The Republic of Rwanda

nisr
NATIONAL INSTITUTE OF
STATISTICS OF RWANDA

User Satisfaction Survey 2016 - 2017

User Satisfaction Survey Report
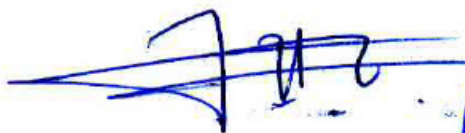# 2016-2017

June, 2017

Foreword

Good quality official statistics are very important for evidence-based decision making and policy formulation in a country. These official statistics are not only produced and/or used by Government Institutions, but also the entire National Statistics System (NSS), that comprises public and private sector, civil society, research and academic institutions, individuals, etc. This means that various official statistics are needed to meet sector statistical needs to support policy formulation. It is in this context that the National Institute of Statistics of Rwanda (NISR) has commissioned an independent User Satisfaction Survey (USS) to measure to what extent the users are satisfied with available statistics and how their statistical needs are being met.

The 2016/17 User Satisfaction Survey is a follow up to the 2014/15 User Satisfaction Survey. Each survey provides data on methodology, accuracy, relevancy, timeliness, accessibility, and use of different types of statistics produced by NSS institutions, including NISR.

Results of the 2016/17 User Satisfaction Survey indicate positive improvements in the overall user satisfaction. The survey shows that the overall level of satisfaction of users of official statistics in Rwanda increased from 66% in 2014/15 to 72.4% in 2016/17. Despite these improvements, disaggregated data at sector and cell level, including data on justice and law are still needed by data users. This report is therefore an important tool that highlights areas that need particular attention, especially the need of highly disaggregated data and keeping the momentum of meeting the needs of data users.

The NISR would like to take this opportunity to thank the users of official statistics from public and private institutions, civil society, international organizations, and individuals etc, who, in spite of their responsibilities, invested their time in this survey by responding to the study questionnaire. The NISR appreciates your continuous support and invaluable contributions. The NISR acknowledges the role of all those who participated in making this survey a success.

Yusuf Murangwa
Director General, NISR

Executive Summary

Production of official statistics 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 Institute of Statistics of Rwanda (NISR) to respond to the demand of users and improve on the performance in terms of producing the required statistics. The 2016-17 User Satisfaction Survey (USS) as well as the two previous similar surveys was conducted to gather information on user's appreciation of statistical products and services of the NISR. This USS in turn serves as a guide for future data production and dissemination activities.

The NISR has put in place strategies to improve the quality of statistics through the implementation of the National Strategy for the Development of Statistics (NSDS1:2009-2014 and NSDS2: 2014-2018). 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 a proper monitoring of progress made in achieving the national and international programmes, such as the Economic Development and Poverty Reduction Strategy (EDPRS), Millennium Development Goals (MDGs) and the 2030 Sustainable Development Goals (SDGs). In addition, the strategy has helped in addressing issues related to harmonization of methods, concepts and definitions used in data production, data management, and dissemination of statistical information. Strategic actions were taken in terms of strengthening coordination of National statistical System through providing capacity and support to producers and users of official statistics.

Thus 2016/17 USS was conducted to measure the degree to which needs of data users are satisfied with regard to available official statistics and capture their potential expectations. As in the previous surveys, more attention was on the level of usefulness of official statistics to support decision making and planning processes, level of users' understanding of official statistics dissemination, analysis, timeliness and frequency of released statistics, and areas that need further improvement.

894 users compared to 459 users in 2014/15 from public sector, civil society, non-governmental organizations, international organizations, research and academic institutions, media, private sectors, etc responded to the survey questionnaire, and data were collected between April 2017 and beginning of June 2017; while data cleaning, analysis and report writing took place in June 2017.

The results of the 2016/17 User Satisfaction Survey suggest that users of official statistics in Rwanda are satisfied with the current statistical development in the country. For example, 89% compared to 88.9% in 2014/15 confirm that their priority needs are met by the existing official statistics, while 92.5% compared to 87.8% in 2014/15 can accomplish their duties and analyses using available official statistics. The

survey results highlight that about 81% compared to 77% in 2014/15 of users find methodologies used for production of official statistics being sound and appropriate irrespective of the type of statistics; and about 73% of users judge Officials statistics as unbiased and accurate. The results also show that at least 63% of users are satisfied with frequency of publication of official statistics they use, while more than 75% of users appreciate the NISR facilitation during the survey visa application process. Regarding the awareness of Sustainable Development Goals (SDGs), about 7 in every 10 (77%) of data users indicated that they are informed about SDGs.

Since 2014/15, tremendous improvements took place in terms of addressing the needs of data users. The evaluation of user satisfaction with available official statistics using the weighted composite indicator led to the conclusion that users of official statistics in Rwanda are satisfied at 72.4% compared to 66% in 2014/15. However, one area that was highlighted that needs special focus is the availability of disaggregated data at sector and cell level, including data on justice and law.

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List of abbreviations

NISR   : National Institute of Statistics of Rwanda

NSDS : The National Strategy for the Development of Statistics

NSS   : National Statistical System

OS   : Official Statistics

USS   : User Satisfaction Survey

MDA   : Ministries, Departments and Agencies

NGO   : Non-Governmental Organizations

SDGs   : Sustainable Development Goals

MDGs : Millenium Development Goals

CESS   : Centre for Economic and Social Studies

CSPro : Census and Survey Processing System

PAPI   : Paper-Assisted Personal Interviewing

CAPI   : Computer-Assisted Personal Interviewing

EICV   : Intergrated Household Living Conditions Survey

DHS   : Demographic and Health Survey

Chapter 1 : Introduction

Since 2014/15, the National Institute of Statistics of Rwanda (NISR) started implementing the second National Strategy for the Development of Statistics (NSDS 2) aiming to improve the production, dissemination and accessibility of official statistics in Rwanda building on foundation of NSDS1 (2009-2014). Almost three years down the road, it is time for evaluation in order to assess the achievements, measure the level of satisfaction of the users and learn from achievements and challenges consecutive to the implementation of NSDS2. The findings will inform the implementation of the remaining activities of NSDS2 that will address weaknesses witnessed. This is very important given the growing demand for statistics to monitor both national and international development programmes, such as Economic Development and Poverty Reduction Strategy (EDPRS) and 2030 Sustainable Development Goals (SDGs).

To respond to the growing demand for statistics, there is a need to get a periodic feedback from data users. Interest in statistical products and services depends 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 a periodic User Satisfaction Surveys (NISR, 2014) that help in determining the concerns and challenges that users face while accessing and using available statistics.

It is in this context that user satisfaction survey is an important tool which allows to assess the experience of users of statistical products and services availed by NSS institutions and NISR in particular. The 2016/17 survey assesses users/stakeholders' perceptions and opinions about NSS products and services, and the findings will inform strategies for improving identified areas that need a particular attention.

The objectives of the survey include, but not limited to:

a) To assess the extent to which official statistics are being used for informed policy and decision making and informed national planning processes;
b) To gauge to what extent official statistics satisfy the needs of the users;
c) To determine how easy or difficult it is to access official statistics and their metadata;
d) To monitor changes in supply, quality, timeliness, methodology, use and perceptions of official statistics over the lifespan of the NSDS2 implementation;
e) To provide the level of users' satisfaction with statistical outputs as a result of NSDS2 midterm implementation,
f) To collect new ideas about other data and documentation types and formats that NISR should consider in order maximizing their usefulness.

Chapter 2 : The Survey Methodology

i. Desk Review

A review of all relevant documents in relation to user satisfaction survey in general and to statistical products and services in particular has been conducted. This desk research was done prior to fieldwork and allows gathering essential information relevant about the products and user's expectations. This included but not limited to the review of the previous user satisfaction reports (2012 and 2014/2015), NSDS2 evaluation reports, manuals, list of users who have been in contact with NISR, etc.

ii. Sample Design

Target population

The target group for this survey did not differ from the previous surveys. Thus, it covered both public and private institutions as well as individuals who use statistical products and services delivered by the National Institute of Statistics of Rwanda (NISR) and other Ministries, Department and Agencies (MDAs). For the institutions, targeted respondents included head of institutions, heads of the planning units within institutions, heads of research units of those institutions and similar staff whose responsibilities include the use of statistical products to inform some activities and decisions on behalf of their organizations or institutions. In details, the 2016/17 respondents included:

- Government institutions (Ministries, Agencies, and Local authorities)
- International Organizations
- Research and Academic institutions
- Private Sector
- Civil Society
- Media
- Individuals researchers

The sampling frame for the 2016/17 survey consists of organisations and individuals who had ever used official statistics or statistical products/services from the NISR. In addition to the government officials (at central and local government levels) who are involved in policy design and decision making processes, the sampling frame included users who have contacted NISR for one of the following reasons: request for visa survey, request for data, participate in NISR's dissemination events, trainings, etc. between July 2016 and April 2017. The frame comprises mainly the list of users from NSS and other institutions of about 1,000 respondents. Information on the prepared list of users included their physical addresses, phone numbers and e-mail addresses to facilitate the communication. Regular users who had requested data or services several times within the period were included.

The users on the provided list are broadly categorized as follow: (1) Ministries, Department and Agencies (MDAs), Parliament, and District officials (mayor, vice-mayors, planning officer, corporate, etc.); (2) Business Community; (3) Educational and Research Institutions; (4) Media houses; (5) International Agencies; (6) Civil Society; and (7) Individual Researchers.

iii. Sample size calculation

Equation (1) indicates the formula to calculate the sample size. Given that the aim of this study is to measure the user satisfaction of official statistics at different levels, the indicator of interest (r) is unknown. Thus, the sample size is calculated using the prevalence rate of 50% to maximize the sample size and reduce the margin of error (standard errors are inversely proportional to the square root of the sample size: $e=z*\sigma/\sqrt{n}$); margin of error, ranging from approximately 4% to 5.5% at national level.

Since the non-response rate was 52 percent in the previously survey (User Satisfaction Survey on the Quality and Use of Official Statistics for Informed Policy and Decision Making in Rwanda, 2013), a value of 1.52 for k (non-response rate), therefore, is considered in sample design of this study.

$$n = \frac{z^2 r(1-r)k}{e^2} \qquad (1)$$

Where:

n = Sample size in terms of number of employees to be selected.

z = z-statistics corresponding to the level of confidence desired. The commonly used level of confidence is 95% for which z is 1.96.

r = Estimate of the indicator of interest to be measured by the survey (0.5).

k = Factor accounting for non-response. The non-response rate is 52%. So, a value of 1.52 (= 1 + 52%) for k would be conservative.

e = Margin of error, sampling errors or level of precision (4.5%). It depends very much on the size of the sample, and very little on the size of the population.

Using the information describe above the minimum sample size needed for this study is:

$$n = \frac{1.96^2 * 0.5 * (1-0.5)}{0.045^2} = 474 \text{ Institutions}$$

It is important to divide the sampling frame into strata which are homogeneous in order to increase the efficiency of the sample design. Stratification is achieved by considering each sector as a stratum and the Primary Sampling Unity (PSU) of each sector will be the institutions. The sample size (474 Institutions) is allocated proportionally to the number of institution in each sector.

$$n_i = \frac{N_i}{N}$$ Where, n_i: sample of institutions for sector i, N_i: Total institutions for sector i

N: Total institutions for all sectors

At the first stage 474 institutions are selected randomly from 7 sectors. At the second stage, in each institution at least three employees are selected for interview. This not only allowed to target about 1,422 interviews but also to ensure achieving the higher response rate.

A listing of all institutions was done in each sector by requesting the sectors to provide a list of all institutions currently operating before data collection in order to provide an updated frame for selecting the sample and allocate the sample in different sectors. A systematic sample of *n* institutions were selected from the list of each sector.

iv. Questionnaire

The content of the 2016/17 User Satisfaction Survey (USS) questionnaire content did not differ from the one used during the previous surveys, except few additions. However, questions might be reformulated to give more clarity where needed. Specifically issues raised in the previous user satisfaction survey reports were also included in order to respond to user's expectations and satisfaction.

The questionnaire is divided into eight sections:

- **Section A** captures information on the identification of the User. This section captures information on the sector of activity or the type of organization/institution where the respondent belongs as a user of official statistics and his/her position **;**
- **Section B** collects general information on respondents' views on the relevance and use of official statistics in terms of regular use, accessibility, accuracy, and level of satisfaction with official statistics in the country ;
- **Section C** focuses on gathering views of respondents on quality aspects of Official Statistics which includes the methodological aspects, relevance and accuracy, reliability, timeliness of release, frequency of release and accessibility, and dissemination practices;
- **Section D** gathers information on how respondents consider the overall assessment and their trust for the official statistics. Aspects such as quality of official statistics, the quality of service delivery, methods that they use when seeking for those products and services, their views on the official websites, etc. are captured under this section ;
- **Section E** focuses on getting user's opinion on services delivered by the National Institute of Statistics of Rwanda (NISR) ;
- **Section F** tries to capture some of the reasons why users are using official statistics ;

- **Section G** focuses on getting user's general knowledge about the Sustainable Development Goals (SDGs) ;
- **Section H** gathers background information about the respondent, which includes their area of expertise, sex, age, education and the name of the organization.

v. Training and data collection

Qualified enumerators were who have shown capabilities in data collection were used for this survey. The minimum education requirement was a University degree. The selected enumerators were trained for two days on concepts and the procedures of data collection for the user satisfaction survey. In addition, mock interviews were conducted to ensure that participants are familiar with the content of the questionnaire. The training was followed by one day pilot survey carried out to test the questionnaire and improve the phrasing of question where need. Finally this was followed by interviews with selected participants in different institutions in the country.

vi. Data processing, analysis and report writing

Data collection was done using multiple approaches to maximize the response rate. Both paper questionnaire (PAPI) and tablets (CAPI) were used through a CSPRo application. Data processing activity was carried by experienced five data entry clerks through a double data entry to minimize errors. This exercise was followed by data analysis using SPSS, STATA and MS Excel.

Chapter 3. The findings of the 2016/17 User Satisfaction Survey

3.1 Characteristics of the respondents

For the user satisfaction survey 2016/17, 1518 people were contacted as main potential users of official statistics basing on their positions in their institutions of origin or the contact they have had with the National Institute of Statics of Rwanda (NISR) for the last three years. Out of 1518 contacted either directly or through their secretariat or advisors and 894 accepted to participate and submitted filled questionnaires. The response rate was 58.9% which is higher compared to the 46.5% of the 2014/15 survey; the sample realization is illustrated in Table 2.

Table 1: Participation in the 2016/2017 User Satisfaction Survey by Sector of Activity

Sector of Activity	Number of distributed questionnaires	Number of retrieved questionnaires	Number of unreturned questionnaires	Response rate (in %)
Government Ministries or Agencies	331	181	150	54.6%
Parliament	22	16	6	72.8%
National Bank, other financial authority	4	2	2	44.9%
Private Bank, Private Financial Institution, Insurance Company	131	96	35	73.3%
Other commercial company or enterprise	58	39	19	67.2%
Private Sector Federation, Trade association, Professional associations	48	41	7	86.3%
Press and other media	326	132	194	40.5%
Civil society (Churches, Political Parties, Unions, Human Rights Organizations)	32	26	6	81.2%
Research institution	19	16	3	86.3%
Higher Learning Institution, University, College	262	168	94	64.0%
Embassy , International organization	17	11	6	65.3%
National and International NGOs	128	103	25	80.4%
Private individuals	65	24	41	37.2%
Other	75	39	36	51.7%
Total	**1518**	**894**	**624**	**58.9%**

Source: NISR, USS 2016/2017

As shown in figure1 below which compares response rates by sector of activity between 2016-17 and 2014-15, response rates are higher for the 2016-17 USS for all sectors with private sector leading with an increase from 39.3% (2014-15) to 86.3% (2016-17). A slight increase was observed for central and local government.

Figure 1 shows that about 86.3% of participants of 2016/17 User Satisfaction Survey come from Government institutions compared to 39.3% in 2014/15, with least participants from media.

Figure 1: Institution of origin of the participants (2014/2015 to 2016/2017)
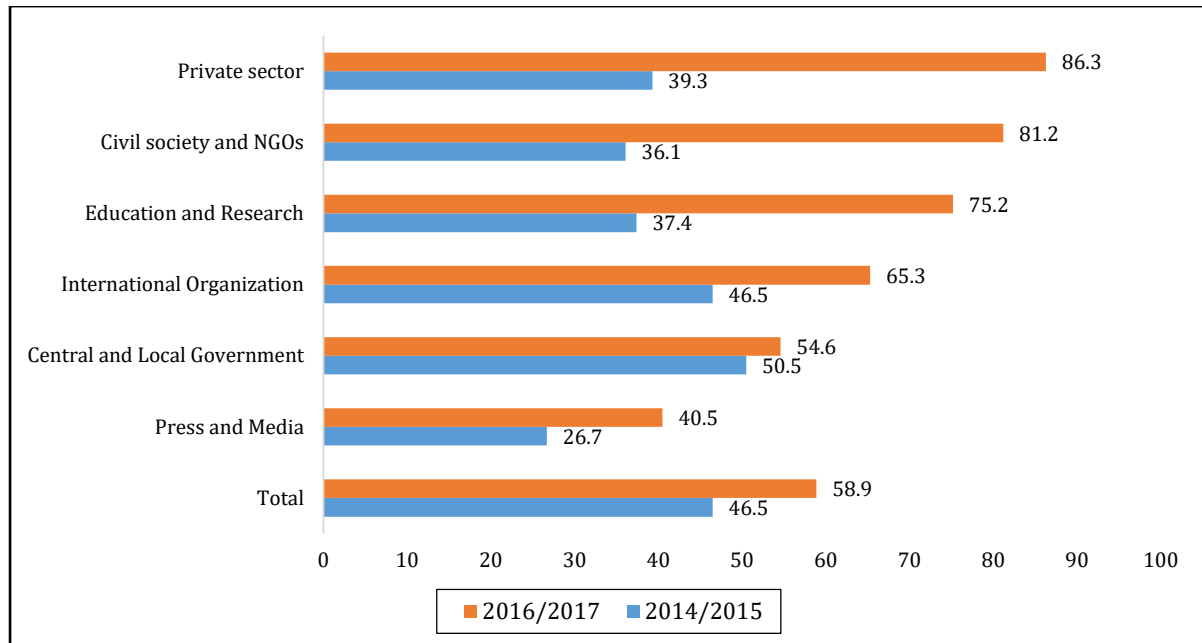
Source: NISR, USS 2016/2017

The participants to the 2016/17 User Satisfaction Survey come from Public sector, civil society, international organizations, research, higher learning institutions, private sector and media, with a high participation from Government entities (20.2%), higher learning institutions (18.8%) and media (14.8%). Out of 894 participants, 103 are from NGOs, 96 are from financial institutions, etc. The participation to the 2016/17 increased by 48.6% from 459 to 894 respondents when compared to participation to the 2014/15 User Satisfaction Survey.

Compared to the 2014/15 User Satisfaction Survey (USS), the participants to the 2016/17 survey come from same institutions with decreased participation from the Government, media, higher learning institutions, and increase in international organizations, private sector (financial institutions) as can be shown in Figure 2.

Figure 2: Institution of origin of participants for the 2012, 2014 and 2016/17 User Satisfaction Surveys
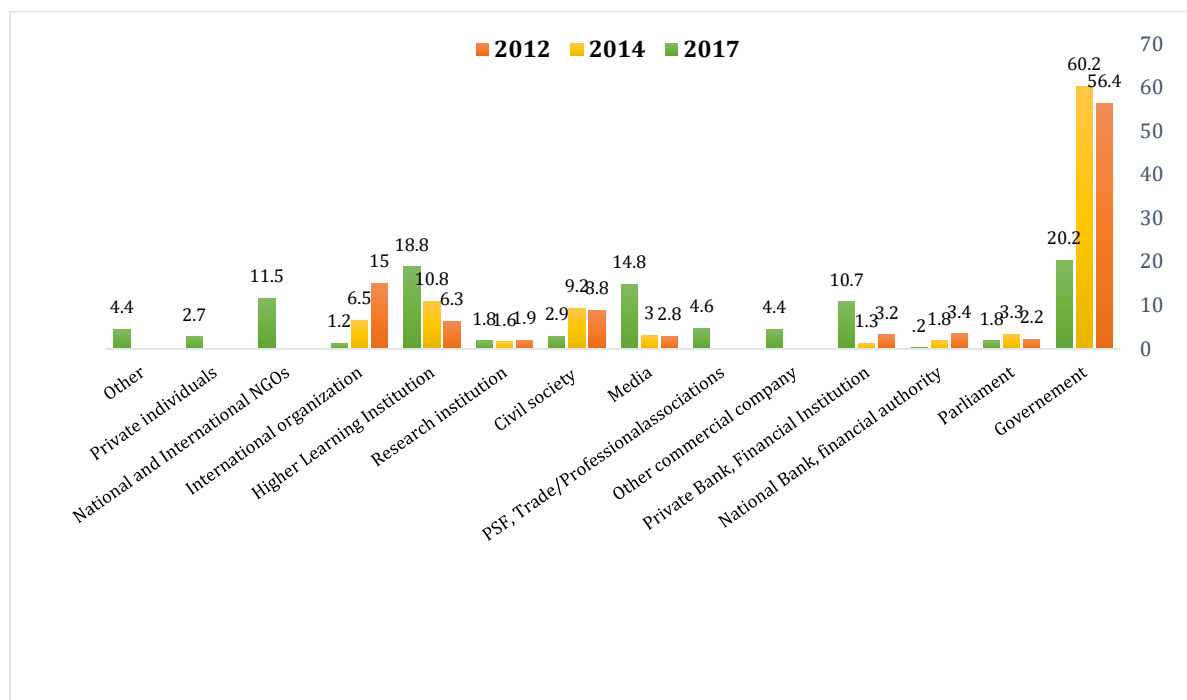
Government officials who participated in the 2016/17 survey are mainly coming from technical positions (others) which includes statisticians, M&E specialists, economist, etc (7.8%), followed by Head of Divisions (4.8%), and Experts in Ministries and agencies (4.5%) and advisors (0.6%). Very few senior officials had time to participate in the survey, like Director Generals (0.7%) due to their busy schedules, see Figure 3.

Figure 3: Distribution of respondents from the public sector in 2012, 2014 and 2017 (in %)
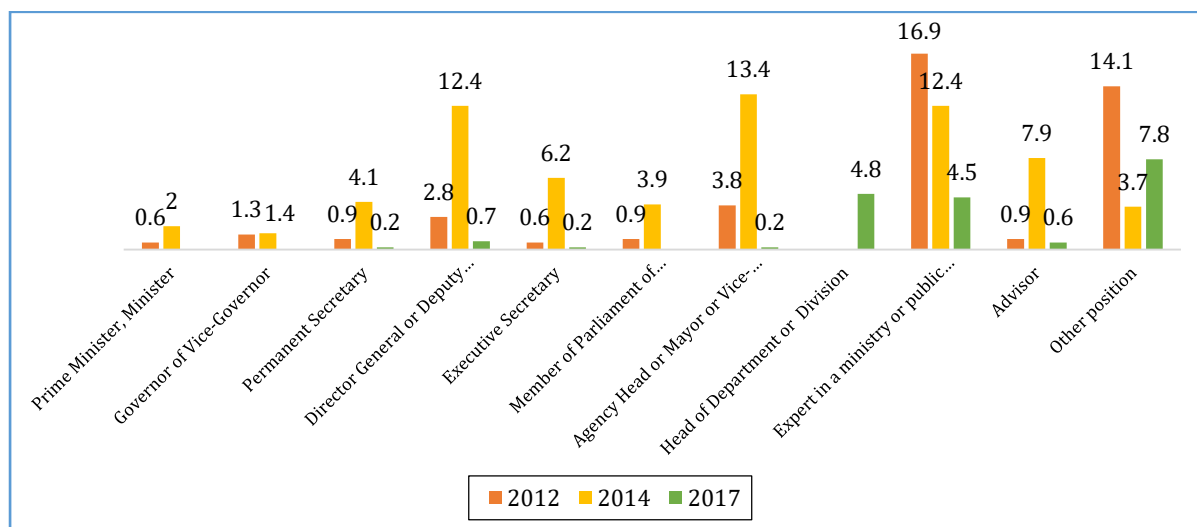
Respondents were also asked to state their education level. As displayed in table 3, findings indicate that, of those who disclosed their level of education, majority of data users hold a Bachelor's degree (46.5%), followed by Masters Holders (43.2%) and PhD degree (6%). Those who had only secondary school education or below constituted about 4%.

Table 2: **Educational attainment of respondents**

Level of education	Number of responses	%
Ph. D or equivalent	48	6.0
Master's degree or Post graduate diploma	348	43.2
Bachelor degree or Undergraduate diploma	375	46.5
Secondary school level Diploma/certificate A2	33	4.1
Other study levels	2	0.2
Total	**806**	**100.0**

Source: NISR, USS 2016/2017

3.2 Source, Type and Relevance of Official Statistics

Official statistics used in Rwanda are produced by different entities including the NISR, Ministries, Government agencies and International organizations. By 2016/17 about 63% of respondents use statistics produced by NISR, 55.7% use statistics produced by different ministries, and 54% use statistics produced by National Bank of Rwanda. Statistics used by other Government entities, International Organizations and RRA are used by 48.6%, 43.9% and 37% respectively. From 2014/15 to 2016/17, there is a decrease in the use of statistics irrespective of the producer as can be shown in Figure 4.

Figure 4: Level of use of official statistics by producer in 2012, 2014 and 2016/17
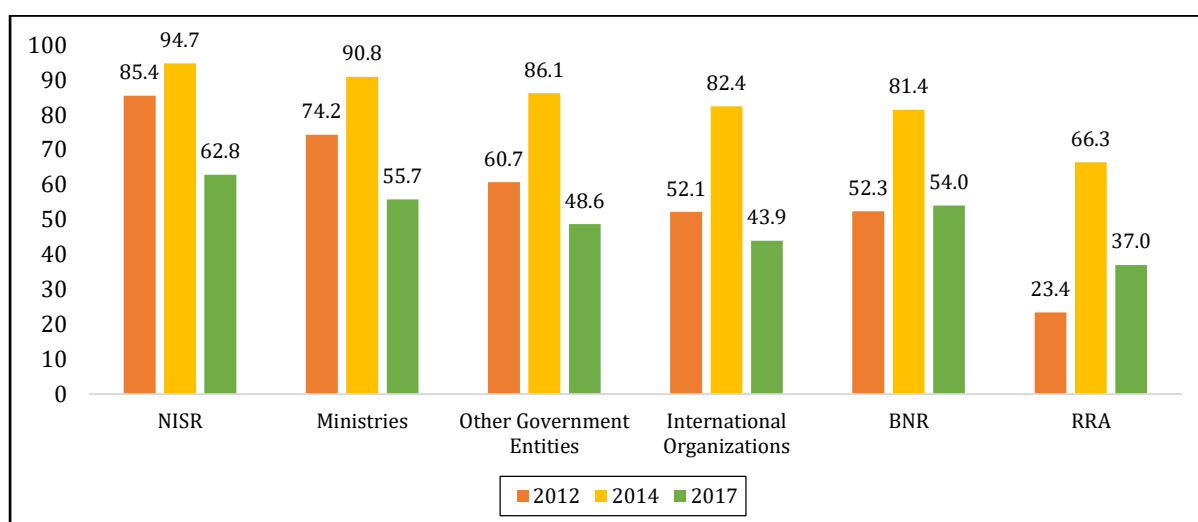
Source: NISR, USS 2016/2017

According to participants, the most used statistics in 2016/17 are demographic statistics (53.3%), social statistics (48.3%) and business statistics (44.1%); least used statistics are balance of payment statistics (23.5%) and External trade statistics

(25.2%). Other official statistics are used by at least 26% and at most 40% of the respondents, see Figure 5.

Figure 5: Use of official statistics or statistical products by type of official statistics 2012-2017 (in %)
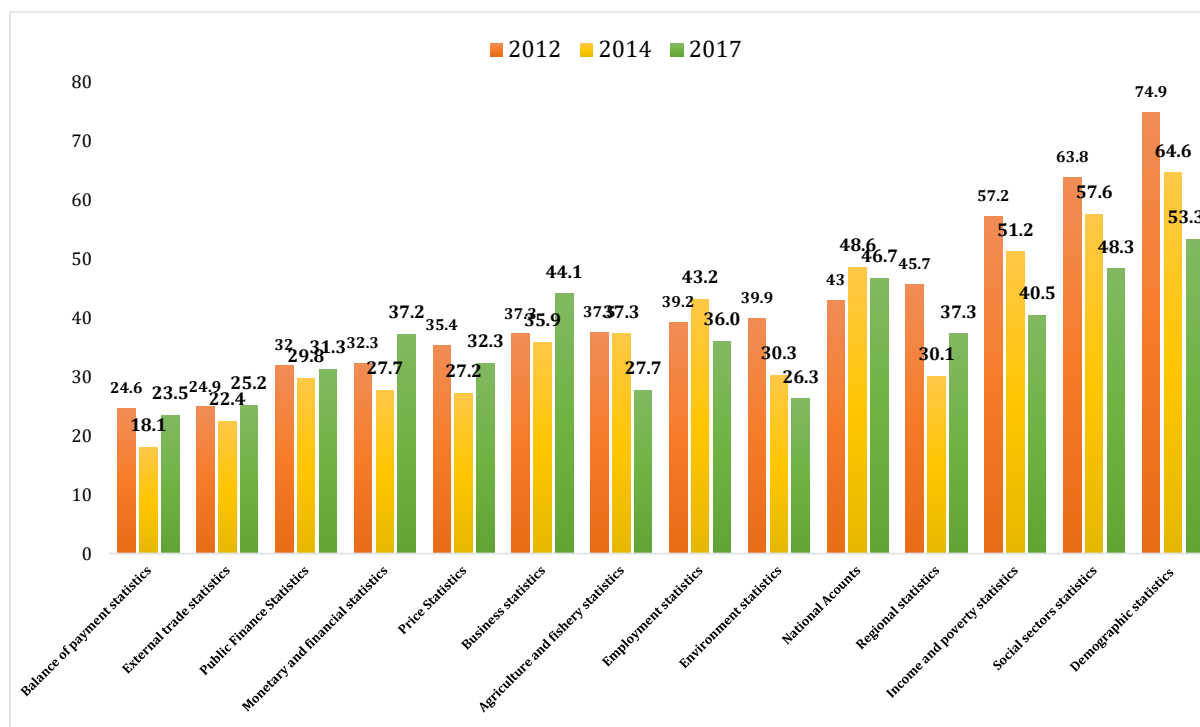
Source: NISR, USS 2016/2017

Figure 6 shows that the most used channel to access official statistics in 2016/17 are publications of the NISR (58.9%) and press releases or website (49.3%) of the NISR. The least used channels are specific requests to producers of official statistics (13.2%) and press releases/websites of MDAs (33.2%). Users who access official statistics through official press releases or website of NBR represent 44%.

Figure 4: Communication channels used for official statistics in 2012, 2014 and 2017 (in %)
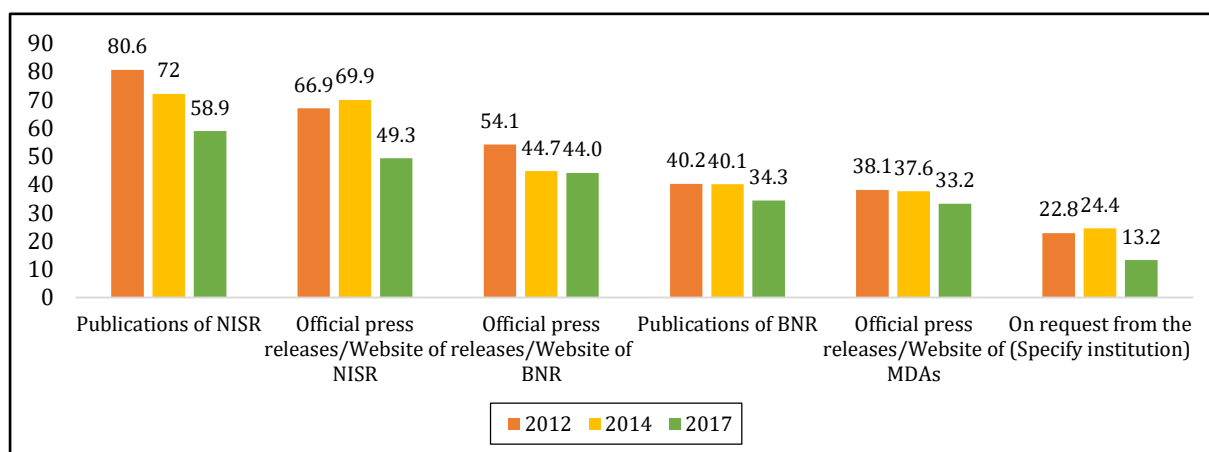
Source: NISR, USS 2016/2017

Most of the users in 2016/17 recourse to official statistics for:

i)   Research purposes (57.3%) ;
ii)   Analysis of current developments for short term decision making, planning and Imihigo formulation (50.4%);
iii)   General economic information (49.6%) ;
iv)   Analysis of trends for longer-term policy formulation (41.7%).

Relatively few users resort to official statics for econometric model building and forecasting (16%), see Figure 7. For the most recent two surveys, interestingly the primary use of statistics changed from analysis of current developments for short term decision making to research purposes. In the second position come three purposes that include analysis of current trends for longer term policy formulation, Analysis of trends for longer term policy formulation. Again, few users use official statistics for econometric modeling and forecasting.

Figure 5: Purpose for which respondents used/ requested statistics or statistical products
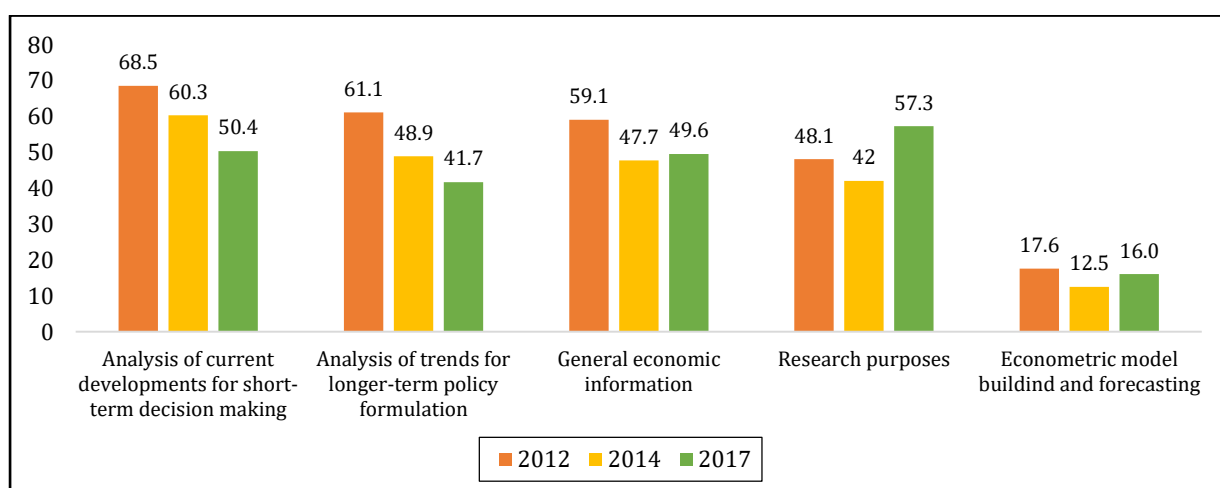
Source: NISR, USS 2016/2017

Regarding the use of official in the Ministries, Departments and Agencies (MDAs), Figure 8 shows that the share of MDAs that use official statistics for both analysis of current development for short term and long policy formulation increased from 45.9% in 2014/15 to 62.3% in 2016/17 due to the development of the third Economic Development and Poverty Reduction Strategy (EDPRS3) and Vision 2050 that the Government is developing.

Figure 6: The purpose of use of official statistics in the Ministries, Departments and Agencies (MDAs) over time

Purpose for the use of official statistics (in %)

- 2012: 68%, 39%
- 2014/15: 77.1%, 45.9%
- 2016/17: 76.3%, 62.3%

■ Share of MDAs using official statistics for either analysis of current developments for short-term decision making or analysis of trends for longer- term policy formulation
■ Share of MDAs using official statistics for both analysis of current developments for short-term decision making and analysis of trends for longer- term policy formulation

Source: NISR, USS 2016/2017

Asking whether available official statistics meet their priority data needs, 89% compared to 88.9% in 2016/17 confirm that their needs are satisfied (moderately well, well or very well), see Figure 9. However, a number of areas where data are not available have been mentioned including disaggregated data at sector and cell level, data on justice and law. This is true for modalities not at all, slightly well or moderately well.

Figure 7: Official statistics meeting user's priority needs (in %)

- Not at all: 3.4, 1.1, 2.3
- Slightly well: 8.4, 5.4, 7.0
- Moderately well: 34.3, 29.2, 32.8
- Well: 35.1, 44.9, 36.9
- Very well: 16.5, 17.8, 19.3
- No opinion: 2.3, 1.6, 1.7

■ 2012 ■ 2014 ■ 2017
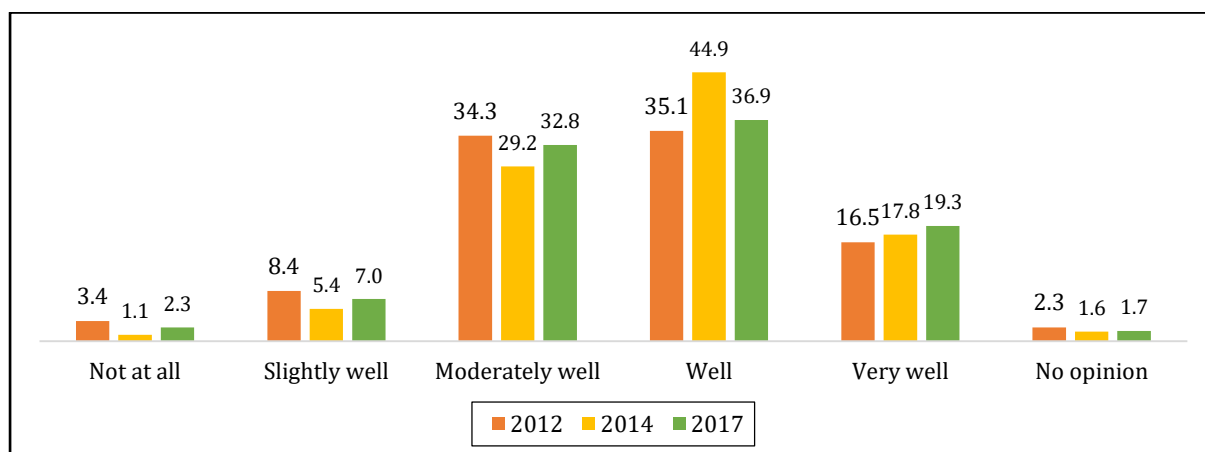
Source: NISR, USS 2016/2017

Although participants to the 2016/17 USS are concerned about some statistics that are not available, 92.5 compared to 87.8% in 2014/15 of the respondents confess that official statistics available allow them to carry out necessary analysis and activities against 85.1% in 2012. The difference between the 2014/15 and 2016/17 surveys is

that the percentage of respondents who are very satisfied (moderately well or very well levels) increased, see Figure 10.

Figure 8: Usefulness of official statistics for necessary analysis and activities
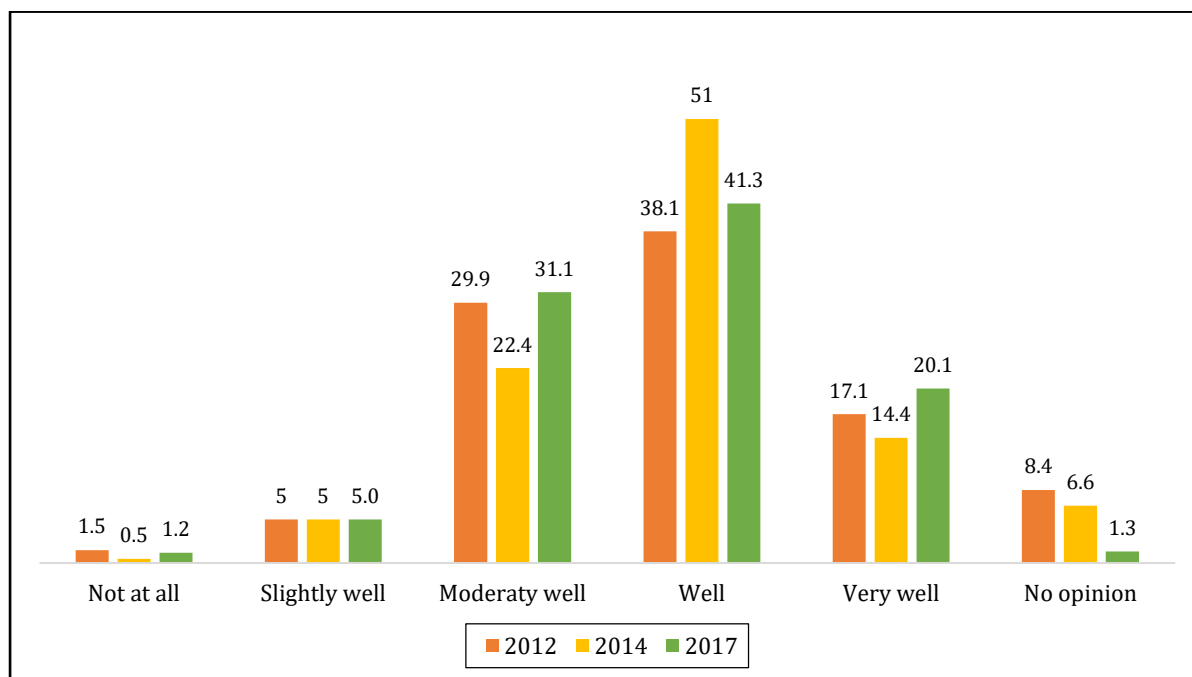
Source: NISR, USS 2016/2017

3.3 Assessment of the Quality of Official Statistics

3.3.1 Soundness and appropriateness of methodologies

In 2016/17, methodologies used for the production of official statistics are favorably appreciated by respondents since more than 81% compared to 77% in 2014/15 find them moderately sound and appropriate, sound and appropriate or highly sound and appropriate. However, since methodologies are the backbone of official statistics, they should be of high quality, a positive appreciation being either sound and appropriate or very sound and appropriate. Methodologies commended by users are the ones used for the production of demographic statistics (81.8%), Social statistics including health and education (79.8%), Monetary and Financial statistics (79.6%) and Price statistics (75.2%), see Figure 11.

Figure 9: Appreciation of soundness and appropriateness of official statistics' methodologies (in %)
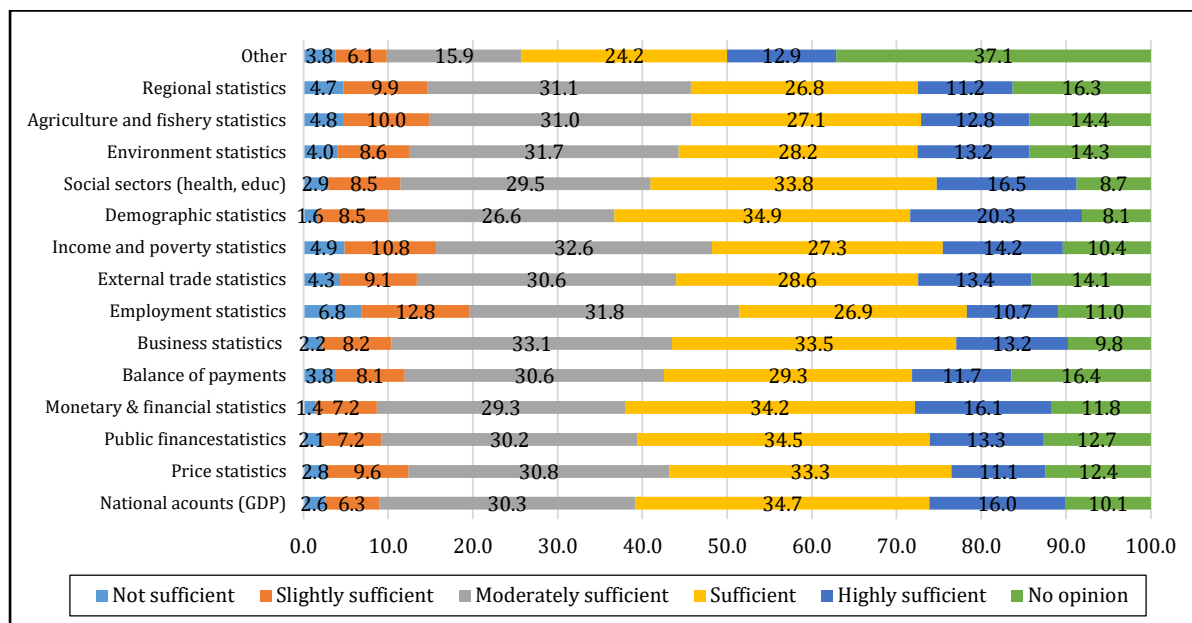
Source: NISR, USS 2016/2017

3.3.2 Un-biasedness and accuracy of official statistics

Figure 12 shows that at least 75.2% compared to 70% in 2014/15 of users consider official statistics as accurate and unbiased irrespective of the type of official statistics. This percentage takes into consideration users who consider the quality of official statistics as moderately sufficient or sufficient or highly sufficient.

Figure 12: Appreciation of the accuracy and un-biasedness of official statistics (in %)
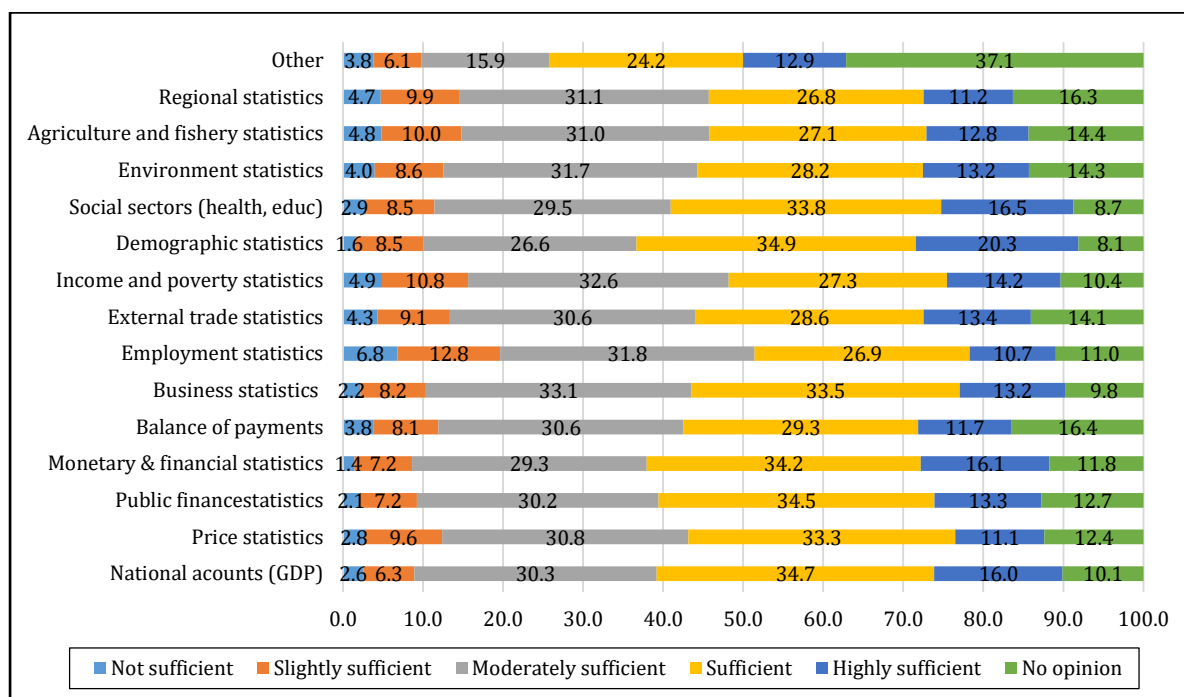
Source: NISR, USS 2016/2017

3.3.3 Frequency of publication of Official Statistics

According to Figure 13, most of users of official statistics are satisfied with the frequency of publication of official statistics with at least 74% compared to 70% in 2014/15 of positive appreciation except for employment and poverty statistics. Users moderately satisfied, satisfied or highly satisfied with the frequency of publication of employment and poverty statistics are 66%. Three highest percentages of positive appreciation are attributed to demographic statistics, social statistics, and National accounts.

Figure 103: Appreciation of the frequency of publication of official statistics (in %)
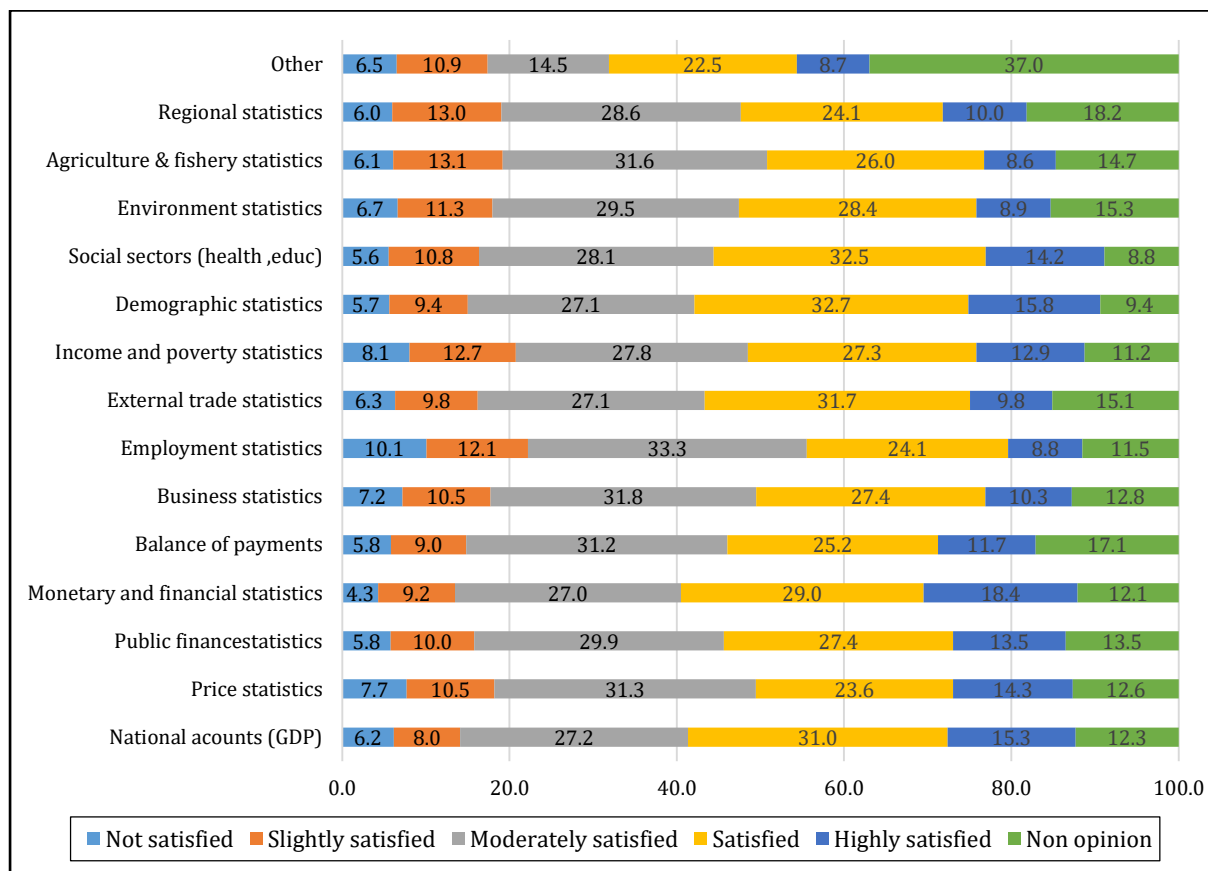
Source: NISR, USS 2016/2017

3.3.4 Dissemination of Official statistics

The NISR publishes a calendar announcing in advance the dates of dissemination of different official statistics. Asking whether they are aware of that publication, the majority of the users confessed not being informed. Less than 40% of the users are aware of the publication of the dissemination calendar, some statistics scoring less than 20% (regional statistics and environment statistics). Highest scores (more than 30%) are observed for demographic statistics, monetary and financial statistics, and national account) as can be seen in Figure 14.

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Figure 14: Awareness about publication of the dissemination calendar of official statistics (in %)

	Yes	No	Don't know
Other	14.2	31.6	54.2
Regional statistics	16.0	37.5	46.5
Agriculture and fishery statistics	20.8	33.8	45.4
Environment statistics	18.5	35.0	46.5
Social sectors (health ,educ)	27.9	30.8	41.3
Demographic statistics	33.2	28.8	38.0
Income and poverty statistics	25.6	30.6	43.8
External trade statistics	19.3	35.3	45.4
Employment statistics	21.7	34.2	44.1
Business statistics	23.6	32.8	43.6
Balance of payments	21.2	31.5	47.3
Monetary and financial statistics	32.1	26.8	41.1
Public financestatistics	25.2	31.2	43.6
Price statistics	25.0	30.1	44.8
National acounts (GDP)	31.4	27.9	40.6

Source: NISR, USS 2016/2017

According to Figure 15, official statistics are easier to access in 2016/17 (more than 74%) as compared to the situation in 2014/15 (73.4%).

Figure 15: Appreciation of the accessibility of official statistics (in %)

	Very difficult	Somewhat difficult	Somewhat easy	Easy	Very easy	Non opinion
Other	5.2	12.9	24.5	25.8	11.0	20.6
Regional statistics	7.0	17.4	22.4	31.3	8.7	13.3
Agriculture and fishery statistics	6.5	15.1	23.8	33.0	9.5	12.1
Environment statistics	6.2	13.7	23.2	33.9	9.4	13.5
Social sectors (health ,education)	6.4	12.7	23.1	35.9	15.3	6.6
Demographic statistics	6.4	12.2	20.0	38.6	15.8	7.0
Income and poverty statistics	7.6	16.0	21.3	33.8	12.5	8.8
External trade statistics	8.8	15.1	21.8	33.5	10.5	10.5
Employment statistics	9.2	16.2	24.2	30.7	11.3	8.4
Business statistics (industry ,trade...	5.8	16.3	25.4	33.4	10.5	8.5
Balance of payments	6.2	18.7	21.6	31.3	11.3	10.9
Monetary and financial statistics	5.7	13.5	22.5	37.1	12.3	9.0
Public financestatistics	5.8	17.4	20.6	33.9	10.8	11.6
Price statistics	6.1	15.1	22.2	33.4	13.4	9.8
National acounts (GDP)	6.8	13.2	18.2	36.0	16.1	9.9

Source: NISR, USS 2016/2017

Accessibility of metadata or information about official statistics is similar to accessibility of official statistics, see Figure 16. Respondents who confess having relatively easy access to metadata are

i) More than 60% for income and poverty statistics (65.6%), agriculture and fisheries statistics (65.1%) and employment statistics (65.1%);
ii) 70% or more for demographic statistics (71%), social statistics (71.2%);
iii) Between 60% and 70 % for other official statistics.

Figure 16: Appreciation of the accessibility of information about official statistics methodologies (in %)

	Very difficult	Somewhat difficult	Somewhat easy	Easy	Very easy	Non opinion
Other	7.1	15.4	25.4	19.5	8.9	23.7
Regional statistics	9.0	16.9	34.2	16.7	8.6	14.6
Agriculture and fishery statistics	7.0	16.0	36.5	19.6	9.0	11.9
Environment statistics	6.1	15.9	36.2	18.8	8.6	14.4
Social sectors (health ,education)	6.3	13.8	36.5	23.8	10.9	8.6
Demographic statistics	5.8	14.5	32.9	27.1	11.0	8.7
Income and poverty statistics	6.4	18.0	35.0	21.9	8.7	9.9
External trade statistics	6.0	19.5	33.2	21.2	7.9	12.2
Employment statistics	7.3	17.2	36.8	19.6	8.7	10.5
Business statistics (industry ,trade…	6.7	15.7	39.4	20.7	7.7	9.8
Balance of payments	6.2	17.0	34.4	19.9	8.7	13.7
Monetary and financial statistics	4.6	16.6	33.6	25.6	9.6	10.0
Public financestatistics	6.9	17.5	33.9	21.2	7.9	12.7
Price statistics	6.0	20.0	33.5	20.4	9.3	10.9
National acounts (GDP)	7.5	16.3	33.5	23.0	10.4	9.3

Source: NISR, USS 2016/2017

Methodologies used for the production of official statistics are declared sufficiently clear and with adequate level of details to users by 78.2% compared to 71.3% in 2014/15. The percentage of satisfied users was 71.3% as well as in 2012. However, the difference resides in the fact that the percentage of moderately satisfied, well and very well satisfied users increased in 2016/17 as shown in Figure 17.

Figure 17: Clarity and level of details of statistical methodology for the 2012, 2014 and 2016/17(in %)
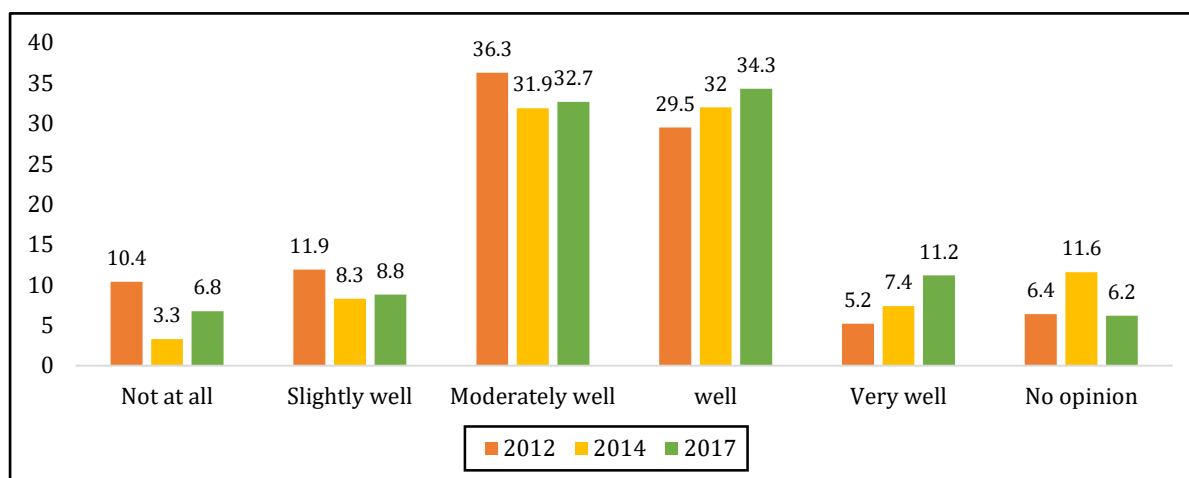
With regard to the presentation of statistics in a friendly format to enable users to understand and interpret them, Figure 18 shows that 81.1% are satisfied with the format of presenting the statistics compared 74.9% in 2014/15.

Figure 18: Presentation of official statistics in an easy-to-understand way 2014/15 and 2016/17
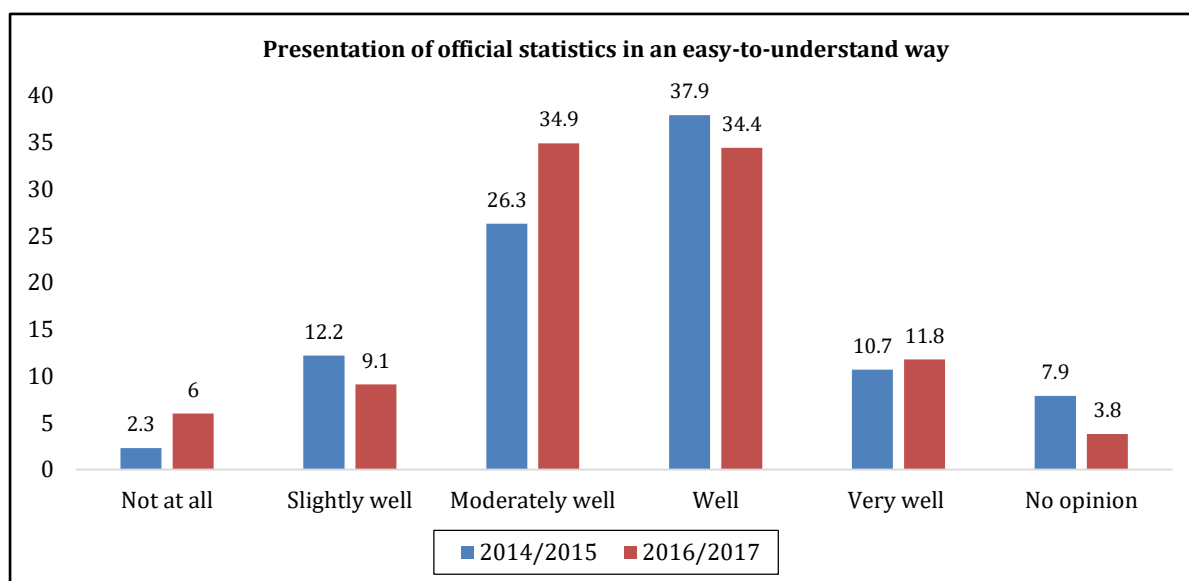
3.4. Overall assessment of the satisfaction of users of Official Statistics

3.4.1 Satisfaction in relation with the quality of official statistics

Participants were asked to evaluate the overall quality of official statistics according to their recent and past experience. Figure 18 shows that more than 76.4% compared to 70% in 2014/15 find official statistics in Rwanda of high quality. Demographic statistics (78.3%) and Social statistics (79%) are the best performers.

Figure 19: Overall appreciation of the quality of official statistics in Rwanda (in %)
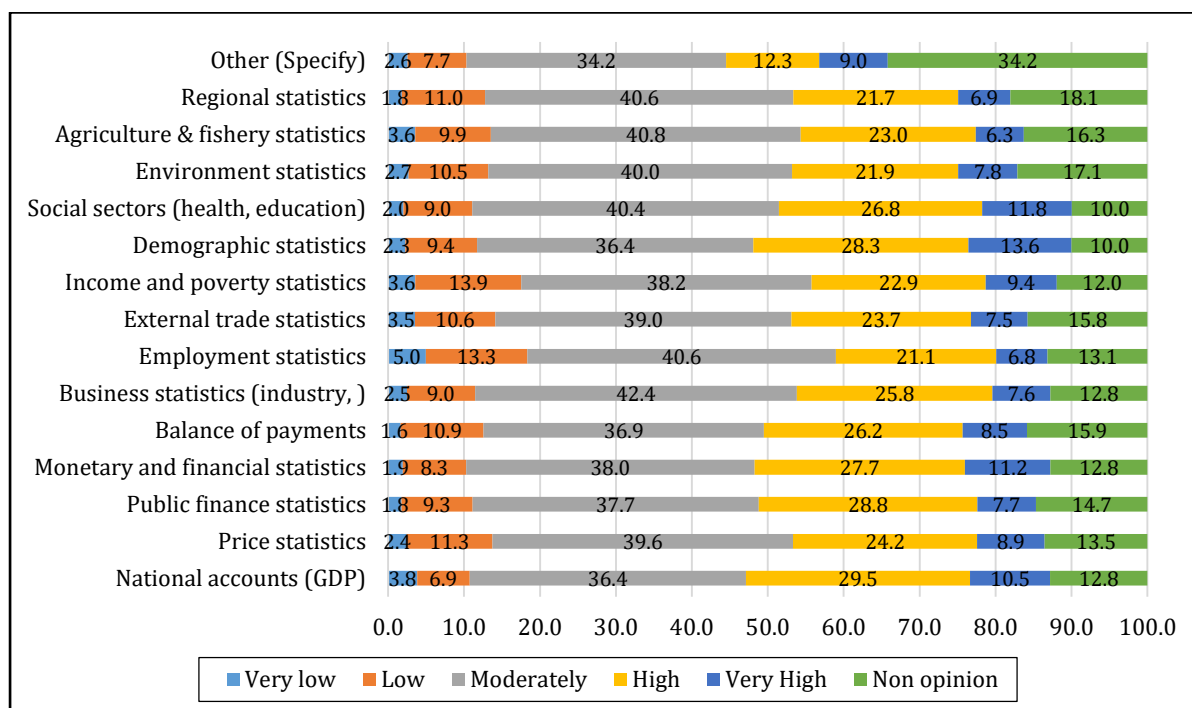
Source: NISR, USS 2016/2017

3.4.2. Composite Indicators for Overall Users' Satisfaction

To summarize the level of satisfaction of users of official statistics, the composite index indicator has been suggested.

An overall composite indicator based on the American Consumer Satisfaction Index is used to appreciate the level of satisfaction of users of official statistics in Rwanda. It is computed as follows:

$$CSI_W = (\sum_{i=1}^{n} w_i \overline{X}_i - \sum_{i=1}^{n} w_i) / (\frac{K}{100} \sum_{i=1}^{n} w_i)$$

Where X_i, $i=1,2,…,n$ is the score for the ith question, n is the number of questions and K_i is the maximum score for the ith question. In practice, information considered in the calculation of this index is about

i)   Overall satisfaction of the User (X1);
ii)   Expectancy disconfirmation (whether Official statistics meet the expectations of the user) (X2);
iii)   And comparison of available official statistics in Rwanda to an ideal Country (X3).

In case all weights are equal, the calculation of the index is simplified as follows:

$$CSI_B = \frac{100}{\sum\limits_{j=1}^{n} K_j} \sum\limits_{j=1}^{n} \frac{K_j(X_{1j} + X_{2j} + X_{3j} - 3)}{27}$$,

where K_j is the weight of the jth respondent.

Using the data, the estimated arithmetic mean of the Overall User satisfaction index is 71.6 with a standard error of 0.76. The median value is 72.4. It means that on a scale from zero to a hundred, Rwandan Official statistics score 72 out 100.

3.5. Preferred channels to access official statistics

Ninety two percent of users of official statistics prefer to access official statistics via the web as evidenced by Figure 20.

Figure 110: Preference of the Website as a channel to access Official Statistics (in %)
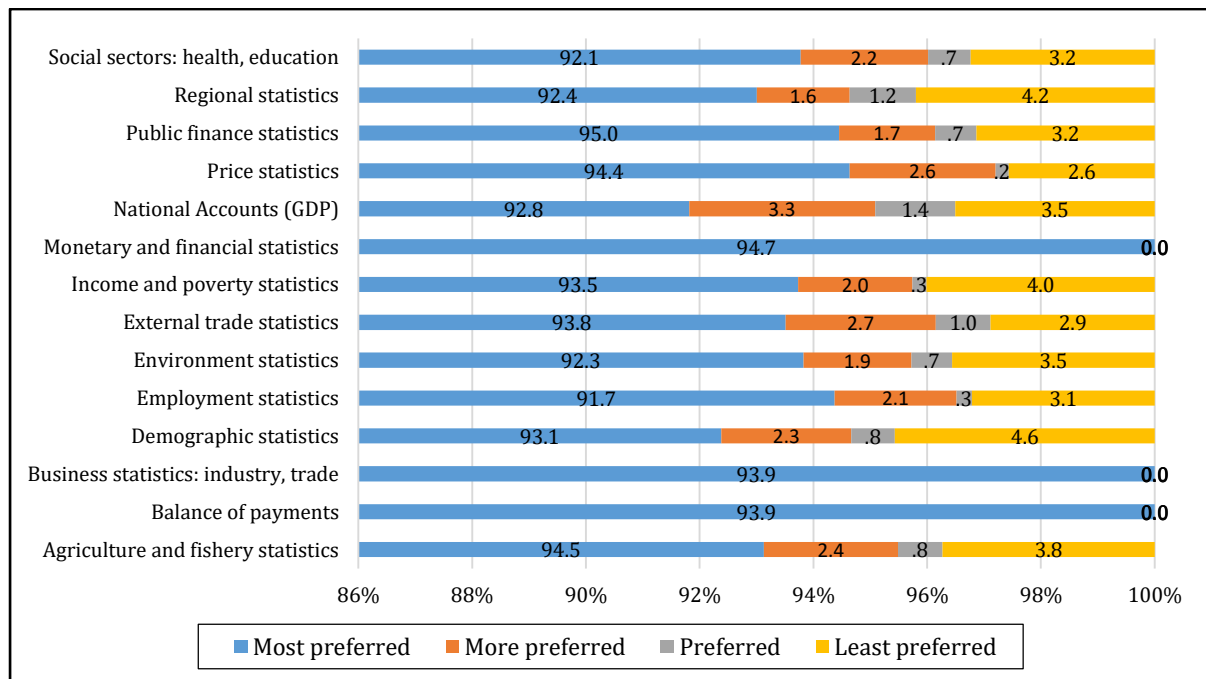
Source: NISR, USS 2016/2017

3.6. Awareness about NADA and Appreciation of NISR VISA service delivery

The NISR launched in 2012 a platform for disseminating microdata from surveys and censuses to users called National Data Archive (NADA). Two years later, only 37.0% of the users of official statistics are aware of its existence. Currently 65.2% compared to 62% in 2014/15 of users are informed about NADA and can successfully download micro-data (see Figure 21).

Figure 21: Users who downloaded microdata via NADA (in %)
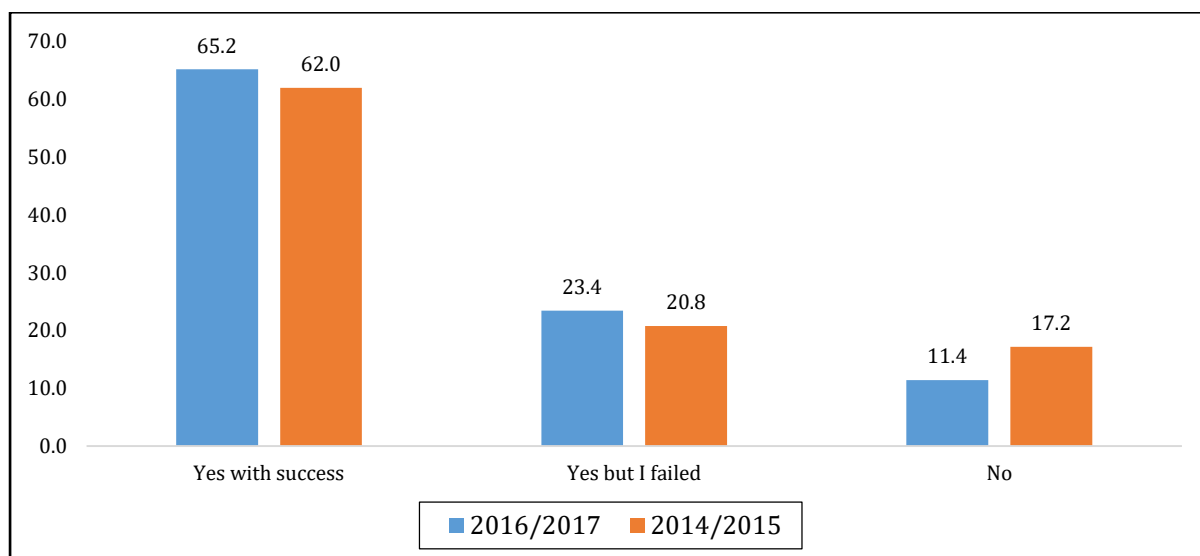
Among other services that NISR offers, the review of survey methodologies and issuing survey visas are important for the development of the National Statistical System. Out of those who requested for survey visa, about 83.6% compared to 62% of the applications got a positive response, 20.8% was not granted survey visa mainly because of duplication of similar studies and these researchers are normally advised to use the existing data to answer the same research questions. Figure 22 also shows that about 17.2% did not get a response meaning that these researchers submitted their incomplete survey visa applications and never responded to NISR request for missing documents in the application.

Figure 22: Survey visa applications and decisions made
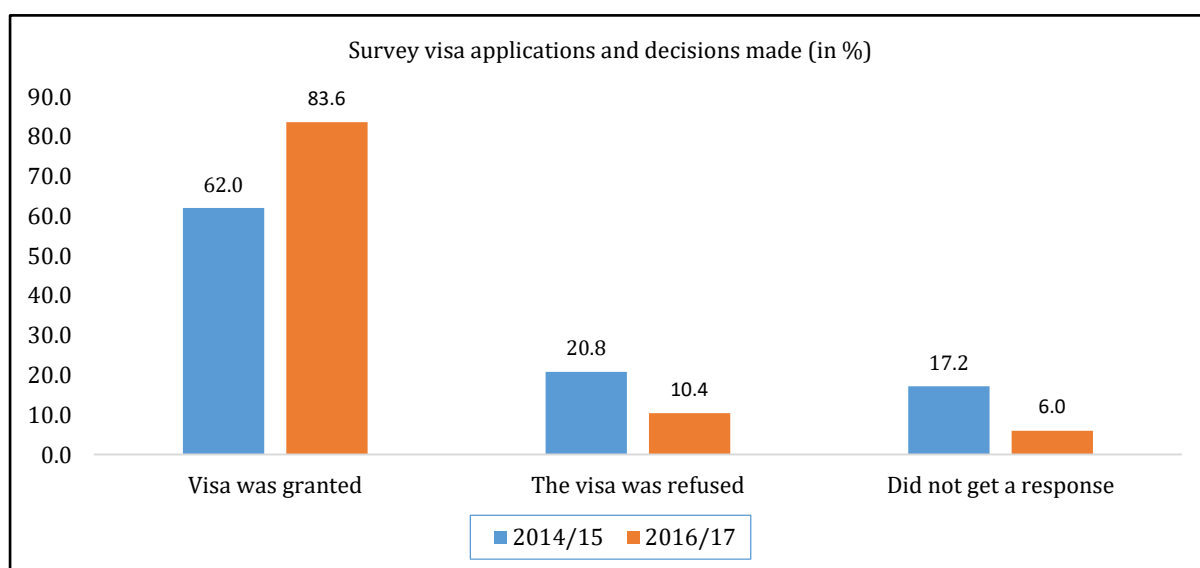
Accessing official statistics from NISR website (www.statistics.gov.rw) has improved in terms how easy to access data statistics given the amount of information provided on the website.

Currently, about 80% compared to 78.2% in 2014/15 (Figure 23) find moderately easy, easy and very easy to access statistics from NISR website. This is an indication that the revamped website is now user friendly to data users.

Figure 123: How easy to access official statistics from NISR website (in %)

How easy to access official statistics from NISR website (in %)

Category	2014/15	2016/17
Not at all	1.5	3.1
Slightly easy	7.8	8.1
Moderately easy	23.6	27.6
Easy	34.2	33.3
Very easy	20.4	19.0
No opinion	2.8	4.7
Not applicable	9.7	4.1
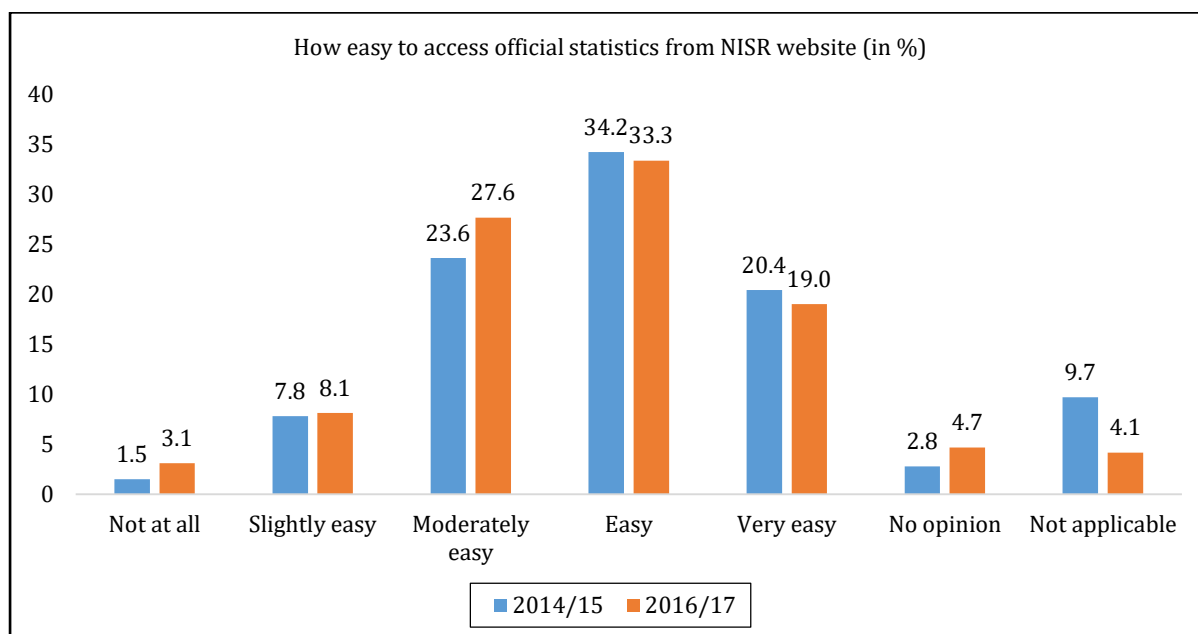
Source: NISR, USS 2016/2017

3.7 Awareness about the Sustainable Development Goals (SDGs)

The 2030 Sustainable Development Goals (SDGs) replacing the Millenium Development Goals (MDGs) were adopted in September 2015, with huge number of indicators (230) grouped into 17 goals and 169 targets that all Governments are supposed to monitor and report on progress. Given this growing demand for SDG data, the NISR decided to assess to what extent various stakeholders in the country are aware of the SDGs and how far they have gone in terms of domesticating SDGs into the national planning processes.

As shown in Figure 24, it is observed that about 77% of stakeholders are informed about SDGs through radio, TV and websites, inside and outside the country, while those who got informed through meetings and workshops (national and international) constitute about 98.2%, which is expected because the interviewed stakeholders are those who are working in various institutions, and therefore participate in different forums that discussed SDGs as new global agenda. Interestingly those who got informed about SDGs through NISR meetings and workshops are about 19.4% of all interviewed stakeholders.

Figure 24: Awareness of SDGs by different communication channels (%)
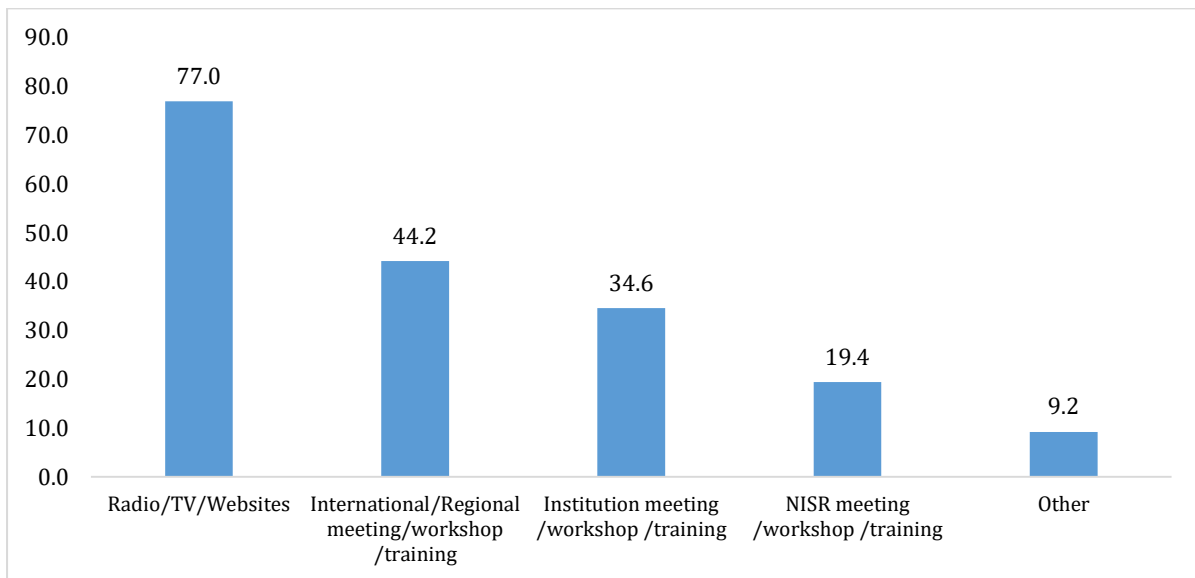
Source: NISR, USS 2016/2017

Regarding the opinion of various institutions on the extent of SDGs integration into the national planning, Figure 25 shows that about 80% shows that the integration of SDGs into national planning is high (moderately high, high and very high). This is 100% in international organizations, research institutions, and public financial institutions. The Ministries, departments and Agencies (MDAs) stand at 85.6%. The least optimistic about SDG integration is private sector (55.8%).

Figure 25: Proportion of institutions with opinion on SDG integration in planning

Integration of SDGs into planning (in %)

Organization	Very Low	Low	Moderatetly, High and Very High	Non opinion
Embassies and International organization	0.0		100.0	0.0
Research institution	0.0		100.0	0.0
National Bank, other financial authority	0.0		100.0	0.0
Civil society (Churches, Political Partu, Unions, human...	0.0		94.7	5.3
National and International NGOs	1.3		93.6	5.1
Parliament	0.0	7.1	92.9	0.0
Private individuals	12.5	0.0	87.5	0.0
Governement Ministries or Agencies	2.2	1.4	85.6	10.8
Private Sector Federation, Trade association, Professional...	15.4	7.7	76.9	0.0
Other commercial company or entreprise	8.3	8.3	75.0	8.3
Higher Learning Institution, University, College	5.6	.9	72.9	20.6
Press and other media	8.6	12.9	60.0	18.6
Private Bank, Private Financial Institution, Insurance...	0.0	7.0	55.8	37.2

Source: NISR, USS 2016/2017

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Conclusion and Recommendations

Conclusion

The overall goal of the NISR is to ensure that produced official statistics are of good quality, consistent, reliable, timely and accessible. To this end two satisfaction surveys (the first User Satisfaction Survey of 2012 and the second round of 2014/15) were conducted to measure the extent to which expectations and satisfaction of the needs of users are met. While the 2014/15 user satisfaction survey was conducted at the end of the NSDS1 (2009-2014), the 2016/17 was carried out in the course of the implementation of the NSDS2 (2014/15-2018/19) to assess how far NSDS2 is addressing the needs of users, and therefore guide on actions to be taken to address the remaining concerns in the remaining implementation period of NSDS2. For this reason, the target population was not limited to actual users of official statistics but extended to decision and policy makers, in particular authorities of Central and Local Government in Rwanda irrespective of their background as users of official statistics.

Out of 1518 contacted stakeholders either directly or through their secretariat or advisors, 894 accepted to participate or submitted filled questionnaires. The response rate was 58.9% which is higher compared to the 46.5% of the 2014/15 survey.

The survey shows that by 2016/17 about 63% of respondents use statistics produced by NISR, 55.7% use statistics produced by different ministries, and 54% use statistics produced by National Bank of Rwanda, while 89% compared to 88.9% in 2016/17 confirm that their needs are met (moderately well, well or very well) by the available official statistics.

Regarding the methodology used for the production of official statistics, more than 81% compared to 77% in 2014/15 find them sound and appropriate , and at least 75.2% compared to 70% in 2014/15 of users consider official statistics as accurate and unbiased irrespective of the type of official statistics.

The dissemination of statistics is key to data users. 74% compared to 70% in 2014/15 of users have positive appreciation on the frequency of publication of statistics. However, only less than 40% of the users are aware of the publication of the dissemination calendar, some statistics scoring less than 20% (regional statistics and environment statistics).

With regard to the presentation of statistics in a friendly format to enable users to understand and interpret them, the findings show that 81.1% are satisfied with the format of presenting the statistics compared 74.9% in 2014/15, and more than 76.4% compared to 70% in 2014/15 find official statistics in Rwanda being of high quality.

Currently about 80% compared to 78.2% in 2014/15 find easy to access statistics from NISR website, and therefore being able to use them for decision making and planning purpo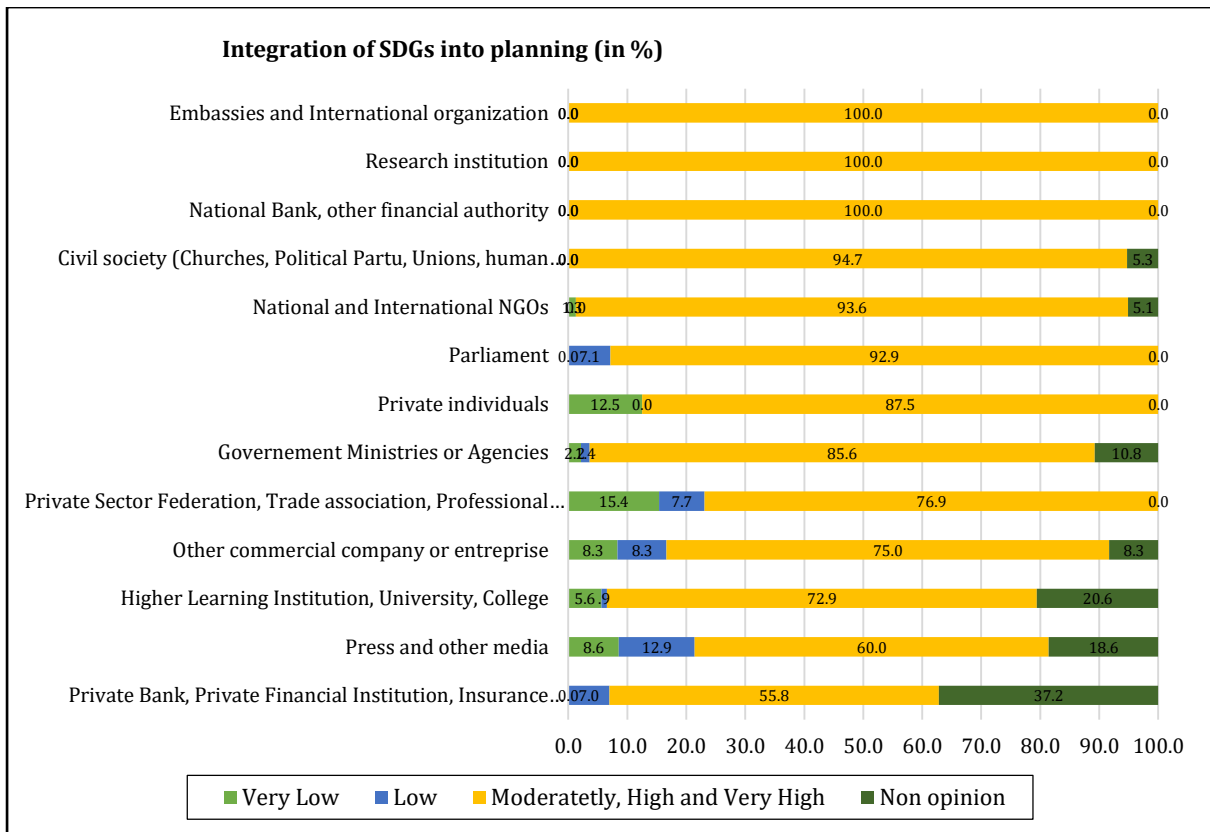ses. Regarding the opinion of various institutions on the extent of SDGs integration into the national planning, the survey shows that about 80% of user institutions consider SDG integration in planning as high. This is 100% in international

organizations, research institutions, and public financial institutions. The Ministries, departments and Agencies (MDAs) stands at 85.6%. The least optimistic about SDG integration is private sector (55.8%).

Recommendations

While acknowledging positive achievements of NSDS2 so far, the remaining implementation period of NSDS2 should focus on the unmet priority needs of the users. So far, the frequency of publication and more disaggregated data at sector level and even below, the awareness of advance release calendar, the use of microdata for further analysis, including facilitating users to know how to access microdata from N ADA are still not yet at the sufficient level for many users although although a lot of work has been done, but there is a need to keeping the momentum. Continuous improvement of accessibility of official statistics and related information will continue to increase use by professionals, decision and policy makers, media and civil society hence contributing to greater feedback to the producer of official statistics and faster improvement of the quality and relevance of official statistics in Rwanda.

A large number of users of official statistics use official statistics produced by different institutions in addition to the National Institute of Statistics of Rwanda. These institutions include Ministries, Government agencies, and authorities, National Bank of Rwanda, Rwanda Revenue Authority and International organizations. In spite of great improvement acknowledged by users during the past few years, some official statistics are either not available or of poor quality. This is the case for environment statistics mainly. The NISR as the leading institution of NSDS2 need to continuously work closely with line Ministries or Departments to empower them to produce and disseminate credible and reliable official statistics in their areas of competence.

Annex 1. Questionnaire

THE REPUBLIC OF RWANDA

2016/17 Rwanda User Satisfaction Survey

For Official Statistics

Questionnaire

Date /__/__/__/__/__/__/__/__/

Section A. Identification of the User

A.1. Indicate the Sector of activity or the type of organization/institution you come from as a

user of official statistics (Please put a cross in the box corresponding to the right answer or a letter for Government Officials)

A.1.1. Government ministry or Government agency : a=Central Government; b=Government Agency/Board/Authority; c=Local Government (Provinces, Districts)	
A.1.2. Parliament	
A.1.3. National Bank, other financial authority	
A.1.4. Private Bank, Private Financial institution, Insurance company	
A.1.5. Other commercial company or enterprise	
A.1.6. Private Sector Federation, trade association, Professional associations	
A.1.7. Press and other media / *La presse et les autres media*	
A.1.8. Civil society (Churches, Political Party, Unions, human rights organizations)	
A.1.9. Research institution	
A.1.10. Higher Learning Institution, University, College	
A.1.11. International organization	
A.1.12. National and International NGOs	
A.1.13.Private Individuals	
A.1.14. Other (please specify) ………………………………………………………………	

A.2. If you are from Government, please select the category that best describes your position; t**hen skip to Section B.**

a. Prime Minister, Minister	
b. Governor or Vice-Governor	
c. Permanent Secretary /*Secrétaire Général*	
d. Director General or Deputy Director General or CEO	
e. Executive Secretary	
f. Member of Parliament or Commissioner or Prosecutor or Judge	
g. Agency Head or Mayor or Vice-Mayor	
h. Head of Department or Division	
i. Expert in a ministry or public institution	
j. Advisor	
k. Other position (please specify) ………………………………………	

A.3. If you are from the Private Sector and Media, please select the category that best describes your position; **then skip to Section B.**

Chief Executive Officer or Director General or Managing Director	
Agency Head	
Director	

Head of Department, Head of Division, Head of Unit	
Expert, or Journalist	
Advisor	
Other (please specify) ……………………………………..	

A.4. If you are from Civil Society or International Organization, NGOs please select the category that best describes your position; **then skip to Section B.**

Ambassador or Country representative or National coordinator or Executive Secretary	
Advisor	
Head of department, Division or Directorate	
Experts	
Other (please specify) …………………………………………………………………	

A.5. If you are from Education or Research sector, please select the category that best describes your position**.**

Chancellor, Vice Chancellor, Deputy Vice Chancellor, Rector or Vice-Rector or Director General or Deputy Director General	
Principal or Director or Dean	
Head of department	
Professor, Researcher or Lecturer	
Other (please specify) ………………………………………………………………………………	

Section B. General Information about Relevance and Use of Official Statistics in Rwanda

B1. For your professional activities or for your business, do you use statistics produced by:

B.1.1. The National Institute of Statistics of Rwanda	1. Yes	2. No	
B.1.2. The National Bank of Rwanda?	1. Yes	2. No	
B.1.3. The Ministries	1. Yes	2. No	
B.1.4. The Rwanda Revenue Authority	1. Yes	2. No	
B.1.5. Other Government entities	1. Yes	2. No	
B.1.6. International Organizations (specify)	1. Yes	2. No	

In case you do not use statistics produced by any of the above mentioned producers, please go to section F. Otherwise, continue to B2.

If you use statistics produced by at least one of the above mentioned sources,

B2. Which official statistics do you use regularly? *(Please check off all relevant responses)*

B.2.1. National accounts (GDP)	
B.2.2. Price statistics	
B.2.3. Public finance statistics	
B.2.4. Monetary and financial statistics	
B.2.5. Balance of payments	
B.2.6. Business statistics (industry, trade, services, transport, energy)	
B.2.7. Employment statistics	
B.2.8. External trade statistics	
B.2.9. Income and poverty statistics	
B.2.10. Demographic statistics	
B.2.11. Social sectors statistics (health, education)	
B.2.12. Environment statistics	
B.2.13. Agriculture and fishery statistics	
B.2.14. Regional statistics	
B.2.15. Other (Please specify) / *Autre (veuillez spécifier)*	

B.3. Where do you get those statistics from (official statistics? *(Please check off all relevant sources)*

B.3.1. Official press releases or website of the National Institute of Statistics of Rwanda	
B.3.2. Publications of the National Institute of Statistics of Rwanda	
B.3.3. Official press releases or website of National Bank of Rwanda	
B.3.4. Publications of the National Bank of Rwanda	
B.3.5. Official press releases or website of other public agency (specify institution)	
B.3.6. On request from the (Specify institution)	
B.3.7. Private sector summaries and analyses	
B.3.8. Publications or websites of international organizations (e.g. IMF, UN, World Bank)	
B.3.9. Other sources (Please specify)	

B.4. Do you refer to or make use of the official descriptions of the sources and methods to compile official statistics? 1=Yes 2=No

Please explain _____

B.5. For what purposes do you use official statistics? (Please check off all relevant uses

B.5.1. Analysis of current developments for short-term decision making	
B.5.2. Analysis of trends for longer-term policy formulation	
B.5.3. Econometric model building and forecasting	
B.5.4. Research purposes	
B.5.5. General economic information	
B.5.6. Other (Please specify)	

B.6. Do the available official statistics meet your priority data needs?

1 = Not at all; 2 = Slightly well; 3 = Moderately well; 4= Well; 5 = Very well; 6 = No opinion *Write the number corresponding to the right answer in the box*	

B.6.1. If not, please indicate what data is not available to meet your priority needs.
………

B.7. To what extent do official statistics allow you to carry out the purposes mentioned in B.5.?

1 = Not at all; 2 = Slightly well; 3 = Moderately well; 4= Well; 5 = Very well; 6 = No opinion *Write the number corresponding to the right answer in the box*	

Section C: Information concerning Quality Aspects of Official Statistics

C.1. Appropriateness and soundness of the methodology

C.1. In your opinion, how sound and appropriate is the underlying methodology of official statistics in the table hereafter 1=neither sound nor appropriate; 2=slightly sound and appropriate; 3=moderately sound and appropriate; 4= sound and appropriate; 5= highly sound and appropriate; 6 = No opinion

Put a cross in the right box	1	2	3	4	5	6
National accounts (GDP)						
Price statistics						
Public finance statistics						
Monetary and financial statistics						
Balance of payments						
Business statistics (industry, trade, services, transport, energy)						
Employment statistics						
External trade statistics						
Income and poverty statistics						

	1	2	3	4	5	6
Demographic statistics						
Social sectors (health, education)						
Environment statistics						
Agriculture and fishery statistics						
Regional statistics						
Other (Please specify)						

C.2. Unbiasedness and Accuracy of the Official Statistics

In general, how unbiased and accurate do you consider official statistics to be for your purposes?

1 = not sufficient; 2 = slightly sufficient; 3 = moderately sufficient; 4 = sufficient; 5 = highly sufficient, 6=No opinion

Put a cross in the right box	1	2	3	4	5	6
National accounts (GDP)						
Price statistics						
Public finance statistics						
Monetary and financial statistics						
Balance of payments						
Business statistics (industry, trade, services, transport, energy)						
Employment statistics						
External trade statistics						
Income and poverty statistics						
Demographic statistics						
Social sectors (health, education)						
Environment statistics						
Agriculture and fishery statistics						
Regional statistics						
Other (Please specify)						

C.3.Timeliness

C3. In general, how satisfied are you with the frequency of the publication of official statistics for your purposes?

1 = Not satisfied; 2 = Slightly satisfied; 3 = Moderately satisfied; 4 = Satisfied; 5 = Highly satisfied; 6 = No opinion

Put a cross in the right box	1	2	3	4	5	6
National accounts (GDP)						

Price statistics						
Public finance statistics						
Monetary and financial statistics						
Balance of payments						
Business statistics (industry, trade, services, transport, energy)						
Employment statistics						
External trade statistics						
Income and poverty statistics						
Demographic statistics						
Social sectors (health, education)						
Environment statistics						
Agriculture and fishery statistics						
Regional statistics						
Other (Please specify)						

C.4. Dissemination practices

C.4.1. Do you know that there is a publicly disseminated calendar that announces in advance the dates on which many of the various official statistics will be disseminated?

1 = Yes	2 = No	3 = Do not know			
Put a cross in the right box			1	2	3
National accounts (GDP)					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services, transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics					
Social sectors (health, education)					
Environment statistics					
Agriculture and fishery statistics					
Regional statistics					

Other (Please specify)			

C.4.2. In your experience, are official statistics released on the dates announced?

1 = Yes	2 = No	3 = Do not know		4 = Not applicable			
Put a cross in the right box				1	2	3	4
National accounts (GDP)							
Price statistics							
Public finance statistics							
Monetary and financial statistics							
Balance of payments							
Business statistics (industry, trade, services, transport, energy)							
Employment statistics							
External trade statistics							
Income and poverty statistics							
Demographic statistics							
Social sectors (health, education)							
Environment statistics							
Agriculture and fishery statistics							
Regional statistics							
Other (Please specify)							

C.4.3.Is there enough information about revisions to official statistics to satisfy your needs

1 = Yes	2 = No	3 = Don't know	4 = Not applicable				
Put a cross in the right box				1	2	3	4
National accounts (GDP)							
Price statistics							
Public finance statistics							
Monetary and financial statistics							
Balance of payments							
Business statistics (industry, trade, services, transport, energy)							
Employment statistics							
External trade statistics							
Income and poverty statistics							
Demographic statistics							
Social sectors (health, education)							
Environment statistics							

Agriculture and fishery statistics				
Regional statistics				
Other (Please specify)				

C.4.4.How easy is it for you to access official statistics

1 = Very difficult; 2 = Somewhat difficult; 3 = Somewhat easy; 4 = Easy; 5 = Very easy; 6 = No opinion						
Put a cross in the right box	1	2	3	4	5	6
National accounts (GDP)						
Price statistics						
Public finance statistics						
Monetary and financial statistics						
Balance of payments						
Business statistics (industry, trade, services, transport, energy)						
Employment statistics						
External trade statistics						
Income and poverty statistics						
Demographic statistics						
Social sectors (health, education)						
Environment statistics						
Agriculture and fishery statistics						
Regional statistics						
Other (Please specify)						

C.4.5. How easy is it for you to access information about official statistics that you use (explanatory notes, methodological descriptions, and references concerning concepts, classifications, and statistical practice)?

1 = Very difficult; 2 = Somewhat difficult; 3 = Somewhat easy; 4 = Easy; 5 = Very easy; 6 = No opinion						
Put a cross in the right box	1	2	3	4	5	6
National accounts (GDP)						
Price statistics						
Public finance statistics						
Monetary and financial statistics						
Balance of payments						
Business statistics (industry, trade, services, transport, energy)						
Employment statistics						

External trade statistics						
Income and poverty statistics						
Demographic statistics						
Social sectors (health, education)						
Environment statistics						
Agriculture and fishery statistics						
Regional statistics						
Other (Please specify)						

C.4.6. Is the above information on methodology sufficiently clear and at an adequate level of detail to be useful to you?

1 = Not at all; 2= Slightly well; 3 = Moderately well; 4= Well; 5 = Very well; 6 = No opinion.	
Write the right answer in the box	

C.4.7. Are official statistics presented in an easy-to-understand way?

1 = not at all ; 2 = slightly easy 3=Moderately easy; 4 = easy; 5 = very easy ; 6 = No opinion.	
Write the right answer in the box.	

Section D. Overall assessment and Trust in Official Statistics

D.1 How do you assess the overall quality of official statistics in Rwanda today?

1 = Very low; 2 = Low; 3 = Moderately high; 4 = High; 5 = Very high; 6 = No opinion.						
Put a cross in the right box	1	2	3	4	5	6
National accounts (GDP)						
Price statistics						
Public finance statistics						
Monetary and financial statistics						
Balance of payments						
Business statistics (industry, trade, services, transport, energy)						
Employment statistics						
External trade statistics						
Income and poverty statistics						
Demographic statistics						
Social sectors (health, education)						
Environment statistics						
Agriculture and fishery statistics						
Regional statistics						

Other (Please specify)						

D.2.Did you use official statistics before 2009 (the launch of NSDS 1 activities)? 1 = Yes; 2 = No **Write the right answer in the box.**	

D.2.1. If yes, how do you assess the improvement of Official Statistics in Rwanda since 2009? Use a 10-point scale on which "1" means "no improvement" and "10" means "Great improvement"				
Put a cross in the right box	Accessibility	Methodology	Timeliness	Accuracy
National accounts (GDP)				
Price statistics				
Public finance statistics				
Monetary and financial statistics				
Balance of payments				
Business statistics (industry, trade, services, transport, energy)				
Employment statistics				
External trade statistics				
Income and poverty statistics				
Demographic statistics				
Social sectors (health, education)				
Environment statistics				
Agriculture and fishery statistics				
Regional statistics				
Other (Please specify)				

D.3. How often did you use official statistics for your professional activities or for your business during the last 12 months?

At least once (write the number corresponding to the right answer in the box*: 1=Per Day; 2=Per Week; 3=Per Month; 4=Per Quarter; 5=Per Year; 6=Other (specify)……………………………………………..*	

D.4**.** Please consider all your experience in using Rwanda Official Statistics.

Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with Rwanda Official Statistics? **Write the right answer in the box.**	

D.5. Considering all of your expectations, to what extent have the Rwanda Official Statistics fallen short of your expectations or exceeded your expectations?

Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have the Rwanda Official Statistics fallen short of or exceeded your expectations? **Write the right answer in the box.**	

D.6. Forget the Rwanda Official Statistics for a moment. Now, we would like you to imagine Official Statistics of an ideal Country that offers the same types of services.

How well do you think the Rwanda Official Statistics compare with that ideal Country? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal." **Write the right answer in the box.**	

D.7. Have you complained to a Provider of Official Statistician the past 5 years in relation with Official Statistics? 1=Yes ；2=No. **Write the right answer in the box.**	

D.7.1. If Yes, how well, or poorly, was your most recent complaint handled? Using a 10-point scale on which"1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint? **Write the right answer in the box.**	

D.8. How confident are you that the delivery of Official Statistics in Rwanda will improve in the future?

Using a 10-point scale on which "1" means "not at all confident" and"10" means "very confident," how confident are you that the Rwanda Official Statistics will be of better quality in the future? **Write the right answer in the box.**	

D.9. If asked, would you be willing to say positive things about the Rwanda Official Statistics

you used?

Using a 10-point scale on which "1" means "not at all willing" and 10 means "very willing," how willing would you be to say positive things about the Rwanda Official Statistics?	

D.10. What is your preferred channel to access official statistics? (Websites;   CD; Paper based Reports; Others).

Please rank them from 1 to 4 **1=Most preferred and 4=Least preferred**	Website	CD	Paper	Other
National accounts (GDP)				
Price statistics				
Public finance statistics				
Monetary and financial statistics				
Balance of payments				
Business statistics (industry, trade, services, transport, energy)				
Employment statistics				

External trade statistics				
Income and poverty statistics				
Demographic statistics				
Social sectors (health, education)				
Environment statistics				
Agriculture and fishery statistics				
Regional statistics				
Other (Please specify)				

Section E. The National Institute of Statistics of Rwanda (NISR) Specificities

This section is about services and official statistics provided by the National Institute of Statistics

E.1. Are you aware of the existence of a micro-data dissemination platform called NADA on the NISR website? 1=Yes 2=No	

E.1.1. If you are aware, did you try to download micro-data from NADA during the last 12 months? 1=Yes with Success; 2=Yes but I failed; 3=No.	

E.1.1. a If you successfully downloaded micro-data from NADA, did you use them for your business or your professional activities? 1=Yes ; 2=No	

E.1.1.b. If you used them for your business or for your professional activities, how satisfied are you?

1=Not satisfied; 2=Slightly satisfied; 3=Moderately satisfied; 4=Satisfied; 5=Highly satisfied; 6=No opinion (evaluate each aspect of micro-data)	Quality of the data	Format of the data	Level of disaggregation	Accessibility *
Comprehensive Food Security and Vulnerability Analysis (2006, 2009)				
Demographic and Health Survey (1992, 2000, 2005, 2010)				
Enquête Intégrale sur les Conditions de Vie des Ménages (2000, 2005, 2010)				
Enterprise Survey (2006, 2011)				
Establishment Census (2011)				
General Census of Population and Housing (2002)				
Micro-Enterprise Survey (2006, 2011)				
Rwanda Interim Demographic and Health Survey (2007-2008)				
Rwanda National Manpower Survey (2011)				

Rwanda National Child Labor Survey (2008)				
Rwanda Service Provision Assessment Survey (2011)				
Vision 2020 Umurenge Program, Baseline Survey (2008)				

Accessibility refers to download of dataset, metadata and other key information needed to understand and analyze the data.

E.2. Have you requested for a Visa from NISR to conduct a survey in Rwanda during the last 5 years? 1=Yes; 2=No (Go to E.3.). **Write the right answer in the box.**	

If the response is Yes,

E.2.1. What was the response? 1=Visa was granted; 2=The Visa was refused (at least once); 3=Did not get a response **Write the right answer in the box.**	
E.2.2. Using a 10-point scale on which "1" means "not at all satisfied" and 10 means "very satisfied," how satisfied were you with each of the following aspects? **Write the right answer in the box.**	
Procedures for the Submission of the request for a Visa	
Process leading to the final decision	
Time it took to get the official response	
Other aspect (specify)	

E.3. When consulting the website of the National Institute of Statistics of Rwanda, do you find it easy to access Official Statistics?

1 = not at all 2 = slightly easy; 3=Moderately easy; 4 = easy; 5 = very easy; 6 = No opinion; 7 = Not Applicable (never consulted NISR website). **Write the right answer in the box.**	

F. Reasons for Non-Use of Official Statistics and General Comments

F.1. If you do not use official statistics, what are the main reasons? (Please check all relevant responses)

Do not need them for my professional activities	
Do not trust official statistics	
It is difficult to access official statistics	
Official Statistics related to my activities are not available	
Other reasons (specify) ………………………………………………………	

F.2. Other comments, including areas where you see room for improvement

(*Please specify the Official Statistics your comments refer to)*

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G. General Information about the Sustainable Development Goals (SDGs)

G.1. Are you aware of the Sustainable Development Goals? 1=Yes; 2=No (Go to H.1). **Write the right answer in the box.**	

G.1.1. If the response is yes, through which channel? (**Select all that apply and Write the right answer in the box below**)

A meeting/workshops/trainings organized by NISR	
A meeting/workshops/trainings organized by my institution	
A meeting of Sector working Group (SWG), Joint Sector Review, Technical Working groups, JADF and etc.	
International or regional meeting/conferences/workshops/trainings	
Radio/TV/ Websites	
Others	

G2. Have your institution started to integrate SDGs into the work plan?

G.2.1. If Yes, to what extent? 1=Very low; 2=Low; 3=Moderately high; 4=High; 5=Very high; 6=No opinion. **Write the right answer in the box.**	
G.2.2. If no, What do you think is the reason? …… .	

G3. Do you think your institution needs support in terms of domesticating; monitoring and reporting of SDGs Indicators? If No (Go to H.1).

G.3.1. If Yes, to what extent? 1=Very low; 2=Low; 3=Moderately high; 4=High; 5=Very high; 6=No opinion. **Write the right answer in the box.**	
G.3.2. What Kind of Support? …… .	

H. Background information about the respondent

H.1. Are you female or male? 1. Male 2. Female	
H.2. When were you born? (year)	
H.3. What is your area of specialization (studies)?	

Economics, Management, Finance, Accountancy, Business Administration	
Arts, Social sciences, Law, Development studies, Political sciences, Education sciences	
Medical sciences or health sciences	
Agriculture or Animal sciences	
Fundamental or Applied Sciences (Biology, Chemistry, Physics, Mathematics, Engineering, Information Technologies, …)	
Other studies (specify)…………………………………………	
H.4. What is your highest level of educational attainment?	
Ph. D. or equivalent	
Master's degree or a Post-graduate diploma	
Bachelor degree or Undergraduate diploma	
Secondary School level Diploma/Certificate (A2)	
Other study levels (Specify)…………………………………………..	

Please indicate the name of your institution (optional)

………

Thank You for your valuable contribution and your time!