of Complaints to NSOs

Respondents were asked whether they made any complaint to a provider of Statistics in relation to Official Statistics during the last 2 years. The survey results suggest that complaints to statistical providers in relation to official statistics are relatively rare among respondents (see Table 4.27).

Table 4.27: User Experience with Launching of Complaints to NSOs

Have you made any complaint to a provider of Statistics in relation with Official Statistics during the last 2 years?	Count	Percent	Cum.
Yes	11	3.53	3.53
No	301	96.47	100
Total	**312**	**100**	

Table 4.27 shows only 3.53% of respondents reported making a complaint to a provider of statistics regarding official statistics within the last two years, while the vast majority, comprising 96.47%, indicated that they had not made any such complaints during that time period.

A few respondents, who reported to have launched complaints, were asked about the handling of their complaints. The survey result indicates a mixed experience in terms of how complaints were addressed, with a significant portion of respondents expressing dissatisfaction with the handling of their complaints (see Table 4.28).

Table 4.28: Respondents Expressing Dissatisfaction with Complaint Handling

Complaint Handled	Count	Percent	Cum.
Handled Very well	4	36.36	36.36
Handled Well	3	27.27	63.64
Handled Poorly	4	36.36	100
Total	**11**	**100**	

According to Table 4.28, among respondents who reported making a complaint to a provider of statistics regarding official statistics within the last two years, the handling of their complaints varied. 36.36% of respondents reported that their complaints were handled very well, and another 27.27% indicated that their complaints were handled well. However, 36.36% reported that their complaints were handled poorly.

4.6.13 Users' satisfaction with aspects of statistical products and services

The survey results show that the majority of the users reported relatively high degree of satisfaction, especially areas such 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 (see Table 4.29).

Table 4.29: Users' Satisfaction with Aspects of Statistical Products and Services

Ranks	Statistical products and services	Count.	%	Cum.
Very Satisfied	Processes in accessing official statistics	93	34.83	34.83
	Duration between time requested and time it is made	34	12.73	47.57

Ranks	Statistical products and services	Count.	%	Cum.
	available			
	Level of details of information needed	27	10.11	57.68
	Products easy to read and understand	37	13.86	71.54
	Quality of analysis/interpretation	30	11.24	82.77
	Usefulness of product used/ Services utilized	22	8.24	91.01
	First time use experience	18	6.74	97.75
	Services after data acquisition	4	1.5	99.25
	Others (Specify)	2	0.75	100
Satisfied	Processes in accessing official statistics	43	16.1	16.1
	Duration between time requested and time it is made available	54	20.22	36.33
	Level of details of information needed	53	19.85	56.18
	Products easy to read and understand	40	14.98	71.16
	Quality of analysis/interpretation	40	14.98	86.14
	Usefulness of product used/ Services utilized	19	7.12	93.26
	First time use experience	8	3	96.25
	Services after data acquisition	8	3	99.25
	Others (Specify)	2	0.75	100
Undecide	Processes in accessing official statistics	21	7.87	7.87
or not sure	Duration between time requested and time it is made available	42	15.73	23.6
	Level of details of information needed	50	18.73	42.32
	Products easy to read and understand	36	13.48	55.81
	Quality of analysis/interpretation	46	17.23	73.03
	Usefulness of product used/ Services utilized	23	8.61	81.65
	First time use experience	26	9.74	91.39
	Services after data acquisition	17	6.37	97.75
	Others (Specify)	6	2.25	100
Dissatisfied	Processes in accessing official statistics	20	7.49	7.49
	Duration between time requested and time it is made available	36	13.48	20.97
	Level of details of information needed	25	9.36	30.34
	Products easy to read and understand	28	10.49	40.82
	Quality of analysis/interpretation	33	12.36	53.18
	Usefulness of product used/ Services utilized	33	12.36	65.54
	First time use experience	47	17.6	83.15
	Services after data acquisition	37	13.86	97
	Others (Specify)	8	3	100
Very	Processes in accessing official statistics	18	6.74	6.74
Dissatisfied	Duration between time requested and time it is made available	16	5.99	12.73
	Level of details of information needed	20	7.49	20.22
	Products easy to read and understand	13	4.87	25.09
	Quality of analysis/interpretation	30	11.24	36.33
	Usefulness of product used/ Services utilized	28	10.49	46.82
	First time use experience	33	12.36	59.18
	Services after data acquisition	58	21.72	80.9
	Others (Specify)	51	19.1	100

Based on Table 4.29, respondents' satisfaction with various aspects of statistical products and services can be summarized as follows:

i). Processes in accessing official statistics: 34.83% of respondents reported being very satisfied, while 16.1% were satisfied. However, 7.87% were undecided or not sure, and 7.49% were dissatisfied;
ii). Duration between time requested and time it is made available: Satisfaction levels were lower in this aspect, with 12.73% of respondents being very satisfied and 20.22% satisfied. Dissatisfaction rates were notable, with 13.48% being undecided or not sure, 13.48% being dissatisfied, and 5.99% being very dissatisfied;
iii). Level of details of information needed: 10.11% of respondents were very satisfied, while 19.85% were satisfied. However, 18.73% were undecided or not sure, and 9.36% were dissatisfied;
iv). Products easy to read and understand: Satisfaction rates were relatively higher here, with 13.86% very satisfied and 14.98% satisfied. Dissatisfaction was lower at 10.49%, with 4.87% very dissatisfied;
v). Quality of analysis/interpretation: 11.24% of respondents were very satisfied, and 14.98% were satisfied. However, 17.23% were undecided or not sure, and 12.36% were dissatisfied;
vi). Usefulness of product used/Services utilized: 8.24% of respondents were very satisfied, and 7.12% were satisfied. Dissatisfaction rates were higher at 12.36%, with 10.49% being very dissatisfied;
vii). First time use experience: Satisfaction varied, with 6.74% very satisfied, 3% satisfied, 9.74% undecided or not sure, and 17.6% dissatisfied; and
viii). Services after data acquisition: Dissatisfaction was notable in this aspect, with 1.5% very satisfied, 3% satisfied, 6.37% undecided or not sure, and 13.86% dissatisfied, along with 21.72% very dissatisfied.

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 for the parameter which is least important and 5 for the most important to them. The number of respondents rating each of the five parameters was computed and the scores were aggregated (Table 4.30). 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, the

highest weighting was attached to accuracy, with an average score of, followed by reliability with a score of. The least importance was attached to frequency of publication which had an average score of.

Table 4.30: Customer Satisfaction Index for 2014

Quality parameter	Least important ← → Most important					Aggregated score	No of respondents	Weighting
	No. of respondents rating each parameter							
	1	2	3	4	5			
Accuracy	22	16	33	55	191	1,328	317	4.19
Reliability	39	24	60	159	58	1,193	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

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 4.30) in order to obtain the Customer Satisfaction Index. The result was a CSI of 79.20% for 2024 (Table 4.31). 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.

Table 4.31: Customer Satisfaction Index for 2024

Quality parameter	Weighting (A)	Score (B)	Weighting (Average of A) (C)	Weighting (D= B*C)
Accuracy	4.19	3.81	1.40	5.35
Reliability	3.51	4.17	1.18	4.90
Timeliness	2.64	4.00	0.88	3.53
Frequency	1.88	3.91	0.63	2.46
Accessibility	2.71	3.91	0.91	3.55
	Average = 2.99			CSI=Aver = 3.96

Note:

A = average weighting assigned by respondents to each of the five quality parameters

B = average scores assigned by respondents on the current quality of official statistics
C = weighting based on average of A = individual parameter weighting /average weighting (e.g. 4.19 ÷ 2.99 = 1.40)
*D = weighted score = score * average weighting = B * C CSI*

Lastly but equally important, 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.

Table 4.32: Comparison of Average Score between Tanzania Mainland and Zanzibar

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**

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 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;

ii). 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.

5.2 Key Observations

i). There is still a limited understanding of NBS/OCGS services among users calling for a robust sensitization of the public and stakeholders about the wide range of services and products;

ii). Most statistics used in the country are Demographic and statistics, followed by Social Statistics, National accounts, Price statistics, and Agriculture statistics while External sector statistics (BOP, Trade, IIP), Judiciary and ICT ranked low;

iii). Mostly used and preferred methods when contacting the National Statistics Office, include telephone, website, visits to the office, social media, and letter/by post;

iv). Users prefer receiving regular information on new products and services such as statistical updates and publications from the NSO;

v). Demographic, health, and education statistics showed a positive trend towards improved quality both in the 2014 and the 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;

vi). 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;

vii). 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;

viii). There is unnecessary bureaucracy when one is seeking permission to obtain the statistics, especially when coming from outside the government. This becomes more challenging when coupled with a lack of urgency among staff, including employees of the NBS and OCGS, in responding to requests from users.

ix). Some of the statistics remain to be uploaded onto the official websites, an example being the OCGS website which holds very little information;

x). Statistical summary tables on the official websites are not uploaded in user-friendly formats for easier downloading;

xi). 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

xii). 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.

5.3 Recommendations

5.3.1 Users' Recommendation for Improvement

Among the suggestions made by the participants during interviews include, but are not limited to, making the website user-friendly so that users can access the needed statistics; having an NSO at the district level; holding seminars and workshops with all the relevant stakeholders to inform them about the statistical packages and services provided by the NSO; and when there are updates.

> *For these other institutions, I would like them to have the NBS system of putting their statistics on their website. NBS is good at handling their information on the website; for others, you may find their information in the documents. But also, for NBS, my issue is the same: engaging relevant stakeholders during the preparation of the statistics. (IDI/MEL-Director/Ministry of Construction)*
>
> *I believe that having data from the lowest level to the last citizen would be beneficial and will allow us to obtain information much more quickly than it would take to conduct the census since the data is used for more than just the census; it is also used to understand the population. However, if you would like a database that assists us in updating directly and if we have an office where the council can offer a mechanism for local actors, perhaps everyone should update the population as the number of people is growing daily. However, if we read our database, we are aware of the population, so I believe it would be very beneficial as we are making plans in accordance with that information. (IDI/Planning officer/Ministry of Finance)*
>
> *The Bureau of Statistics has a branch office at the regional level. It is now difficult for regions whose districts are far from the region office, such as the Coast region, for instance, when you are in need of some statistics, to come from Rufiji or Kibaha, where the region office is located, to access this service. I think these statistics offices should be allocated at the district level as well; this will help because that's where most of the aid to the community is provided. But also, the way the data is available in their system, I see, is fine, but in every statistic, there is a notion of the rise and fall each year, and I think there should be enough information to show what has caused that trend when it happens. (IDI/Deputy RAS-Policy and Planning/Dar es Salaam region commission)*
>
> *Invitations through regular seminars invite the offices of parliamentarians when they involve the Ministry of Health and the police. We now get statistics from our own sources. I would advise the administrative structure at the National Bureau of Statistics to be allocated even at the ward offices. IDI/MP-Secretary/Kinondoni Member of Parliament Office)*
>
> *I am not satisfied with the way the office of the government chief statistician is not engaging other stakeholders of the government, as well as the existing relationship with the NBO, so my comment is that the national statistics office should use a participatory approach, engaging all the stakeholders in every step and on every statistic they produce. (IDI- Statistician from Mjini Magharibi Region)*

On top of that, users emphasized the importance of presenting/publishing the official statistics in the simplest way and in a timely manner so that users can effectively use these statistics as their very crucial in all sectors.

First, NBS should present statistics in the simplest way possible, making sure that all people understand them in a timely manner. The office should also make sure that statistics are not delayed, as they are very important in various development plans, especially considering health activities. It is very important to have accurate information, as it is a very sensitive issue. Therefore, even though I am sure that NBS is doing a wonderful job, they should keep improving and raising the standard of quality in order to let users benefit from the statistics they provides. The date of the official statistics' release ought to be displayed on the website as well, making it simple to determine when the data will be accessible. (IDI/ DMO/Mwanza City Municipal)

First of all, I would like to thank you for reaching out to us. I know the goal is to make improvements; so personally, I commend NBS for making such a great effort to ensure they provide us with accurate statistics. But my opinion about the statistics that I use is mainly in terms of knowing the time of publishing these statistics, such as population and housing statistics and agriculture. In some cases, when you visit their website, you may find there are outdated statistics, so sometimes you are forced to go back to the lower level to ask, for instance, the ward executive officer, who is where we get statistics. (FGD/Officials/Mwanza City Council-Mwanza)

We would want to see comprehensive explanations of official statistics that are released and uploaded on the NBS/OCGS websites; some statistics are not published. For instance, we can only see demographic statistics because the census results are released in phases. (FGD/Officials/Unguja-Mjini Magharibi Region)

5.3.2 Specific 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 user-friendly 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
i) 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.

5.4 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.

i. 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.

ANNEXES

Annexe 1: User Satisfaction Survey 2023 Questionnaires

The survey is being implemented in the form of a questionnaire directed at users and key stakeholders of official statistical products and services. The questionnaire consists of four sections:

- Section A asks questions about the use of official statistics.
- Section B asks questions about the assessment of the quality of official statistics.
- Section C asks questions about the assessment of the NBS/OCGS.
- Section D asks questions about the respondent and their organization.

SECTION A: USE OF OFFICIAL STATISTICS

(Official statistics are those statistics published by the Government)

I	Which official statistics do you use regularly? (Please tick all those which apply to you) (Code: YES = 1; NO =2)	YES	NO
A	Demographic statistics (Age, gender, married/ household size etc)	1	2
B	National accounts (GDP)	1	2
C	Price statistics (CPI, producer price index)	1	2
D	Monetary and financial statistics	1	2

1	Which official statistics do you use regularly? (Please tick all those which apply to you) (Code:YES = 1; NO =2)	YES	NO
E	Business statistics (industry, energy, mining, infrastructure, etc.)	1	2
F	Labour statistics (Employment)	1	2
G	External sector statistics (BOP, Trade, IIP)	1	2
H	Income and poverty statistics	1	2
I	Social statistics (health, education, housing, migration, gender, crime etc.)	1	2
J	Environment statistics (forestry, wildlife, water resources, etc.)	1	2
K	Agriculture statistics (Crops, Livestock, Fisheries etc.)	1	2
L	Tourism statistics	1	2
M	Government Finance Statistics (GFS, debt statistics)	1	2
N	ICT statistics	1	2
O	Judiciary	1	2
p	Others (please specify below)	1	2

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

Types of statistics you use	Your main source for those statistics that you use									
	Official press releases) (1)	NBS/OCGS Websites (2)	Public events or conferences (3)	Social media (4)	Email subscriptions (5)	Mobile App, Publications, or websites of international organizations (e.g. IMF, UN, World Bank) (6)	Traditional Media (TV, &Newspapers) (7)	Traditional media (Radio)(8)	Personal network/contacts (9)	Other (Specify) (10)
Demographic statistics (Age, gender, married/ household size etc.)										
National accounts (GDP)										
Price statistics (CPI, producer price index)										
Monetary and financial statistics										
Business statistics (industry, energy, mining, infrastructure)										
Labour statistics (Employment)										

2. For each official statistic you said you use in Question 1 above, what are your main sources for getting those statistics? (Please tick one of the sources that you use)										
Types of statistics you use	Your main source for those statistics that you use									
	Official press releases) (1)	NBS/OCGS Websites (2)	Public events or conferences (3)	Social media (4)	Email subscriptions (5)	Mobile App, Publications, or websites of international organizations (e.g. IMF, UN, World Bank) (6)	Traditional Media (TV, &Newspapers) (7)	Traditional media (Radio)(8)	Personal network/contacts (9)	Other (Specify) (10)
External sector statistics (BOP, trade, IIP)										
Income and poverty statistics										
Social statistics (Health, Education, Housing, Migration, Gender, Crime										
Environment statistics (forestry, wildlife, water resources)										
Agriculture statistics (Crops, Livestock and Fisheries)										
Tourism statistics										
Government Finance Statistics (GFS, Debt Statistics)										
ICT statistics										
Judiciary										
Other										

3. For each of the official statistics which you indicated in Question 1, what do you use them for? (Please tick all that apply to you)									
Types of statistics you use	Use(s) of official statistics								
	For planning & policy formulation (1)	To inform decision making (2)	For Modeling and forecasting (3)	Media for Education, Creating awareness (4)	Research and development (5)	Monitoring performance (6)	Academic purposes (7)	Evaluation and intervention of projects and Programs (8)	Other uses (please specify) (9)
Demographic statistics (Age, gender, married/ household size etc									

3. For each of the official statistics which you indicated in Question 1, what do you use them for? (Please tick all that apply to you)									
Types of statistics you use	Use(s) of official statistics								
	For planning & policy formulation (1)	To inform decision making (2)	For Modeling and forecasting (3)	Media for Education, Creating awareness (4)	Research and development (5)	Monitoring performance (6)	Academic purposes (7)	Evaluation and intervention of projects and Programs (8)	Other uses (please specify) (9)
National accounts (GDP)									
Price statistics (CPI, producer price index)									
Monetary and financial statistics									
Business statistics (industry, energy, mining, infrastructure)									
Labour statistics (Employment)									
External sector statistics (BOP, Trade, IIP)									
Income and poverty statistics									
Social statistics (Health, Education, Housing, Migration, Gender, Crime,									
Environment statistics (Forestry, Wildlife, Water resources, etc.)									
Agriculture statistics (Crops, Livestock and Fisheries, etc.)									
Tourism statistics									
Government Finance Statistics (GFS, debt statistics)									
ICT statistics									
Judiciary									
Others									

4.	What other types of statistics would you like to use but which are not available?
a	
b	
c	

SECTION B: QUALITY OF OFFICIAL STATISTIC

1. For each of the official statistics that you use, how reliable do you consider them to be? (Reliable means the level of trust you have in the data/statistics produced) (Please tick where appropriate)

Types of statistics you use	Reliability of official statistics				
	Very Reliable (1)	Reliable (2)	Undecided or not sure (3)	Unreliable (4)	Very unreliable (5)
Demographic statistics (Age, gender, married/ household size etc)					
National accounts (GDP)					
Price statistics (CPI, producer price index)					
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP)					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, water resources, etc.)					
Agriculture statistics (Crops, Livestock and Fisheries)					
Tourism statistics					
Government Finance Statistics (GFS, debt statistics)					
ICT statistics					
Judiciary					
Others					

2. If you consider official statistics either "Very unreliable" or "Unreliable", what do you usually do to address the problem? (please tick all those that apply to you)		Yes	No
a	Conduct my own surveys/data collection to verify the data		
b	Check with the relevant government office to verify the data		
c	There is nothing that I can do about it – just accept it as it is		
d	Other actions taken (please explain below)		

3. For each of the official statistics that you use, how satisfied are you with the timeliness of their release to the public? (Timeliness means how up to date and appropriateness of the time taken to compile and publish any data/statistics produced, measured from the end of the reporting period)					
Types of statistics you use	Timeliness of release of official statistics				
	Very Satisfied (1)	Satisfied (2)	Undecided or not sure (3)	Dissatisfied (4)	Very dissatisfied (5)
Demographic statistics (Age, gender, married/ household size etc)					
National accounts (GDP)					
Price statistics (CPI, producer price index)					
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP)					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, Water resources, etc.)					
Agriculture statistics (Crops, Livestock and Fisheries)					
Tourism statistics					

3. For each of the official statistics that you use, how satisfied are you with the timeliness of their release to the public? (Timeliness means how up to date and appropriateness of the time taken to compile and publish any data/statistics produced, measured from the end of the reporting period)					
Types of statistics you use	Timeliness of release of official statistics				
	Very Satisfied (1)	Satisfied (2)	Undecided or not sure (3)	Dissatisfied (4)	Very dissatisfied (5)
Government Finance Statistics (GFS, debt statistics)					
ICT statistics					
Judiciary					
Others					

4. If you consider official statistics not timely either "Very dissatisfied" or "dissatisfied", what do you usually do to address the problem? (please tick all those that apply to you)		Yes	No
a	Conduct my own study to have my own estimates		
b	Check with the relevant government office		
c	There is nothing that I can do about it – just accept it as it is		
d	Other actions taken (please explain below)		

5. 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 Satisfied (1)	Satisfied (2)	Undecided or not sure (3)	dissatisfied (4)	Very dissatisfied (5)
Demographic statistics (Age, gender, married/ household size etc….)					

5. 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 Satisfied (1)	Satisfied (2)	Undecided or not sure (3)	dissatisfied (4)	Very dissatisfied (5)
National accounts (GDP)					
Price statistics (CPI, producer price index)					
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP)					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, Water resources, etc.)					
Agriculture statistics (Crops, Livestock and Fisheries)					
Tourism statistics					
Government Finance Statistics (GFS)					
ICT statistics					
Judiciary					
Others					

6. If you are either "Very unsatisfied" or "Unsatisfied" with the frequency of release of official statistics, what do you usually do to address the problem? (please tick all those that apply to you)		Yes	No
a	Conduct my own study to have my own estimates		
b	Check with the relevant government office		
c	There is nothing that I can do about it – just accept it as it is		

6. If you are either "Very unsatisfied" or "Unsatisfied" with the frequency of release of official statistics, what do you usually do to address the problem? (please tick all those that apply to you)		Yes	No
d	Other actions taken (please explain below)		

7. For each of the official statistics that you use, are you aware of a release calendar that announces in advance the dates (be exactly date, month or period) on which the different official statistics will be published? (If NO, skip question 12)		
Types of statistics you use	YES	NO
Demographic statistics (Age, gender, married/ household size etc)		
National accounts (GDP)		
Price statistics (CPI, producer price index)		
Monetary and financial statistics		
Business statistics (industry, energy, mining, infrastructure)		
Labour statistics (Employment)		
External sector statistics (BOP, Trade, IIP)		
Income and poverty statistics		
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)		
Environment statistics (Forestry, Wildlife, Water Resources, etc.)		
Agriculture statistics (Crops, Livestock and Fisheries)		
Tourism statistics		
Government Finance Statistics (GFS, debt statistics)		
ICT statistics		
Judiciary		
Others		

8. 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	NO

8. 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	NO
Demographic statistics (Age, gender, married/ household size etc.)		
National accounts (GDP)		
Price statistics (CPI, producer price index)		
Monetary and financial statistics		
Business statistics (industry, energy, mining, infrastructure, etc.)		
Labour statistics (Employment)		
External sector statistics (BOP, Trade, IIP)		
Income and poverty statistics		
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)		
Environment statistics (Forestry, Wildlife, Water resources, etc.)		
Agriculture statistics (Crops, Livestock and Fisheries)		
Tourism statistics		
Government Finance Statistics (GFS, debt statistics)		
ICT statistics		
Judiciary		
Others		

9. How easy or difficult is it for you to access official statistics you use? (Access means data are easily available and assistance to users is adequate)					
Types of statistics you use	Ease or difficulty of accessing official statistics				
	Very easy (1)	Somehow Easy (2)	Undecided or not sure (3)	Somehow Difficult (4)	Very difficult (5)
Demographic statistics (Age, gender, married/ household size etc.)					
National accounts (GDP)					
Price statistics (CPI, producer price index)					

9. How easy or difficult is it for you to access official statistics you use? (Access means data are easily available and assistance to users is adequate)					
Types of statistics you use	Ease or difficulty of accessing official statistics				
	Very easy (1)	Somehow Easy (2)	Undecided or not sure (3)	Somehow Difficult (4)	Very difficult (5)
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP)					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, Water resources, etc.)					
Agriculture statistics (Crops, Livestock and Fisheries)					
Tourism statistics					
Government Finance Statistics (GFS, debts statistics)					
ICT statistics					
Judiciary					
Others					

10. If it is Somehow difficult or very difficult, what makes it difficult for you to access to official statistics?
Explain:

11. What suggestions would you give the statistics bureau in order to improve access to official statistics?	
a	
b	
c	

12. 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 metadata/ information				
	Very easy (1)	Easy (2)	Undecided or not sure (3)	Difficult (4)	Very difficult (5)
Demographic and statistics (Age, gender, married/ household size etc)					
National accounts (GDP)					
Price statistics (CPI, producer price index)					
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, Water resources)					
Agriculture statistics (Crops, Livestock and Fisheries)					
Tourism statistics					
Government Finance statistics (GFS, debt statistics)					
ICT statistics					
Judiciary					
Others					

13. If it is difficult or very difficult to access underlying metadata/information, indicate why by ranking in order of difficulty using a scale of 1 to 5, with 1 being the most difficult, 1-Most difficulty, 2-Difficulty, 3- Fair, 4- Easy, 5–Very Easy	
	Your ranking

13. If it is difficult or very difficult to access underlying metadata/information, indicate why by ranking in order of difficulty using a scale of 1 to 5, with 1 being the most difficult, 1-Most difficulty, 2-Difficulty, 3- Fair, 4- Easy, 5–Very Easy	
	Your ranking
Cost of procuring/assessing them is too high	
I did not know where to obtain the metadata	
I did not know that the metadata existed	
The nearest statistics office is too far	
The staff involved were unresponsive/uncooperative	
The metadata was not available on their website/portals	
The presentation of the metadata is difficult to understand	
Other reasons (please specify):	

14. What is your preferred format to access tabular datasets? (Please rank them using a scale of 1 to 5 with 1 being the most preferred and 5 being the	
	Your ranking
Comma-Separated Values file (CSV)	
Stata	
SPSS	
Arc GIS	
Another format (please specify)	

15. What is your preferred format for reporting and other statistical releases? (Please rank them using a scale of 1 to 5 with 1 being the most preferred and 5 being the least preferred) 1- Most preferred, 2-More Preferred, 3- Preferred, 4- Less preferred, 5– Least preferred.	
	Your ranking
Excel	
Word	
PDF	
Another format (please specify)	

16. Overall, how do you rate the quality of official statistics you use in your country?					
Types of statistics you use	Overall quality of official statistics				
	Very good (1)	Good (2)	Undecided or not sure (3)	Poor (4)	Very poor (5)
Demographic statistics (Age, gender, married/ household size etc)					
National accounts (GDP)					
Price statistics (CPI, producer price index)					
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP)					
Income and poverty statistics					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, Water resources)					
Agriculture statistics (Crop, Livestock and Fisheries)					
Tourism statistics					
Government Finance Statistics (GFS)					
ICT statistics					
Judiciary					
Others					

17. 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 "Most important" attribute through to 5 for the attribute that is "Least important" to you. (e.g. If "Accuracy" is the most important to you, rank it 1; if "accessibility" is the second most important, rank it 2; if "Timeliness" is third in importance, rank it 3etc.)	
	Your ranking

17. 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 "Most important" attribute through to 5 for the attribute that is "Least important" to you. (e.g. If "Accuracy" is the most important to you, rank it 1; if "accessibility" is the second most important, rank it 2; if "Timeliness" is third in importance, rank it 3etc.)	
	Your ranking
Accuracy	
Reliability	
Timeliness of their release	
Frequency of their release	
Accessibility	

18. Please rate your overall level of satisfaction with official statistics you use in Tanzania. (Please tick in the appropriate box to indicate your satisfaction level)					
Types of statistics you use	Level of satisfaction of official statistics				
	Very Satisfied (1)	Satisfied (2)	Undecided or not sure (3)	Dissatisfied (4)	Very dissatisfied (5)
Demographic and statistics (Age, gender, married/ household size etc.)					
National accounts (GDP)					
Price statistics (CPI, producer price index)					
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP)					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, Water resources, etc.)					
Agriculture statistics (Crops, Livestock and Fisheries)					

18. Please rate your overall level of satisfaction with official statistics you use in Tanzania. (Please tick in the appropriate box to indicate your satisfaction level)					
Types of statistics you use	Level of satisfaction of official statistics				
	Very Satisfied (1)	Satisfied (2)	Undecided or not sure (3)	Dissatisfied (4)	Very dissatisfied (5)
Tourism statistics					
Government Finance Statistics (GFS, debt statistics)					
Judiciary					
ICT statistics					
Others					

19. What suggestions or comments do you have on official statistics in Tanzania, including areas for improvement?
Explain:

SECTION C: NATIONAL STATISTICS OFFICE

This section asks questions about the National Statistics Office (NSO).

1. During the past 12 months, how many times have you contacted the NBS/OCGS in order to obtain or enquire about official statistics? (Please put the selected answer from the appropriate box eg 2- 4 in the box next)	
Codes	Frequency of contact
1	None (5)
2	Only once (4)
3	2 – 5 times (3)

1. During the past 12 months, how many times have you contacted the NBS/OCGS in order to obtain or enquire about official statistics? (Please put the selected answer from the appropriate box eg 2- 4 in the box next)	
4	6 – 10 times (2)
5	More than 10 times (1)

2. When contacting the NBS/OCGS, which of the following methods do you usually use? (Please select the 3 most preferred method using a scale of 1 to 3 with 1 being the most preferred and 3 being the least preferred		
S/N	Mode of contact	Rank
1	Telephone	
2	Emails	
3	Website	
4	Social media	
5	Visits to the office	
6	Letter/by post	
7	Other (please specify)	

3. If social media, which type of social media?
Please mention

4. When you request for statistics from the NBS/OCGS, how long does it usually take to get the requested statistics? (Please put the selected answer from the appropriate box e.g. 2- 4 in the box next)	
Codes	*Responses*
1	Same day of the request being made
2	Within one week
3	1 – 2 weeks

4. When you request for statistics from the NBS/OCGS, how long does it usually take to get the requested statistics? (Please put the selected answer from the appropriate box e.g. 2- 4 in the box next)	
4	3 – 4 weeks
5	More than one month
6	Request is not met
7	Not applicable

5. In your opinion, is enough information provided on any revisions/updates to the official statistics or statistical products that you use?	
Codes	*Responses*
1	Yes
2	No

6. During the past 12 months, have you accessed and used the website of the NBS/OCGS? If NO, please ignore question 7 &8 (Tick where appropriate)	
Codes	*Responses*
1	Yes
2	No

7. If YES to question 5, please evaluate the NBS/OCGS website on each of the following items.					
	Strongly agree (1)	Agree (2)	Undecided or not sure (3)	Disagree (4)	Strongly disagree (5)
Visually appealing					
Easy to use and to access information					
Updated information					
Not functioning/error					

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

8. Do you have any other comments or suggestions on the NBS/OCGS website? Please enter your comments below.
Please mention

9. Would you like to receive regular information on new products and services such as statistical updates and publications from the NSO? If NO skip Q10.	
Codes	*Responses*
1	Yes
2	No

10. If YES, how would you like to receive such information? (Please select your most preferred dissemination channels by ranking them from 1 as most preferred)	
	Rank
On their websites	
Through email to me	
Through press releases to the media	
In meetings/workshops with customers	
Fact sheets/brochures/pamphlets	
Other (please specify	

11. Do you think there is a need for the NBS/OCGS to establish a proper forum for regular consultations with their customers and users of statistics? If no or already exist, ignore question 13.	
Codes	*Responses*
1	Yes
2	No
3	Already

12. If YES, what kind of forum for such consultations would you like to see established? (Please rank them with 1 being the most preferred)	
	Rank
Breakfast meetings	
Quarterly workshops	
Others (Please specify)	

13. Overall, how do you assess the packaging of statistics and publications, or end user products (statistical products and services) provided by the NBS/OCGS? (Please rank them from 1 as very good quality and 5 as very poor quality)					
Types of statistics you use	Level of quality of packaging official statistics				
	Very good (1)	Good (2)	Undecided or not sure (3)	Poor (4)	Very poor (5)
Demographic statistics (Age, gender, married/ household size etc)					
National accounts (GDP)					
Price statistics (CPI, producer price index)					
Monetary and financial statistics					
Business statistics (industry, energy, mining, infrastructure)					
Labour statistics (Employment)					
External sector statistics (BOP, Trade, IIP)					
Income and poverty statistics					
Social statistics (Health, Education, Housing, Migration, Gender, Crime etc.)					
Environment statistics (Forestry, Wildlife, Water resources, etc.)					
Agriculture statistics (Crops, Livestock and Fisheries)					
Tourism statistics					
Government Finance Statistics (GFS, debt statistics)					

13. Overall, how do you assess the packaging of statistics and publications, or end user products (statistical products and services) provided by the NBS/OCGS? (Please rank them from 1 as very good quality and 5 as very poor quality)					
Types of statistics you use	Level of quality of packaging official statistics				
	Very good (1)	Good (2)	Undecided or not sure (3)	Poor (4)	Very poor (5)
ICT statistics					
Judiciary					
Others					

14. Are you aware of the clearance authorization for specific studies? If No, ignore question 15 and 16.	
Codes	*Responses*
1	Yes
2	No

15. Have you ever requested for a Clearance from the relevant authorities to conduct a survey in the past? If NO, ignore question 16	
Codes	*Responses*
1	Yes
2	No

16. What was the response? (Please tick the appropriate box)	
Codes	*Responses*
1	Clearance was granted
2	The Clearance was refused (at least once)
3	Did not get a response

17. Using a 5-point scale on which 1 is Very Satisfied 2-Satisfied 3- Undecided or not sure, 4- dissatisfied and 5-Very dissatisfied, please rank how satisfied were you with each of the following aspects?	
	Your Evaluation
Procedures for the Submission of the request for a clearance	
Process leading to the final decision	
Time it took to get the official response	
Technical support/guidance offered by staff	
Customer care	
Other aspect (specify)	

18. Have you made any complaint to a provider of Statistics in relation with Official Statistics during the last 2 years? If No, skip question 20 and 21.	
Codes	*Responses*
1	Yes
2	No

19. What was the complaint about?
Please mention

20. How was your complaint handled? Using a 4-point scale on which "1" means "handled very well" and "4" means "handled very poorly" how would you rate the handling of your complaint?	
Codes	*Responses*
1	Very well
2	Well
3	Poorly
4	Very poorly

21. In general, how satisfied are you with the following aspects of statistical products and services? On a 5-point, 1 is Very Satisfied 2-Satisfied 3-Undecided or not sure, 4- dissatisfied and 5-Very dissatisfied.	
	Your Evaluation
Processes in accessing official statistics	
Duration between time requested and time it is made available	
Level of details of information needed	
Products easy to read and understand	
Quality of analysis/interpretation	
Usefulness of product used/ Services utilized	
First time use experience	
Services after data acquisition	
Others (Specify)	

22. What suggestions would you make for improving the quality of services provided by the NBS/OCGS?
Please mention

SECTION D: RESPONDENT'S PROFILE

Sex		
Code	Response	
1	Male	
2	Female	
Years of work experience		
Position at work. Not applicable…..if he/she prefer not to say)		

What Sector		
Code	Response	
1	Public	
2	Private	
3	International	
4	Organization	
5	Specific……which institution/name	
What is your highest level of educational attainment?		
Code	Responses	
1	Ph.D./Post Doc or equivalent	
2	Master's degree	
3	Bachelor's degree or Advanced diploma	
4	Diploma	
5	Secondary School level /Certificate	
6	Other study levels (Specify)	
Contacts		
1	Mobile no	
2	Email	
Your age (please tick in the appropriate box)		
Code	Response	
1	Up to 14 years	
2	15 – 24	
3	25 – 3	
4	36 – 44	
5	45 – 6	
6	Over 65	

Annexe II: Guiding Questions for IDIs and FGDs with Users of Statistics

This User Satisfaction Study intends to establish the quality statistics NSOs provide to their statistics users by measuring the degree to which the National Statistics Offices (NSOs) meet their obligations towards the statistics users. The aim of the User Satisfaction Survey is to understand the perception of the NSO's users with regards to the quality and timeliness of data produced and disseminated. This interview/FGD session will take about 45 minutes or a maximum of 1 hour. I am hereby requesting your participation in this interview. Your personal details will remain confidential, and your name will not be disclosed in the report.

IDENTIFICATION	
A1. Name of the institution	
A2. Contact Person and Position	
A3. Region	
A4. Date of interview	
A5. Name of interviewer	

SECTION A: USE OF OFFICIAL STATISTICS

1) Overall, what would you comment about the official statistics that you use regularly? (Probe: sectors/themes)

2) How do you use official statistics for (Probe: For planning & policy formulation, to inform decision making, for monitoring and evaluation, research, modeling and forecast)

3) What is your main source for getting official statistics (Probe: Official press releases, NSO's website, email subscription, traditional media etc)

4) What other types of statistics would you like to use but which are not available (Probe: alternative sources)

SECTION B: ASSESSMENT OF THE QUALITY OF OFFICIAL STATISTICS

1) Overall, how do you assess the accuracy of official statistics that you have been using? (Probe: the degree to which the data correctly estimate or describe the characteristics or quantities it was designed to measure)

2) What do you usually do to address the problem? (Probe: conduct own survey/ check with relevant government office verify, give up)

3) How reliable do you consider official statistics? (Probe; level of trust you have in the data/statistics produced)

4) What do you usually do to address the problem of unreliability of official statistics? (Probe: conduct own survey/ check with relevant government office verify, give up)

5) For each of the official statistics that you use, how satisfied are you with the timeliness

of their release to the public? (Probe: how up to date and appropriateness of the time taken to compile and publish any data/statistics produced, measured from the end of the reporting period)

6) How easy or difficult is it for you to access official statistics you use? (Access means data are easily available and assistance to users is adequate)

7) What suggestions would you give the statistics bureau in order to improve access to official statistics

8) What is your preferred format to access tabular datasets? (Please rank them using a scale of 1 to 5 with 1 being the most preferred and 5 being the least preferred)

9) What is your overall level of satisfaction with official statistics you use in your country?

SECTION C: ASSESSMENT OF THE NSO

1) During the past 12 months, how often have you contacted the National Statistics Office in order to obtain or enquire about official statistics?

2) When contacting the National Statistics Office, which of the following methods do you usually use? (Probe: the 3 most preferred)

3) When you request for statistics from the National Statistics Office, how long does it usually take to get the requested statistics? (timeliness, delays)

4) In your opinion, is enough information provided on any revisions/updates to the official statistics or statistical products that you use?

5) During the past 12 months, have you accessed and used the website of the National Statistics Office?

6) Would you like to receive regular information on new products and services such as statistical updates and publications from the NSO? (Probe: most preferred dissemination channels)

7) How do you think the National Statistics Office need to establish a proper forum for regular consultations with their customers and users of statistics? (probe: kind of forum for such consultations would you wish to see established)

8) Overall, how do you assess the packaging of statistics and publications, or end user products (statistical products and services) provided by the National Statistics Office (Probe: the preferences)

9) What is your understanding of the clearance authorization for specific studies in Tanzania (Probe: sectoral/thematic)

10) Have you ever requested for a Clearance from the relevant authorities to conduct a survey in the past? (Probe: the response and satisfaction, procedure of submission, time

taken to get response, technical support)

11) How do you comment on the procedure of submitting complaint to a provider of Statistics in relation with Official Statistics (Probe: experience in the last two years, type of complaints, how it was handled)

12) In general, how satisfied are you with the aspects of statistical products and services? (Probe: process of accessing, time taken, quality, usefulness etc

13) What suggestions would you make for improving the quality of services provided by the National Statistics Office? (Probe: short/medium/long terms/website/quality)

Annexe III: Average Score General

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	11	141	84	4.29
National accounts	0	3	6	59	28	4.17
Price statistics	0	1	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	1	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
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	1	11	5	4.24
Totals	0	27	87	843	373	
			Average score of reliability for all statistics			4.17
	Timeliness of release of official statistics					
Demographic statistics	0	16	16	143	63	4.06
National accounts	1	4	9	63	19	3.99
Price statistics	1	2	9	60	12	3.95
Monetary and financial statistics	0	1	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	1	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	1	1	5	51	12	4.03
Agriculture statistics	1	5	10	77	22	3.99
Tourism statistics	0	1	5	30	5	3.95
Government Finance Statistics	0	1	6	40	11	4.05
ICT statistics	1	2	4	29	8	3.93
Judiciary	0	1	0	12	4	4.12
Totals	5	60	126	877	262	
			Average score of timeliness for all statistics			4.00
	Frequency of release of official statistics					
Demographic statistics	0	16	26	148	48	3.96
National accounts	0	5	8	69	14	3.96
Price statistics	0	2	10	61	11	3.96
Monetary and financial statistics	0	4	10	46	12	3.92
Business statistics	1	3	15	47	9	3.80
Labour statistics	0	6	16	71	16	3.89
External sector statistics	0	2	1	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	11	79	14	3.83

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score
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	1	2	11	3	3.94
Totals	1	82	155	893	199	
Average score of frequency for all statistics						3.91
	Ease or difficulty of accessing official statistics					
Demographic statistics	6	23	12	137	60	3.93
National accounts	4	5	9	52	26	3.95
Price statistics	1	6	11	51	15	3.87
Monetary and financial statistics	1	7	5	41	18	3.94
Business statistics	0	4	10	44	17	3.99
Labour statistics	1	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	1	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	1	0	13	3	4.06
Totals	26	108	118	788	290	
Average score of accessibility for all statistics						3.91
	Overall accuracy of official statistics					
Demographic statistics	16	17	35	152	90	3.93
National accounts	5	20	58	153	63	3.92
Price statistics	5	15	74	146	59	3.89
Monetary and financial statistics	10	43	72	130	42	3.63
Business statistics	28	25	66	132	46	3.60
Labour statistics	7	23	62	124	45	3.77
External sector statistics	7	18	71	128	29	3.77
Income and poverty statistics	5	20	63	169	39	3.82
Social statistics	6	9	55	164	67	3.97
Environment statistics	10	15	66	166	35	3.79
Agriculture statistics	6	13	55	169	50	3.93
Tourism statistics	5	12	66	161	46	3.92
Government Finance Statistics	4	21	62	160	46	3.86
ICT statistics	7	24	90	135	34	3.70
Judiciary	11	26	95	130	26	3.61
Totals	147	312	1073	2315	758	
Average score of accuracy for all statistics						3.81

Annexe IV: Average Score – Tanzania Mainland

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	1	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	1	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	1	11	3	4.13
Other	0	0	4	4	2	3.80
Totals	0	24	83	759	296	
			Average score of reliability for all statistics			4.14
	Timeliness of release of official statistics					
Demographic statistics	0	16	16	124	52	4.02
National accounts	1	4	8	56	13	3.93
Price statistics	1	1	8	54	10	3.96
Monetary and financial statistics	0	1	8	42	11	4.02
Business statistics	0	3	9	43	8	3.89
Labour statistics	0	5	14	58	13	3.88
External sector statistics	0	1	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	1	0	5	45	11	4.05
Agriculture statistics	1	4	10	71	18	3.97
Tourism statistics	0	1	5	25	2	3.85
Government Finance Statistics	0	1	5	33	8	4.02
ICT statistics	1	1	4	28	4	3.87
Judiciary	0	15	1	11	3	3.07
Other	0	1	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	131	37	3.91
National accounts	0	5	7	61	9	3.90
Price statistics	0	1	9	56	8	3.96
Monetary and financial statistics	0	4	10	38	10	3.87
Business statistics	1	2	14	40	6	3.76
Labour statistics	0	5	16	59	10	3.82
External sector statistics	0	1	1	24	3	4.00
Income and poverty statistics	0	11	9	63	14	3.82
Social statistics	0	9	19	102	18	3.87

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score
Environment statistics	0	2	11	42	7	3.87
Agriculture statistics	0	10	11	71	12	3.82
Tourism statistics	0	0	8	24	1	3.79
Government Finance Statistics	0	3	3	34	7	3.96
ICT statistics	0	3	3	29	3	3.84
Judiciary	0	1	2	10	2	3.87
Others	0	1	3	3	3	3.80
Totals	1	73	151	787	150	
Average score of frequency for all statistics						3.87
	Ease or difficulty of accessing official statistics					
Demographic statistics	6	20	11	117	54	3.93
National accounts	4	4	8	43	23	3.94
Price statistics	1	5	10	45	13	3.86
Monetary and financial statistics	1	6	5	37	13	3.89
Business statistics	0	4	8	36	15	3.98
Labour statistics	1	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	1	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	1	12	2	4.07
Other	0	1	3	4	2	3.70
Totals	26	96	108	678	254	
Average score of accessibility for all statistics						3.89
	Overall accuracy of official statistics					
Demographic statistics	15	13	27	141	73	3.92
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

Annexe V: Average Score – Zanzibar

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	1	15	14	4.43
National accounts	0	0	1	3	10	4.64
Price statistics	0	0	1	6	3	4.20
Monetary and financial statistics	0	0	0	5	5	4.50
Business statistics	0	0	1	8	3	4.17
Labour statistics	0	1	1	9	8	4.26
External sector statistics	0	0	0	1	1	4.50
Income and poverty statistics	0	0	1	7	6	4.36
Social statistics	0	0	1	11	9	4.38
Environment statistics	0	1	0	4	3	4.13
Agriculture statistics	0	1	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	1	1	4	4.50
Judiciary	0	0	0	0	2	5.00
Other	0	0	1	1	0	3.50
Totals	0	3	9	89	79	
				Average score of reliability for all statistics		4.36
	Timeliness of release of official statistics					
Demographic statistics	0	0	0	19	11	4.37
National accounts	0	0	1	7	6	4.36
Price statistics	0	1	1	6	2	3.90
Monetary and financial statistics	0	0	0	7	3	4.30
Business statistics	0	1	1	6	4	4.08
Labour statistics	0	1	2	9	7	4.16
External sector statistics	0	0	0	1	1	4.50
Income and poverty statistics	0	0	1	9	4	4.21
Social statistics	0	0	2	13	6	4.19
Environment statistics	0	1	0	6	1	3.88
Agriculture statistics	0	1	0	6	4	4.18
Tourism statistics	0	0	0	5	3	4.38
Government Finance Statistics	0	0	1	7	3	4.18
ICT statistics	0	1	0	1	4	4.33
Judiciary	0	2	0	1	1	3.25
Other	0	1	0	1	0	3.00
Totals	0	9	9	104	60	
				Average score of timeliness for all statistics		4.18
	Frequency of release of official statistics					
Demographic statistics	0	1	1	17	11	4.27
National accounts	0	0	1	8	5	4.29
Price statistics	0	1	1	5	3	4.00
Monetary and financial statistics	0	0	0	8	2	4.20
Business statistics	0	1	1	7	3	4.00
Labour statistics	0	1	0	12	6	4.21

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score
External sector statistics	0	1	0	0	1	3.50
Income and poverty statistics	0	1	1	9	3	4.00
Social statistics	0	0	1	15	5	4.19
Environment statistics	0	1	1	5	1	3.75
Agriculture statistics	0	1	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	1	3	3.83
Judiciary	0	0	0	1	1	4.50
Others	0	2	0	0	0	2.00
Totals	0	12	7	109	52	
Average score of frequency for all statistics						4.12
	Ease or difficulty of accessing official statistics					
Demographic statistics	0	3	1	20	6	3.97
National accounts	0	1	1	9	3	4.00
Price statistics	0	1	1	6	2	3.90
Monetary and financial statistics	0	1	0	4	5	4.30
Business statistics	0	0	2	8	2	4.00
Labour statistics	0	1	2	14	2	3.89
External sector statistics	0	0	0	1	1	4.50
Income and poverty statistics	0	1	1	8	4	4.07
Social statistics	0	2	1	13	5	4.00
Environment statistics	0	0	1	6	1	4.00
Agriculture statistics	0	1	1	6	3	4.00
Tourism statistics	0	1	0	6	1	3.88
Government Finance Statistics	0	0	2	9	0	3.82
ICT statistics	0	0	1	3	2	4.17
Judiciary	0	0	0	1	1	4.50
Other	0	0	1	1	0	3.50
Totals	0	12	15	115	38	
Average score of accessibility for all statistics						3.99
	Overall accuracy of official statistics					
Demographic statistics	1	4	8	11	17	3.95
National accounts	1	2	9	18	10	3.90
Price statistics	0	1	10	18	9	4.07
Monetary and financial statistics	3	11	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	1	2	8	10	16	4.13
Environment statistics	1	3	6	20	5	3.89
Agriculture statistics	1	2	8	19	5	3.89
Tourism statistics	1	2	7	18	7	3.97
Government Finance Statistics	0	3	9	14	11	3.95
ICT statistics	1	3	15	14	5	3.56

Types of statistics you use	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very Reliable	Average Score
Judiciary	1	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						3.79