Republic of Rwanda

User Satisfaction Survey

2018/2019

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2018/2019

May 2019

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, international organizations, etc. This means that various official statistics are needed to meet sector statistical needs to support policy formulation. It is in this context that since 2012, the National Institute of Statistics of Rwanda (NISR) commissions every two years 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 2018/19 User Satisfaction Survey is a follow up to the 2016/17 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 2018/19 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 72.4% in 2016/17 to 74.64% in 2018/19. Despite these improvements, this report highlights areas that need particular attention. They are captured by the third National Strategy for the Development of Statistics (NSDS3).

NISR would like to take this opportunity to thank all users of official statistics who, in spite of their responsibilities, invested their time in this survey by responding to the study questionnaire. NISR appreciates your continuous support and invaluable contributions and acknowledges the role of all those who participated in making this survey a success.

Yusuf Murangwa
Director General, NISR

EXECUTIVE SUMMARY

Introduction

The User Satisfaction Survey (USS) is conducted every two years since 2012. The overall objective of the User Satisfaction Survey 2018/2019 (USS 2018/2019) was to track and measure the extent to which data users in Rwanda are satisfied with available official statistics and how their statistical needs are met as the result of the implementation of the National Strategy for the Development of Statistics. The survey also focused on the extent to which official statistics are being used for informed decision making, by both government and the private sector.

Largely, the survey achieved its objectives by assessing producers' performance within the National Statistical System (NSS). It is expected that its outcomes will guide to increase the overall user satisfaction.

The User Satisfaction Survey 2018/2019 followed a purposive sampling procedure in order to collect as much information as possible from different categories of users. A sampling frame used for the survey included 852 users grouped into seven categories notably, government institutions, research and academic institutions, international organizations and donors, private institutions, civil society, media, and individual researchers.

For data collection, multiple methods were used including web-based survey, in-person interviews, and self-administered questionnaire. This was done to offer respondents a variety of choices.

Descriptive data analysis was used to present the characteristics of users, their statistical related preferences, and data use cases, while principal component analysis approach was used to construct the overall user satisfaction index. Stata was used as a statistical package to analyse the USS2018/2019 data.

Trends Overview

The User Satisfaction Survey 2018/2019 recorded 76.88% response rate, showing an improvement in the participation compared to the previous surveys.

Every category showed a consistent increase of response rate over the previous survey waves. In USS 2018/2019, the lowest response rate was in the category of international organizations (46.8%) followed by civil societies (53.3%).

Furthermore, respecting to the previous ones, the USS 2018/2019 illustrates NISR was the most used as source of official statistics (91.92%).

The USS2018/2019 illustrates that the overall satisfaction of users of official statistics increased over the time between 2012 and 2018.

Overall, the proportion of users who expressed their priority needs are met has decreased from 89% in 2016 to 69.59% in 2018, and proportion of users who expressed satisfaction with methodological aspects (sound and appropriate) increased from 70% in 2012 to 76.22% in 2018.

Also, the percentage of data users who are aware of National Data Archive (NADA), which is a platform created by NISR for disseminating microdata from surveys and censuses, increased from 37% in 2014/2015 to 65.2% in 2016/2017. The NADA platform was created in 2012, hence not relevant for the first edition of USS conducted in 2012. Also, the rate of success in downloading microdata using NADA has slightly increased from 62% in 2014/2015 to 65.2% in 2017/2019.

Use of official Statistics

The USS2018/2019 illustrates that 37.05% of respondents have used official statistics at least on monthly basis and 32.25% used official statistics occasionally. Daily use of official statistics was dominated by users from press and media at 22.73%. Statistical products commonly used by respondents were demographic statistics (72.71%) followed by education statistics (61.74%) and health statistics with 58.23%. Users have used official statistics for multiple purposes including decision making (20.40%), research/academic purposes (19.60%), and personal interest (19.13%) and 85% of users have started to integrate SDGs activities within the institution.

Generally, regarding the purpose of using official statistics, the respondents use the information for policy formulation (27.18%) decision making (22.75%), research purpose (14.2%), and personal interest (13.74%). Other uses of official statistics were press and media (4.73%), market research analysis (4.58%), information sharing/re-packaging (2.14%), and partnership development (1.22%). Use of statistical information for other purpose and preparing legislation were reported by only 8.4% and 1.07%, respectively.

Dissemination and Access of Official Statistics

Websites and search engines were the most popular channel through which users become aware of available official statistics, and about 80% of users have easily accessed official statistics through NISR website.
Thus, the majority of users from private institutions (79.66%), government institutions (75%), individual researchers (68.75%), research and academic institutions (61.9%), civil society (59.46%), international organizations (56.82%), press and media (47.62%) indicated their experience for obtaining official data to be either “easy” or “ very easy.”

Moreover, different categories of users show a substantial difference of percentages for easy access to official statistics except for 3.41% and 11.78% emphasized that they have experienced difficulties and somewhat difficult respectively. The users’ preference which varied from user to another or institutions category. Their subjective perception revealed that

34.59% preferred accessing full datasets; 25.2% preferred reports; 19.87% preferred figures; and 11.74% preferred tabulations.

Awareness of SDGs

Moreover, NISR decided to assess the extent to which different users in the country are aware of the SDGs. The USS2018/2019 illustrated that more than 95% of respondents confirmed that they are aware of the SDGs.

Overall perception of Users about the quality of official statistics

The overall perception of Users about the quality and their satisfaction vary from one category to another (considering the capacity of users in terms of knowledge of statistical details). On average, 76.22% of respondents moderately appreciated the soundness and appropriateness of methodologies applied to produce official statistics. The methodology used for demographic statistics was the most (80%) appreciated by respondents followed by education statistics with 79.26%, and monetary and financial statistics with 78.82%.
On average 80.5% of users consider official statistics to be accurate.

User Satisfaction Index (USI)

In the context of statistical activities, the User Satisfaction Index (USI) is an overall evaluation of the performance of the National Statistical System in terms of responding to User needs of official statistics.

The USI for the USS is 74.64% while an overall average of used attribution is 72.2% which lies below to the overall satisfaction of 73.24%. This indicates that in the view of users, the producers of Rwanda's official statistics have to a large extent, delivered to their satisfaction.

Conclusion

The main usefulness of User Satisfaction Surveys (USS) is to help detect aspects that require improvement, as well as to identify statistical needs not covered by the system which may be integrated into future plans such as NSDS3.

T USS2018/2019 illustrated the need to increase efforts in disseminating and enhancing statistical literacy and awareness of official statistics and how they are accessed.

Recommendations

From the USS 2018/2019, the key recommendations is that the National Institute of Statistics of Rwanda (NISR) as the leader in the National Statistical System (NSS) should work other members, especially MDAs, to improve availability of administrative statistics. In addition, further programs should be planned to strengthen statistical literacy of data users and awareness of available official statistics.

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ABBREVIATION AND ACRONYMS

CEO: Chief Executive Officer

ICT: Information Communication Technology

M&E: Monitoring and Evaluation

MDAs: Ministries, Department and Agencies

MIS: Mean Importance Score

MSS: Mean Satisfaction Score

NADA: National Data Archive

NISR: National Institute of Statistics of Rwanda

NSDS: National Strategy for the Development of Statistics

NSS: National Statistical System

SARS: Statistical Analysis and Research Support

SDGs: Sustainable Development Goals

S**MRP:** Statistical Methods, Research and Publication

UN: United Nations

USI: User Satisfaction Index

USS: User Satisfaction Survey

WF: Weight Factors

WS: Weight Score

WT: Weight Total

CHAPTER 1: BACKGROUND AND INTRODUCTION

This User Satisfaction survey is an undertaking of the National Institute of Statistics Rwanda whose primary purpose is to measure the level of satisfaction with official statistics in Rwanda and whether the statistical needs of the users are met. The survey evaluates different aspects of the quality of official statistics, including relevancy, accessibility, frequency of publication, timeliness, and accuracy.

Since 2009, the government of Rwanda embarked on the journey of strengthening the National Statistical System (NSS) by creating the National Strategy for Development of Statistics (NSDS), which is a blueprint for developing, coordinating, and organising statistics activities across the NSS. The NSDS plans are organized into 5-year phases, and its primary outcome consists of generating relevant and reliable information to support activities designed to improve the social and economic fabrics of Rwanda through economic development and poverty reduction strategies.

As the leading institution of statistical activities in Rwanda, every two years since the beginning of the NSDS1, the NISR conduct USS to get the feedback about the level of satisfaction with official statistics from partners and stakeholders that form the NSS including the state institutions that provide statistical information, organs which use statistical data, organs that provide statistical information such as public and private institutions, and non-governmental organizations, and institutions of research and training including institutions of higher learning. At present, four editions of the USS, including the present have been conducted successfully; and the results from the past experiences informed various initiatives, including the NSDS2 implemented from 2014/2015 to 2018/2019.

1.1 User satisfaction survey and reported improvements

The feedback obtained from users of official statistics in Rwanda highlights the improvements in official statistics over the last six years since the first edition of USS in 2012. The perception of users indicates that official statistics in Rwanda have improved in many aspects. The overall composite index of satisfaction in official statistics has increased from 66% in 2014/2015 to 71.6% in 2016/2017. That's about almost 5.6% points increase over two years. The first edition of the survey did not report on the overall index, thus making it incomparable with the next two. Also, the awareness of National Data Archive (NADA), which is a platform created by the NISR for disseminating microdata from surveys and census, increased from 37% in 2014/2015 to 65.2% in 2016/2017. The NADA platform was created in 2012, hence not relevant for the first edition of USS conducted in 2012. Also, the rate of success in downloading microdata using NADA has slightly increased from 62% in 2014/2015 to 65.2% in 2017/2019.

1.2 Rationale for user satisfaction survey 2018/2019

Generally, the USS provides an opportunity for the NSS in general and NISR to solicit the feedback from users of official statistics. As it is laid out in NSDS documents, the NSS mission and goals are centred on the provision of relevant, reliable, timely, and accessible statistical information. In line with NSDS goals, USS allows the NISR to continuously monitor the extent to which statistical needs of users are met. The USS collect information about the profile of users, statistical products used and for what purposes, awareness and accessibility of official statistics, and appreciation of the quality of available products.

For the NISR and NSS network, having such information is critical for putting in place appropriate strategies to overcome the current challenges, hence improve services. Substantial resources are required to generate official statistics to support various sectors of activities, on decision and policymaking. Therefore, it is essential to continuously evaluate the services provided against users' expectations and satisfaction.

1.3 Goal and objectives of user satisfaction survey 2018/2019

The primary aim of the survey was to design the USS 2018/2019 and assess the degree of user's satisfaction with available statistical outputs as a result of NSDS2 implementation.

The specific objectives are to:

- Produce evidence contributing to the development of NSDS3.
- Assess the extent to which official statistics are being used to inform policy and decision-making and support discussions and debates.
- Gauge to what extent official statistics satisfy the most urgent needs of the users at the time of the survey;
- Determine how easy or difficult it is to access official statistics and their documentation, including metadata, definitions, and methodologies;
- Monitor changes in supply, quality, use, and perceptions of official statistics over the life span of the NSDS2 implementation;
- Identify the level of users' satisfaction with current statistical outputs as a result of NSDS2 implementation as an end line for the strategy.
- Collect new ideas about other data and document types and formats that NISR should consider maximising data uptake and impact.

1.4 The scope for user satisfaction survey 2018/2019

This survey covered users of statistics and statistical products, including the Government, private sector, academia, media, international agencies, civil society organisations, and individual researchers. The scope of the USS 2018/2019 included the following activities and tasks:

- Review the relevant NSDS2 documentation, and meet with relevant stakeholders;
- Identify data users within the NSS;
- Develop a survey methodology for meeting the requirements of the USS;

- Develop the sample design for the 2018/2019 USS
- Design and customise the standard questionnaire for USS 2018/2019;
- Organise and undertake the interviews and data collection activities;
- Process and analyse the collected information;
- Provide the analytical report of findings with recommendations to support the improvement of statistical activities under NSDS3.

CHAPTER 2: METHODOLOGY

The USS intends to understand the extent to which official statistics are used to support decision and policymakers and gauge the level of satisfaction with official statistics from users within the NSS. Users come from public and private institutions, national and international non-governmental organisations, civil society and political organisations, United Nations (UN) agencies and international organisations, academic and learning institutions as well as individual researchers. These institutional categories are also associated with different sectors of activities including but not limited to health, agriculture, education, energy, environment, and natural resources, governance and decentralisation, information and communication technology (ICT).

This section describes the methodological approach that was used to conduct the USS 2018/2019. It explains the process from the study design, and survey questionnaire, field data collection, data management, and data analysis, to report writing.

2.1 Desk review process

Before deciding on the appropriate survey design, a desk review process was conducted to ensure that relevant information to the survey is gathered to inform the subsequent steps. At this stage, reports from previous surveys were reviewed to understand the methodological approach and to determine what adoptions and changes were needed compared with the previous waves of the survey. During the process, consultative meetings were also held between the research team from the Statistical Analysis and Research Support (SARS Ltd.) and Statistical Methods Research and Publication (SMRP) unit of the NISR to establish a common understanding about the approach of the survey.

In the end, the desk review process and consultative meetings resulted in the following outcomes:

- Given the nature of the USS, the survey would follow purposive sampling procedure.
- The sampling frame for the survey was updated and consolidated.
- It was determined that different approaches for data collection would be used considering various needs of users.
- In-person interviews using tablet combined with the web-based survey were adopted as the main approach for data collection to improve on the response rate.
- Decisions were made about the questions to adopt from the previous surveys, adaptations needed to improve the tool such as rearrangement of the questions to improve the flow.
- Development of a comprehensive action plan for survey which includes tasks and responsibilities.

- Strategies to facilitate the survey (e.g., requesting support from the Ministry of Local Government) were established.

2.2 Study design and target population

The USS 2018/2019 is primarily a quantitative study which gathers information on the use of official statistics through decision and policy-making and measures the extent to which users of official statistics within the NSS are satisfied with official statistics. As previously mentioned, the study followed a purposive sampling procedure to identify potential respondents for the survey.

The target users for the survey were organizations and individuals who came into contact with the NISR over the course of last five years for reasons related to statistical activities including participating in the dissemination of the official reports, requests for survey visa, requests for data, participation in NISR dissemination events, and participation in NISR trainings.

Also, government officials at central and local levels involved in policy formulation and decision-making processes within the NSS were added to the initial target population as potential users. Further, the sampling frame also included leaders, lecturers, and researchers at universities and higher learning institutions as well as think tanks for they are most likely to use data in their activities.

Survey questionnaire

To elicit required information from the respondents, a structured questionnaire was adopted from the previous surveys with a significant change of questions, and some were reformulated to capture the current situation that describes the utilisation of official statistics in Rwanda. The questionnaire for USS 2018/2019 had five main sections including identifying data users, data communication and dissemination preferences, use cases, the overall perception of the quality and satisfaction in official statistics, and reasons for not using official statistics. At the end a few questions demographic characteristics of the respondents such as gender and the level of education were added.

Identifying data users: The first section on the USS questionnaire made with the questions that focused on the identity of users of official statistics. The data collected includes the institutional affiliation of users, sector of activity, and their position within the institution. The section also captures data on the general patterns of relevance and use of official statistics. Questions about relevance, frequency, and duration of use of official statistics are dedicated to capturing such data.

Data communication and dissemination preferences: It is referred to as section B of the USS 2018/2019 questionnaire. It includes questions about awareness of, access to, and documentation of official statistics. The section tries to understand how users become aware of official statistics, access channels for official statistics, and data formatting preferences of the users. Also, there are questions about the appreciation of the way official statistics are documented and the quality of engagement between users and NISR.

Data use cases: Section C of the USS 2018/2019 questionnaire is designed to capture data on the purposes for which official statistics are used. Questions about whether official statistics

have been used to inform policy or make any decision within an organization are added here. Further, questions about monitoring the progress of Sustainable Development Goals (SDGs) are also contained in section C.

The overall perception of quality and satisfaction in official statistics: This makes up section D of the USS 2018/2019 questionnaire and is further divided into two categories, notably quality and satisfaction. The quality aspect of the section aims at capturing the perception of users about the overall quality of official statistics. Questions about biases and accuracy of official statistics as well as soundness and appropriateness of the methodology used for producing statistics are included in this section to capture the level of quality that users attach to official statistics. Regarding the satisfaction of users in official statistics, different aspects such as frequency of publication, clarity, timeliness, completeness, are considered.

Reasons for not using official statistics and general comments: As the last section of the USS questionnaire it would be useful to solicit information about reasons associated with non-use of official statistics and provide an opportunity for general comments from respondents.

Moreover, in developing the questionnaire, the survey considered users' satisfaction with the following quality dimensions: relevance, accuracy and reliability, timeliness, accessibility and clarity.

- **Relevance:** Relevance as a quality dimension is a measure of the degree to which the statistics satisfy users' needs.
- **Accuracy and reliability:** This measure the degree to which official statistics used to reflect reality. This dimension means the utility of existing statistics in meeting the needs of users.
- **Timeliness:** Timeliness is measured using the time between the release of the information and the period to which the information refers — this dimension linked to punctuality, which is approached indirectly in the surveys using the calendar of publications.
- **Accessibility and clarity:** These dimensions assess how statistical information reaches the user and the ease with which the information is understood. For instance, whether the statistical product could be accessed in the media, website, etc.

2.3 Sampling procedures

To ensure the comparability of results over time, the USS2018/2019 adopted the similar methodology used for the previous rounds of USS and covered both public and private institutions as well as individuals who use official statistics produced by the NISR and Ministries, Department and Agencies (MDAs). For the institutions, the survey targeted people in positions of power such as Executive Directors, Director Generals, and Country Representatives for they are the one who makes decisions; and those who are likely to consult

official statistics including Advisors, Program Managers, Head of Department and Divisions, Technicians (Analysts, Statisticians, and M&E Leads), and journalists.

In the case of individual users, they mostly came from the list of contacts obtained from the NISR especially those who had requested data, applied for VISA to conduct studies, or attended events organised by the NISR in the past.

2.3.1 The sampling frame for USS 2018/2019

The sampling frame for the USS2018/2019 consisted of organisations and individuals stratified into seven categories including government institutions, international organisations and donors, research and academic institutions, private institutions, civil society, media, and individual researchers. The sampling frame also contained target positions for each institutional category, and the list was consolidated by adding names of target people, and their contacts, including telephone numbers and email address. Hereafter contains further information describing the strata of the USS 2018/2019:

***Government institutions*:** This stratum was further divided into three categories, including central government, government agencies, and local government. The central government included parliament and ministries, while the second category featured government boards, agencies, and authorities. The local government included provinces and the City of Kigali as well as the districts.

The target positions for the central government were Minister, Permanent Secretary, Advisor to the Minister, Directors, Specialist, and technicians (e.g., statistician, M&E leads); and a total of 90 people were targeted. As for government agencies, the target positions were Executive Secretary, Director Generals, Director of planning and Directors, Head of Divisions and Departments, Statistician/Specialist/Analyst and Officers (e.g., M&E leads).

In total, 186 people were targeted from the government agencies and boards. As far as local government is concerned 140 people were targeted including 120 from Districts and 20 people from Provinces and the City of Kigali. Target positions from Districts were District Mayors, Vice Mayors, Director of planning and Statistician. Besides, positions such as Governor, Advisor, Executive Secretary, and Directors were the target from the provinces and the City of Kigali.

***International organization and donors*:** This stratum included institutions and organisation such as UN Agencies, World Bank Group, Embassies and other donors. The target positions for this category were Country Representative and Directors, Advisors, Head of Divisions and Departments, Program Managers, Analysts and Associates, Technicians (e.g. specialist, statisticians). In total 94 people were targeted in this category.

***Research and academic institutions*:** This category combined public and private universities and higher learning institutions and think tankers. The target people for this category were leadership positions such as Vince Chancellor, Principals, Deans, and Head of Department for universities and colleges, teaching staff, researchers, and students. For think tanks target positions including Country Representative, Program Managers, Research Fellows and

Associates, and other technical staff (e.g. statisticians, analyst). In total 130 people were targeted in this category.

***Private institutions*:** This category was dominated by private companies and corporations such as commercial banks, insurance companies, companies involved in consultancy especially in the area of research, and telecommunication companies. Target positions for this category were Managing Directors and Chief Operating Officers, Advisors, Head of Divisions and Departments, Program Managers, Experts and Analysts, and Specialists. In total 62 people from this category were targeted.

***Civil Society*:** This category featured domestic and international non-governmental organizations, political organizations and churches, civil society platform, forums and associations. Target positions for this category were Country Representatives, CEOs, Program Managers, Head of Divisions and Departments, Program Managers, Experts and Analysts, and Specialists. In total 75 people form this category were targeted.

***Media*:** In this category included people from the press and media including print and online media, radio and television stations, and high media council. Target positions featured Directors, editors, journalists, and freelancers. In total, 23 people were targeted from this category.

***Individual Researchers*:** Finally, there was also a category reserved for individual researchers to get feedback from individuals who use official statistics but might not be affiliated to specific institutions or organizations. To reach these potential users, the list of VISA applicants received from the NISR. The list contained contacts names, email addresses, and telephone numbers.

2.3.2 Sampling size

The minimum sample size of 500 was calculated using the formula for sample size calculation, as demonstrated below. The formula considers several factors including the proportion of satisfied users from the previous survey, high rate on non-response observed in the previous surveys-mainly associated with the type of respondents targeted by the survey, and the degree of significance desired. Meanwhile, once the sampling frame was available, the total number of eligible respondents N, was equal to the number of cases in the sampling frame. The sample size for this study was calculated using an appropriate mathematical formula as follows:

$$n = \frac{Z^2 p(1-p)}{d^2} = 500$$

Where:

n = minimum sample size required for the USS 2018/2019,

p = proportion of users satisfied with products from USS 2016

d = absolute precision

Z = z-value at 95% significance

This means that, p = 0.72, d = 0.03, and z = 1.96.

A total sample of units was required to measure the proportion of users of official statistics that are satisfied with the official statistical products or services at a 3 percent level of significance. To take advantage of possible gains in precision and reliability of the survey estimates from stratification, the computed sample size will be stratified into the seven categories (strata) using their weight proportional / within the Category. The allocation of the sample units was done in such a way that would allow identifying the potential users from the nature of the categories.

2.3.3 Sampling weight

A sampling weight is necessary for each category to ensure the representatively of the result at the national level. The basic weight for each category is equal to the inverse of its probability of selection. This weight will be adjusted at the end of the survey to take into consideration the 'non-response' rate.

The basic weight for the sample institutions and individuals in each category is the inverse of this probability of selection, and can be expressed as follows:

$$W_h = \frac{N_h}{n_h X P'_h} * d_i$$

It is important to adjust the basic weights to consider the non-response rate within each category, including the certainty strata. The weights will be adjusted for non-response as follows:

$$W'_h = W_h X \frac{n'_h}{n''_h}$$

where:

W'_h = adjusted weight for the sampled institutions and individuals in strata h

n'_h = number of valid sampled institutions and individuals selected in the category h

n''_h = number of sampled institutions and individuals with completed interviews in category h

The selection of institutions and individuals will be accomplished by carrying out the sampling operations independently within each category with probability proportional to size.

2.4 Survey preparation and data collection

2.4.1 Training of enumerators

Training of enumerators for the USS 2018/2019 and data collection took place on April 1st and 2nd of 2019. Before deploying enumerators into the field, two-day training was organised to equip the enumerators with the skills and knowledge they needed to effectively carry out

their responsibilities in the field. The training was organised by SARS ltd and covered a brief introduction to the USS 2018/2019 and its objectives discussed deeply the questionnaire to be used during data collection, discussed consent to participate in the survey, and discussed strategies and approaches for data collection.

Participants to the training discussed each question, including the modalities and when necessary suitable changes were made. Following the discussions using the paper questionnaire, the participants also took time to review the personal computer version of the questionnaire not only to get acquainted with the version but also double-check the logical sequence of the questions. When errors such as omissions, grammatical errors, or in the logical sequence of the questions were identified, the Data Manager was notified and took the appropriate action.

Also, before the actual data collection starts, the final version of the computer-based version of the questionnaire was shared with the NISR staff to provide their comments and approval. Further, to ensure the effectiveness of the data collection, enumerators were given a test at the end of the training, and the 12 best performers out of 20 people who attended the training were retained.

2.4.2 Data collection

Data collection lasted one month, from April 8 to May 10, 2019, and to be successful, various strategies were adopted to better organize field activities and facilitate enumerators to fulfil their responsibilities. The following are the strategies that were adopted to facilitate data collection:

- Data collection team was first organized according to the sample strata. This allowed the team to acquire valuable lessons about different approaches to use for the specific type of respondents. Also, the field team was assigned strata that they most felt comfortable with.
- Communication with target users beforehand was constantly used to let them know about the survey and request them to facilitate and support the enumerators.
- Daily assignments, which included a list of users to visit on a specific day would be communicated to the enumerators daily. This mostly depended on the time availability of the respondents.
- Enumerators were provided with work badges to help potential users identify them easily
- Considering the profile of respondents for the USS 2018/2019, enumerators were also advised to dress smartly.
- Target users were provided with more than one option for filling in the survey (e.g., in-person survey, or online survey).
- More often, enumerators would meet with respondents who preferred to fill in the online survey. In that case, the enumerators would share email contact of the respondent with the USS 2018/2019 Coordinator or Principal Investigator who in turn

shared the link to the survey with the respondent. This improved the response rate compared with the previous rounds of the USS that used paper questionnaire only.

- When necessary official letters were submitted to request for support of the survey, this was true, especially if the organizations have protocols by which target users needed approval from the leadership of the organization to complete the survey.
- High profile users (e.g., Ministers) were provided with hard questionnaire along with the letter requesting for the support on the survey.
- Field data collection activities were organized in the way that kept track of organizations visited and people who have completed the survey to conduct the follow up when required.

2.5 Data Processing and reporting

Data were cleaned by validating the structure of the data and completeness of interviews, as well as identifying any missing data or other inconsistencies. There were also constant reviews of the data sent to the central point for real-time operational decisions to ensure data quality from the beginning to the end of the fieldwork.

After data cleaning and validation, results for the report were generated based on a pre-designed and agreed tabulation plan. The research team created tables required from the various sections of the questionnaire during the analysis and writing phase. The statistical data analysis package, Stata, was used for the analysis.

Quality Assurance of the Data

Several quality assurance measures were implemented throughout the entire project cycle, including the following:

***Project inception*:** Rigorous engagement with different statistical practices to prioritize the evaluation questions and ensure that both available data and evaluation resources provide the feasibility of answering these evaluation questions with good quality evidence.

Data collection and analysis: The main objectives were centred on capturing the degree of satisfaction for using official statistics and products. Besides, wherever possible, different strategies were adopted to ensure that good quality data from more than one source is obtained to answer each evaluation question with robust evidence. This provides greater confidence in the quality of the survey findings, conclusions, and recommendations.

Report validation: We believe that it is essential to conduct a draft report validation workshop with the critical project implementers and to confirm the accuracy of our findings as well as to obtain inputs into the draft report conclusions and recommendations. This will enhance the confidence in the report as well as the value of the report to the Government of Rwanda.

Report quality: We have much experience in applying the 1:3:25 report format to ensure a concise report is produced. Also, we will employ the services of an editor to ensure that the language is as accessible as possible to a wide audience.

2.6 Analytical Approach

Based on the review of the previous survey which was mostly focused on the descriptive aspects of the information revealed. The findings from this survey will be drawn from two mains subsection: descriptive analysis and analysis of user satisfaction index.

2.6.1 Descriptive analysis

Descriptive statistics analysis is accommodated to capture the knowledge of the respondent characteristics for each identified dimension and related questions. The following points will be taken care of maximizing the information from the respondent:

- Background and demographic information
- Descriptive analysis for each dimension
- Trends analysis in key indicators from 2012 to 2018

2.6.2 Satisfaction analysis

This subsection focuses on the analysis the current situation from user satisfaction perspectives.

- The satisfaction analysis using importance and satisfaction score
- Estimating the weight factor for each dimension
- Analysis of user satisfaction index

The estimation of the user satisfaction level using User Satisfaction Index () method, followed different steps such as: determining Mean Importance Score (MIS) and Mean Satisfaction Score (MSS); constructing Weight Factors (WF), which is percentage weight of MIS value for each attributes towards total MIS in all attributes; creating Weight Score (WS) which is multiplication between WF and MSS, and determining the value of USI by calculating Weight Total (WT)- total from all entire value of WS.

2.6.3 Construction of an overall User Satisfaction Index (USI)

The User Satisfaction Index (USI) is a theoretically robust weighted satisfaction measure for benchmarking and tracking user satisfaction of a product over time. The USI is an overall evaluation of the performance of a service provider. Therefore, the Index is “the voice of the user of a service who consumes the specific product of interest,” and it highlights the expectations and perceived quality of the user of a service or product. The USI is used to track trends in user satisfaction and deliver valuable guidance to service providers.

The USI score derived from ten latent factors (i.e., survey questions) included in the USS 2018/2019 questionnaire, rated on the different score provided by the respondents

interviewed during the administration of the questionnaire. Each question has its score measure, and the overall score should reflect the identified quality dimension (relevance, accuracy and reliability, timeliness and accessibility and clarity).

Each of these factors is operationalized by multiple indicators which together capture the view of the user on the factor. The USI score is calculated with the following formula, using the arithmetic mean for each question from the *N* total responses for each factor $(x_1, x_2, x_3, .., x_{10})$, along with the standardized and normalized partial least squares factor loading (or weight) for each question as calculated within the USI structural equation model:

$$USI_i = \sum_{j=1}^{n} X_i * w_j$$

Where: USI_i = User Satisfaction Index for factor (i), X_i = Individual User Satisfaction expressed as a proportion of the total frequency (N), w_j = weight (importance). The overall index is a summation of percentage observed for indicators (Table 1) . The USI is calculated for the NISR and the other MDAs producing official statistics. The index is compared with the Table 1 for interpretation purpose. To measure the variation of the level of satisfaction, the levels of satisfaction were grouped into two categories in 2012, 2014, 2016 and 2018:

- Negative opinion: level 1, 2 or 3;
- Positive opinion: Level 4 or 5.

Recoding variables into binary variables for the computation of a compound indicator.

Table 1: Weighting factor for USI

Question	Recoding	Weight
Q1: Official Statistics meet the user priority needs I_1	0 if responses are 1, 2 or 3 1 if responses are 4 or 5	W_1 =20%
Q2: Official statistics are used to carry out other analysis I_2	0 if responses are 1,2 or 3 1 if responses are 4 or 5	W_2 =20%
Q3: Methodology is sound and appropriate I_3	0 if responses are 1, 2 or 3 1 if responses are 4 or 5	W_3 =20%
Q4: Official statistics are unbiased and accurate I_4	0 if responses are 1, or 3 1 if responses are 4 or 5	W_4 =20%
Q5: Official statistics timely released I_5	0 if responses are 1, 2 or 3 1 if responses are 4 or 5	W_5 =10%
Q6: NISR Official statistics easily accessible I_6	0 if responses are 1, 2 or 3 1 if responses are 4 or 5	W_6 =5%
Q7: NISR metadata easily accessible I_7	0 if responses are 1, 2 or 3 1 if responses are 4 or 5	W_7 =5%

In practice, information that were considered in the calculation of this index is the score about:

- Overall satisfaction of the User;

- Expectancy disconfirmation (whether Official statistics meet the expectations of the user);
- And the performance by comparing available official statistics in Rwanda to those of an ideal Country.

Two different approaches for the calculation of this index were used:

- Either all weights are taken equal to 1/3;
- Or allocate a weight of 0.5 for overall satisfaction, 0.3 for Expectancy, and 0.2 for performance.

CHAPTER 3: THE FINDINGS OF THE 2018/19 USER SATISFACTION SURVEY

The survey sought explicitly the opinion of users about the usefulness of the official statistics in meeting their needs, the ease of users' understanding of official statistics, their views regarding packaging and style of presentation, details of analysis, timeliness, and frequency of release as well as the reliability of the statistics produced. The list of users of official statistics compiled by NISR, MDAs, and other sources of data refers to the sampling frame. The survey targeted users of statistics in the Public sector, Private including Research Think tank, Academic sector, Media, International Agencies, Civil Society organizations, and individual researchers.

3.1 Identification of Users of the Official Statistics

3.1.1 Response rate, USS 2018/2019

Table 2 shows the response rates for the USS 2018/2019. A total of 655 users responded to the survey from the targeted institutions and individuals approached either directly (face to face) or indirectly (using link shared with the focused institutions), yielding a response rate of 76.88% from the targeted population of 852, which was the total number in the sampling frame drawn in different institutions and the refused of seven respondents (0.82 percent) was not counted for the overall response rate.

Table 2: Responses from categories in USS 2018/2019

Categories	Targeted Population	Responses	
		Obs	%
Government Institutions	398	306	76.88
International Organizations and Donors	94	44	46.81
Research and Academic institutions	130	128	98.46
Private Institutions	62	61	98.39
Civil Society	75	40	53.33
Press and Media	23	22	95.65
Individuals researchers/ Students	70	54	77.14
Total	**852**	**655**	**76.88**

Source: NISR-USS 2018/2019

By user categories, USS 2018/2019 show a high participation rate for each category; 98.46% Research and Academic institutions, 98.39%, Private institutions, 95.65%, Press and Media, 77.14%, individual researchers/students, 76.88%, Government institutions, and 53.33%, Civil Society. At the other side of the spectrum of International Organizations and Donors presents a low rate of response of just 46.81%. The total response rate for each category is quite significant in terms of numbers, based on the targeted sample and its representability.

3.1.2 User profile, Gender, and the primary sector

Table 3 shows the distribution of respondents by their institution profile category using the gender of the user. The table indicates that 71.91% (471 respondents) were male, while 28.09 percent were female.

Table 3: Institution category by Gender of the user, USS 2018/19

Institution Category	Female		Male		Total	
	Obs	%	Obs	%	Obs	%
Government Institutions	85	27.78	221	72.22	306	46.72
International organizations	21	47.73	23	52.27	44	6.72
Research and Academic	26	20.31	102	79.69	128	19.54
Private Sector	15	24.59	46	75.41	61	9.31
Civil Society	15	37.50	25	62.50	40	6.11
Press and Media	7	31.82	15	68.18	22	3.36
Individual Researchers	15	27.78	39	72.22	54	8.24
Total	**184**	**28.09**	**471**	**71.91**	**655**	

Source: NISR-USS 2018/2019

Table 3 highlights that in total Government institutions presents 46.72% of the total responses compared with the other institution category, followed by research and academic institutions, 19.54%. In this regards, female participation in the survey varied from institution category to another where International organizations present 47.73%, civil society, 37.5%, press and media, 31.82%. While the female responses from research and academic institutions and private sectors were low compared to the total percentage, 20.31%, and 24.59% respectively.

Table 4: Respondent's experience for using the official statistics

Institution Category	Experience in Months (%)			
	Less than 3	Between 4-6	Between 7-12	One Year +
Government Institutions	4.58	1.97	6.89	86.56
International organiz.	0	2.27	4.55	93.18
Research and Academic	6.85	0.76	7.94	84.92
Private Sector	3.39	3.39	10.17	83.05
Civil Society	7.69	5.13	10.26	76.92
Press and Media	13.64	4.55	0	81.82
Individual Researchers	8.16	10.20	12.24	69.39

Total	**5.28**	**2.80**	**7.61**	**84.32**

Source: NISR-USS 2018/2019

Table 4 shows that 84.32% of the respondents have used official statistics for more than one year, 7.61%, 5.27% and 2.79% used official statistics between 7-12 months, less than 3 months and 4-6 months respectively.

Table 5: Primary sector of interest in regards to the use of official statistics

Primary Sector of Interest	Obs	Distribution[1] (%)	Responses (%)
Agriculture	205	11.21	31.25
Education	199	10.89	30.34
Energy	89	4.87	13.57
Environment & Natural Resources	132	7.22	20.12
Health	180	9.85	27.44
Governance & Decentralization	98	5.36	14.94
Finance	126	6.89	19.21
ICT	87	4.76	13.26
Justice, Reconciliation, Law & Order	59	3.23	8.99
Private Sector Development & Youth Employment	99	5.42	15.09
Social Protection	145	7.93	22.10
Sport & Culture	49	2.68	7.47
Transport	75	4.10	11.43
Urbanisation & Rural Settlement	100	5.47	15.24
Water & Sanitation (WATSAN)	107	5.85	16.31
Other	78	4.27	11.89

Source: NISR-USS 2018/2019

Table 5, the distribution by primary sector of interest in line with the statistics or statistical products, the users show the most sector of interest with more than 20%: Agriculture (31.25%), Education (30.34%), Health (27.44%), social protection (22.10%) and environment and natural resources (20.12%). Except, sport and culture which attract 7.47% during USS 2018/2019, other remaining primary interests attract more than 10% each.

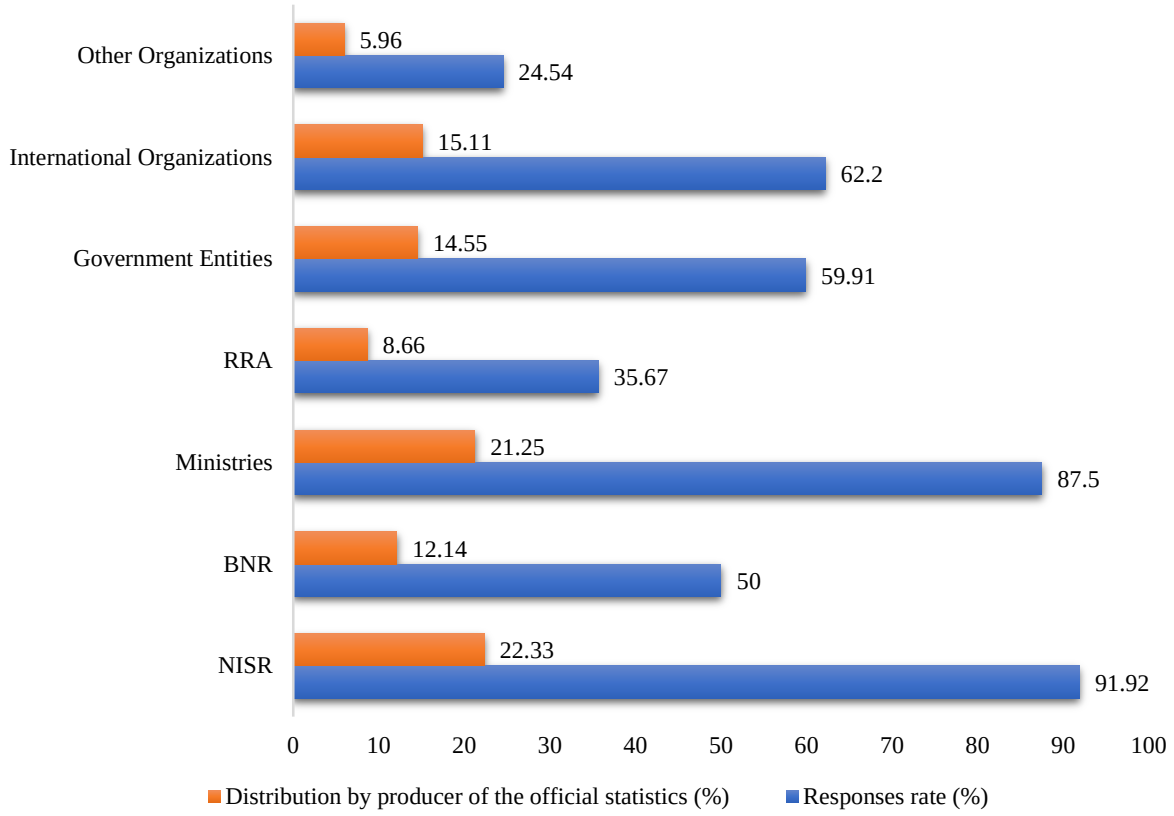
3.1.3 General patterns of data relevance and use

The official statistics[2] are intended for a wide range of users, which include government, researchers, businesses, educational institutions, and the general public. Each of these groups or individuals have different needs for statistical information. The User Satisfaction Survey 2018/2019 asked respondents about the type of official statistics/products they had ever used or were using. The source of statistical information is key as it assures the user of the credibility of the information being used.

Respondents were asked about the source of the statistical information or products they used. Figure 1 shows that 91.92% of the official statistics used were produced by NISR, 87.5% from Ministries, 62.2%, International Organizations (i.e. UN agencies, World Bank), 59% of the respondents in their needs, official statistics produced by government entities, 50% from BNR, then RRA, 35.67%, and other organizations were occupying 24.54%.

[1] Distribution by the type of the indication, in this report reflect the average percentage of an indication by one user (if user is not a multiple user of the official statistics).
[2] The official statistics under USS 2018/2019, considers all official statistical products produced by Government Affiliated institutions and International bodies (i.e UN Agencies, World Bank, AfDB etc…).

Figure 1: Sources of official statistics



Source: NISR-USS 2018/2019

Furthermore, Figure 1 highlights also the distribution by institution producing official statistics, 22.33% of the official statistics used were produced by NISR, 21.25% Ministries, 15.11%, International Organizations (i.e. UN agencies, World Bank), 14.55% of the respondents in their needs, official statistics produced by government entities, 12.14% from BNR, then RRA, 8.66%, and other organizations were occupying 5.96%.

Table 6: Frequency use for official statistics

Institution Category	Degree of frequency (%)						
	Day	Week	Month	Quart.	Biann.	Annual	Occasional
Government Institutions	18.95	7.84	15.03	12.75	1.96	11.44	32.03
International organiz.	11.36	6.82	22.73	20.45	2.27	11.36	25
Research and Academic	4.58	8.4	14.5	20.61	0	16.79	35.11
Private Sector	6.78	6.78	18.64	13.56	5.08	22.03	27.12
Civil Organization	2.56	10.26	17.95	20.51	10.26	12.82	25.64
Press and Media	22.73	13.64	9.09	4.55	0	4.55	45.45
Researchers and Stud.	4.55	6.82	25	13.64	0	11.36	38.64
Total	**12.56**	**8.06**	**16.43**	**15.19**	**2.17**	**13.33**	**32.25**

Source: NISR-USS 2018/2019

Table 6 reveals that more than one-third (37.05%) of respondents have used official statistics regularly (i.e., on monthly basis or less intervals), 32.25% of them use official statistics occasionally, 15.19% of the respondents used the official statistics quarterly, while about 15.5% used official statistics biannually and annually.

3.1.4 Use of official statistics and statistical products

According to Table 7, the statistics or statistical products commonly used by respondents were demographic statistics (72.71%), education statistics (61.74%), and health statistics with 58.23%. Also, more than half of users patronized statistical products on administrative data (53.20%), Agriculture and fishery (54.73%), environment (55.18%), labor (56.25%) and National Accounts (53.20%). The least used statistical products were cartographic/GIS data (34.45%), External trade statistics (33.23%), and Crime and Judicial statistics (24.39%).

Table 7: Users of statistics and statistical products

	Obs	Responses (%)
National accounts (GDP)	349	53.20
Price statistics	239	36.43
Public finance statistics	290	44.21
Monetary and financial statistics	232	35.37
Business statistics	310	47.26
Labour statistics	369	56.25
External trade statistics	218	33.23
Demographic Statistics	477	72.71
Health Statistics	382	58.23
Education Statistics	405	61.74
Crime/Judicial Statistics	160	24.39
Environment Statistics	362	55.18
Agriculture and fishery statistics	359	54.73
Cartographic/GIS data	226	34.45
Administrative Data	349	53.20

Source: NISR-USS 2018/2019

3.2 Data communication and dissemination preferences

3.2.1 Awareness and availability of official statistics

Websites and search engines represent the most popular channel through which users become aware of the availability of official statistics with 86.41%, where the respondent was asked "*How do you usually learn about the availability of official statistics or statistical products?".* Table 8 reveals also that publications and websites of international organization (36.79%). Also, official press release is an important channel with 35.57% users, while public events or conferences, personal networks, and social media were used by more than 30% of users.

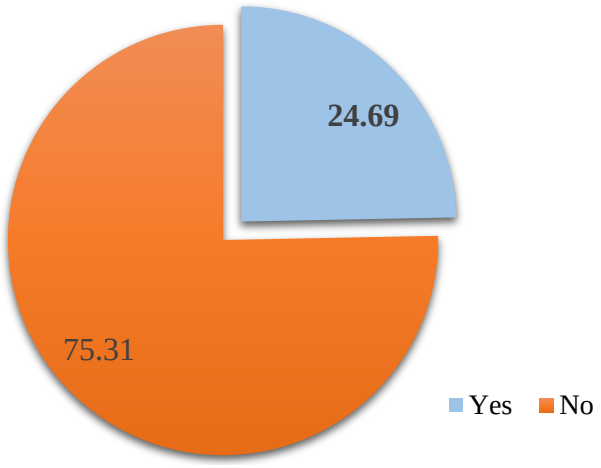
Table 8: Communication channels for official statistics

Channels	Obs	Response (%)
Official press releases	233	35.57
Websites and search engines	566	86.41
Public events or conferences	220	33.59
Social media	205	31.30
Through a subscription to a list-server	44	6.72
Publications/websites of international organiz.	241	36.79
Personal network/contacts	217	33.13
Other	9	1.37

Source: NISR-USS 2018/2019

In addition, the NISR publishes a calendar announcing in advance the dates of dissemination of different official statistics. Respondents asked, "*Do you know that there is a publicly available release calendar that announces in advance the dates on which many of the various official statistics will be disseminated?*"

Figure 2: Awareness of the dissemination calendar for official statistics



Source: NISR-USS 2018/2019

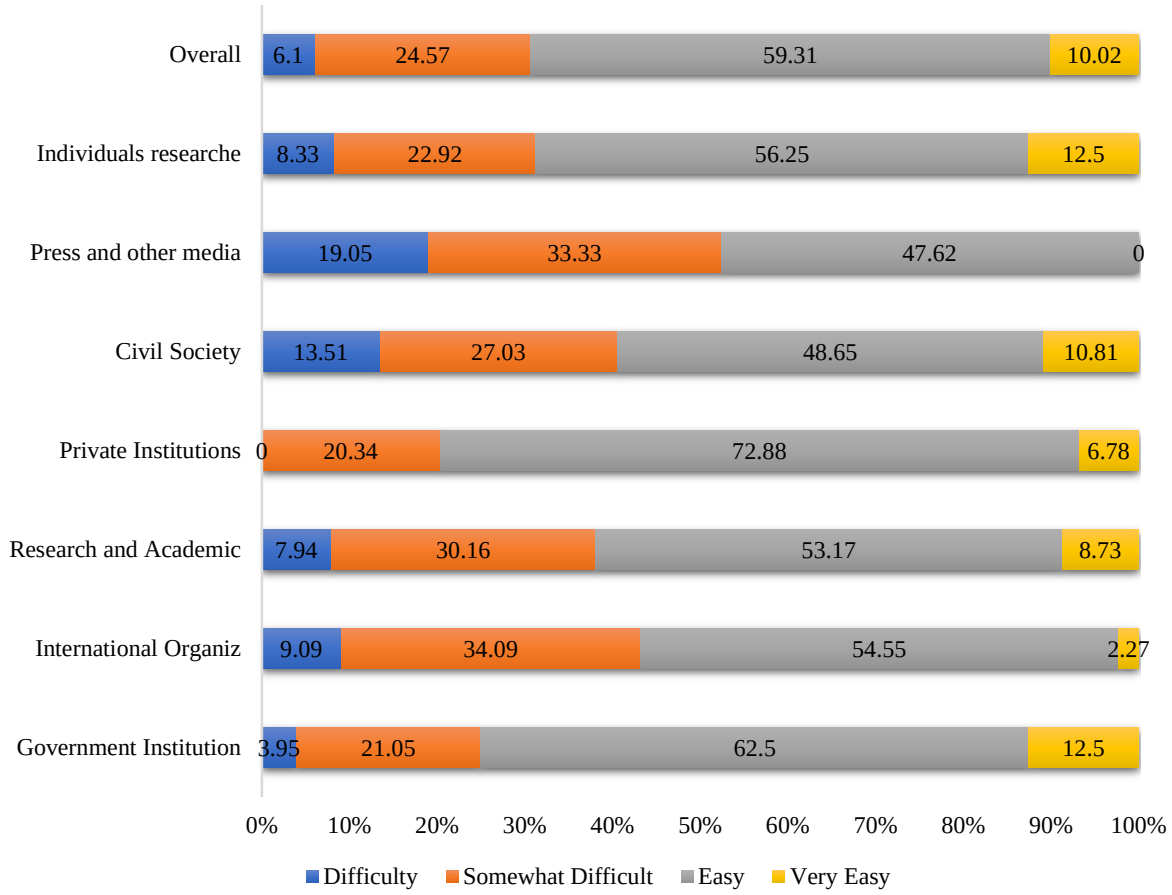
In terms of the dissemination calendar of the official statistics (Figure 2), the majority of users were not aware of the dissemination calendar for the official releases of the official statistics. Only one in four users (24.69%) was aware of the calendar.

3.2.2 Perception of the accessibility of official statistics

Figure 3 summarises responses of users to the question "*For each of the official statistics or statistical products that you use, how easy or difficult is it for you to obtain/access them*? The survey revealed that on average, 69.33% of the users had easy or very easy access to statistical products.

The majority of users from private institutions (79.66%), government institutions (75%), individual researchers (68.75%), research and academic institutions (61.9%), civil society (59.46%), international organizations (56.82%), and press and other media (47.62%) indicated their experience for obtaining official data to be either "easy" or " very easy."

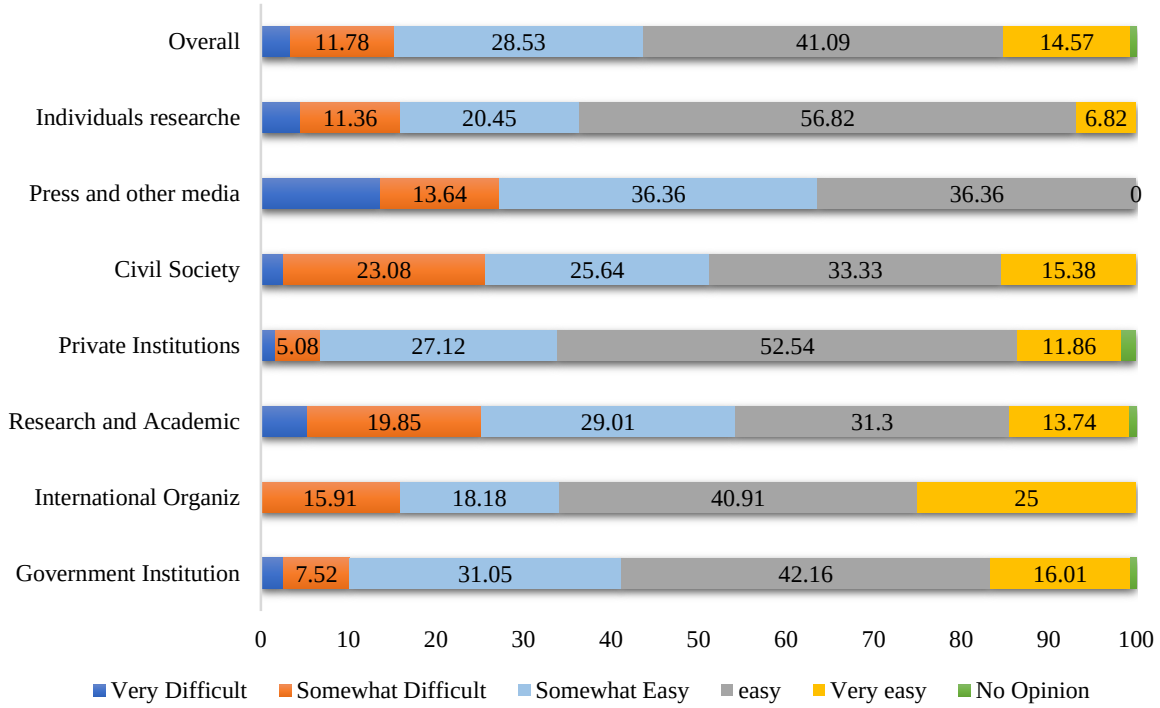
Figure 3: How easy is to access official statistics



Source: NISR-USS 2018/2019

Particularly, Figure 4 highlights the question "*When consulting the website of the National Institute of Statistics of Rwanda, how do you rate the accessibility of Official Statistics?"* Comparing distribution between one and the other, it is observed that the website platform attract different users who confirm that more than 80% are somewhat easy to have access on the official statistics through the website platform.

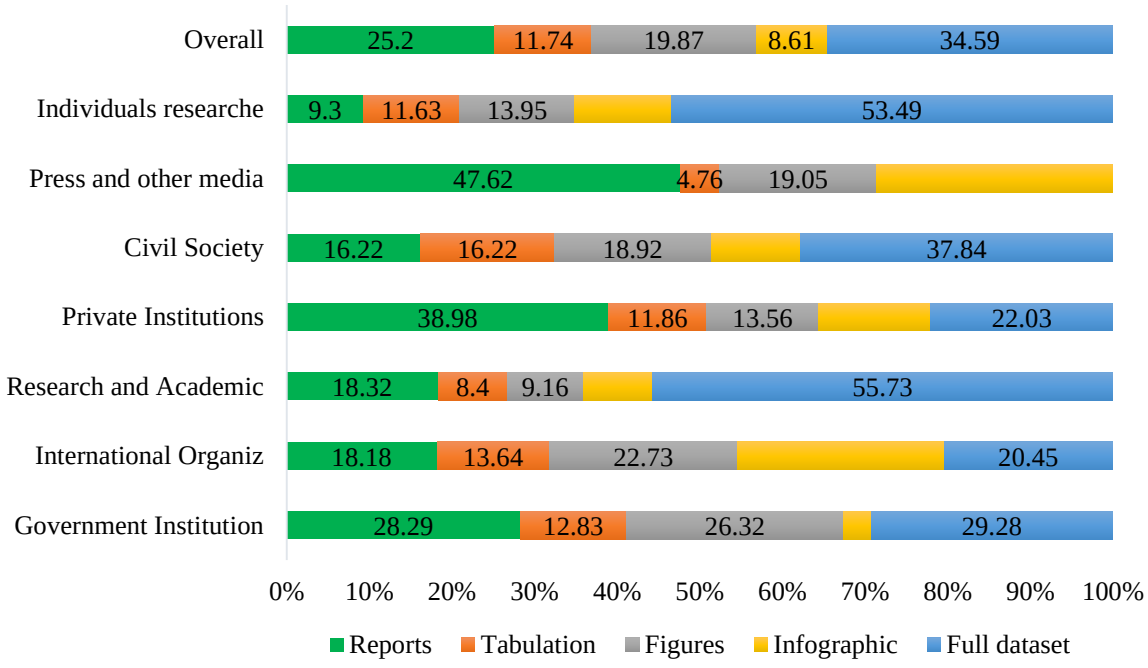
Figure 4: How easy is to access official statistics through NISR website (%)



Source: NISR-USS 2018/2019

Different category shows a substantial percentage for easy access to the official statistics except for 3.41% and 11.78% emphasized that they have experienced difficulties and somewhat difficult respectively.

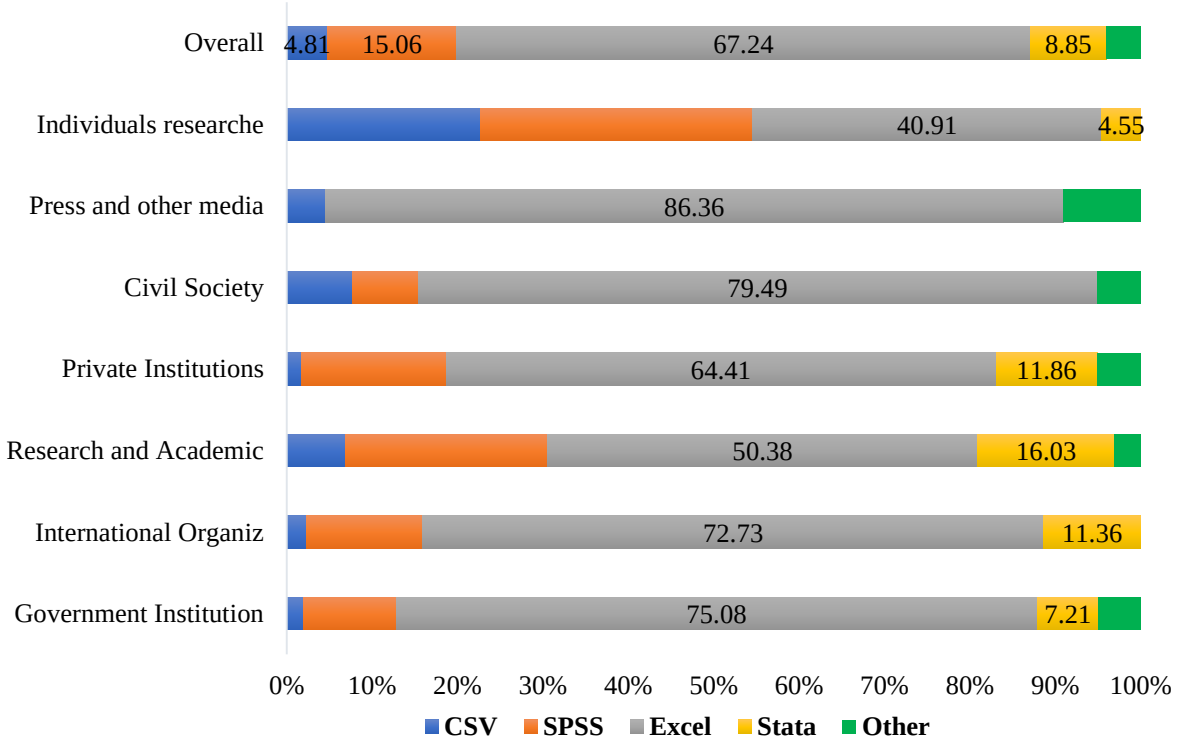
Figure 5: Data access: preferred format of official statistics publications



Source: NISR-USS 2018/2019

Respondents reacted to the question "*What is your preferred format to access official statistics?",* Figure 5 highlights that users' preference which varied from user to another or institutions category. Their subjective perception revealed that 34.59% preferred access on full datasets; 25.2% reports; 19.87% figures; 11.74% tabulation and the remain percentages prefer infographics. Also Figure 5 emphasizes that users involved in research and planning activities regardless of the type of the category, having access on a full dataset for a released survey report was preferred from the findings.

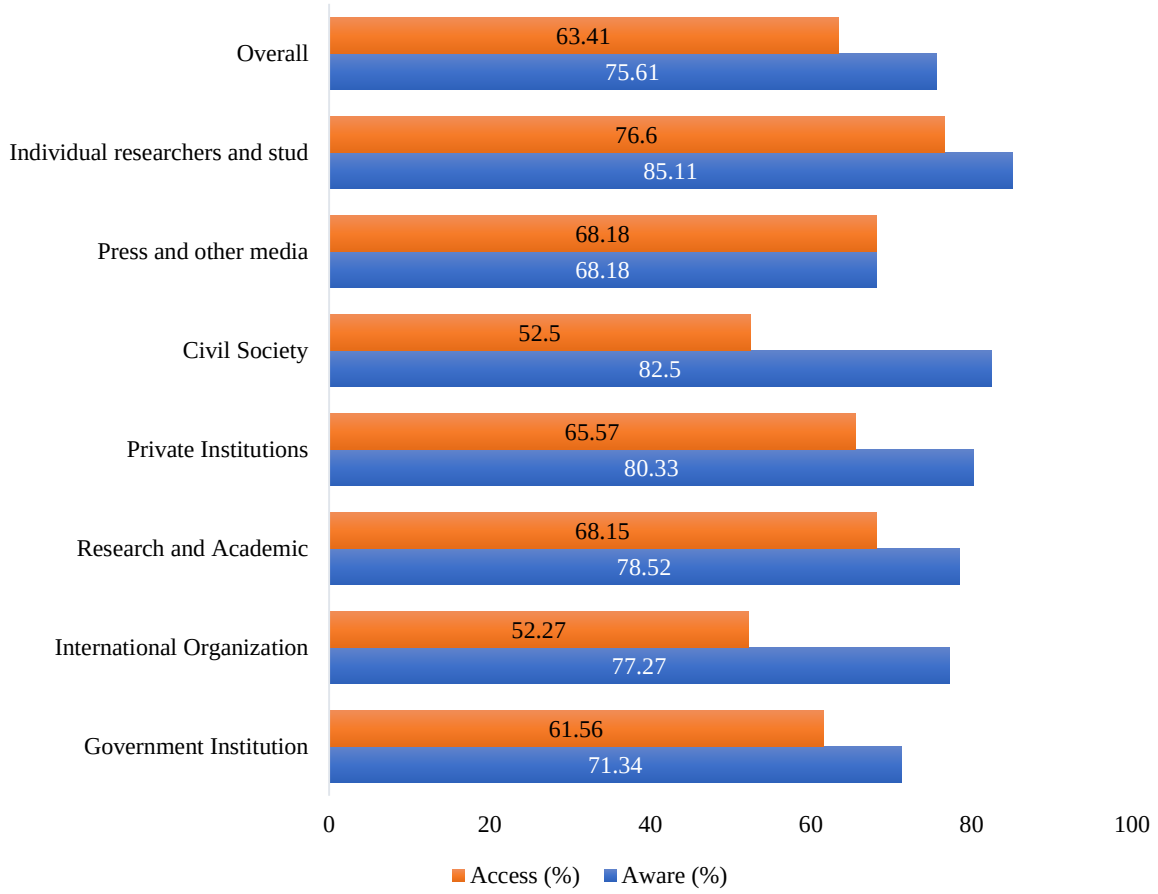
Figure 6: Publication format preferences: Tabular data



Source: NISR-USS 2018/2019

Figure 6 represents the findings from the questions "*What is your preferred format to access tabular datasets?*". The overall response revealed that users prefer Microsoft Excel (67.24%), SPSS (15.06%), Stata (8.85%) and CSV format (4.81%), and the remained 4.04% did not react on the specific packaging format.

Figure 7: Awareness and accessibility by users category



Source: NISR-USS 2018/2019

Figure 7 provides information about awareness and accessibility of official statistics by categories of users. On average, 75.61% were aware of official statistics compared with 63.41%) who reported having access to official statistics. For most of the institutional categories, the accessibility to official statistics is lower compared with the level of awareness.

Larger differences were observed for civil societies and international organizations where the percentage points differences between awareness of and accessibility to official statistics were 30 and 25 respectively. In addition, equal percentage points (68.2%) were observed for press and media.

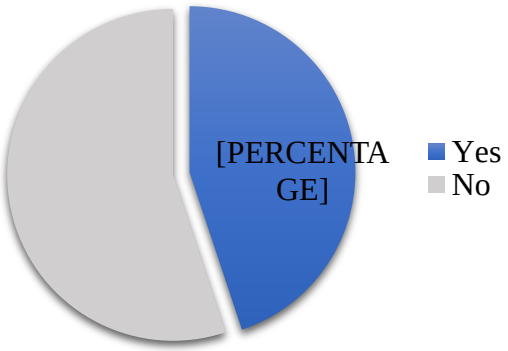
3.2.3 Documentation and Direct engagement for the official statistics

Official statistics reflect mainly public information which is produced for the benefit of the society and is funded by the country budget under the official statistical program. It contains not only about statistical product (i.e. data, reports), documentation in terms of methodological procedures.

In this survey, respondents were asked, "*Have you ever consulted/reviewed the methodology of official statistics before proceeding to the data analysis?*" Figure 8 shows that 45% of

them have consulted or reviewed the methodological content of the official statistics before they proceed to the data analysis.

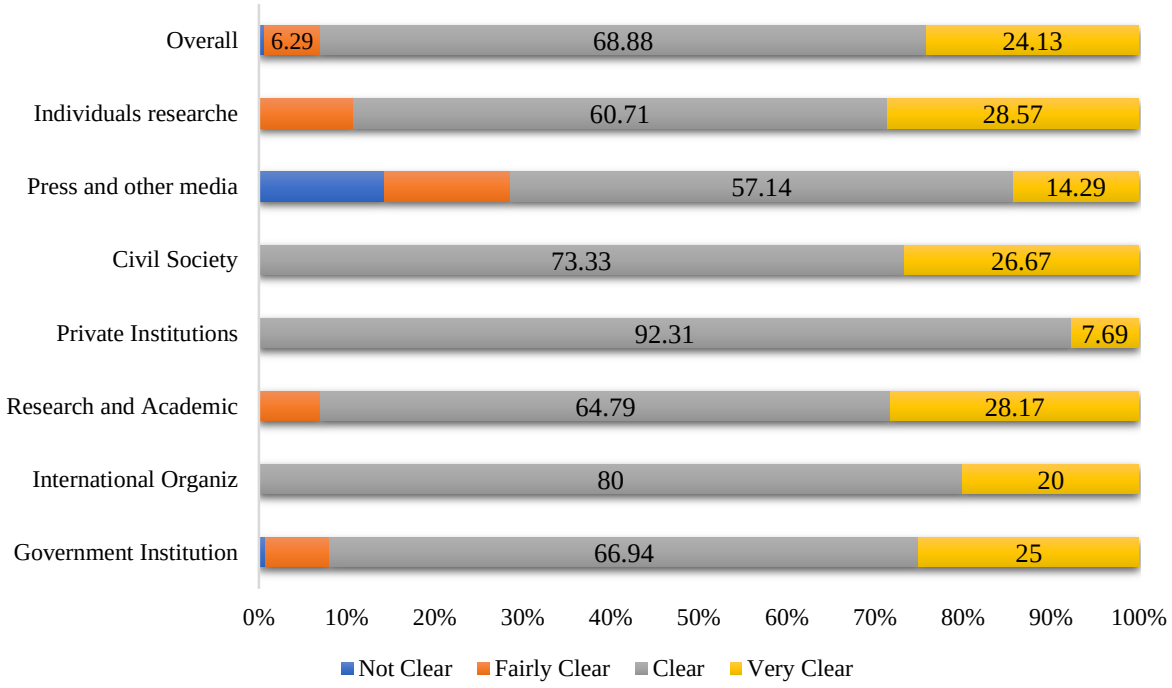
Figure 8: Consultation on the methodology of official statistics



Source: NISR-USS 2018/2019

Users were also asked the question "*For each of the official statistics you use, is the information on methodology sufficiently clear and at an adequate level of detail to be useful to you?"* to understand the perceived clarity about the methods documentation. Figure 9 depicts that more than 90% were happy with the information content.

Figure 9: Clarity of the methodology

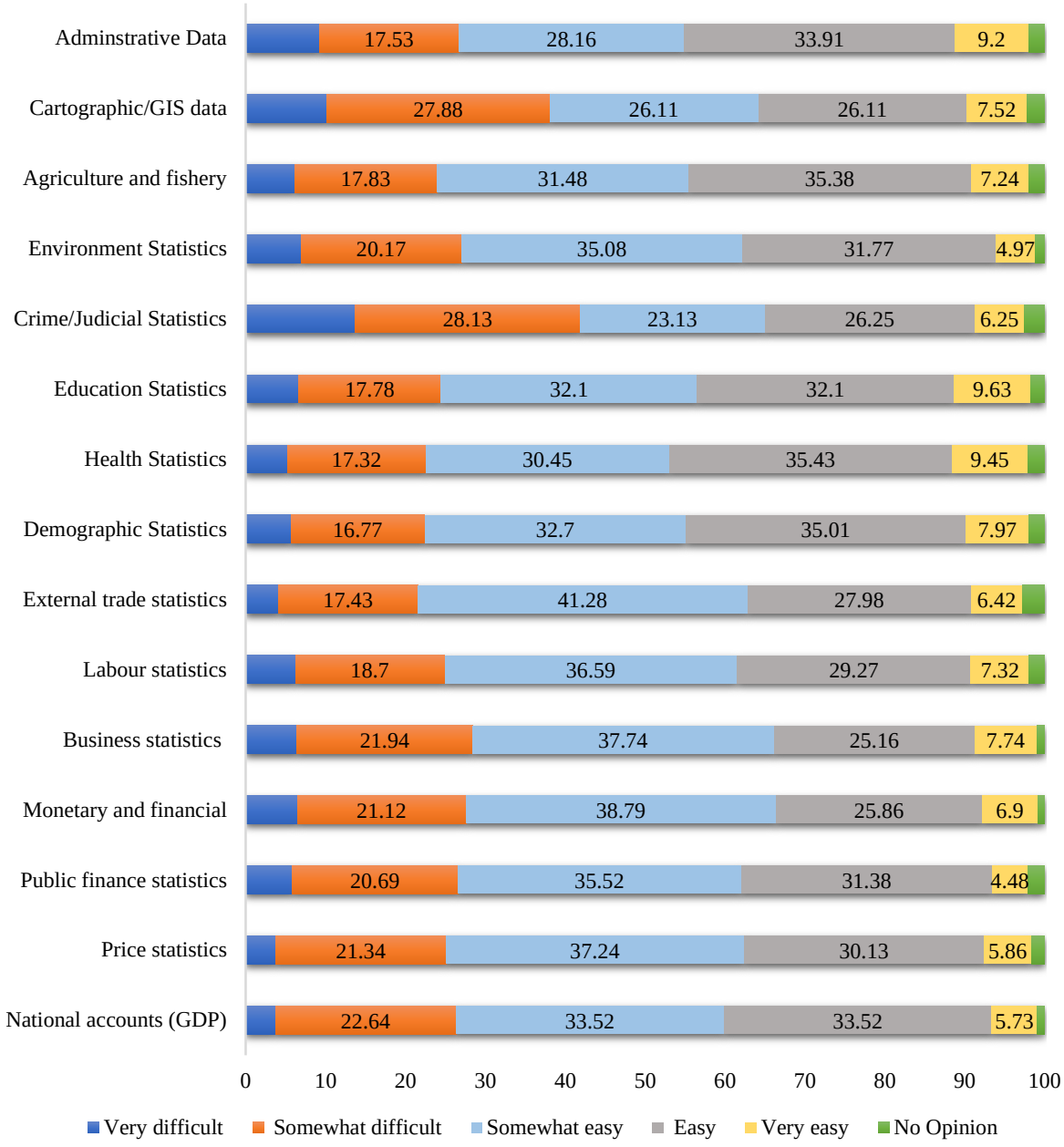


Source: NISR-USS 2018/2019

The supplementary or "metadata" information (sources, explanatory notes, methodological description, and references concerning concepts, classifications, and statistical practice)

provided to interpret the official statistics, is researched in the survey by asking users about "*how easy or difficult is it for you to access the metadata of these statistics?"*.

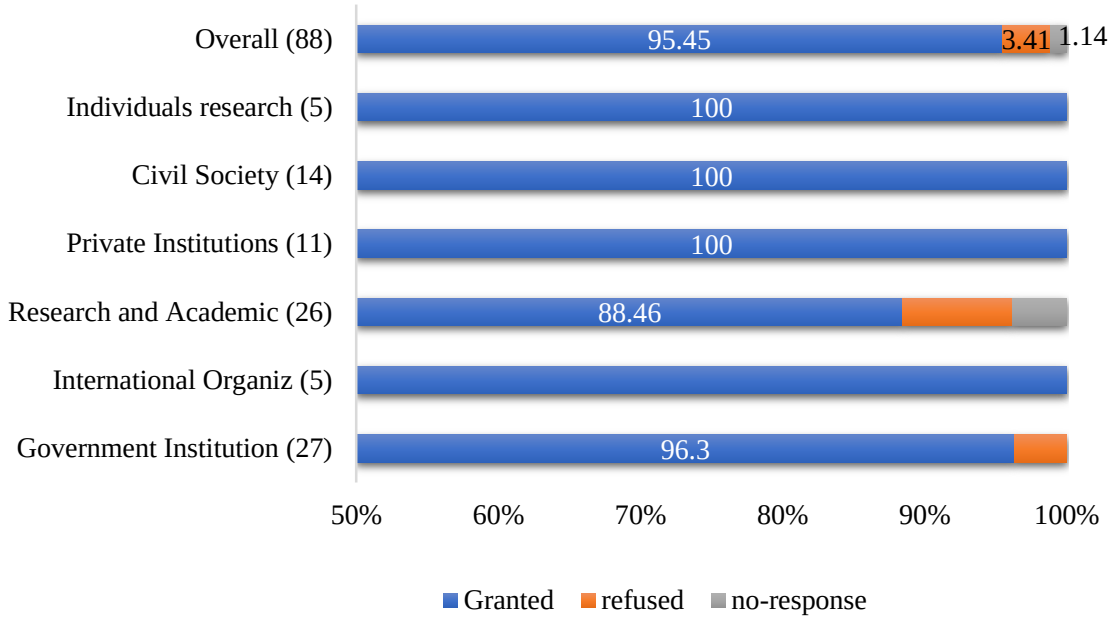
Figure 10: Access to metadata



Source: NISR-USS 2018/2019

For real appreciation of data, use of additional information about the data provided (metadata) by users is important. Figure 10, respondents acknowledged the use of metadata that accompanied the statistics or statistical products utilized. In terms of individual statistics or statistical products, relatively high proportions of respondents use the metadata on Demographic statistics (72.82%), Education statistics (61.83%), Health statistics (58.17%), labor statistics (56.34%), environment and agriculture and fishery statistics were 55.27% and 54.81% respectively.

Figure 11: NISR visa request outcomes



Source: NISR-USS 2018/2019

The users were asked the question "*Have you requested for a Visa from NISR to survey Rwanda during the last year?*". Among the respondents in the survey, 13.66% confirmed that they had contacted NISR for visa application. Figure 11 highlights that 95.45% of respondents were granted a visa for conducting survey, 3.41% and 1.14% were refused and did not get the response respectively. In addition, it is observed that all users from international organizations, private institutions, civil society, and individual researchers who requested for visa had their requests guaranteed

3.3 Data use cases

3.3.1 Purpose of using statistics

The survey results revealed that statistical information requested was put to varied uses. Table 9 combines the information about purpose of using statistics by institutional categories and titles. Purpose of using statistics were (1) preparing legislation, (2) partnership development, (3) research purpose, (4) personal interest, (5) re-packaging, (6) press and media, (7) market analysis, (8) analysis of current developments for short term decision-making, (9) analysis of trends for long-term policy formulation policy formulation and (10) other purpose. Table 9 indicates that in general, respondents use the information for policy formulation (27.18%) decision making (22.75%), research purpose (14.2%), and personal interest (13.74%). Other uses of official statistics were press and media (4.73%), market research analysis (4.58%), information sharing/re-packaging (2.14%), and partnership development (1.22%) Use of statistical information for other purpose and preparing legislation were reported by only 8.4% and 1.07%, respectively.

Table 9: Purpose of using statistics by institution position

	Purpose of using statistics									
Institution Category	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Gvt Institutions	1.63	0.33	1.96	18.3	2.94	1.63	2.94	27.45	33.66	9.15
International organiz.	-	2.27	4.55	-	4.55	13.64	-	18.18	50	6.82
Research and Acad.	-	-	45.31	12.5	0.78	0.78	3.91	13.28	18.75	4.69
Private Sector	1.64	3.28	4.92	18.03	1.64	-	9.84	36.07	21.31	3.28
Civil Organization	2.5	10	5	10	-	2.5	2.5	22.5	30	15
Press and Media	-	-	-	-	-	81.82	9.09	-	9.09	-
Researchers and Stud.	-	-	40.74	5.56	1.85	-	12.96	16.67	3.7	18.52
Total	1.07	1.22	14.2	13.74	2.14	4.73	4.58	22.75	27.18	8.4

(1) Preparing legislation (2) Partnership development (3) Research purpose (4) Personal Interest (5) Re-packaging (6) Press and Media (7) Market analysis (8) Decision making (9) Policy formulation (10) Other

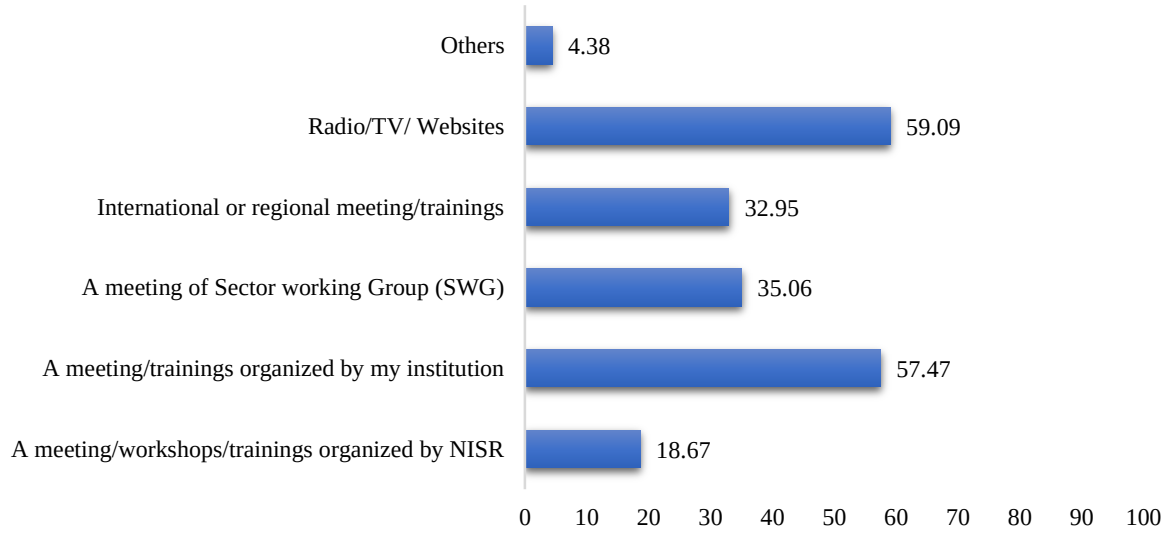
Source: NISR-USS 2018/2019

3.3.2 Monitoring the SDGs

From the context of Table 9 where it focused on the purpose, official statistics play an essential component in decision making or other purposes which bound to the development. In this regard, as one of the key strategies that Rwanda has adopted, monitoring Sustainable Development Goal (SDG) from official statistics users. It provides a clear picture for its knowledge, integration and or its domestication through use of official statistics.

Given that there is an increasing demand for official statistics, different statistical producers care about SDGs for tracking its progress and implementation. Moreover, NISR decided to assess the extent to which different users in the country are aware of the SDGs and how far they have gone in terms of domesticating SDGs into the national planning processes. More than 95.65% respondents confirmed that they are aware of the SDGs.

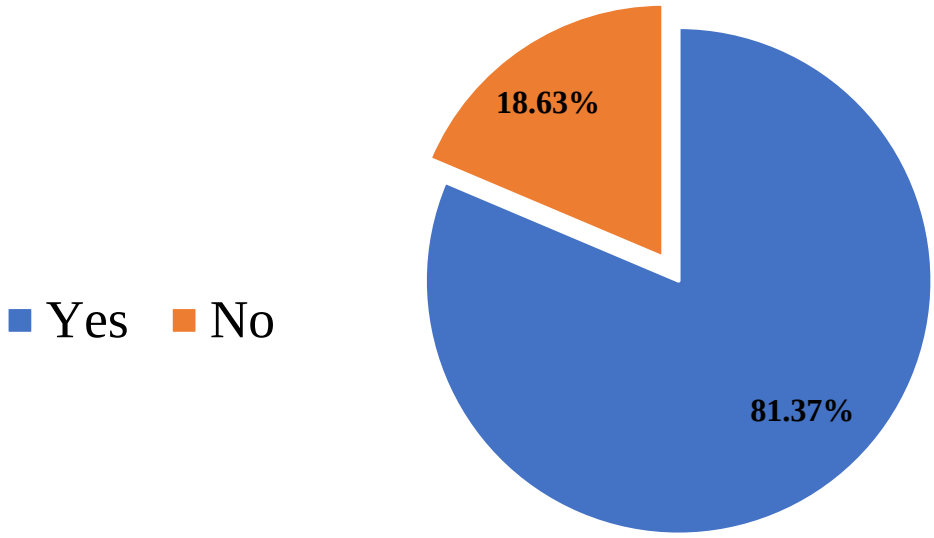
Figure 12: SDG awareness: Channels for learning



Source: NISR-USS 2018/2019

Moreover, for the question asked for those who are aware with SDGs, "*through which channel have you learned about SDGs*". Figure 12 highlights that among the respondents, Radio/TV/Websites (59.09%) were the most source from which users learn about SDGs followed by 57.47% who learn about SDGs from their own institution. Other sources included sector working group with 35.06%, while those who got informed through meetings and workshops (National and International) constitute about 32.95%, and users informed about SDGs through NISR meetings and workshops were about 18.67% of all interviewed stakeholders.

Figure 13: SDG integration

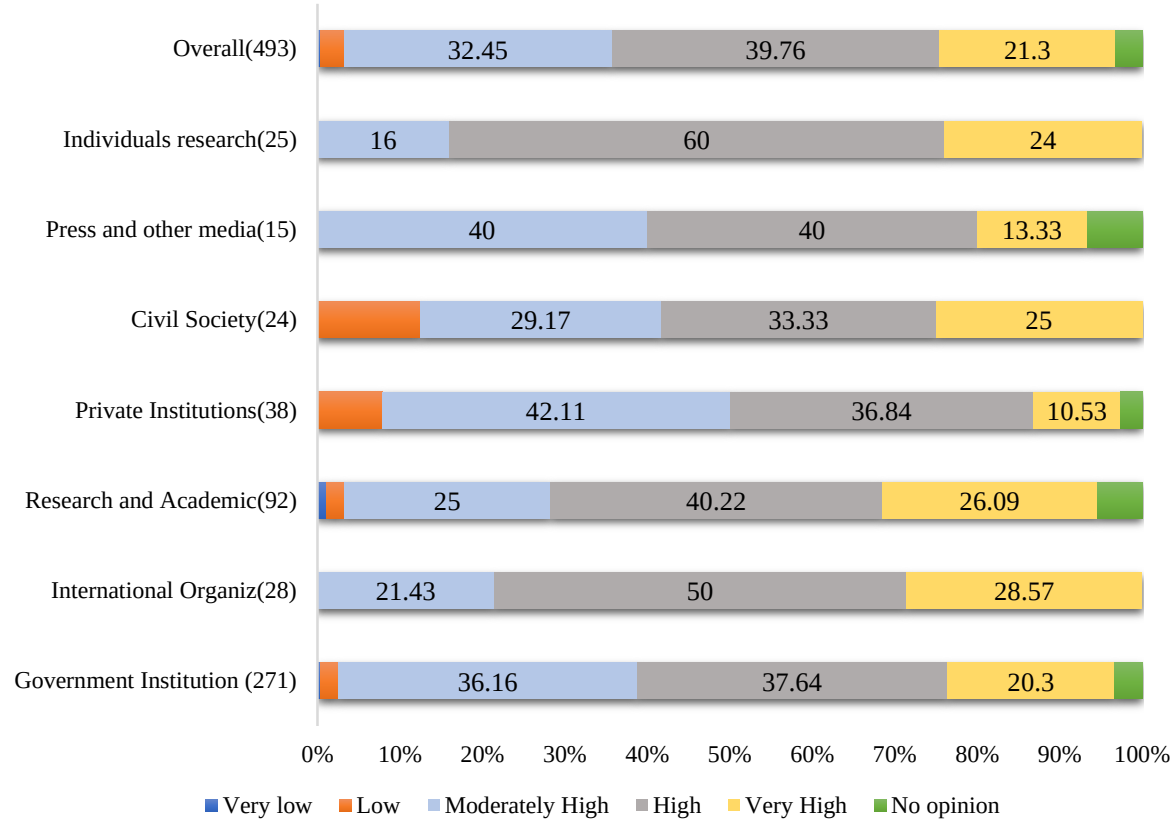


Source: NISR-USS 2018/2019

Discovering if their institution started using official statistics to integrate SDGs into their activities "*Have you or your institution started using official statistics to integrate SDGs into your activities*", Figure 13 shows that more than 81.37% have integrated SDGs activities within the institution.

Moreover, for the question "*Do you think your institution needs support in domesticating, monitoring and reporting on SDGs indicators?"* Figure 14 reveals that about 80% of the users who are aware for SDGs activities have started to domesticate, monitor and report about it. Government institution at 94.1%, International Organizations are fully domesticating SDGs.

Figure 14: SDG domestication, monitoring and reporting



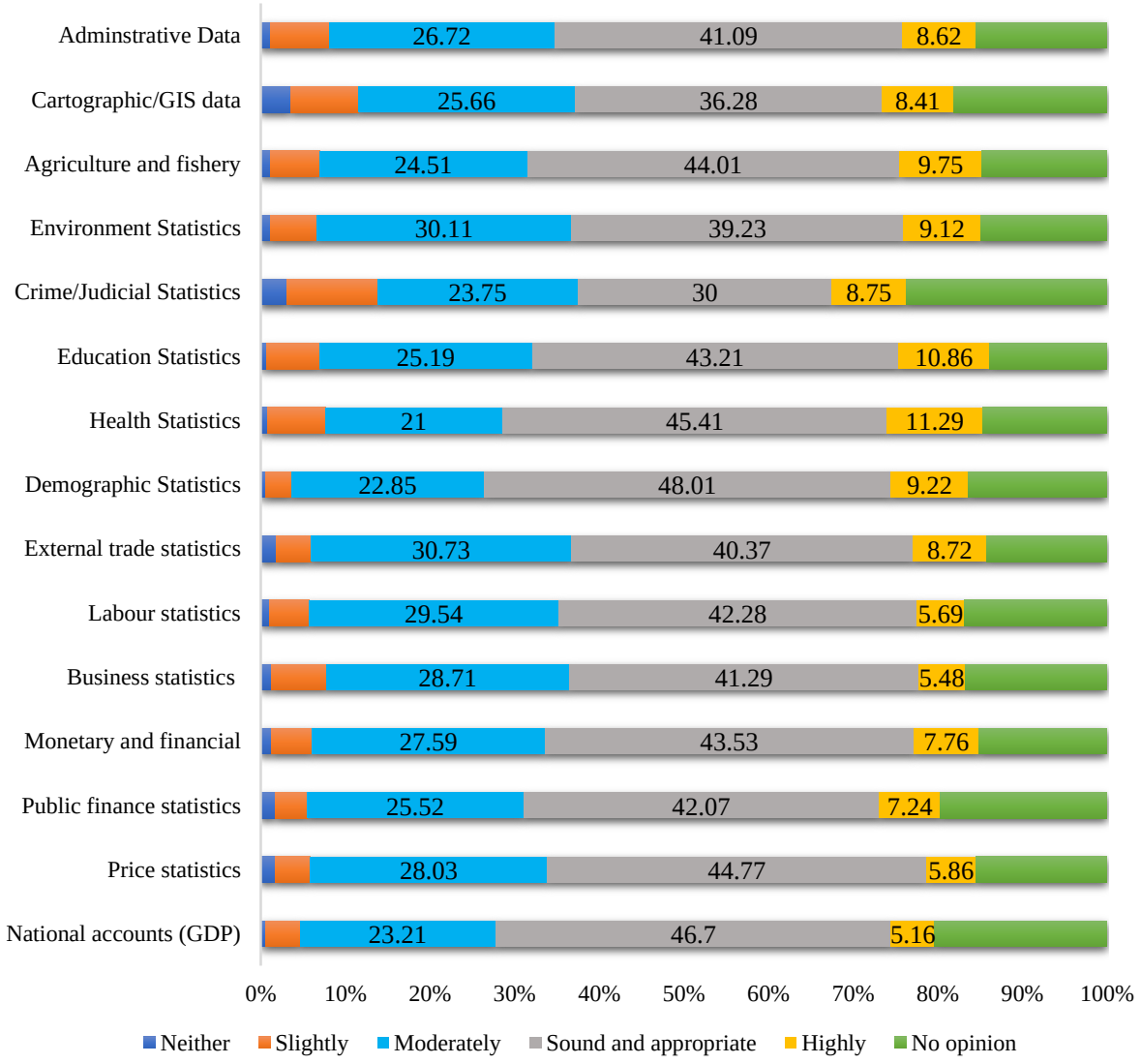
Source: NISR-USS 2018/2019

3.4 Overall perception of the quality of official statistics

Before commenting on the results of the overall perceptions of quality and satisfaction, it is appropriate to point out that as the number of responses obtained varies from one dimension to another (and also, obviously, between some statistics and others).

Figure 15 shows that one average 76.22% moderately appreciated the soundness and appropriateness of the methodology applied to produce official statistics reflecting the opinion of the respondents on "*how sound and appropriate is the underlying methodology of official statistics?"*. The methodology used for demographic statistics was the most (80%) appreciated by respondents followed by 79.26% for education statistics, and 78.82% for monetary and financial statistics.

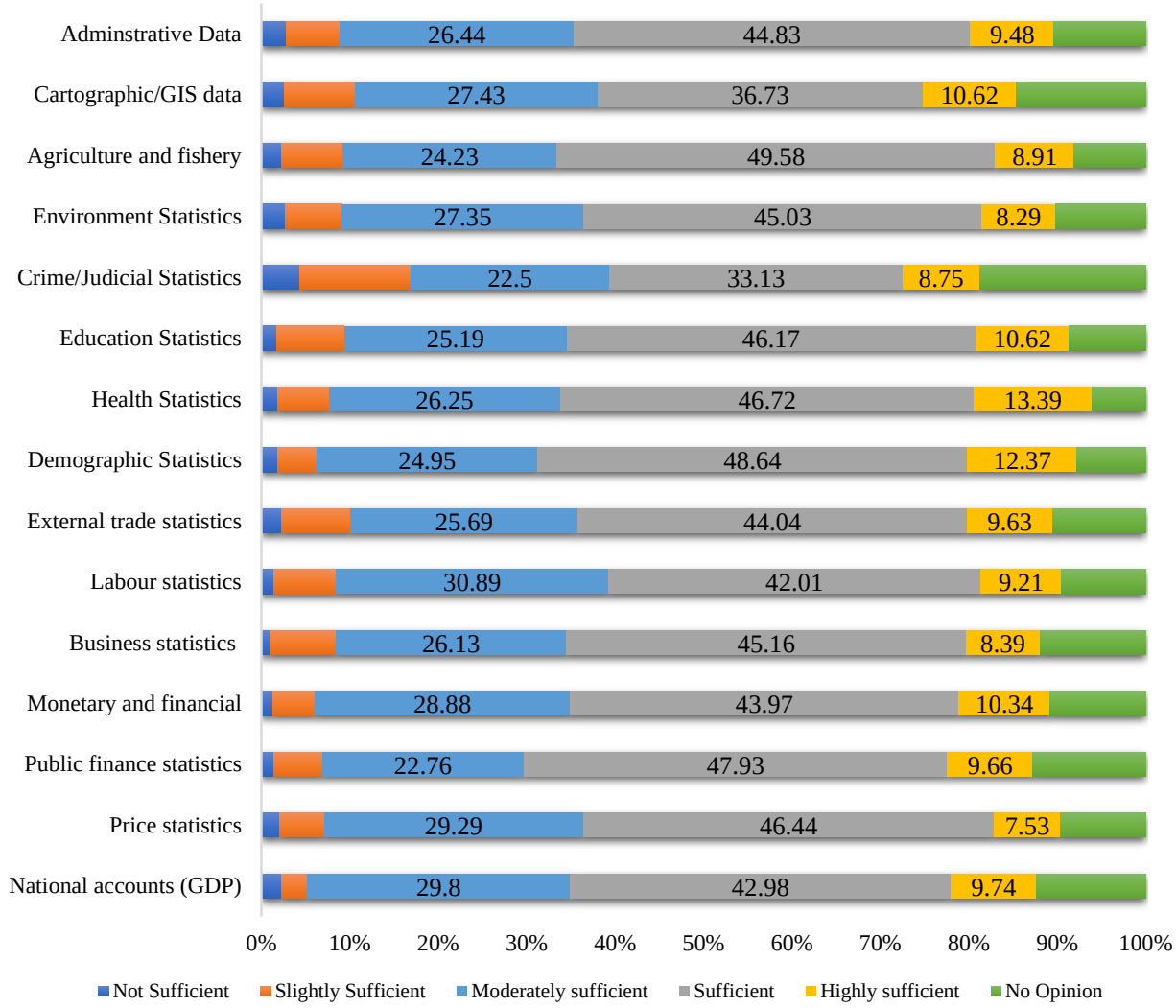
Figure 15: Perceived methodological soundness and appropriateness of official statistics



Source: NISR-USS 2018/2019

Moreover, Figure 16 reveals that one average 80.5 % of users consider official statistics to be accurate reflecting the opinion of the respondent on "*how unbiased and accurate do you consider official statistics?"*. Less than one-tenth (9.79%) of the respondents rated official statistics in the country as excellent. Also, health statistics were the most (86.36%) appreciated in terms of accuracy and unbiasedness, followed demographic statistics (85.96%), price statistics had 83.26%, and monetary and financial statistics had 83.19%.

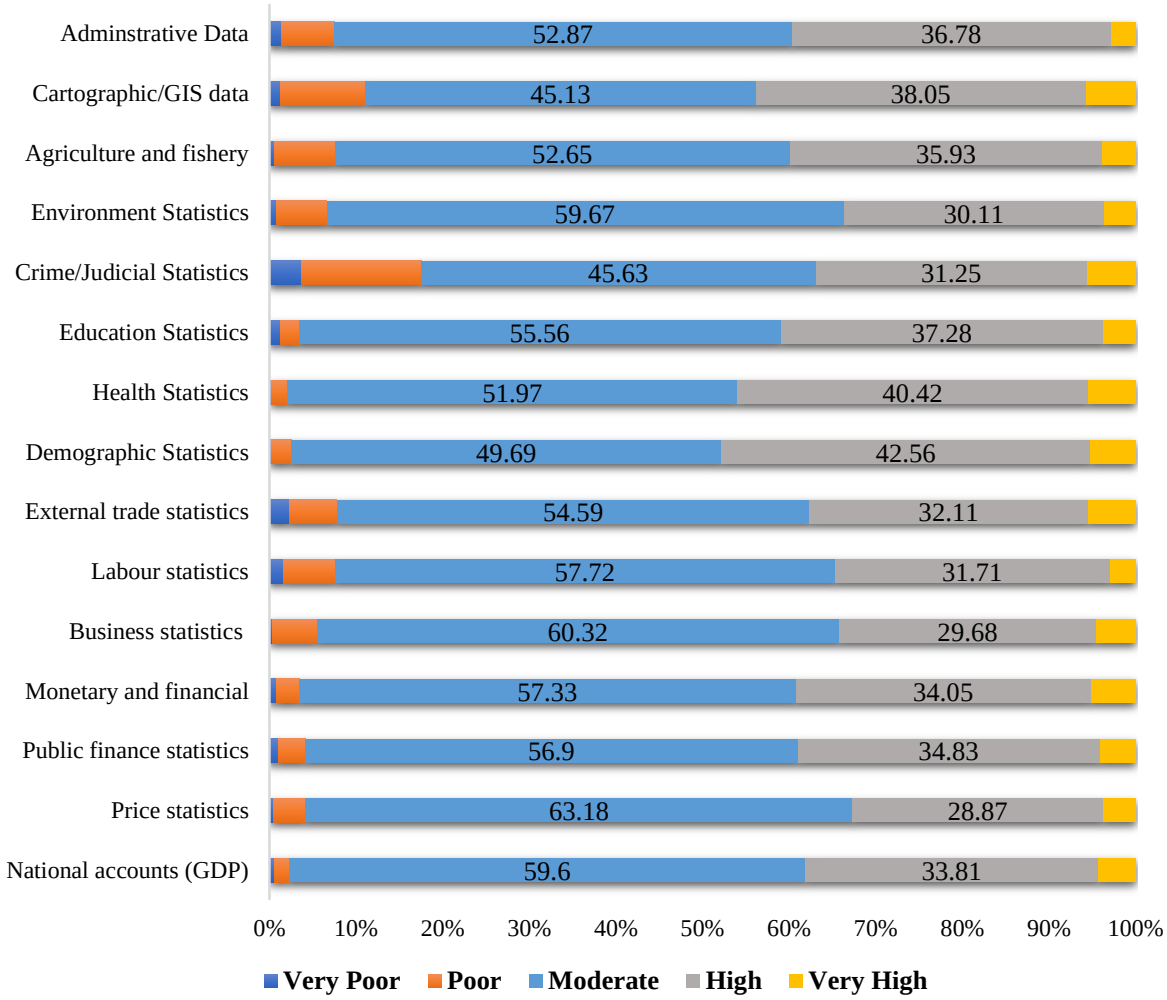
Figure 16: Perceived unbiasedness and accuracy of official statistics



Source: NISR-USS 2018/2019

Figure 17 shows that the level of satisfaction with the overall quality of the official statistics remained steadily high, with 38.9% of all users considering the quality to be "very high" or "high" and 54.85% considering the quality to be "moderate".

Figure 17: Perceived overall quality of official statistics



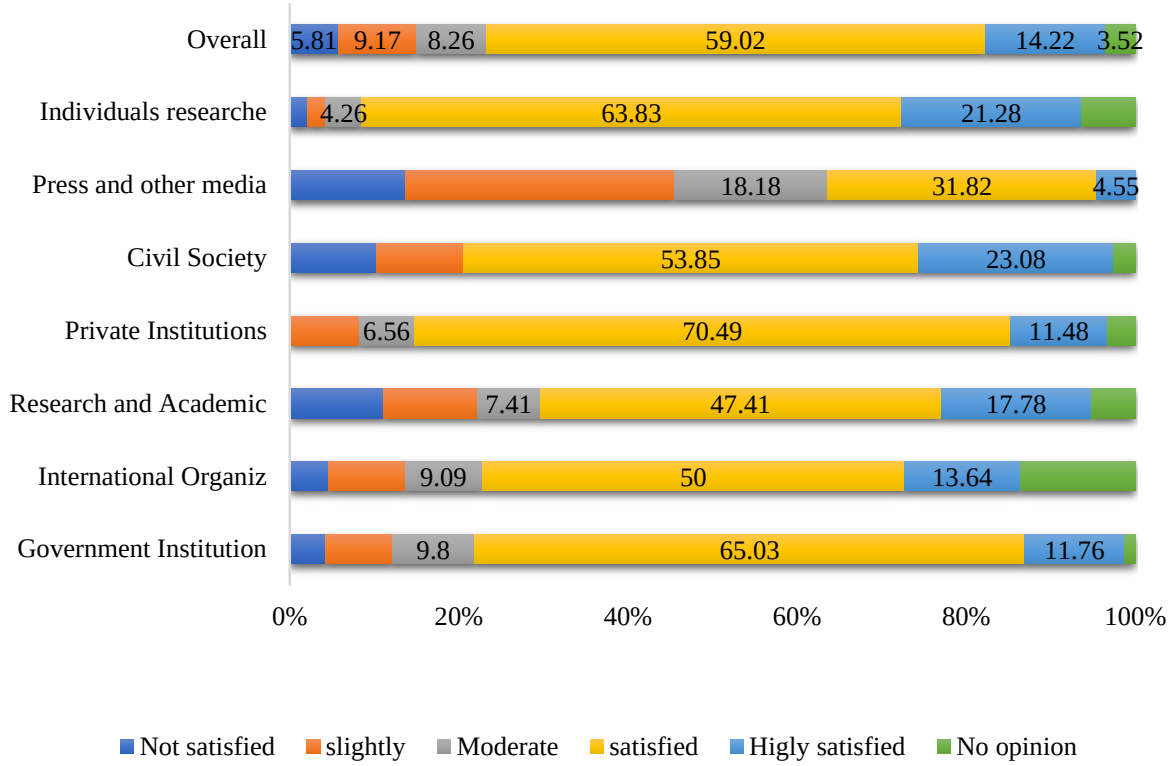
Source: NISR-USS 2018/2019

Only 1.1% of the respondents rated official statistics produced in the country as of poor quality and about 5.09% of the respondents rated all the individual statistical products as of poor quality.

3.5 Satisfaction levels of the official statistics

In ensuring high-quality statistics, producers of the statistics must regularly monitor their activities and sustain the high quality of statistics. This section presents findings on the levels of satisfaction with the quality of statistics by users, measured through details, timeliness, accuracy, frequency and disaggregation of official statistics.

Figure 18: Overall satisfaction with official statistics



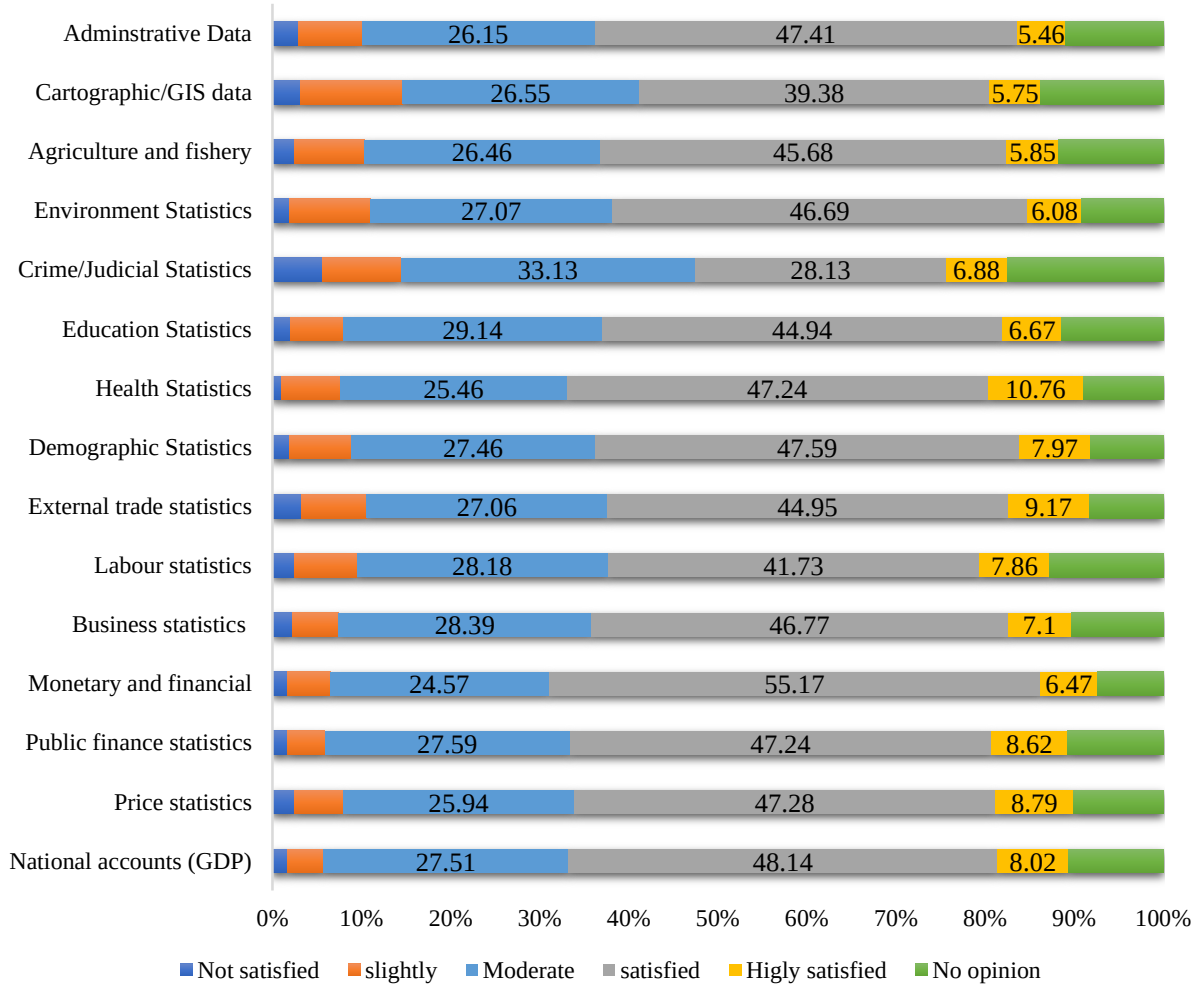
Source: NISR-USS 2018/2019

Figure 18 shows that more than seven in ten respondents (73.24%) were satisfied with overall details that were provided in the various statistical products they used; 14.22% of the respondents were highly satisfied and 59.02% were satisfied.

About 8.26% indicated that they were moderately satisfied with the level of details that were provided in the various statistical products they used. However, 5.81% and 9.17% were not satisfied and slightly satisfied with the level of the details respectively.

Figure 19 provides information about users' perception about timeliness of official statistics. Through the corresponding question ("*For each of data sources you use, how satisfied are you with the following aspects of official statistics?"),* information about timeliness of statistics as perceived by users were obtained. Considering the type of official statistics that respondents used, monetary statistics had the highest rate of timeliness with 86.21%.

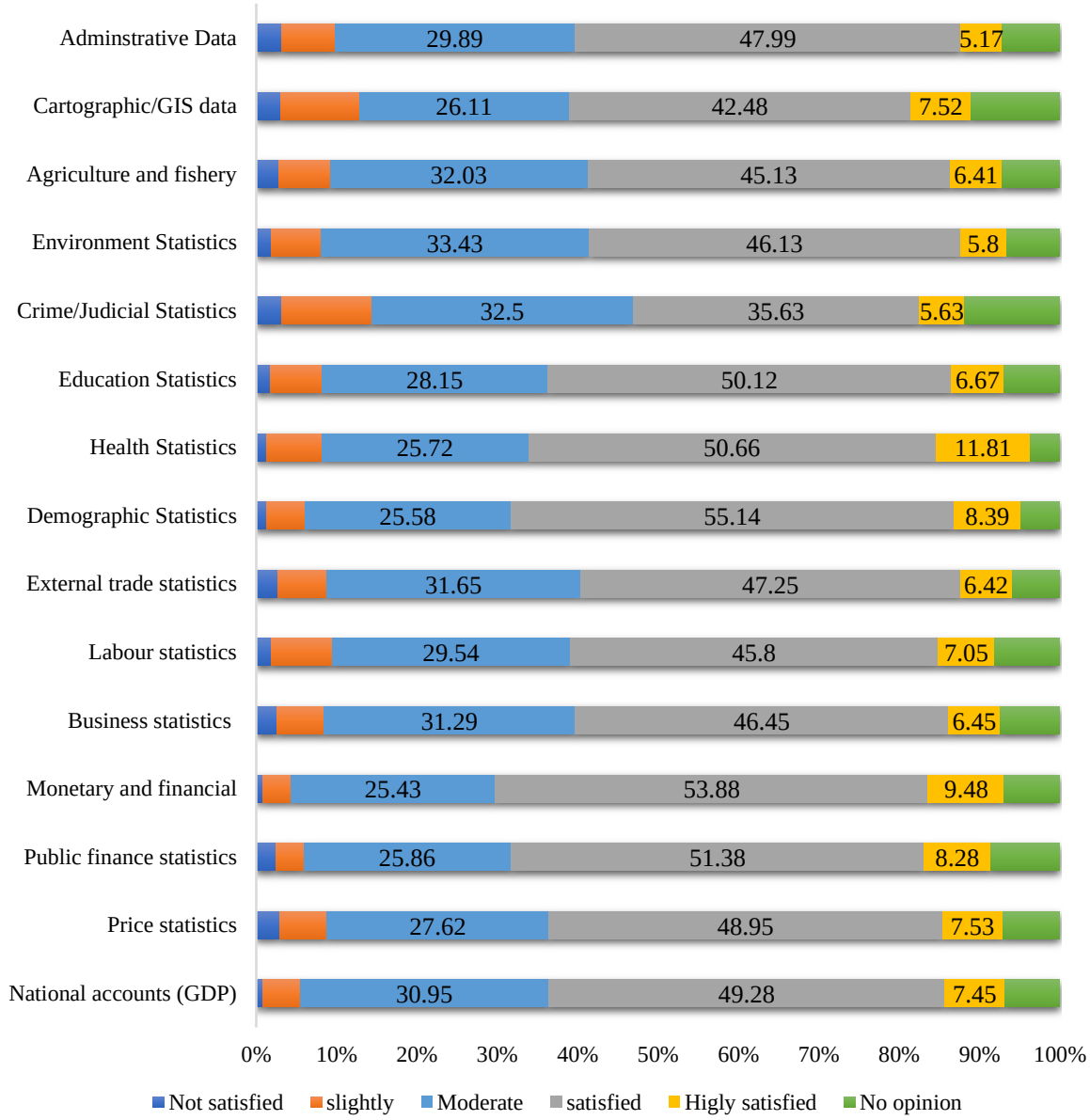
Figure 19: Satisfaction with timeliness of the official statistics



Source: NISR-USS 2018/2019

Timeliness of national accounts, health, public finance and demographic statistics were rated at 83.67%, 83.46%, 83.45%, and 83% respectively. Further, it noteworthy to mention that crime and judicial statistics had the highest percentage of users who reported not being satisfied.

Figure 20: Satisfaction with accuracy of the official statistics

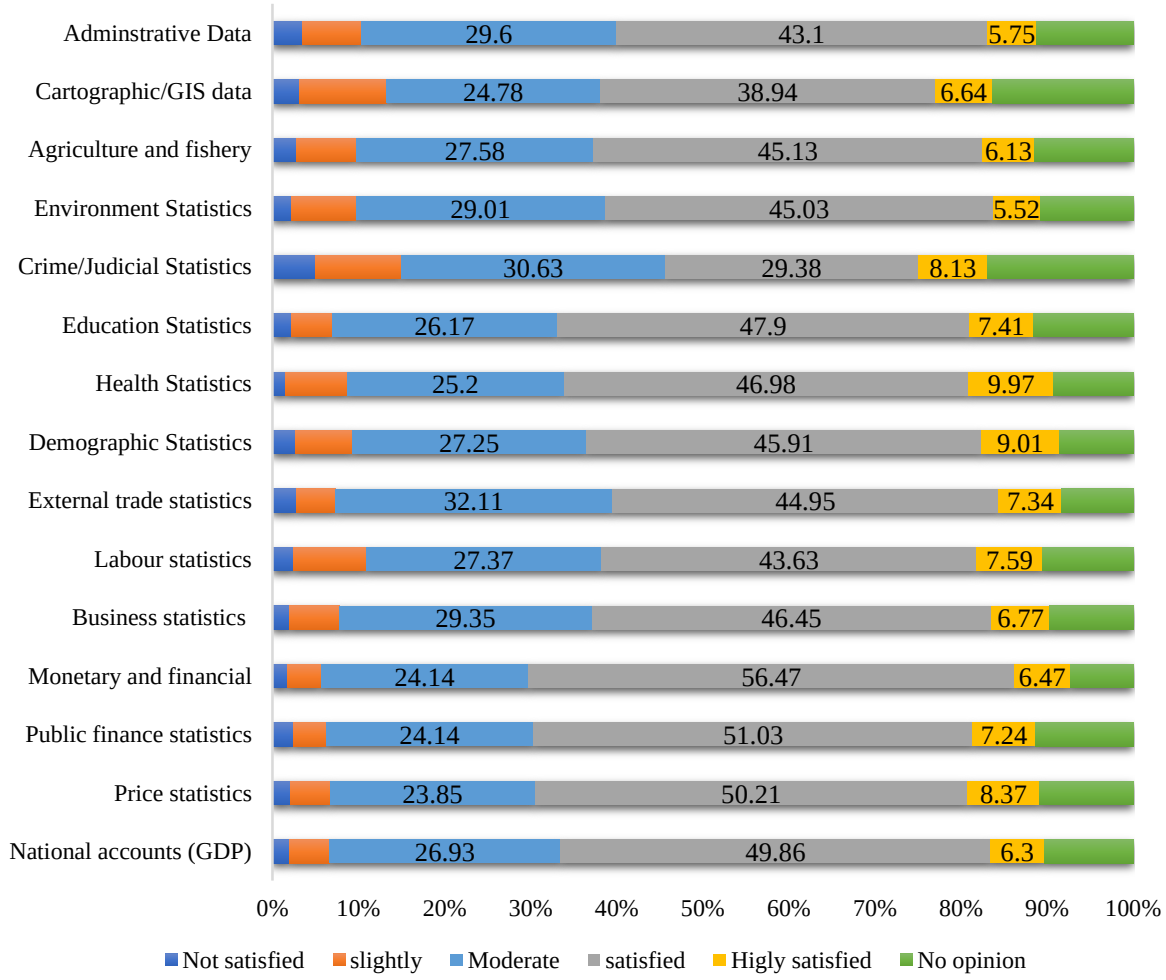


Source: NISR-USS 2018/2019

Figure 20 provides information about users' perception about accuracy of official statistics. Through the corresponding question ("*For each of data sources you use, how satisfied are you with the following aspects of official statistics*?") information on the accuracy of statistics as perceived by users were obtained.

Mainly, responses about accuracy were positive with higher percentage of users across all statistical products reporting being satisfied. Considering statistical products separately, demographic statistics had higher percentage of positive response with 89.11% followed by monetary and financial statistics with 88.97% and health statistics with 88.2%.

Figure 21: User Satisfaction with frequency of publication of official statistics



Source: NISR-USS 2018/2019

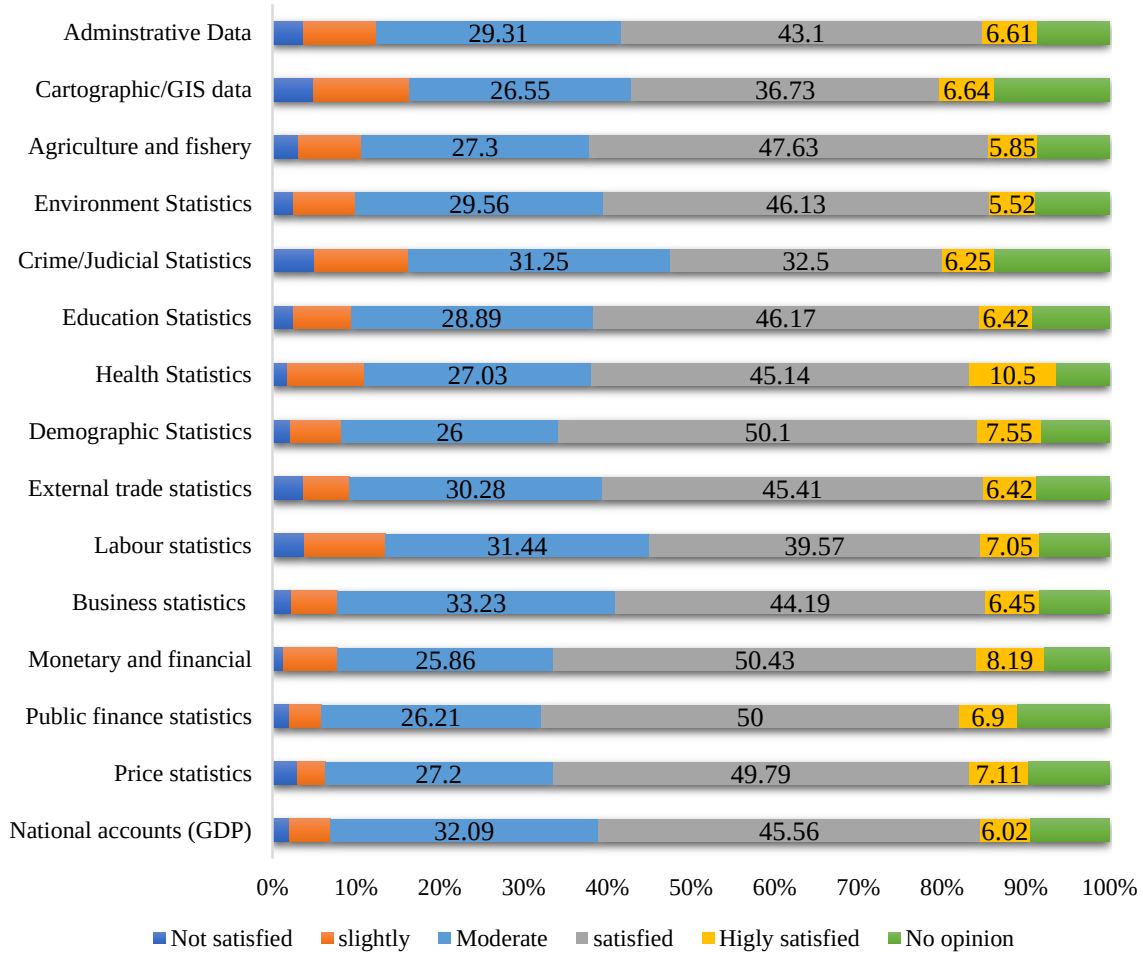
Figure 21 provides information about the user's perception of the frequency of publication by statistical products. Overall, the perception of the users about frequency of publication is positive.

Financial and price statistics had higher percentage of positive responses whereby monetary and financial statistics is highest with 87% of positive responses followed by national accounts with 83.1%. Price statistics and public finance statistics had 82.4% of positive responses each. In addition, health statistics had higher percentage of users who reported high satisfaction with 9.97% and 9% respectively.

Figure 21 highlights users' satisfaction with the level of aggregation of official statistics by products. Among five levels, satisfaction and moderate satisfaction share higher percentage points across all statistical products. Health statistics, price statistics, and demographic statistics had higher percentage points of users who reported high satisfaction with the level of disaggregation.

Generally, the users responded positively about the level of disaggregation of official statistics with monetary and financial statistics presenting higher rate of 84.48% followed by price statistics with 84% and demographic statistics with 83.55%.

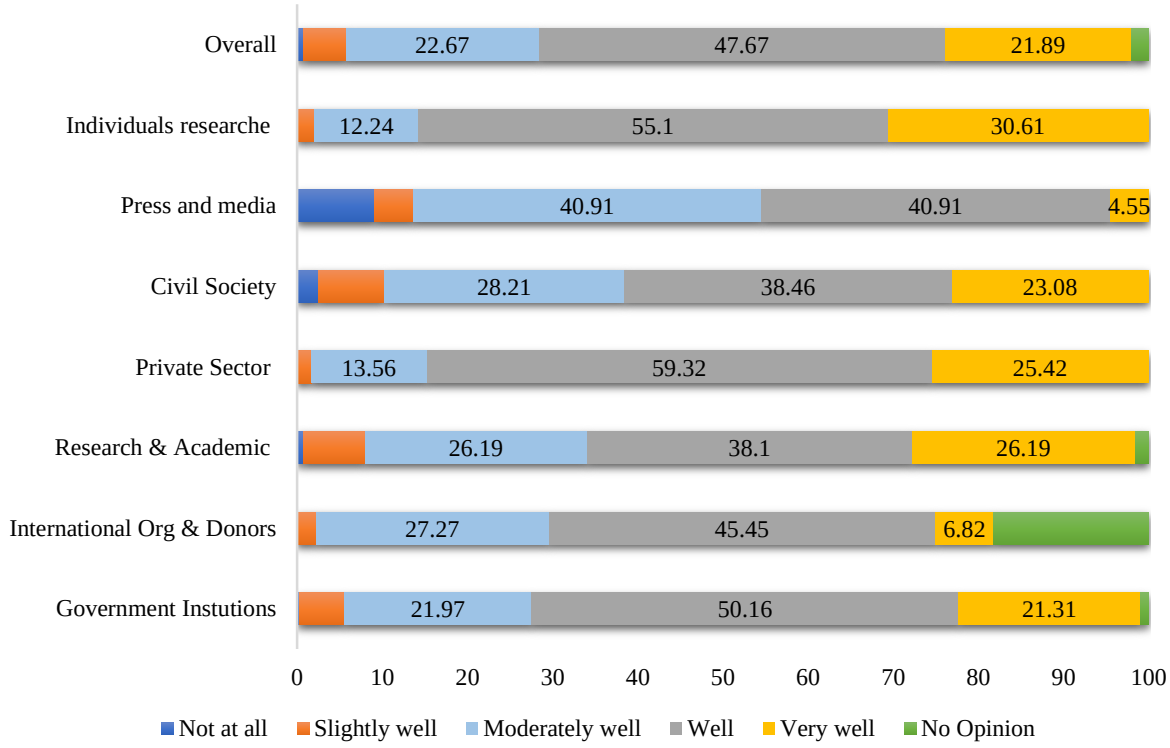
Figure 22: Satisfaction with disaggregation of official statistics



Source: NISR-USS 2018/2019

Figure 23 displays information on official statistics with priority needs of users "*At what extent do the available official statistics meet your priority data needs?*". As shown in the chart, the needs of 69.59% of users of official statistics were fully met while a little over a quarter (22.67%) had their needs partially met. On the other hand, less than one-tenth (5.75%), indicated that their priority needs were not met at all.

Figure 23: Official statistics meeting with priority needs of users

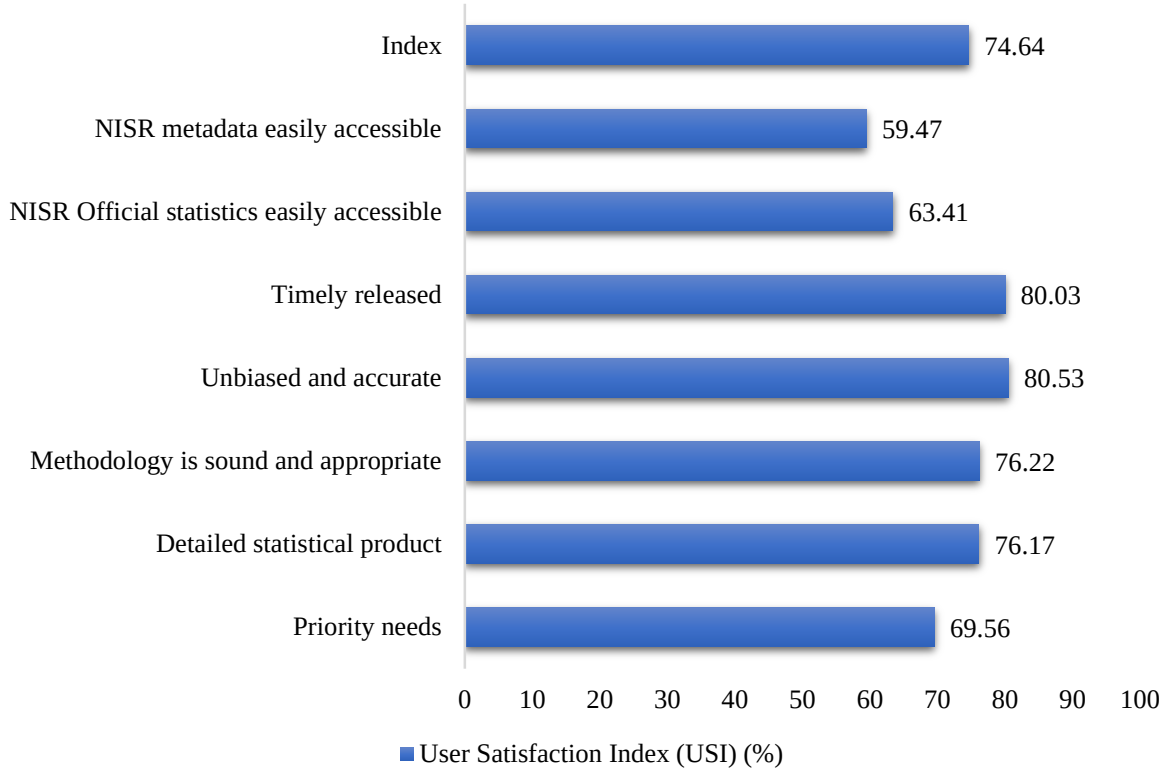


Source: NISR-USS 2018/2019

3.6 The User Satisfaction Index (USI) scores

Figure 24 depicts the results of the USI scores for each of the seven criteria attributed to NSS, NSDS, NISR and the MDAs as producers of official statistics. Refer to the Table 1 highlighted key questions to calculate the index of the USI; official statistics meet the user priority needs (priority needs), official statistics are used to carry out other analysis (detailed statistical product), methodology is sound and appropriate, official statistics are unbiased and accurate, official statistics timely released, NISR Official statistics easily accessible and NISR metadata easily accessible.

Figure 24: User Satisfaction Index (USI) of official statistics producers



Source: NISR-USS 2018/2019

The USI for the USS is 74.64% while an overall average of used attribution[3] is 72.2% which lies below to the overall satisfaction of 73.24% (Figure 18). This indicates that in the view of users, the producers of Rwanda's official statistics have to a large extent, delivered to their satisfaction.

[3] The average of each indicators calculated before applying the weight (Table 1)

CHAPTER 4: TRENDS IN KEY INDICATORS FROM 2012 TO 2018

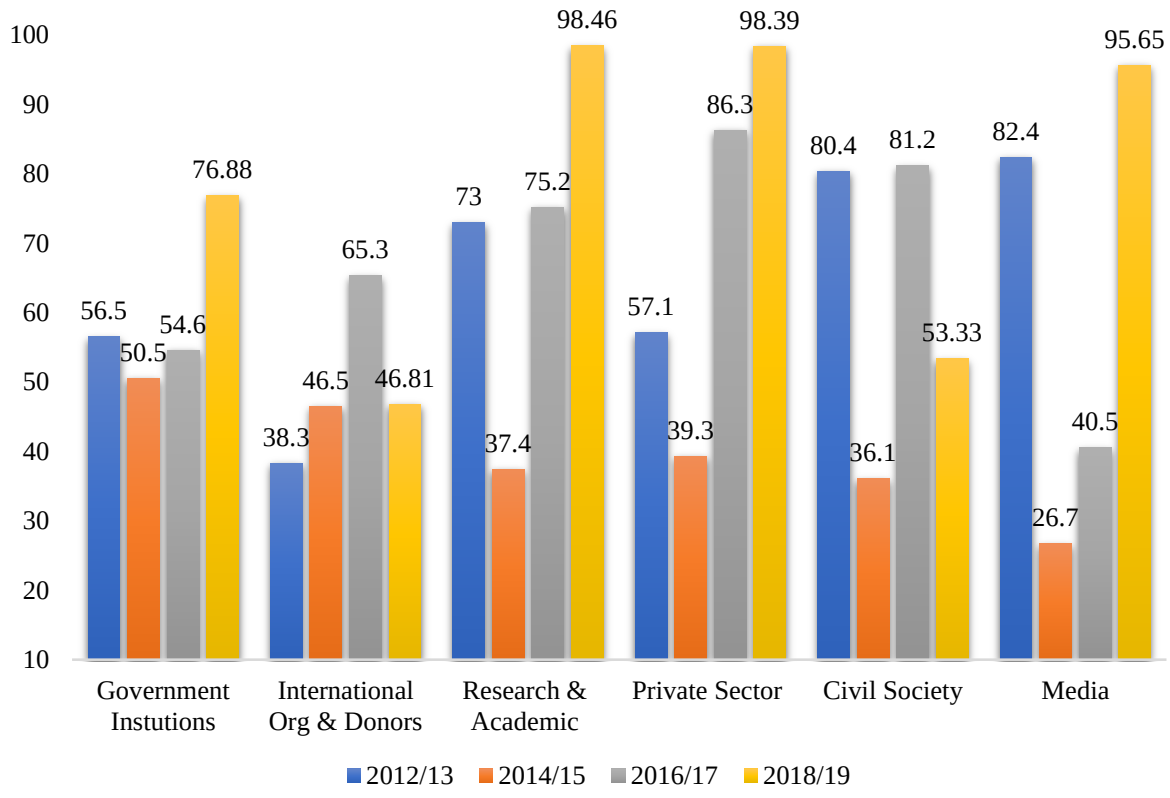
4.1 Introduction

As mentioned earlier, this report is the outcome of the fourth in the series of user satisfaction surveys conducted by the National Institute of statistics of Rwanda. It is important therefore, to compare how some indicators have performed over the three waves of the survey to help inform policy decision. This chapter therefore, presents a comparative analysis of some key indicators for the User Satisfaction Survey 2018/2019 with the earlier series.

4.2 Differences in respondent profile

Thus, Figure 25 reveals that the sample size (the number of respondents) variate over each survey waves, and the response rate change for every wave within categories used, such as International Organization and Donors, and Civil Society compared to the previous USS shows a decreased response rate in 2019. The User Satisfaction Survey 2018/2019 recorded 76.88% response rate, showing an improvement in the participation compared to the previous surveys.

Figure 25: Trend analysis of response rate by institutional category: USS 2012-2019



Source: NISR-USS 2018/2019

Figure 25 presents the trend analysis of response by institutional category between 2012 and 2019, briefly every category showed that there is a consistent increase over the previous survey waves. Except government institutions, and research and academic institutions, private sector depicts a continual participated in the survey while international organization and donors, civil society were moderately participated due to inconvenience of targeted respondents.

4.3 Differences in data use, sources and quality aspects of official statistics

Table 10 shows that official statistics source plays an important factor for attracting users to use and count for its quality. Furthermore, respecting to the previous USS reveals that each official statistics producers' variate according to the response rate.

Table 10: Trend in use of official statistics by producer

	2012/2013		2014/2015		2016/2017		2018/2019	
Institutional	Obs	%	Obs	%	Obs	%	Obs	%
NISR	272	85.4	435	94.7	561	62.8	602	91.92
BNR	167	52.3	374	81.4	483	54	328	50
Ministries	237	74.2	417	90.8	498	55.7	573	87.5
RRA	75	23.4	304	66.3	331	37	234	35.67
Government Entities	194	60.7	395	86.1	434	48.6	392	59.91
International Organizations	166	52.1	378	82.4	392	43.9	407	62.2

Source: NISR-USS 2018/2019

For example, NISR was more likely to be the source of the official statistics from 2012/2013 to 2018/2019, 85.4% to 91.92% respectively. Moreover, Ministries attract more than 74.2% in 2012/2013 and 87.5% in 2018/2019.

Table 11: Trend in use of official statistics by type of official statistics

	2012/2013		2014/2015		2016/2017		2018/2019	
Official Statistics	Obs	%	Obs	%	Obs	%	Obs	%
National accounts (GDP)	137	43	223	48.6	417	46.7	349	53.2
Price statistics	113	35.4	125	27.2	289	32.3	239	36.43
Public finance statistics	102	32	137	29.8	280	31.3	290	44.21
Monetary and financial	103	32.3	127	27.7	333	37.2	232	35.37
Business statistics	119	37.3	165	35.9	394	44.1	310	47.26
Labour statistics	125	39.2	198	43.2	322	36	369	56.25
External trade statistics	79	24.9	103	22.4	225	25.2	218	33.23
Demographic Statistics	239	74.9	297	64.6	477	53.3	477	72.71
Social sector statistics[4]	204	63.8	264	57.6	432	48.3	394	60.15
Environment Statistics	121	37.9	139	30.3	235	26.3	362	55.18
Agriculture and fishery	119	37.3	171	37.3	248	27.7	359	54.73

Source: NISR-USS 2018/2019

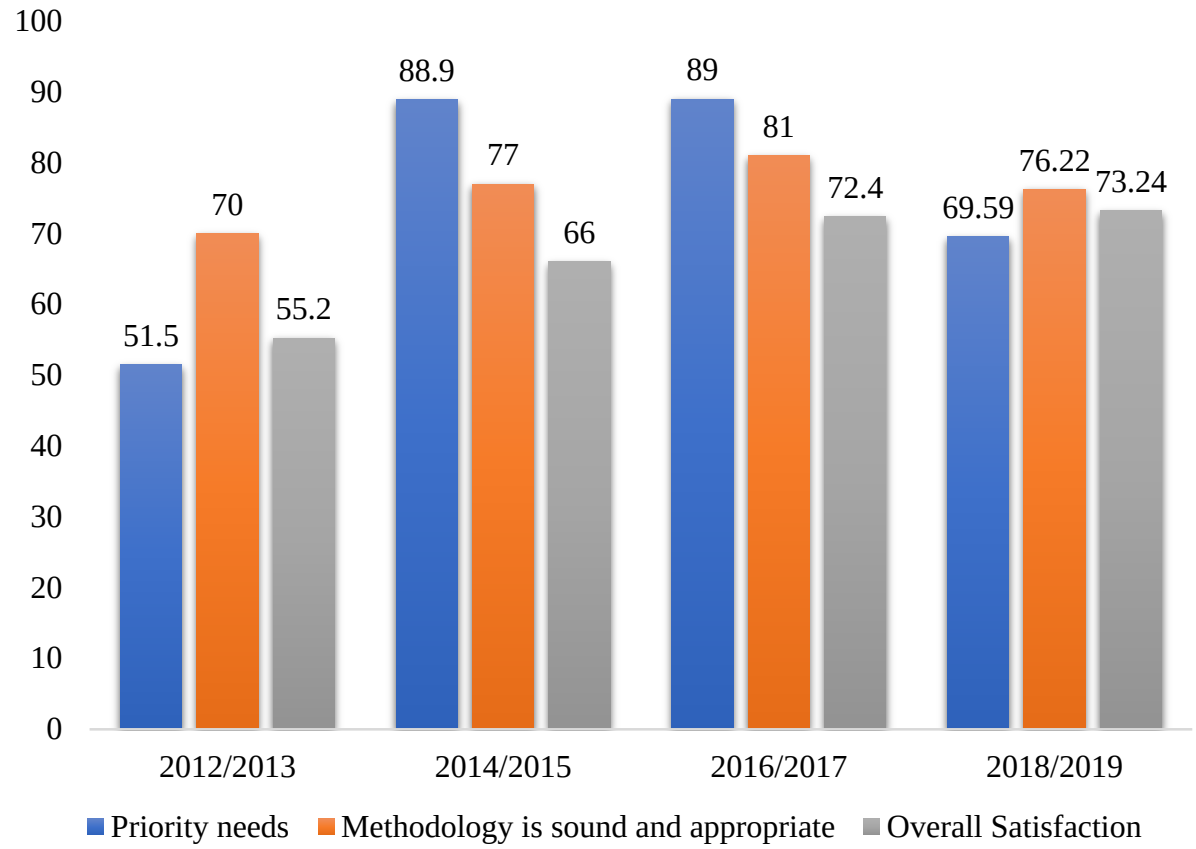
[4] Social Sector Statistics capture the official statistics for education and health statistics for previous USS

Table 11 points that the proportion of respondents using most of the statistical products has declined consistently from 2012 to 2018. Usage of National accounts statistics for example, moderately increased from 43% in 2012 to 53.2% in 2018. The use of Health statistics also dropped by about twelve percentage points from 38.8 percent in 2016 to 26.3 in 2018. The use of Price statistics also recorded about four percentage points increase from what was recorded in 2016/2017 (32.3%) to 36.43% in 2018.

4.4 Trend in overall satisfaction and other parameters of official statistics

Figure 26 presents the trend observation overall satisfaction[5] of users with official statistics from 2012 to 2018, where there is an increase of 18% compare to the first wave of USS. This indicates that in the view of users, the producers have improved on their performance of service delivery to users of official statistics over the period.

Figure 26: Trend in overall satisfaction and other parameters of official statistics



Source: NISR-USS 2018/2019

Overall, the proportion of users who expressed priority needs has consistently increased over the two survey waves with a decline to the USS 2018/2019. It increased from 51.5% in 2012 to 89% in 2016 and decline to 69.59% in 2018, where moderate appreciation was treated as

[5] The overall satisfaction of users reflects the levels of satisfaction with the quality of statistics by users, measured through details, timeliness, accuracy, frequency and disaggregation of official statistics.

an opposite. Hence, the proportion of users who expressed satisfaction with methodological aspects (sound and appropriate) increased from 70% in 2012 to 76.22% in 2018.

CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The main objective of the survey was to measure the extent to which official statistics users in Rwanda are satisfied with the available statistical products and how their statistical needs are met. The survey also focused on the extent to which official statistics are being used for informed decision making, by both government and the private sector. This report presents the main findings from the survey. Largely, the survey achieved its objectives by assessing producers' performance within the National Statistical System (NSS), effectively implement NSDS3, and knowing the needs and expectations of the users of official statistics. It is expected that the outcome of the survey would guide producers of official statistics to improve upon official statistics quality to meet the needs of users in the country.

5.2 Conclusions

The general results on the level of User Satisfaction Surveys based on the 2018/2019 survey are, without any doubt, very positive. And when comparing them with previous research they reveal an ongoing improvement in the perception and opinion of users with regard to official statistics.

However, the main usefulness of these surveys is to help detect those aspects that require improvement, as well is to identify statistical needs not covered by the system and which may form part of future plans. Initially, the outcome of the findings obtained in the Survey will be one of the inputs for the forthcoming NSDS3, as it will enable us to identify priorities for reform or improvement expressed by users.

In addition to these actions to be taken with regard to specific dimensions or operations, the survey shows the need to continue disseminating the NISR mandate; eliminating confusion, which remains fairly frequent among users, between the statistical information production activity, which is the essence of the work performed by producers of official statistics such as the NISR, and the interpretation and assessment of statistics, which is a task that corresponds to researchers, analysts and the media.

The USS 2018/2019 was open on line for one month getting 852 replies, 76.88% more than in 2019 (655). The response rate within groups ranges between 46.81% within the international organizations and 98.46% within research and academic institutions. The National Institutes of Statistics of Rwanda topped the list of producers of official statistics where 22.33% of users reported using statistics from the NISR followed by 21.25% who used statistics produced by ministries.
The survey revealed that 37.05% of respondents have used official statistics at least on monthly basis and 32.25% used official statistics occasionally. Daily use of official statistics was dominated by users from press and media at 22.73%. Statistical products commonly used by respondents were demographic statistics (72.71%) followed by education statistics (61.74%) and health statistics with 58.23%. Website and search engines were the most

popular channel through which users become aware of the availability of official statistics, and about 80% of users have easily accessed official statistics through NISR website.

Users have used official statistics for multiple purposes including decision making (22.75%), and policy formulation (27.18%). and 81.37% of users have started to integrate SDGs activities within the institution. Thus, the USI was 74.64% for the USS 2018/19, while 73.25% were satisfied with overall details provided in the various statistical products. In addition, 76.22% of users appreciated the soundness and appropriateness of the methodology applied to produce official statistics while demographic statistics were the most (80%) appreciated statistical product.

Overall, the proportion of users who expressed priority needs has consistently increased over the two survey waves with a decline to the USS 2018/2019. It increased from 51.5% in 2012 to 89% in 2016 and decline to 69.59% in 2018, where moderate appreciation was treated as an opposite. Hence, the proportion of users who expressed satisfaction with methodological aspects (sound and appropriate) increased from 70% in 2012 to 76.22% in 2018.

5.3 Recommendations

This section presents recommendations for consideration and improvement of statistics production and dissemination in the country.

- National Institution of Statistics of Rwanda as the leader in the production of official statistics, should conduct training for officials responsible for statistics production in the various MDAs, for improving the quality of administrative data
- Producers of official statistics should strive to improve their efficiency by improving the quality of official statistics in terms of accuracy, timeliness, disaggregated and frequency of releases.
- Producers of official statistics need to deepen their dissemination strategies for statistics in order to facilitate their accessibility to users.
- Producers of official statistics should strive to make a lot more statistics including metadata available on their official websites and provide links to websites of other producers of official statistics.
- Statistical literacy programmes should be stepped up for users to appreciate what is happening within the NSS.
- NISR, in collaboration with other MDAs, should continue to build the capacity of other official statistics producers within the NSS.
- NISR should provide leadership in the adherence to standards, definitions and concepts among statistics producing agencies, during the production of the administrative data.
- Advise MDAs to design national monitoring and evaluation platform for improving administrative data
- There is the need to upgrade statistical and ICT infrastructure within the NSS to facilitate the production of quality, timeliness of statistical products for dissemination.

ANNEX 1: QUESTIONNAIRE USS 2018/2019

Republic of Rwanda

NATIONAL INSTITUTE OF STATISTICS OF RWANDA

QUESTIONNAIRE

User Satisfaction Survey

2018/2019

Guidelines for completing the questionnaire

The Questionnaire has SIX sections:

SECTION A. Identifying Data Users

SECTION B. Data Communication & Dissemination Preferences

SECTION C: Data Use Cases

SECTION D. Overall Perceptions of Quality and Satisfaction in Official Statistics

SECTION E. Reasons for non-use of official statistics and general comments

SECTION F. Respondent profile

Please complete all questions that are relevant to you in these sections. Note that you can give more than one answer to some questions.

Interview Results:
1. Completed
2. Partially completed
3. Officer to complete is not available
4. Could not be traced
5. Refused
6. Other (Specify) _____

Enumerator's Name: ..... Date: ..... Supervisor's Name: ..... Date: .....

SECTION A: IDENTIFYING DATA USERS

SA1. Which type of organization/institution that best describe your affiliation for the official statistics use? (*Please choose one affiliation*)

SA1.1 Government (Write the appropriate category for the government institution) a=Central Government; b=Government Agency/Board/Authority; c=Local Government (Provinces, Districts)	
A.1.2 Parliament	
A.1.3 National Bank, other government 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	
A.1.8 Civil society (Churches, Political Party, Unions, human rights organizations)	
A.1.9 Research institution/ Think tank	
A.1.10 Higher Learning Institution, University, College	
A.1.11 International organization	
A.1.12. National and International NGOs	
A.5.14 Private Individuals	
A.5.15 Other (please specify) ……	

SA2. If you are from Government, please select the category that best describes your position

SA2.1	Prime Minister, Minister		SA2.7	Agency Head or Mayor or Vice-Mayor	
SA2.2	Governor or Vice-Governor		SA2.8	Head of Department or Division	
SA2.3	Permanent Secretary /Secrétaire Générale		SA2.9	Expert/Specialist/Analyst/Technician	
SA2.4	Director General or Deputy Director General or CEO		SA2.10	Advisor	
SA2.5	Executive Secretary		SA2.11	Other Position	
SA2.6	Member of Parliament/Commissioner/Prosecutor/Judge		Please Specify……..		

SA3. If you are from the Private Sector or Media, please select the category that best describes your position

SA3.1	Head of an Institution/CEO/Managing Director		SA3.4	Analyst/Journalist/Specialist/Technician	
SA3.2	Head of an Agency		SA3.5	Advisor	
SA3.3	Head of Department/Division/Unit/ Program Manager		SA3.6	Other (Please Specify) ……	

SA4. If you are from a Civil Society Organization, International Organization, Development Partner institution or NGO, please select the category that best describes your position

SA4.1	Country Representative		SA4.4	Expert/Specialist/Analyst/Technician	
SA4.2	Advisor/ Program Manager		SA4.5	Other (Please Specify) ……	
SA4.3	Head of Department, Division or Directorate				

SA5. If you are from Education or Research sector, please select the category that best describes your position

SA5.1	Vice Chancellor/ Deputy Vice Chancellor/ Rector/ Vice-Rector/ Director General/Deputy Director General		SA5.4	Professor/Researcher/ (Senior) Lecturer	
SA5.2	Principal/Director/Dean		SA5.5	Student	
SA5.3	Head of Department, Division or Directorate		SA5.6	Other (Please Specify) ……	

SA6. Which of the following best describes your primary sector(s) of focus (please select all that apply):

SA6.1	Agriculture		SA6.7	Health		SA6.13	Transport
SA6.2	Education		SA6.8	ICT		SA6.14	Urbanisation & Rural Settlement
SA6.3	Energy		SA6.9	Justice, Reconciliation, Law & Order		SA6.15	Water & Sanitation (WATSAN)

SA6.4 Environment & Natural Resources		SA6.10 Private Sector Development & Youth Employment		SA6.16 Other (specify)…	**General patterns of data relevance and use**
SA6.5 Governance & Decentralization		SA6.11 Social Protection			
SA6.6 Finance		SA6.12 Sport & Culture			

SA7. Do you use official statistics produced by any of the following institutions? Please check off all relevant responses (Yes= 1, No=2)

SA7.1 National Institute of Statistics of Rwanda		SA7.5 Other Government entities (specify)	
SA7.2 National Bank of Rwanda		SA7.6 International Organizations (specify)	
SA7.3 Ministries (Specify)		SA7.7 Other Organizations (Specify)……	
SA7.4 Rwanda Revenue Authority			

If SA.7 (1-7)=2 Skip to E

SA.8 Which official statistics is most relevant to your field/domain of work? (*Please rank based on the relevance of official statistics*:

SA.8.1 National accounts (GDP)		SA.8.9 Health statistics	
SA.8.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SA.8.10 Education statistics (Literacy, Enrolment)	
SA.8.3 Public finance statistics		SA.8.11 Crime/Judicial statistics	
SA.8.4 Monetary and financial statistics (BOP, money supply & interest rate)		SA.8.12 Environment statistics	
SA.8.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SA.8.13 Agriculture and fishery statistics	
SA.8.6 Labour statistics (Employment, Unemployment, Income)		SA.8.14 Cartographic/ Geographic Information Systems (GIS) data	
SA.8.7 External trade statistics (Imports, Exports)		SA.8.15 Other (Please specify)…	
SA.8.8 Demographic Statistics (Population Estimates)			

SA.9 How long have you been using official statistics or statistical products?

SA9.1 Less than 3 months		SA9.3 Between 7 and 12 months	

SA9.2 Between 4 and 6 months		SA9.4 More than 1 year	

SECTION B. DATA COMMUNICATION & DISSEMINATION PREFERENCES

Section B1: Awareness

SB1.1 How do you usually learn about the availability of official statistics or statistical products? (Select all that apply)

SB1.1.1 Official press releases		SB1.1.4 Through subscription to a listserv	
SB1.1.2 Websites and search engines		SB1.1.5 Publications or websites of international organizations (e.g. IMF, UN, World Bank)	
SB1.1.3 Public events or conferences		SB.1.1.6 Personal network/contacts	
SB1.1.3 Social media		SB1.1.6 Other (Specify) …….	

SB1.2 Do you know that there is a publicly available release calendar that announces in advance the dates on which many of the various official statistics will be disseminated? (***Possible Answer****:* 1 = Yes 2 = No)

SB1.2.1 Yes		SB1.2.2 No	

Section B2: Access

SB2.1 How do you obtain official statistics? *(Please check off all relevant sources)*

SB2.1.1 Websites and/or data portals		SB2.1.4 Under subscription from a listserv	
SB2.1.2 Official request from the institution (written)		SB2.1.5 Published reports and analyses	
SB2.1.3 Automated request (providing identification and		SB2.1.6 Other (Specify) …….	

purpose of the request)			

SB2.2 When consulting the website of the National Institute of Statistics of Rwanda, how do you rate the accessibility of Official Statistics?

1 = *Very Difficult; 2= Somewhat difficult; 3= Somewhat easy; 4= easy; 5 = Very easy; 6= No opinion.* **Write the right answer in the box.**	

SB2.3 Are you aware of the existence of a micro-data dissemination platform called NADA on the NISR website? 1=Yes 2=No …….

SB2.4 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.

SB2.5 For each of the official statistics or statistical products that you use, how easy or difficult is it for you to obtain/access them?
(1 = Difficult; 2 = Somewhat difficult; 3 = Easy; 4 = Very easy)

SB2.5.1 National accounts (GDP)		SB2.5.9 Health statistics	
SB2.5.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SB2.5.10 Education statistics (Literacy, Enrolment)	
SB2.5.3 Public finance statistics		SB2.5.11 Crime/Judicial statistics	
SB2.5.4 Monetary and financial statistics (BOP, money supply & interest rate)		SB2.5.12 Environment statistics	
SB2.5.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SB2.5.13 Agriculture and fishery statistics	
SB2.5.6 Labour statistics (Employment, Unemployment, Income)		SB2.5.14 Cartographic/ Geographic Information Systems (GIS) data	
SB2.5.7 External trade statistics (Imports, Exports)		SB2.5.15 Other (if provided in SA.8)	
SB2.5.8 Demographic statistics (Population estimates)			

SB2.5.1a (optional) If access is difficult, please feel free to provide more information on the barriers you have faced in obtaining official statistics.

[OPEN RESPONSE]

SB2.6 What is your preferred channel to access official statistics? (Websites; External disk/drive; Paper-based Reports; Others).

Please rank them from 1 to 4: 1=Most preferred and 4=Least preferred

2.6.1 Web	2.6.2 External Drive/Disk	2.6.3 Paper	2.6.4 Other (Specify)….

SB2.7 What is your preferred format to access official statistics? (*Please rank them from* 1 to 4: 1=Most preferred and 4=Least preferred)

	Reports	Tabulation (Summary)	Figures	Infographic	Full dataset
SB2.7.1 National accounts (GDP)					
SB2.7.2 Price statistics					
SB2.7.3 Public finance statistics					
SB2.7.4 Monetary and financial statistics					
SB2.7.5 Business statistics					
SB2.7.6 Labour statistics					
SB2.7.7 External trade statistics					
SB2.7.8 Demographic Statistics					
SB2.7.9 Health Statistics					
SB2.7.10 Education Statistics					
SB2.7.11 Crime/Judicial Statistics					
SB2.7.12 Environment Statistics					
SB2.7.13 Agriculture and fishery statistics					
SB2.7.14 Cartographic/GIS data					
SB2.7.15 Other (if provided in SA.7)					

SB2.8 What is your preferred format to access tabular datasets? (*Please rank them from* 1 to 5: 1=Most preferred and 5=Least preferred)

SB2.8.1 CSV: Comma-Separated Values file		SB2.8.4 SPSS	
SB2.8.2 Excel		SB2.8.5 Other format (specify)…	
SB2.8.3 Stata			

SB2.9 In your opinion, are the official statistics or statistical products that you used/ever used 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.*	

SB2.9.a (Optional) Do you have preferences for how the presentation of official statistics could be improved to increase clarity and ease of use/interpretation?

[OPEN RESPONSE]

Section B.3: Documentation

SB3.1. Have you ever consulted/reviewed the methodology of official statistics before proceeding to the data analysis?

1= Yes 2= No

SB3.2 For each of the official statistics you use, is the information on methodology sufficiently clear and at an adequate level of detail to be useful to you? (1 = Not clear; 2 = Fairly clear; 3 = clear; 4 = Very clear)

SB3.3.1 National accounts (GDP)		SB3.3.9 Health statistics	
SB3.3.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SB3.3.10 Education statistics (Literacy, Enrolment)	
SB3.3.3 Public finance statistics		SB3.3.11 Crime/Judicial statistics	
SB3.3.4 Monetary and financial statistics (BOP, money supply & interest rate)		SB3.3.12 Environment statistics	
SB3.3.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SB3.3.13 Agriculture and fishery statistics	
SB3.3.6 Labour statistics (Employment, Unemployment, Income)		SB3.3.14 Cartographic/ Geographic Information Systems (GIS) data	
SB3.3.7 External trade statistics (Imports, Exports)		SB3.3.15 Other (if provided in SA.8)	
SB3.3.8 Demographic Statistics (Population Estimates)			

SB3.3 Do you refer to or make use of the published documentation on official statistics?

1= Yes 2= No

SB3.4 In your opinion, is enough information provided on any revisions/updates to the official statistics or statistical products that you use? 1= Yes 2=No

SB3.4.1 National accounts (GDP)		SB3.4.9 Health statistics	
SB3.4.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SB3.4.10 Education statistics (Literacy, Enrolment)	
SB3.4.3 Public finance statistics		SB3.4.11 Crime/Judicial statistics	
SB3.4.4 Monetary and financial statistics (BOP, money supply & interest rate)		SB3.4.12 Environment statistics	
SB3.4.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SB3.4.13 Agriculture and fishery statistics	
SB3.4.6 Labour statistics (Employment, Unemployment, Income)		SB3.4.14 Cartographic/ Geographic Information Systems (GIS) data	
SB3.4.7 External trade statistics (Imports, Exports)		SB3.4.15 Other (if provided in SA.8)	
SB3.4.8 Demographic Statistics (Population Estimates)			

SB3.5 For each of the official statistics or statistical products that you use, how easy or difficult is it for you to access the metadata of these statistics (sources, explanatory notes, methodological description, 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*)

SB3.5.1 National accounts (GDP)		SB3.5.9 Health statistics	
SB3.5.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SB3.5.10 Education statistics (Literacy, Enrolment)	
SB3.5.3 Public finance statistics		SB3.5.11 Crime/Judicial statistics	
SB3.5.4 Monetary and financial statistics (BOP, money supply & interest rate)		SB3.5.12 Environment statistics	
SB3.5.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SB3.5.13 Agriculture and fishery statistics	
SB3.5.6 Labour statistics (Employment, Unemployment, Income)		SB3.5.14 Cartographic/ Geographic Information Systems (GIS) data	
SB3.5.7 External trade statistics (Imports, Exports)		SB3.5.15 15 Other (if provided in SA.8)	
SB3.5.8 Demographic Statistics (Population Estimates)			

SB3.6 (Optional) Do you have recommendations for how statistical documentation could be improved?

[OPEN RESPONSE]

Section B.4: Direct Engagement

SB4.1 Have you requested for a Visa from NISR to conduct a survey in Rwanda during the last year? **Please choose the right answer** ☐

1= Yes 2=No

SB4.1.1 What was the response? ☐ **Please choose the right answer**

1=Visa was granted; 2=The Visa was refused (at least once); 3=Did not get a response

SB4.2 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		Technical support/guidance offered by NISR staff	
Process leading to the final decision		Other aspect (specify)	
Time it took to get the official response			

SB4.3.1 Have you complained to a Provider of Official Statistics last year in relation with Official Statistics? 1=Yes 2=No ☐

SB4.3.2 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? ☐

SECTION C: DATA USE CASES

Section C.1: Use cases

SC1.1 For what purposes do you mostly use the data produced by the National Institute of Statistics of Rwanda (NISR)? (*Please select all that apply)*

SC1.1 Preparing legislation		SC1.6 Media production (including journalism)	
SC1.2 Partnership development/ Contract negotiations		SC1.7 Market analysis	
SC1.3 Academic/Research purpose		SC1.8 Analysis of current developments for short term decision-making (policy/programme design, planning, M&E)	
SC1.4 General background information/Personal Interest		SC1.9 Analysis of trends for long-term policy formulation	
SC1.5 Re-packaging statistical products for dissemination		SC1.10 Other (please specify) **……**	

SC1.2 To what extent do official statistics allow you to carry out the purposes mentioned in SC1.1?

1 = Not at all; 2=slightly well; 3 = moderately well; 4= well; 5 = Very well; 6 = No opinion

SC1.3 How often do you use official statistics in your work?

Daily		Biannually	
Weekly		Annually	
Monthly		Occasionally	
Quarterly			

SC1.4What software or tools do you use to analyse official statistics?

Excel (or other spreadsheet software)		Python or other programming languages (specify)…	
Stata		Tableau or other data visualization software (specify)…	
SPSS		Other (please specify)….	
R		N/A: I only use existing reports and analysis	
SAS			

SC1.5 Have official statistics helped to inform any decisions your organisation made over the last year? 1=Yes 2=No

SC1.5.1 If yes, could you provide some detail on this use case, including what data was used?

[OPEN RESPONSE]

SC1.6 Have official statistics helped inform policy work/policies in your organisation over the last year? 1=Yes 2=No

SC1.6.1 If yes, could you provide some detail on this use case, including what data was used?

[OPEN RESPONSE]

Section C.2: Monitoring the SDGs

SC2.1 Are you aware of the Sustainable Development Goals? 1=Yes; 2=No . **Choose the right answer**

SC2.2 If the response is yes, through which channel have you learned about SDGs? (*Select all that apply and Write the right answer in the box below)*

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

SC2.3 Have you or your institution started using official statistics to integrate SDGs into your activities? 1=Yes 2=No

SC2.3.1. If Yes, to what extent? 1=Very low; 2=Low; 3=Moderately high; 4=High; 5=Very high; 6=No opinion.

SC2.3.2 If No, what do you think is the reason?

Not enough details provided to link with available official statistics		Required too many assumptions /used as proxy	
Available official statistics/products are outdated		Current data products are not suitable	
Data/Information is not useful for this purpose		Other (specify)…….	

SC2.4 Do you think your institution needs support in domesticating, monitoring and reporting on SDGs indicators? 1=Yes 2=No
If No (Continue to D.1)
SC2.4.1. If Yes, to what extent? 1=Very low; 2=Low; 3=Moderately high; 4=High; 5=Very high; 6=No opinion. **Choose the right answer**

SECTION D. OVERALL PERCEPTIONS OF QUALITY AND SATISFACTION IN OFFICIAL STATISTICS

Section D.1: Quality

SD1.1 In your opinion, how sound and appropriate is the underlying methodology of official statistics?
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

SD1.1.1 National accounts (GDP)		SD1.1.9 Health statistics	
SD1.1.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SD1.1.10 Education statistics (Literacy, Enrolment)	
SD1.1.3 Public finance statistics		SD1.1.11 Crime/Judicial statistics	
SD1.1.4 Monetary and financial statistics (BOP, money supply & interest rate)		SD1.1.12 Environment statistics	
SD1.1.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SD1.1.13 Agriculture and fishery statistics	
SD1.1.6 Labour statistics (Employment, Unemployment, Income)		SD1.1.14 Cartographic/ Geographic Information Systems (GIS) data	
SD1.1.7 External trade statistics (Imports, Exports)		SD1.1.15 Other (if provided in SA.8)	
SD1.1.8 Demographic Statistics (Population Estimates)			

SD1.2 In general, how unbiased and accurate do you consider official statistics?
1 = not sufficient; 2 = slightly sufficient; 3 = moderately sufficient; 4 = sufficient; 5 = highly sufficient, 6=No opinion

SD1.2.1 National accounts (GDP)		SD1.2.9 Health statistics	
SD1.2.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SD1.2.10 Education statistics (Literacy, Enrolment)	
SD1.2.3 Public finance statistics		SD1.2.11 Crime/Judicial statistics	

SD1.2.4 Monetary and financial statistics (BOP, money supply & interest rate)		SD1.2.12 Environment statistics	
SD1.2.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SD1.2.13 Agriculture and fishery statistics	
SD1.2.6 Labour statistics (Employment, Unemployment, Income)		SD1.2.14 Cartographic/ Geographic Information Systems (GIS) data	
SD1.2.7 External trade statistics (Imports, Exports)		SD1.2.15 Other (if provided in SA.8)	
SD1.2.8 Demographic Statistics (Population Estimates)			

SD1.3 How do you rate the overall quality of official statistics in Rwanda? *1=Very poor;2 = Poor; 3 = Moderate; 4 = High; 5=Very high*

SD1.3.1 National accounts (GDP)		SD1.3.9 Health statistics	
SD1.3.2 Price statistics (CPI, PPI, Inflation) (Monthly)		SD1.3.10 Education statistics (Literacy, Enrolment)	
SD1.3.3 Public finance statistics		SD1.3.11 Crime/Judicial statistics	
SD1.3.4 Monetary and financial statistics (BOP, money supply & interest rate)		SD1.3.12 Environment statistics	
SD1.3.5 Business statistics (Industry, Trade, Services, Transport, and Energy)		SD1.3.13 Agriculture and fishery statistics	
SD1.3.6 Labour statistics (Employment, Unemployment, Income)		SD1.3.14 Cartographic/ Geographic Information Systems (GIS) data	
SD1.3.7 External trade statistics (Imports, Exports)		SD1.3.15 Other (if provided in SA.8)	
SD1.3.8 Demographic Statistics (Population Estimates)			

SD1.4 Did you use official statistics before 2009 (the launch of NSDS 1 activities)? *1 = Yes; 2 = No*

2009-2013		2014-2017		2018-	

SD1.5 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" 0= no opinion

	Accessibility	Methods	Timelines	Accuracy
SD1.5.1 National accounts (GDP)				
SD1.5.2 Price statistics (CPI, PPI, Inflation) (Monthly)				
SD1.5.3 Public finance statistics				
SD1.5.4 Monetary and financial statistics (BOP, money supply & interest rate)				
SD1.5.5 Business statistics (Industry, Trade, Services, Transport, and Energy)				
SD1.5.6 Labour statistics (Employment, Unemployment, Income)				
SD1.5.7 External trade statistics (Imports, Exports)				

SD1.5.8 Demographic Statistics (Population Estimate)				
SD1.5.9 Health statistics				
SD1.5.10 Education statistics (Literacy, Enrolment)				
SD1.5.11 Crime/Judicial statistics				
SD1.5.12 Environment statistics				
SD1.5.13 Agriculture and fishery statistics				
SD1.5.14 Cartographic/ Geographic Information Systems (GIS) data				
SD1.5.15 Administrative data				

Section D.2: Satisfaction

SD2.1 In general, how satisfied are you with the following aspects of Rwanda statistical products and services?

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

SD2.1.1 Processes in accessing official statistics		SD2.1.5 Quality of analysis/interpretation	
SD2.1.2 Duration between time requested and time it was made available		SD2.1.6 Usefulness of product used/ Services utilized	
SD2.1.3 Level of details of information needed		SD2.1.7 First time use experience	
SD2.1.4 Product easy to read and understand		SD2.1.8 Services after data acquisition	

SD2.2 For each of the data sources you use, how satisfied are you with the following aspects of official statistics? Are they sufficient for your purposes?

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

	Timeliness	Accuracy	Frequency	Disaggregation	Coverage
SD2.2.1 National accounts (GDP)					
SD2.2.2 Price statistics (CPI, PPI, Inflation) (Monthly)					
SD2.2.3 Public finance statistics					
SD2.2.4 Monetary and financial statistics (BOP, money supply & interest rate)					

SD2.2.5 Business statistics (Industry, Trade, Services, Transport, and Energy)					
SD2.2.6 Labour statistics (Employment, Unemployment, Income)					
SD2.2.7 External trade statistics (Imports, Exports)					
SD2.2.8 Demographic Statistics (Population Estimate)					
SD2.2.9 Health statistics					
SD2.2.10 Education statistics (Literacy, Enrolment)					
SD2.2.11 Crime/Judicial statistics					
SD2.2.12 Environment statistics					
SD2.2.13 Agriculture and fishery statistics					
SD2.2.14 Cartographic/ Geographic Information Systems (GIS) data					
SD2.2.15 Other (if provided in SA.8)					

SD2.3 At what extent 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*	

SD2.4 If not at all, please indicate what data is not available to meet your priority needs.

[OPEN RESPONSE]

SD2.5 Considering all your expectations, to what extent have the Rwanda Official Statistics met 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.**	

SD2.7 If asked, would you recommend to use the Rwanda Official Statistics?

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?	

SECTION E: REASONS FOR NON-USE OF OFFICIAL STATISTICS AND GENERAL COMMENTS

SE1 If you do not use official statistics, what are the main reasons? (Please check all relevant responses)

SE1.1 Do not need them for my professional activities		SE1.4 Official Statistics related to my activities are not available	
SE1.2 Do not trust official statistics		SE1.5 I do not know how to use statistics for my work	
SE1.3 It is difficult to access official statistics		SE1.6 Other reasons (specify)……	

SE.2 Other comments, including areas where you see room for improvement (*Please specify the Official Statistics your comments refer to)*

SECTION F: RESPONDENT PROFILE

SF.1. Gender 1. Male 2. Female	
SF.2. Year of experience	
SF.3. What is your highest level of educational attainment?	
Ph.D./Post Doc or equivalent	
Master's degree	

Bachelor degree or a Post-graduate diploma	
Undergraduate diploma	
Secondary School level Diploma/Certificate (A2)	
Other study levels (Specify)……..	

Thank You for your valuable contribution and your time!