# USER SATISFACTION QUESTIONNAIRE

The National Bureau of Statistics of the republic of Moldova (NBS) invites you to fill in this questionnaire, thus contributing to the improvement of its statistical products and services provided. Your answers will be used exclusively for statistical purposes.

1. **Gender**
   1. Male
   2. Female
2. **Citizenship**
   1. Moldovan
   2. Rumanian
   3. Russian
   4. Other European Countries
   5. Other EU Countries
   6. Other non-European Countries
3. **Age**
   1. Under 18
   2. 19-29
   3. 30-39
   4. 40-49
   5. 50-59
   6. 60-69
   7. 70-79
   8. Over 80
4. **Education**
   1. Primary
   2. Secondary
   3. Tertiary
   4. Master’s degree/PHD
5. **User Category**
   1. Pupil/Student
   2. Teacher/Professor
   3. Researcher
   4. Business
   5. Private User
   6. Public Administration
   7. Press and other media
   8. Members of parliamentary body
   9. International organization
   10. Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. **Have you ever submitted to NBS a request for data provision?**
   1. Yes
   2. No 🡪 Question 18

*Questions 7 – 12 refer to your most recent request.*

1. **Communication**
   1. Personal visit
   2. By telephone
   3. By post
   4. By email
   5. Website
2. **Type of requested data**
   1. Statistical data
   2. Anonymized microdata of statistical surveys
   3. Confidential data for scientific purposes
   4. Press releases
   5. Statistical publications
   6. Cartographic data 🡪 Question 10
3. **Statistical domain of the requested data**
   1. Fishery
   2. Employment – Labour cost and remuneration
   3. Population – Housing Census
   4. Industry – Manufacture – Mines
   5. Agriculture
   6. Forestry
   7. Price indices
   8. Demography
   9. Public finance
   10. Justice
   11. National accounts
   12. Income – Living conditions of households
   13. Education
   14. Domestic trade (retail – wholesale)
   15. External and international trade
   16. Energy
   17. Social protection and social security
   18. Livestock
   19. Transport – Communications
   20. Business Register
   21. Building activity – Construction
   22. Environment
   23. Culture
   24. Tourism
   25. Health
   26. ICT use
   27. Time use
   28. Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. **Was your request met?**
   1. Fully
   2. Partially
   3. Not at all 🡪 Question 12
5. **In which form you received the statistical information:**
   1. Paper form
   2. Electronic form
6. **In case your request was not met or was partly met, the reason is that the requested data:**
   1. Are not produced
   2. Are not available for the requested reference periods
   3. Are not available at the requested level of geographical breakdown
      1. Regional Unity
      2. Municipal Unity
      3. Municipal Community
      4. Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. Are not available at a more disaggregated level of the following statistical classifications
7. NACE
8. ISCO
9. ICD
10. Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    1. Cannot be made available on account of statistical confidentiality
    2. Are not available at a processable format
    3. Have a high production cost
    4. Their production is time-consuming
    5. Other reason (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. **How often do you submit a request for provision of statistical data?** 
    1. With a frequency less than or equal to a month
    2. With a frequency greater than a month but less than or equal to a year
    3. With a frequency greater than a year
12. **How often do you use statistical data?** 
    1. With a frequency less than or equal to a month
    2. With a frequency greater than a month but less than or equal to a year
    3. With a frequency greater than a year
13. **How much do you trust the statistical data of NBS that have been provided to you?** 
    1. Very much
    2. A lot
    3. Enough
    4. A little
    5. Not at all
14. **How satisfied are you with the response time of NBS for meeting your request?**
    1. Very much
    2. Very
    3. Quite
    4. Somewhat
    5. Not at all
15. **How satisfied are you with the services provided by the staff of NBS?** 
    1. Very much
    2. Very
    3. Quite
    4. Somewhat
    5. Not at all
16. **Have you ever visited the website of NBS?** 
    1. Yes
    2. No → Question 24
17. **How often do you visit the website of NBS?**
    1. With a frequency less than or equal to a month
    2. With a frequency greater than a month but less than or equal to a year
    3. With a frequency greater than a year
18. **To what extent does the website of ELSTAT cover you needs, as a whole?** 
    1. Very much
    2. Much
    3. Enough
    4. A little
    5. Not at all
19. **How much do you trust the information posted on the website of NBS?** 
    1. Very much
    2. A lot
    3. Enough
    4. A little
    5. Not at all
20. **Rate with 1 – 5 (5=excellent) the website of NBS**
    1. Accessibility

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

* 1. Ease of use

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

* 1. Layout

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

1. **Would you recommend the website of NBS to a friend or colleague?** 
   1. Yes, certainly
   2. Probably yes
   3. Probably no
   4. In no case
2. **Share your proposals for improving the services and/or the website of NBS:**

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1. **User’s contact details (voluntary):**

Full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_