The Republic of Rwanda

NATIONAL INSTITUTE OF STATISTICS OF RWANDA

USER SATISFACTION SURVEY

CELEBRATING

2005

10 YEARS OF POLICY SUPPORT

2015

ANNIVERSARY

2014/2015

National Institute of Statistics of Rwanda

The Republic of Rwanda

NATIONAL INSTITUTE OF
STATISTICS OF RWANDA

User Satisfaction Survey 2014/2015

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Foreword

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

The 2014/15 User Satisfaction Survey is a follow up to the 2012 User Satisfaction Survey. Each survey provides data on methodology, accuracy, relevancy, timeliness, accessibility, and use of different type of statistics produced by NSS institutions, including NISR.

Results of the 2014/15 User Satisfaction Survey indicate key changes have occurred in the overall user satisfaction. The survey shows an increase in the level of satisfaction of users regarding availability, accuracy, timeliness, and relevancy of statistics, etc compared to 2012 USS results. Despite these improvements, the use of microdata is still low and requires more sensitization and coaching on how to use microdata. This report is therefore an important tool that highlights areas that need particular attention regarding data quality and meeting the needs of data users.

While celebrating 10 years of policy support, the NISR would also like to take this opportunity to thank the users of official statistics from public and private institutions, civil society, international organizations, and individuals etc, who, in spite of their responsibilities, invested their time in this survey by responding to the study questionnaire. The NISR appreciates your continuous support and invaluable contributions. The NISR acknowledges the role of all those who participated in making this survey a success.
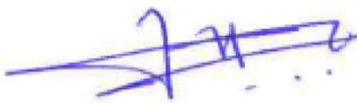
Yusuf MURANGWA
Director General, NISR

Executive Summary

The National Institute of Statistics of Rwanda (NISR) in partnership with National and International stakeholders implemented the first National Strategy for the development of Statistics (NSDS1) from 2009 to 2014. Since July 2014, the NISR started the implementation of the second NSDS taking into account the achievements of NSDS1 and implementation challenges underscored in the 2012 User Satisfaction Survey report and NSDS1 evaluation reports. However, a final evaluation of NSDS1 in terms of satisfying statistical needs of various users was needed to understand where gaps still remain and come up with strategy to fill the gaps.

It is against this background that the 2014/15 User Satisfaction Survey targeted not only actual users of official statistics as it was done in 2012, but extended the study to potential users, in particular decision and policy makers at Central and Local Government level. Rwanda being committed to accelerating the socio-economic development of its citizens through informed decision making and policy formulation, understanding statistical needs of decision making authorities at different levels will lead to adoption of appropriate strategies during the implementation of NSDS2 for data production, dissemination and use of official statistics in Rwanda properly. 459 users responded to the questionnaire, and data were collected between December 2014 and March 2015; while data cleaning, analysis and report writing took place from March to early June 2015.

The results of the 2014/15 User Satisfaction Survey suggest that users of official statistics in Rwanda are satisfied with the current statistical development in the country. For example, 88.9% confirm that their priority needs are met by the existing official statistics, while 87.8% can accomplish their duties and analyses using available official statistics. The survey results highlight that more than 77% of users find methodologies used for production of official statistics being sound and appropriate irrespective of the type of statistics; and about 73% of users judge Officials statistics as unbiased and accurate. The results also show that at least 71% of users are satisfied with frequency of publication of official statistics they use, while more than 88% of users appreciate the NISR facilitation during the survey visa application process.

One area that was highlighted that needs special focus is the support in access and use of microdata and further improvement in communication channels, especially the website.

Since 2012, tremendous improvements took place and some statistics that were pinpointed as poor performers improved. The evaluation of user satisfaction with available official statistics using the weighted composite indicator led to the conclusion that users of official statistics in Rwanda are satisfied at 66%.

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Acronyms and Abbreviations

CEO	Chief Executive Officer
CSPro	Census and Survey Processing System
DDG	Deputy Director General
DG	Director General
EDPRS	Economic Development and Poverty Reduction Strategy
EICV	Enquête Intégrale sur les Conditions de Vie des Ménages
HIV/AIDS	Human Immune Virus/Acquired Immune Deficiency Syndrome
HLI	Higher Learning Institution
IPAR	Institute for Policy Analysis of Rwanda
IRDP	Institut de Recherche pour le Développement et la Paix
MDGs	Millennium Development Goals
MINAFET	Ministry of Foreign Affairs
MINECOFIN	Ministry of Finance and Economic Planning
NGOs	Non-Government Organizations
NISR	National Institute of Statistics of Rwanda
NSDS	National Strategy for the Development of Statistics
NSS	National Statistical System
RAB	Rwanda Agriculture Board
RBC	Rwanda Biomedical Center
SPSS	Statistical Package for Social Sciences
SRF	Statistics for Results Facility
SRFCF	Statistics for Results Facility Catalytic Fund
STATA	Statistical software
UN	United Nations

Chapter 1: Background

The National Institute of Statistics of Rwanda (NISR) implemented a 5 year program referred to as the" National Strategy for the Development of Statistics (NSDS 2009-2014)" in Rwanda with the financial support from Government of Rwanda, Development Partners, and the World Bank under the "Statistics for Results Facility Catalytic Fund (SRFCF)". The SRFCF program objective was to "increase the capacity to formulate policies and make informed decisions for development by increased use of better statistics".

To achieve this objective, a national strategy was developed and endorsed by the Government of Rwanda. The Minister of Finance and Economic Planning stressed the importance of the NSDS recognizing that it "will provide for key statistical indicators needed to monitor the Economic Development and Poverty Reduction Strategy (EDPRS) and the Millennium Development Goals (MDGs)". The Director General of the National Institute of Statistics of Rwanda (NISR) expectations were that the National Statistical System (NSS) was going to be able "to provide statistical information that will be used as evidence in policy and decision making in the Government and the Private Sectors" thanks to NSDS activities implementation.

NSDS 1 (implemented from 2009-2014) activities are outlined in a logical framework developed according to key issues and challenges identified by the NISR and its partners. In 2009, the most important challenges and constraints were related to:

- data production and management which were affected by lack of harmonized concepts, classifications and methods;
- Information dissemination and services to users hampered by limited capacity for data analysis and use in the Country;
- limited capacity of NISR to lead and coordinate the NSS and to provide support to providers and users of statistics;
- low number of professional statisticians, inadequate technology and physical infrastructure and lack of positions of statisticians in Government ministries;
- Inadequate funding to facilitate the organization of regular data generation needed for the monitoring of the country's achievements.

Henceforth, the mission of the NSDS 1 was the same as the mission of the NSS. The NSS aim was"to provide relevant, reliable, coherent, timely and accessible statistical information and services to various sectors of the society in a coordinated and sustainable manner"[1].

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[1] National Strategy for the Development of Statistics (2009-2014). Developed by the National Institute of Statistics of Rwanda

In line with this mission, the Vision of the NSS was and remains" to be an efficient information support to the realization of Rwanda's Vision 2020 and emerge as one of the leading National Statistical Systems in Africa".

The Goals of the NSS are, I cite:

1. To provide relevant, high quality statistical information to meet user needs;
2. To improve accessibility of official statistics;
3. To develop and promote strategic partnerships in improving the National Statistical System;
4. To develop the statistical capacity of institutions;
5. To ensure sustainability, cost efficiency, cost effectiveness, transparency and accountability in managing the resources of the National Statistical System.

For each goal, policies, programs, projects and activities were developed taking into consideration the international standards and principals for instance those formulated in the UN Fundamental Principles of Official Statistics and the UN Handbook of Statistical organizations. Specific objectives and activities for each program are outlined in the NSDS document.

NISR adopted several policies such as policies in relation with data production and management which include the development of Statistical programs in all sectors giving a high priority to statistics needed for EDPRS and MDGs, the use of standard concepts and classifications, better management of issuance of Visas for surveys, improvement of the timeliness of the publication of official statistics and the sensitization of the respondents prior to census or surveys. In relation with information dissemination and services to users, policies emphasized the use of different supports to accommodate different targeted users, the dissemination of metadata and release of advance calendar for statistical information dissemination as well as the establishment of a focal point to address inquiries from data users. Moreover, NSDS was adopted to be the framework for the coordination of the production of harmonized official statistics. For financing, the key policy proposed was to mainstream NSDS in the budgeting and mobilization of resources for statistical activities.

Chapter 2: Evaluation of the Satisfaction of the Users of Official Statistics in Rwanda

2.1. Introduction

Since 2009, the National Institute of Statistics of Rwanda and Partners have implemented the National Strategy for the Development of Statistics (NSDS 1) aiming to improve the production, dissemination and accessibility of official statistics in Rwanda. Five years down the road, it is time for evaluation in order to assess the achievements, measure the level of satisfaction of the users and learn from achievements and challenges consecutive to the implementation of NSDS1. The findings will inform the implementation of the second NSDS that will built on strengths of NSDS1 and address weaknesses witnessed after the completion of the NSDS1.

In 2012, a mid-term evaluation of Rwanda NSDS1 took place and highlighted a number of achievements and weaknesses. For instance, it was found that a large number of users of official statistics (85%) trust NISR and rely on official statistics it produces for their short term decision making, long term policy formulation or general economic information. However, users interested in econometric modeling and time series did not manage to get the needed long time series data hence limiting the possibility of trend analysis over time or forecasts for certain areas. Methodologies used for the production of official statistics were praised by users of demographic, external trade and balance of payment (more than 65%) while users of employment statistics, regional (EAC, COMESA, ...), environment and business statistics were still looking for improvement.

Although users agreed that official statistics were released at regular frequency, they were very few to be aware of the calendar of release of official statistics. The overall appreciation of the quality of official statistics suggested that there was a room for improvement since only 25% to 52% of the users ranked the quality of official statistics as high or very high depending on the type of statistics[2]. Two years after the first ever Rwanda User Satisfaction Survey, a number of questions can be raised among others:

   i)   Is there any improvement on the quality of Official statistics since 2009?
   ii) Are users of official statistics more satisfied in 2014 as compared to 2012?
   iii) Is it possible to find an index that can inform about the level of satisfaction of the users?

These are some of the questions for which the 2014 User Satisfaction Survey attempt to find appropriate responses to.

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[2] Rwanda User Satisfaction Survey: Final Report

2.2. Objectives of the 2014 User Satisfaction Survey

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

a) assess the extent to which official statistics are being used for informed policy, decision making and informed discussions and debates;
b) gauge to what extent official statistics satisfy the most urgent needs of the users at the time of the survey;
c) determine how easy or difficult it is to access official statistics and their metadata;
d) monitor changes in supply, quality, use and perceptions of official statistics over the life span of the NSDS1 implementation;
e) provide the level of users satisfaction with statistical outputs as a result of NSDS1 implementation, and baseline for NSDS2 implementation.

Chapter 3: Methodology for the 2014 User Satisfaction Survey

The study involves 3 major phases:

i)   the review of relevant documents;
ii) the design of the survey for data collection;
iii) and implementation of the survey including primary data collection, data processing, analysis and reporting.

3.1. Desk review

Documents related to NSDS1, EDPRS 1, MDGs were reviewed with an aim to acquaint with NSS objectives, strategies adopted for the implementation of NSDS1, expected results and indicators of success. Since the present survey findings will serve as a baseline for NSDS2, documents related to NSDS2, EDPRS2 and international development indicators were extensively reviewed for the purpose of ensuring the usability of the findings of the 2014-User Satisfaction Survey for monitoring and evaluation of NSDS2.

NSDS2 has got six strategic objectives:

a)   to strengthen civil registration system, administrative records, surveys and other sources of data;
b)   to improve quality, dissemination of statistics and public statistical literacy;
c)   to improve statistical advocacy and integrate use of statistics in decision making;
d)   to develop capacities within the National Statistical System;
e)   to consolidate the coordination within NSDS
f)   to improve resources mobilization and build strategic partnerships.

The achievement of the above mentioned objectives is expected to lead to a "strengthened, well-coordinated and flexible National Statistical System that is positioned to face the challenges and needs for statistics of Rwanda as a middle income country by 2020". The Rwanda statistical needs are to be aligned with the strategies of the second Rwanda Economic Development and Poverty Reduction Strategy (EDPRS 2) that emphasize economic transformation, rural development, productivity and youth employment and accountable governance. Identification of key statistics needed to inform the EDPRS 2 strategies, developing the capacity, human and financial, to generate relevant data for the production of those statistics, training professionals in data generation and analysis across the National Statistical System and enticing policy and decision makers in Rwanda to use generated statistics are the major actions the second NSDS will have to undertake. These actions will enable the NSS to reach its long term impact of "effective use of good statistics and statistical analysis for effective policy making, planning and implementation by the Government of Rwanda, private sector, civil society, and development partners".

The first NSDS focused its interventions in:

i) data production with the publication of key economic statistics, the implementation of DHS and EICV surveys accompanied by the publication of advance release calendar for data series and statistical publications;

ii) improving the dissemination of information to data users and advocacy while creating a one stop statistical information center, organizing events such as workshops on open access to statistical data, celebration of African Statistical Day and infographic competitions, releasing official statistics in machine readable format, publishing key statistics, tables and annual statistical yearbook, etc..

iii) coordinating the National Statistical System activities.

The evaluation of the first NSDS came out with the conclusion that NSDS1 has been successful and provided statistics needed for the monitoring of the millennium development goals. However, with the rapid transformation of Rwandan economy, taking into consideration ambitious programs targeting rural development and youth employment, understanding the need for more gender and poor inclusive policies, more statistics are needed which translates into the need for more competencies in data generation, data analysis and use of statistical information.

The 2014 user satisfaction survey will capture information that will serve to identify the successes of NSDS1 to consolidate, the gaps to bridge and appropriate strategies for the dissemination of official statistics. Information about the source of official statistics used and the profile of users of specific statistics will contribute to develop appropriate strategies to bring together producers and users of specific official statistics.

3.2. Methods and approaches for the generation of primary data

Basing on information from the desk review, methods and approaches for the generation of primary data considered key issues such as:

i) **The target population:** Users of official statistics constitute the target population although they are not easily identifiable. The study population was composed of people who came into contact with the NISR for the last five years for reasons related to statistical activities. Those reasons include requests for survey visa, requests for data, participation in NISR dissemination events, participation in NISR trainings, etc. Moreover, Government Officials at central and local levels involved in policy formulation and decision making processes have been added to the initial target population as potential users.

ii) **The sampling frame**: the lists of the study population were assembled by considering

a. the exhaustive lists of people who, during the last five years (2009 to 2014) came into contact with NISR looking for Official statistics or Micro-

data, Visa for studies, information in relation with Official Statistics, participation to NISR trainings or dissemination events, etc;

b. the lists of Public sector high ranked officials and statisticians (considering the central Government and Local Government), the Parliament (both chambers), the Judiciary and Boards, Agencies, Authorities, etc;

c. the lists of Private sector federation members;

d. the lists of international organization representatives or country directors and bilateral development agencies.

iii) **The sample size**. The initial idea was to select a random sample of at least n=500 people. However, once the sampling frame was available, the total number of eligible people was N=1012. Keeping in mind the high non-response rate in such surveys involving high class and specialized participants, it was decided to consider the entire target population members.

People considered in the sample from the Public Sector are:

i) From the Central Government: Ministers, Advisors to Ministers, Permanent Secretaries, Director of Planning and a Statistician;

ii) From each Agency, Board, Commission or Authority: Director General, the Deputy Director General, Director of Planning and Statistician;

iii) From Districts: the Mayor, Vice Mayors, the Director of Planning and a Statistician

iv) From Parliament, Ombudsman Office and Supreme Court: Deputy Chief Justice, Deputy Ombudsman, Deputy speakers, Permanent secretaries, Advisors to Chief Justice or Speakers, Directors of planning and statisticians

v) From Commissions, we will enroll Presidents and Vice-Presidents of Commissions, Executive Secretaries, Directors of planning and a Statistician or a Monitoring and Evaluation Specialist.

Data collection instruments

A questionnaire aligned to the one that was used for the 2012 User Satisfaction Survey was used as a starting point and expanded to include issues related to trust, handling of complaints, overall satisfaction, alignment of users expectations and satisfaction and users perception of the gap between what they are offered as compared toan ideal situation. The additional information collected will allow for the calculation of a new user satisfaction index. The draft questionnaire is in annex 1.

The approach favored was to use a questionnaire designed in English, paper based and to contact physically each and every potential participant or his/er closest collaborator. It was a self-administered interview which in most cases required leaving the questionnaire to the participant and do appropriate follow. Retrieval of the questionnaire was done using different pathways including sending the questionnaire

using NISR post office, submitting the questionnaire to NISR central secretariat or requesting the enumerator to come and collect it from the participant office. However, some participants requested for electronic copies of the questionnaire; they were sent back electronically.

An information sheet was distributed alongside with the questionnaire to explain the objectives of the study, the selection criteria and the rights of the participants. Henceforth, the participant was invited to voluntary participate in the study. The information sheet is in annex 2.

3.3 Field data collection, data processing and analysis

Users of Official Statistics were contacted by trained researchers/enumerators who submitted hard copy forms and soft copies (on request) to participants. We opted for the use of hard copies since studies done in other countries including developed western countries using web based interviews resulted in a high non-response rate. Enumerators who were senior people capable to interact with potential participants paid visits to institutions for the distribution of questionnaires using appropriate channels and made recall visits at least 3 times in a period of two months before considering a case as non-response one.

Ten data collectors selected according to their experience and their ability to interview senior officials were identified, trained for two days and pre-tested the questionnaire. During data collection, enumerators visited physically each participant and requested for interview. In case the respondent could not fill the questionnaire immediately, the enumerator collected the phone number of the participant or/and the phone number of the participant's close collaborator (Secretary or advisor) for callback and follow up. In case a potential participant was absent or not available, the enumerator had to seek for another appointment. Questionnaires were checked for errors before their submission for data entry.

An electronic version of the questionnaire was available with the enumerators and was availed to participants on request.

Data Entry and Data Processing

A data entry mask was developed in CS-Pro for data entry and data processing. A double data was done in order to minimize data entry errors. Two experienced data entry clerks were hired according to their experience and background in statistics trained before undertaking the activity and supervised by an assistant researcher. The data processing consisted in the identification of outliers and possible errors using the comparison of the two datasets, tabulations and cross-tabulations. Simple frequency tables, cross tables, box plots and scatter plots were used to finalize dataset cleaning prior to data analysis.

Data analysis and reporting

The cleaned dataset in SPSS format was used for analysis. After calculation and integration of weights by category of users, descriptive statistics were calculated to measure the level of satisfaction of users in 2014. Furthermore, the 2014 results were compared to the 2012 results to evaluate the possible changes or increase of the levels of satisfaction for different types of official statistics. To measure the variation of the level of satisfaction, we grouped the levels of satisfaction into two categories in 2012 and 2014:

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

The variation of negative opinion from 2012 to 2014 was measured taking the percent of negative opinions in 2014 minus the percentage of negative opinion in 2012; again the variation of positive opinion was measured by the difference between the percent of positive opinions in 2014 and the percent of positive opinions in 2012. Then, the net increase of positive opinion was measured by the difference between the increases of positive opinions and the increases of negative opinions. Negative values for the net increase are interpreted as a drop in the level of satisfaction of the users; positive values for the net increase are interpreted as a rise of the level of satisfaction.

Indices of User Satisfaction

Stakeholders of the National Statistical System requested for synthetic indices that could summarize the level of satisfaction of users. Two different indices have been proposed:

a) Binary based User Satisfaction Index (I_A)

The binary based index refers to responses obtained for the seven questions measured on a scale from one to five (see the table below). Responses to questions are weighted and recorded into binary variables as shown in Table 1:

- zero for "Negative opinion"
- and One for "Positive opinion".

Table 1: Recoding variables into binary variables for the computation of a compound indicator

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 32 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	$W_7 = 5\%$

The binary based index I_A will be calculated as follows:

$$I_{*j} = \sum_{i=1}^{7} W_i I_{ij}; \; 0 \leq I_{*j} \leq 1; \; j = 1,2,\cdots,n$$

Hence

$$CSI_A = 100 * (\sum_{j=1}^{n} K_j I_{*j})/(\sum_{j=1}^{n} K_j); \; j = 1,2,\cdots,n$$

Where K_j is the weight of the jth respondent in the survey.

Low value of the Satisfaction index I_A suggests that the users are not satisfied with Official statistics while high value suggests a high level of satisfaction of the users.

The second User Satisfaction Index is similar to the American Consumer Satisfaction Index and is as follows:

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

Where X_i, $i=1,2,...,n$ is the score for the ith question, n is the number of questions and K_i, is the maximum score for the ith question.

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

  i) Overall satisfaction of the User;
  ii) Expectancy disconfirmation (whether Official statistics meet the expectations of the user);
  iii) And performance by comparing available official statistics in Rwanda to those of an ideal Country.

We used two different approaches for the calculation of this index:

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

3.4 Ethical considerations

Participants in the study are not exposed to any major risk except a possible leakage of information that could harm the image of the respondent or the institution. For this reason, information collected will remain confidential and the respondent identification will be kept confidential as well.

Chapter 4: The Results of 2014 User Satisfaction Survey

4.1. Characteristics of the Participants

For the user satisfaction survey 2014-2015, 1012 people were identified as main potential users of official statistics basing on their positions in their institutions of origin or the contact they have had with the National Institute of Statics of Rwanda (NISR) for the last five years. Out of 1012 identified, 987 were contacted either directly or through their secretariat or advisors and 459 accepted to participate and submitted filled questionnaires. The response rate was 46.5% which is lower compared to the 57.8% of the 2012 survey; the reason behind could be the inclusion of many potential users who are not actual users of official statistics. The sample realization is illustrated in Table 2.

Table 2: Participation in the 2014-2015 User Satisfaction Survey by Sector of activity

Sector of activity	Number of targeted people	Number distributed questionnaire	Number of lost or unretrieved questionnaire	Number of retrieved questionnaire	Percentage of retrieved questionnaire
Civil society and NGOs	75	72	3	26	36.11%
Education and Research	130	123	7	46	37.40%
Central and Local Government	670	663	7	335	50.53%
International Organization	72	71	1	33	46.48%
Press and Media	35	30	5	8	26.67%
Private sector	30	28	2	11	39.29%
Total	**1012**	**987**	**25**	**459**	**46.50%**

Figure 4.1 shows that about 67.2% of participants of 2014/15 User Satisfaction Survey come from Government institutions, with least participants from international organizations.

Figure 4.1: Institution of origin of the participant
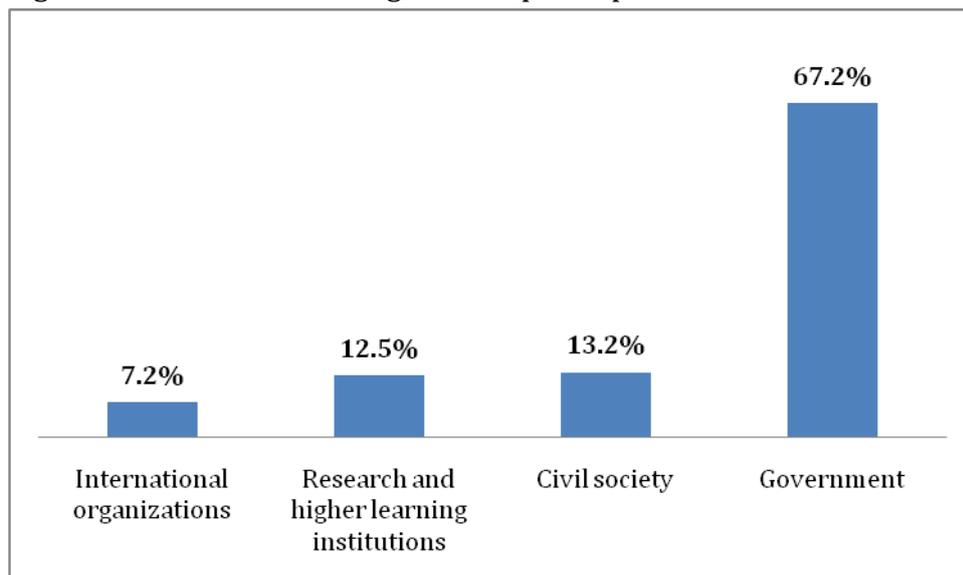
The participants to the 2014/15 User Satisfaction Survey come from Public and private sector, civil society, research, higher learning institutions and media, with a high participation from Local Government entities (32.9%), Government agencies (19.4%) and Central Government (14.8%). Out of 459 participants, 46 are from education and research sector including students, 33 people work for international organizations and 27 come from Parliament, Judiciary and National Bank of Rwanda. Civil society, media and non-government organizations are represented by 5, 8 and 11 respondents respectively. The participation to the 2014/15 increased by 43.9% from 319 to 459 respondents when compared to participation to the 2012 User Satisfaction Survey.

Compared to the 2012 User Satisfaction Survey (USS), the participants to the 2014/15 survey come from same institutions with increased participation from the Government and Higher learning institutions and colleges and a decrease from international organizations as can be shown in Figure 4.2. Government officials are many due to the fact that six people were systematically contacted from each district namely the Mayor, the two vice-mayors, the Executive Secretary, the Director of Planning and the Statistician and three people from each Provincial Office :the Governor, the Executive Secretary and the Director of planning for a total of 195 people. For Higher Learning Institution and research institutions, the number of participants was increased by many students who participated in NISR trainings or dissemination campaigns conducted since 2012. On the other side, participants from International organizations is lower because the data collection started in December, period when most of people working for international organizations leave for their annual holydays.

Figure 4.2: Institution of origin of participants for the 2012 and 2014/15 User Satisfaction Surveys
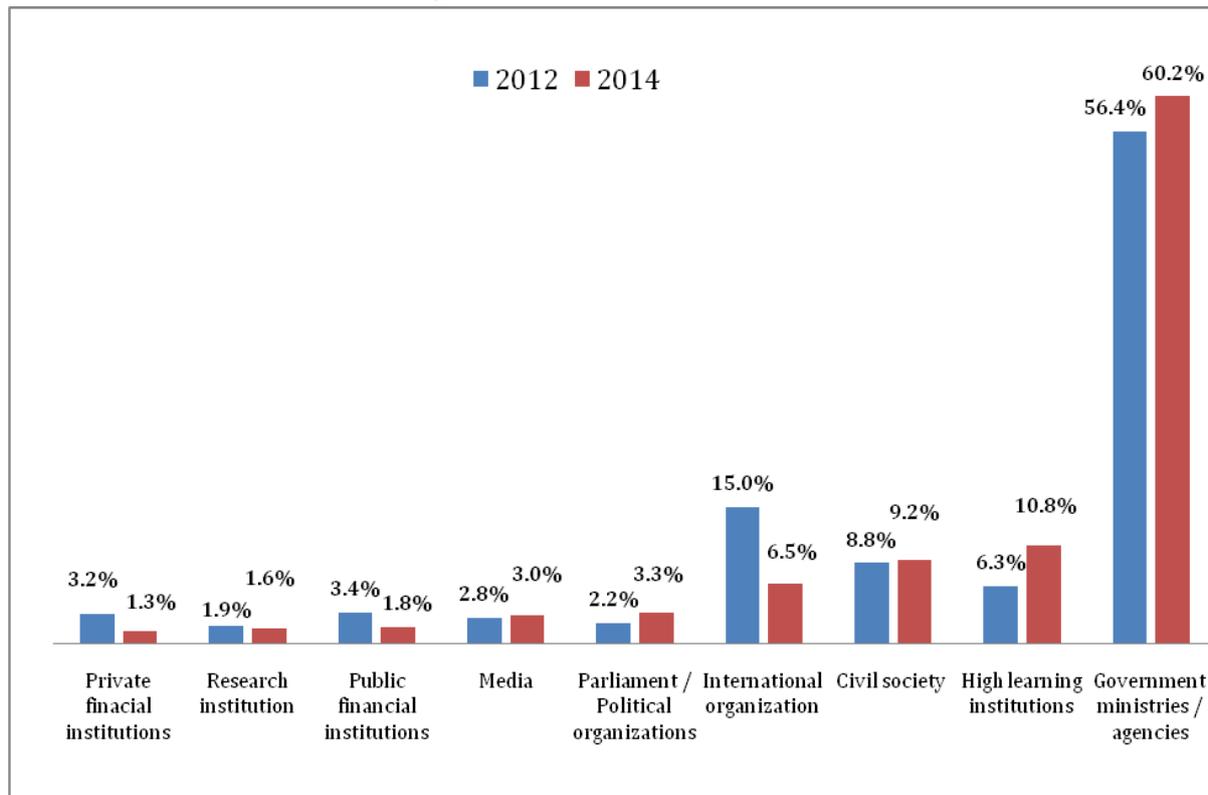
Government officials who participated in the 2014/15 survey are from all levels of administration including high ranked policy and decision makers, managers and experts from different government institutions, see Figure 4.3. The heads of government agencies, mayors and Vice-mayors have participated in the survey. In 2012, the majority of participants from the Government were Heads of department or Divisions, Experts in the Ministries or other professionals including statisticians. In 2014/15 survey, respondents came from all levels of administration including policy makers and senior managers of institutions.

Figure 4.3: Distribution of respondents from the public Sector for the 2012 and 2014/15 USS
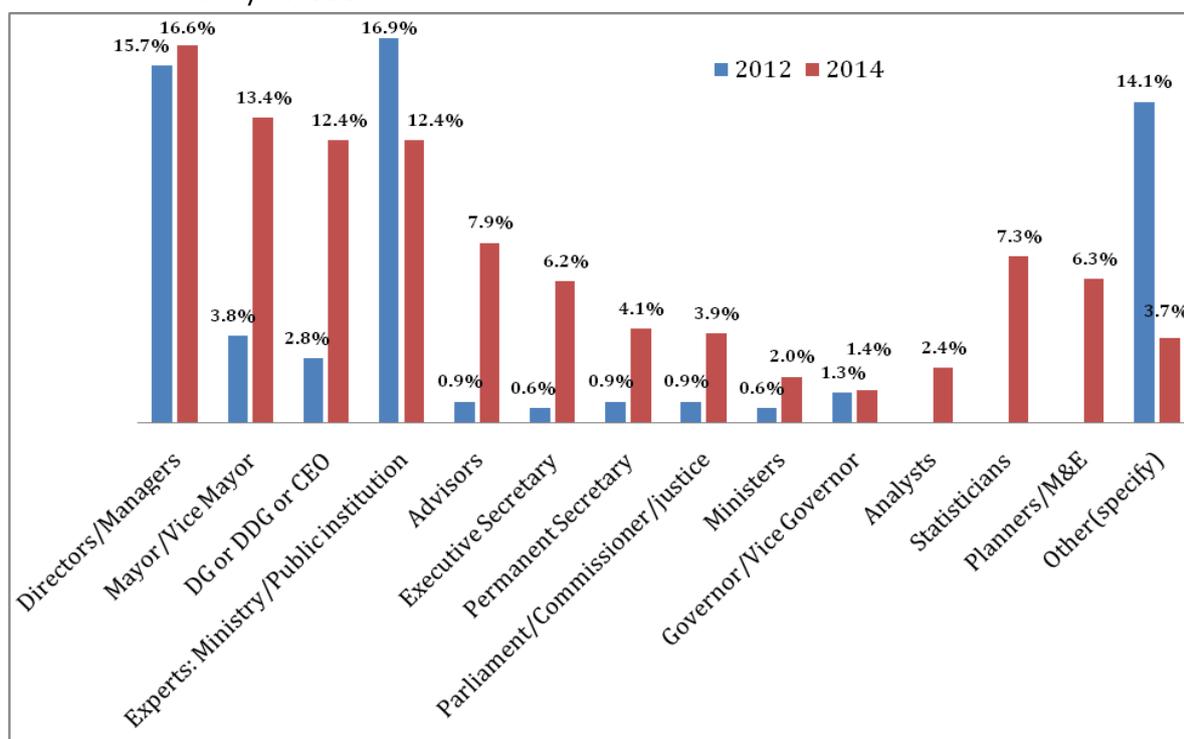
A large number of participants to the 2014/15 USS specialized in economics (41%) and Arts or Social sciences (32%), see Table 3. Remaining respondents are distributed by area of specialization as follows:

i)   14% from fundamental or applied sciences;
ii)   4% from agriculture and animal sciences;
iii)   4% from Medical or health sciences;
iv)   and 4% from other sciences.

Table 3: Area of specialization of the participants to the 2014/15 USS by sector of activities

Sector of Activities		Area of specialization						Total
		Economics	Arts, social sciences	Medical or Health sciences	Agriculture, Animal sciences	Fundamental, Applied Sciences	Other Studies	
Government	Count	141	108	11	11	29	14	**314**
	%	45%	34%	4%	4%	9%	4%	**100%**
Civil society and NGOs	Count	17	13	3	2	1	2	**38**
	%	45%	34%	8%	5%	3%	5%	**100%**

Sector of Activities		Area of specialization						Total
		Economics	Arts, social sciences	Medical or Health sciences	Agriculture, Animal sciences	Fundamental, Applied Sciences	Other Studies	
International Organizations	Count	14	10	2	4	1	0	**31**
	%	45%	32%	6%	13%	3%	0%	**100%**
Research and Higher Learning Institutions	Count	4	6	1	2	30	1	**44**
	%	9%	14%	2%	5%	68%	2%	**100%**
Total	Count	176	137	17	19	61	17	**427**
	%	**41%**	**32%**	**4%**	**4%**	**14%**	**4%**	**100%**

4.2. Source, Type and Relevance of Official Statistics

Official statistics used in Rwanda are produced by different entities including the NISR, Ministries, Government agencies and International organizations. Almost 95% of respondents use statistics produced by NISR and 90.8% use statistics produced by different ministries. Statistics used by other Government entities, National Bank of Rwanda and International Organizations are used by 86.1%, 81.4% and 82.4% respectively. Statistics produced by Rwanda Revenue Authority (RRA) are the least used (66.3%). From 2012 to 2014, there is an increase in the use of statistics irrespective of the producer which varies from a minimum of 9% increase for statistics produced by NISR to a maximum of 43% increase for statistics produced by Rwanda Revenue Authority as can be shown in Figure 4.4.

Figure 4.4: Level of use of official statistics by producer in 2012 and 2014 /15
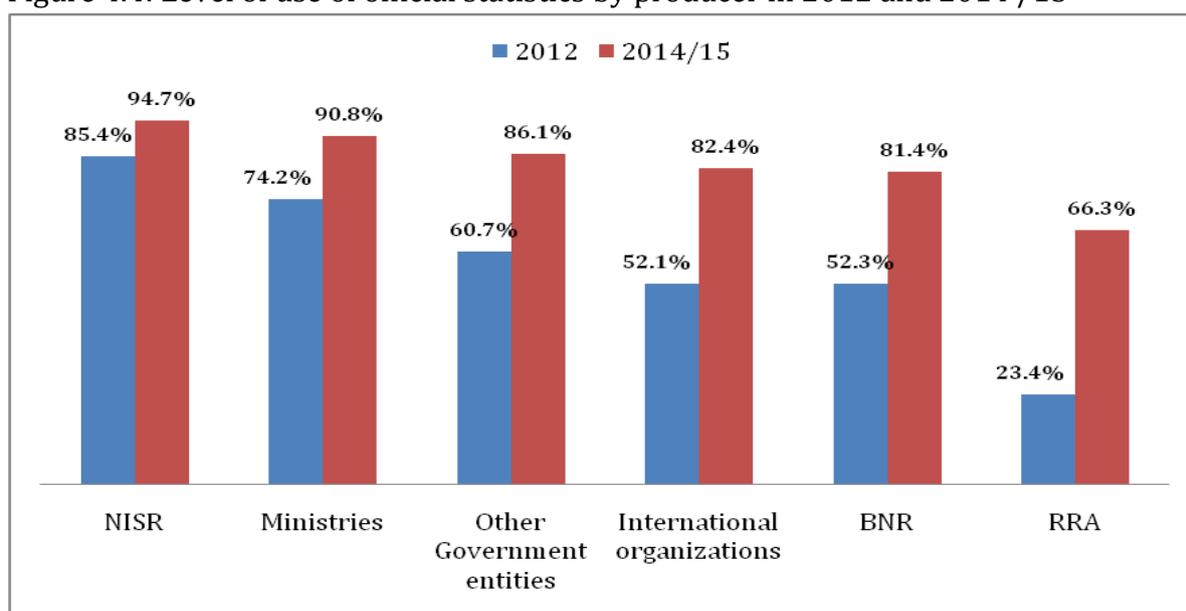
Figure 4.5 shows that statistics produced by the NISR are the most used by respondents at a rate of at least 90% irrespective of their origin while statistics produced by the National Bank of Rwanda and Rwanda Revenue Authority are mostly used by Government official, Civil society, NGOs and Private sector. All users from international organizations declare using statistics from NISR, Ministries and International organizations; lecturers, researchers and students are few to use statistics from Rwanda Revenue Authority and Government entities other than NISR, BNR and Ministries (less than 50%).

Figure 4.5: Use of official statistics by producer and origin of the user
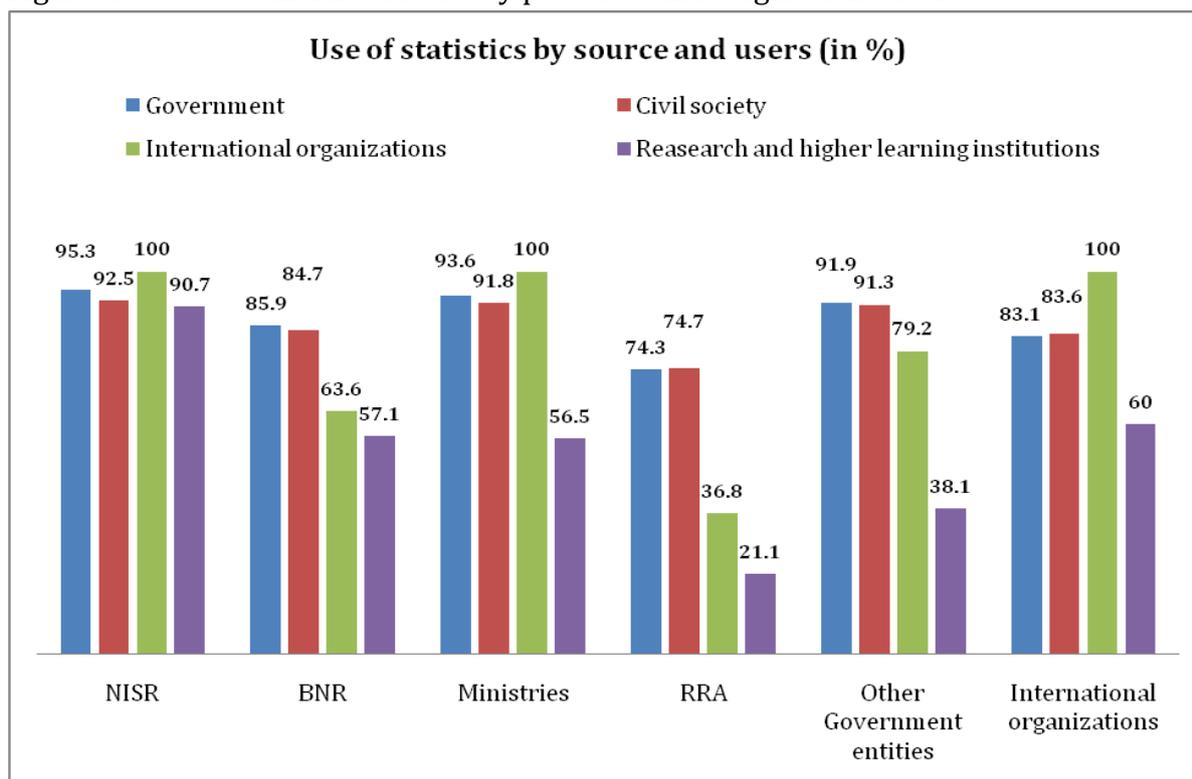
Between 2012 and 2014/15, the percentage of users from the public sector using statistics produced by different institutions increased tremendously. The highest increases are observable for statistics produced by Rwanda Revenues Authority (19.0%), international organizations (14.2%) and ministerial departments (14%). The lowest increase is 7% for the statistics produced by the National Bank of Rwanda, see Table 4.

Looking at the use of official statistics produced by different institutions by origin of the users, it appears that

i) Researchers and students from Higher Learning Institutions and Research institutions use more NISR press releases, NISR website and NISR publications to access Official statistics. One observes a negative trend in the use of Publications or websites of other Government Agencies and the use of website or publications of international organizations;

ii) Many users from the civil society, private sector and media preferred to use NISR publications in 2014 shifting from the use of the website and publications of international organizations;

iii) Users from international organizations used less other sources of official statistics although the variation is very small but relied more statistics published by their organizations;

iv) Users from the Public sector including Local and central Government civil servants used slightly more NISR press releases and Website and used less both NISR publications and international organizations' websites and publications.

Table 4: Percentage of Users of official statistics by producer and sector of activity

	Public Sector /Government		Civil Society and Private Sector		International Organizations		Research and HLI	
Source	**2012**	**2014**	**2012**	**2014**	**2012**	**2014**	**2012**	**2014**
NISR Public Releases or Website	113	230	41	39	26	27	19	27
NISR Publications	150	261	12	25	26	28	21	32
BNR Public Releases or Website	63	127	23	22	14	12	11	8
BNR Publications	72	144	18	17	14	12	11	10
Public Agencies Websites	63	121	23	19	9	10	12	5
On Request	45	81	11	14	7	8	3	3
Private Sector Publications or Websites	17	31	12	9	5	4	2	0
International Organizations Publications or Websites	79	132	45	26	20	33	16	12
Total	**602**	**1127**	**185**	**171**	**121**	**134**	**95**	**97**

According to participants, the most used statistics most used are demographic statistics (64.6%), social statistics (57.6%) and income and poverty statistics (51.2%); least used statistics are balance of payment statistics (18.1%) and External trade statistics (22.4%). Other official statistics are used by at least 25% and at most 50% of the respondents, see Figure 4.6.

Figure 4.6: Percentage use of statistics by type of statistics

Use of statistics (in %)

2014   2012

Type of statistics	2014	2012
Balance of payments	18.1	24.6
External trade Statistics	22.4	24.9
Price Statistics	27.2	35.4
Monetary and financial Statistics	27.7	32.3
Public finance Statistics	29.8	32
Regional Statistics	30.1	45.7
Environment Statistics	30.3	39.9
Business Statistics	35.9	37.3
Agriculture and fishery Statistics	37.5	55.1
Employment statistics	43.2	39.2
National accounts(GDP)	48.6	43
Income and poverty Statistics	51.2	57.2
Social Statistics	57.6	63.8
Demographic Statistics	64.6	74.9

Figure 4.7 shows that the most used channel to access official statistics are publications of the NISR (72.0%) and press releases or website (69.9%) of the NISR. The least used channels are private sector summaries and analyses (10.2%) and specific requests to producers of official statistics (24.4%). Users who access official statistics through official press releases or website of other public agencies represent 33.0% and get information mainly from MINECOFIN, Ministry of Health, Ministry of Education, Rwanda Revenue Authority and Rwanda Utility Regulatory Agency. Sixty eight percent (68%) of users refer to official descriptions and methods to compile official statistics.

Some channels of accessing official statistics, in percentage, are less used in 2014/15 as compared to the situation in 2012. These channels are

   i)   Publications of the NISR used by 80.6% in 2012 against 72.0% in 2014;
   ii)   Publications or websites of international organizations used by 54.1% in 2012 against 44.7% in 2014.

On the other hand, official press releases, website of the NISR registered the highest increase of 3%. Other communication channels remained almost at the same level of utilization between the two dates.

Figure 4.7: Frequency of use of communication channels in 2012 and 2014/15

Communication channels used for statistics (in %)

■ 2012 ■ 2014

Channel	2012	2014
Publications of NISR	80.6	72.0
Official press releases/website of NISR	66.9	69.9
Publications/websites of IO	54.1	44.7
Publications of NBR	40.2	40.1
Official press releases/Website of NBR	38.1	37.6
Official press releases /website of MDAs	35.4	33.0
On request from the…	22.8	24.4
Private sector summaries/analyses	12.5	10.2

Most of the users recourse to official statistics for

i) Analysis of current developments for short term decision making, planning and Imihigo formulation (60.3%);
ii) Analysis of trends for longer term policy formulation (48.9%)
iii) and general economic information (47.7%).

Relatively few users resort to official statics for econometric model building and forecasting (12.5%), see Figure 4.8.

For the two surveys, it is consistently observed that official statistics are primarily used for analysis of current developments for short term decision making. In the second position come three purposes that include analysis of current trends for longer term policy formulation, general economic information and research. Again, few users use official statistics for econometric modeling and forecasting.

Figure 4.8: Purposes behind the use of official statistics in 2012 and 2014/15
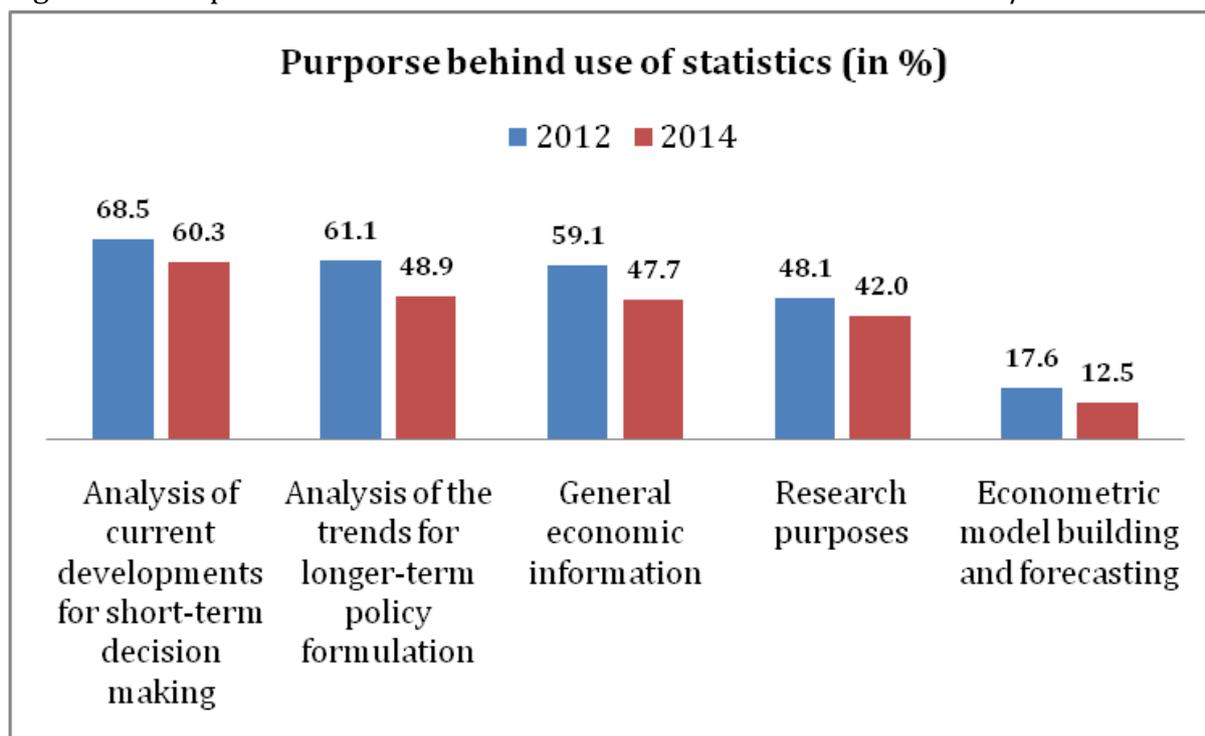
Focusing on Ministries, Departments and Agencies (MDAs), it was found that 70.0% of them use official statistics for analysis of current developments for short-term decision making; 53.0% use them for analysis of the trends for longer-term policy formulation while 45.9% use official statistics for both. Overall, 77.1% of MDAs use official statistics either for analysis current developments for short-term decision making or for trend analysis for longer term policy formulation, see Table 5.

Table 5: Percentage of Ministries, Departments and Agencies (MDAs) using Official Statistics for analysis for short-term decision or for long-term policy formulation

Purpose for the Use of Official Statistics	Frequency	Percent (N=335)
Analysis for Short-term decision making	237	70.0%
Analysis for long-term policy formulation	175	53.0%
Both types of Analysis	153	45.9%
One or another of the two analysis	259	77.1%

Asking whether available official statistics meet their priority data needs, 88.9% confirm that their needs are satisfied (moderately well, well or very well), see Figure 4.9. However, a number of areas where data are not available have been mentioned including disaggregated data at district, sector and cell level, employment data including youth employment and youth entrepreneurship, data on justice and law, trade and business statistics and gender disaggregated data. Other sectorial missing statistics are sport and culture data, dairy statistics, natural capital accounts statistics such as land, water, forest, minerals, etc. The percentage of users who confessed that their priority

needs were not well met decreased from 2012 to 2014. This is true for modalities not at all, slightly well or moderately well. The highest positive difference is for participants who consider their priorities well or very well met: from 51.6% in 2012 they represent 62.7% in 2014/15.

Figure 4.9: Adequacy of available official statistics to the users' priority needs
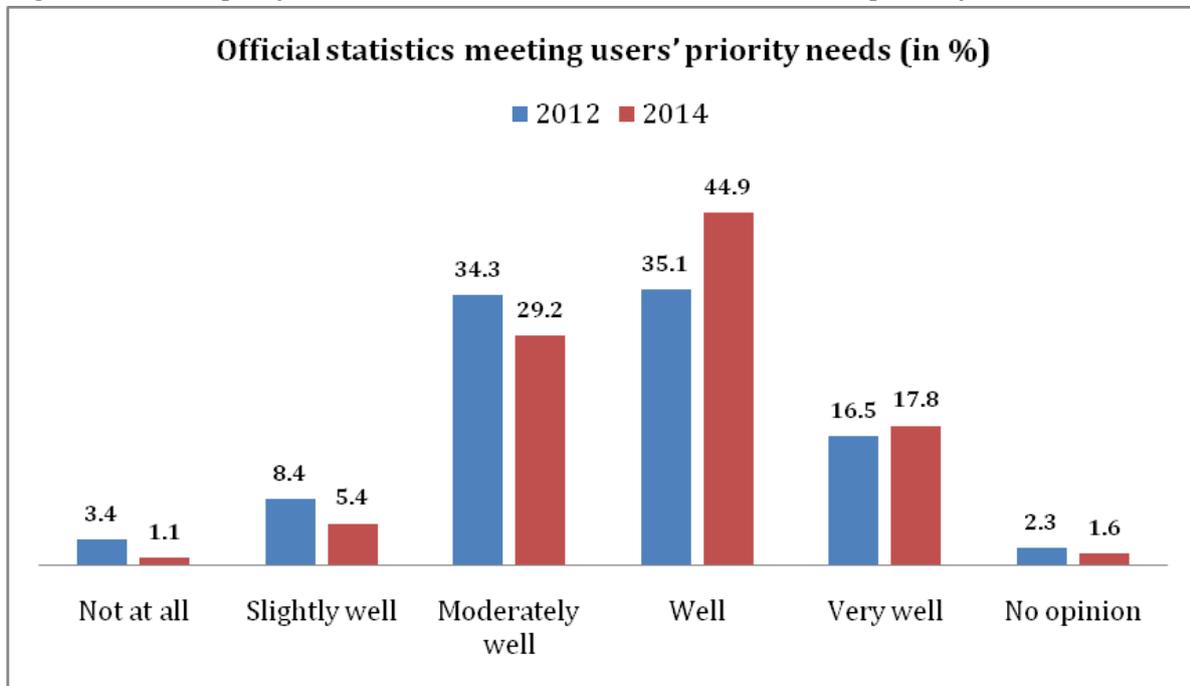
Although participants to the 2014/15 USS are concerned about some statistics that are not available, 87.8% of the respondents confess that official statistics available allow them to carry out necessary analysis and activities against 85.1% in 2012. The difference between the 2012 and 2014/15 surveys is that the percentage of respondents who are very satisfied (well or very well levels) increased from 55.2% in 2012 to 65.4% in 2014/15, see Figure 4.10.

Figure 4.10: Usefulness of official statistics for necessary analysis and activities
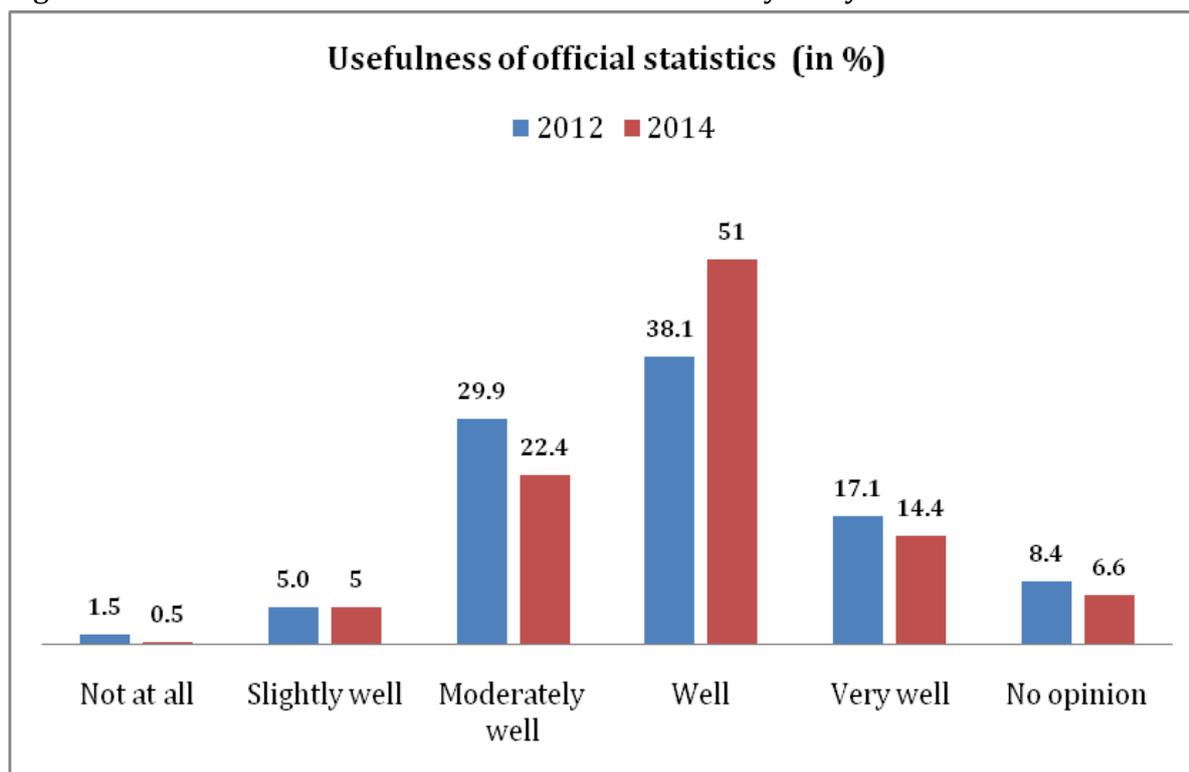
While comparing the results of 2012 to those of 2014/15, the level of satisfaction is almost the same for users from Government and international organization while researchers and members of the civil society are more satisfied with an increase of 10.9% and 9.5% respectively as shown in Table 6 below.

Table 6: Level of satisfaction in relation with the usefulness of official statistics in 2012 and 2014/15 (in %)

		Government		Civil Society		International Organizations		Research and HLI	
		2012	2014	2012	2014	2012	2014	2012	2014
Level of satisfaction	Not at all	2.1	0.4	0.0	2.1	0.0	0.0	0.0	0.0
	Slightly well	4.8	3.9	7.5	10.7	5.8	6.1	2.8	4.5
	Moderately well	25.9	20.6	28.3	28.1	36.9	24.2	33.3	25.0
	Well	39.8	52.5	34.0	36.9	38.8	60.6	30.6	52.3
	Very well	19.3	14.9	13.2	20.0	15.5	6.1	13.9	11.4
	No opinion	8.1	7.8	17.0	2.2	2.9	3.0	19.4	6.8

4.3. Assessment of the Quality of Official Statistics

4.3.1 Soundness and appropriateness of methodologies

In 2014/15, methodologies used for the production of official statistics are favorably appreciated by respondents since more than 77% find them moderately sound and

appropriate, sound and appropriate or highly sound and appropriate. However, since methodologies are the backbone of official statistics, they should be of high quality, a positive appreciation being either sound and appropriate or very sound and appropriate. With this criterion, methodologies used for the production of employment statistics, environment statistics and regional statistics are adversely appreciated with positive opinion less than 50%. Methodologies commended by users are the ones used for the production of demographic statistics (82.1%), Social statistics including health and education (74.8%), Monetary and Financial statistics (72.6%) and Price statistics (71.4%). Strong positive opinions for all other official statistics are between 50% and 70%, see Figure 4.11.

Figure 4.11: Appreciation of the Soundness and appropriateness of Official Statistics' methodologies
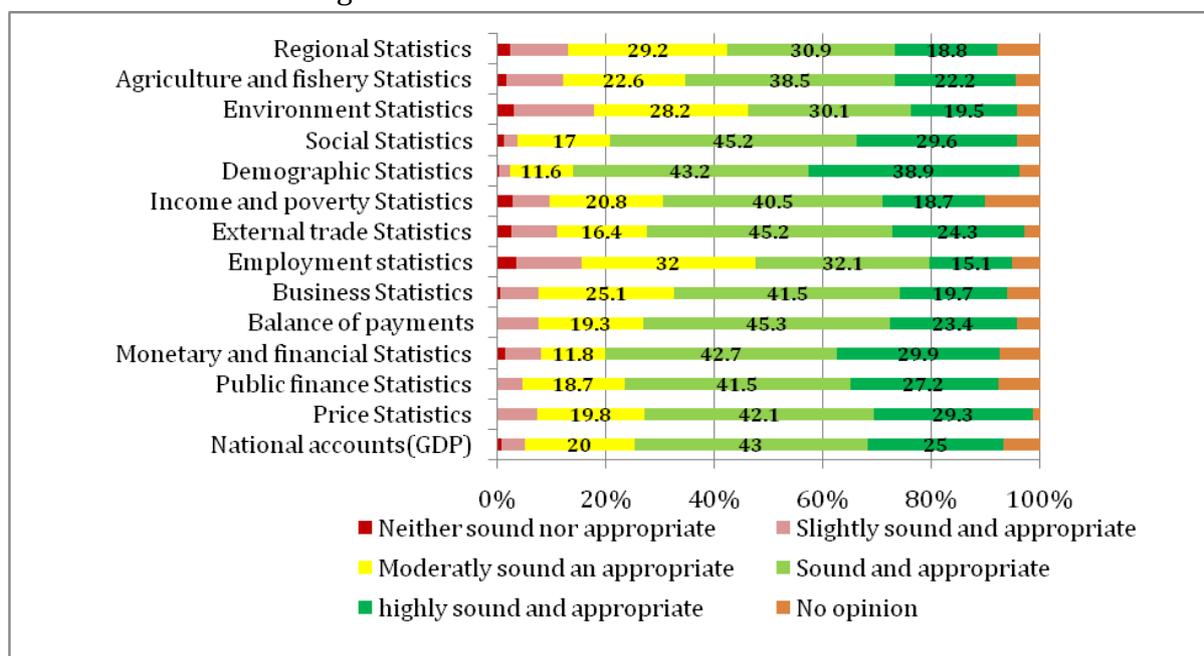
4.3.2 Un-biasedness and accuracy of official statistics

Figure 4.12 shows that at least 70% of users consider official statistics as accurate and unbiased irrespective of the type of official statistics. This percentage takes into consideration users who consider the quality of official statistics as moderately sufficient or sufficient or highly sufficient. With the aim to increase the level of satisfaction of the users. It is important to consider unequivocal positive appreciation of official statistics and consider the proportion of users who find the quality sufficient or highly sufficient. As a result, employment statistics (40.9%), income and poverty statistics (47.3%) and environment statistics (49.4%) fail to obtain 50% of clear positive opinions. The only statistics that exceeds 70% are demographic statistics (78.4%) while monetary and financial statistics come in second position with 69% of untainted positive opinions.

Figure 4.12: Appreciation of the accuracy and un-biasedness of Official Statistics
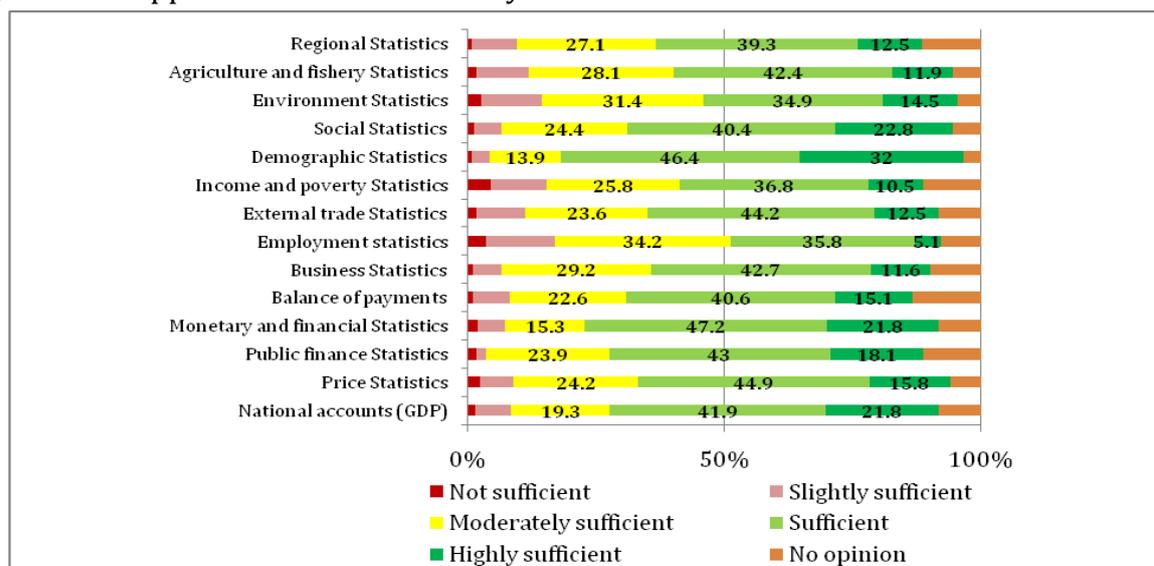
4.3.3 Frequency of publication of Official Statistics

According to Figure 4.13, most of users of official statistics are satisfied with the frequency of publication of official statistics with at least 70% of positive appreciation except for employment statistics. Users moderately satisfied, satisfied or highly satisfied with the frequency of publication of employment statistics are 66%. Three highest percentages of positive appreciation are attributed to demographic statistics (88.1%), social statistics (85.4%) and National accounts (85.6%). On the other side, the frequency of publication is less appreciated for employment statistics (66.0%), balance of payments (71.8%) and external trade statistics (73.7%). All other types of statistics scores are between 75% and 84%.

Figure 4.13: Appreciation of the frequency of publication of Official Statistics
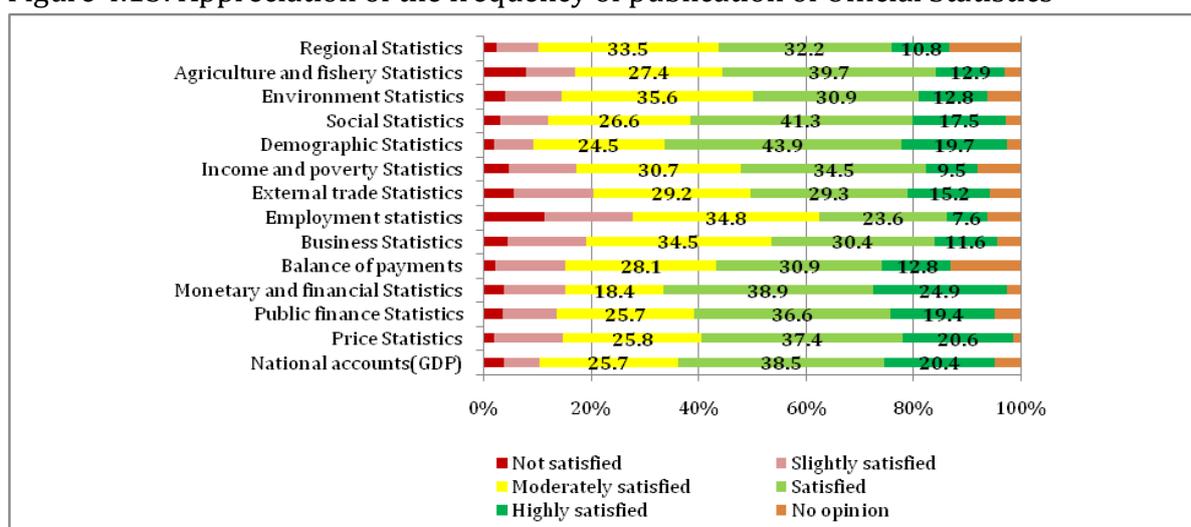
4.3.4 Dissemination of Official statistics

The NISR publishes a calendar announcing in advance the dates of dissemination of different official statistics. Asking whether they are aware of that publication, the majority of the users confessed not being informed. Less than 50% of the users are aware of the publication of the dissemination calendar, some statistics scoring less than 20% (regional statistics and business statistics). Highest scores (more than 40%) are observed for demographic statistics, monetary and financial statistics, price statistics and national account) as can be seen in Figure 4.14.

Figure 4.14: Awareness about the publication of the dissemination calendar of Official Statistics
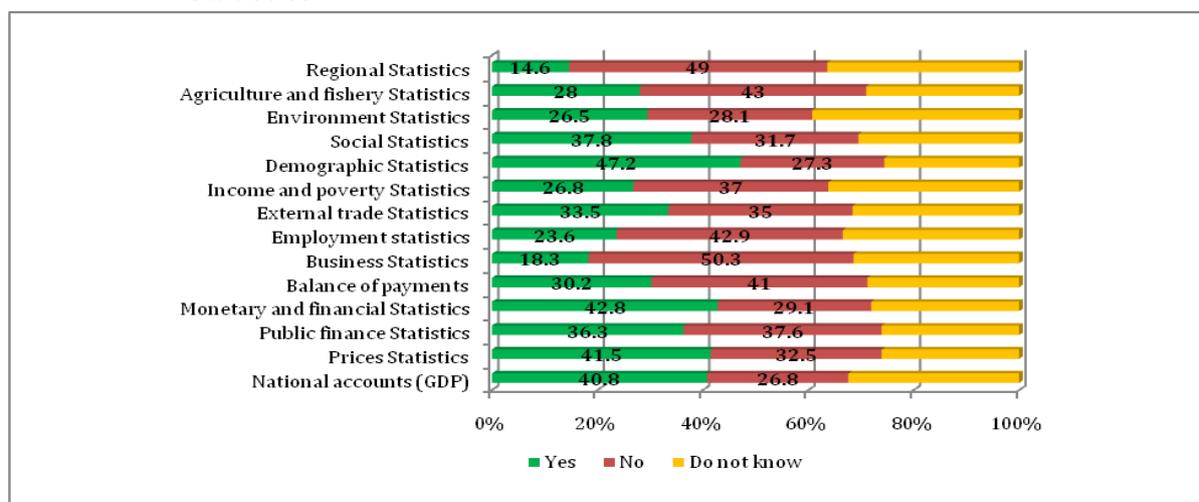
According to Figure 4.15, official statistics are easier to access in 2014/15 as compared to the situation in 2012; this is the case for all types of statistics except external trade statistics.

Figure 4.15: Appreciation of the accessibility of Official Statistics
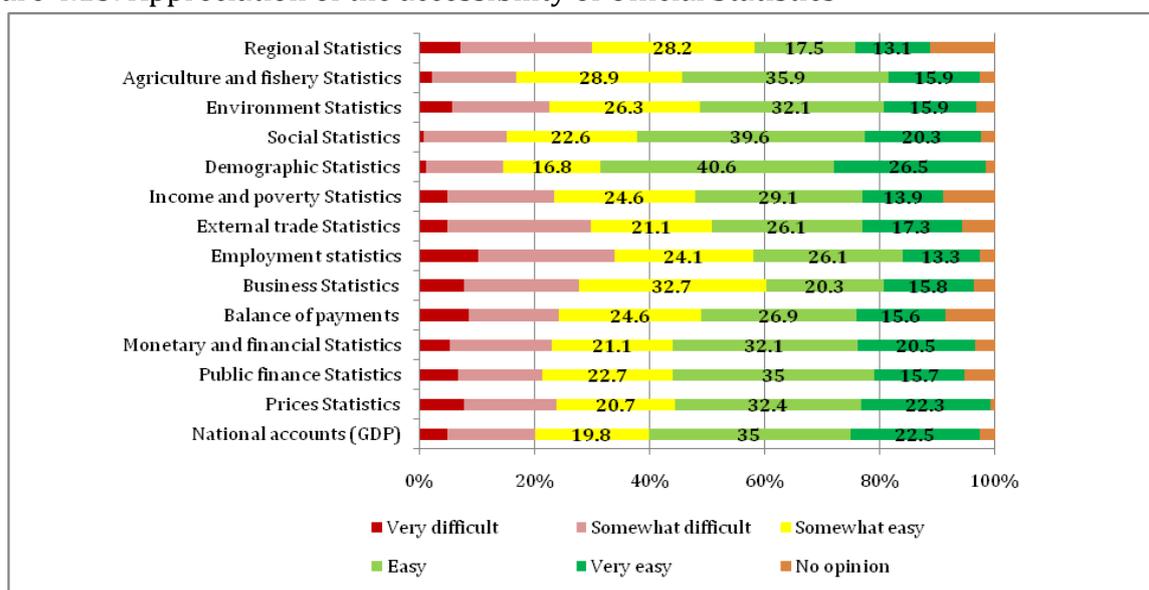
Accessibility of metadata or information about official statistics is similar to accessibility of official statistics, see Figure 4.16. Respondents who confess having relatively easy access to metadata are

i)   Less than 60% for income and poverty statistics (57.4%) and employment statistics (58.7%);

ii)   70% or more for demographic statistics (74.0%), social statistics (72.2%), agriculture and fisheries statistics (73.0%) and public finance statistics (69.6%);

iii)   Between 60% and 70 % for other official statistics.

Figure 4.16: Appreciation of the accessibility of information about Official Statistics' methodologies
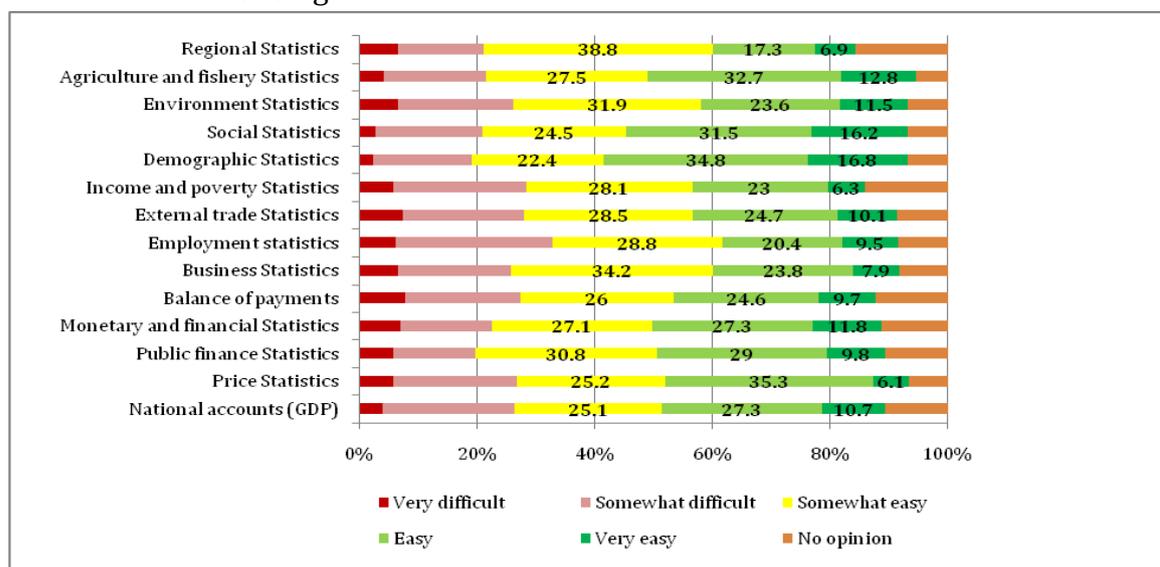
Methodologies used for the production of official statistics are declared sufficiently clear and with adequate level of details to users by 71.3% in 2014/15. The percentage of satisfied users was 71.3% as well as in 2012. However, the difference resides in the fact that the percentage of moderately satisfied users decreased in 2014 in favor of satisfied and very satisfied users. Users who find the methodologies used not very clear or not well detailed decreased from 22.3% in 2012 to 11.6% in 2014 as shown in Figure 4.17.

Figure 4.17: Variation of the Appreciation of the clarity and level of details of Official
Statistics' methodologies
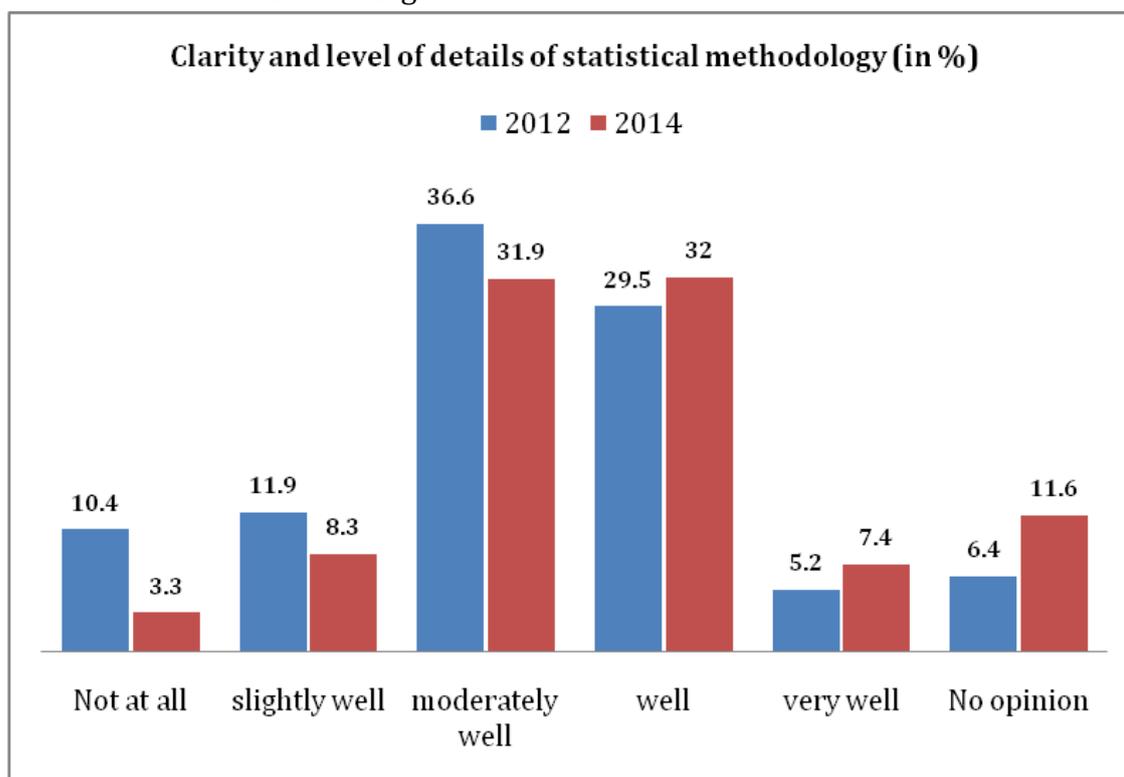
4.4. Overall assessment of the satisfaction of users of official statistics

4.4.1 Satisfaction in relation with the quality of official statistics

Participants were asked to evaluate the overall quality of official statistics according to their recent and past experience. Figure 4.18 shows that except employment statistics that scored 69%, more than 70% find official statistics in Rwanda of high quality. Demographic statistics and balance of payments are the best performers with more than 90% of positive opinions followed by Social statistics (89.6%), Price statistics (86.5%), Agriculture and fisheries statistics (85.5%) and external trade statistics (85.4%).

Figure 4.18: Overall appreciation of the quality of official statistics in Rwanda
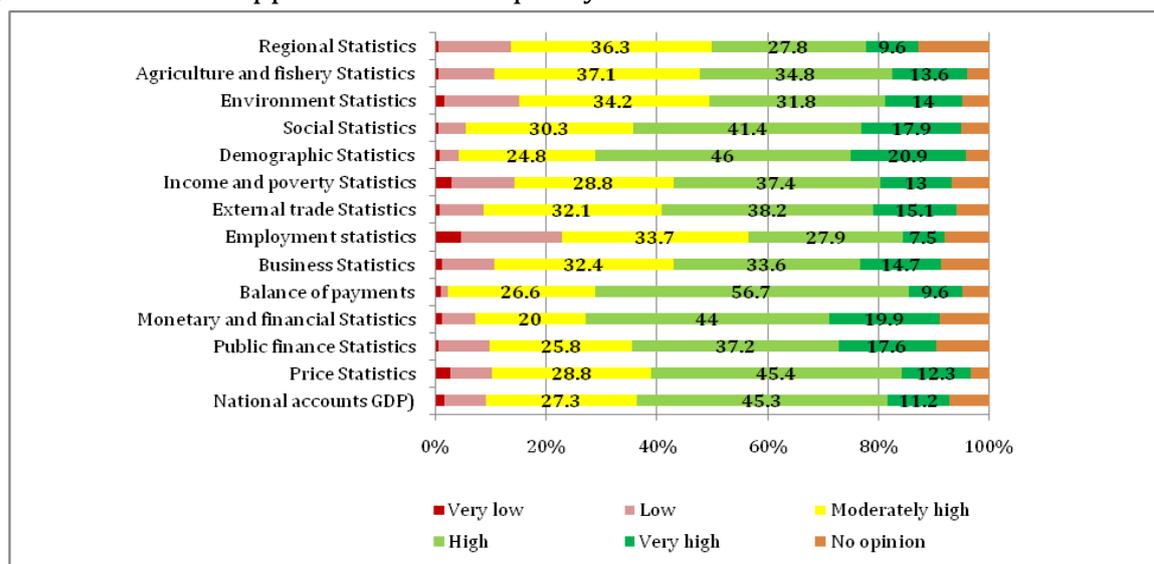
4.4.2 Improvement of the quality of official statistics since 2009

Out of 459 participants, 187 have been using official statistics prior to the launch of the National Strategy for the Development of Statistics (NSDS), first phase in 2009. When they compare the quality of official statistics before and after NSDS 1, the conclusions are reassuring since at least 80% of the users who have been using official statistics during the last five years witnessed good to great improvement of official statistics as described in Figure 4.19.

More specifically, users who recognize good or great improvement of

- accessibility to official statistics are at least 77.2% irrespective of the type of statistics, the highest scores (more than 95%) being attributed to balance of payments (100%), National accounts (96.7%), Price statistics (95.9%) and Social statistics (95%);
- the methodologies used for the production of official statistics are at least 73.7%; the most appreciated (more than 95%) are methodologies for Monetary and financial statistics (96.9%), Balance of payments (96.8%), demographic statistics (96.7%) and National accounts (95%);
- the frequency of publication of official statistics are at least 74.6% where balance of payments (97.4%), Monetary and financial statistics (96.2%), National accounts (95.8%), Demographic statistics (95.4%) and Social statistics are the best performers;
- the accuracy and un-biasedness of official statistics are at least 80% except for employment statistics (67.4%). More than 95% of users of balance of payments (100%), Demographic statistics (96.5%), Monetary and financial statistics (96.0%) and Public finance statistics (95.5%) appreciate the quality of official statistics of Rwanda.

Figure 4.19: Overall improvement of Official statistics since 2009
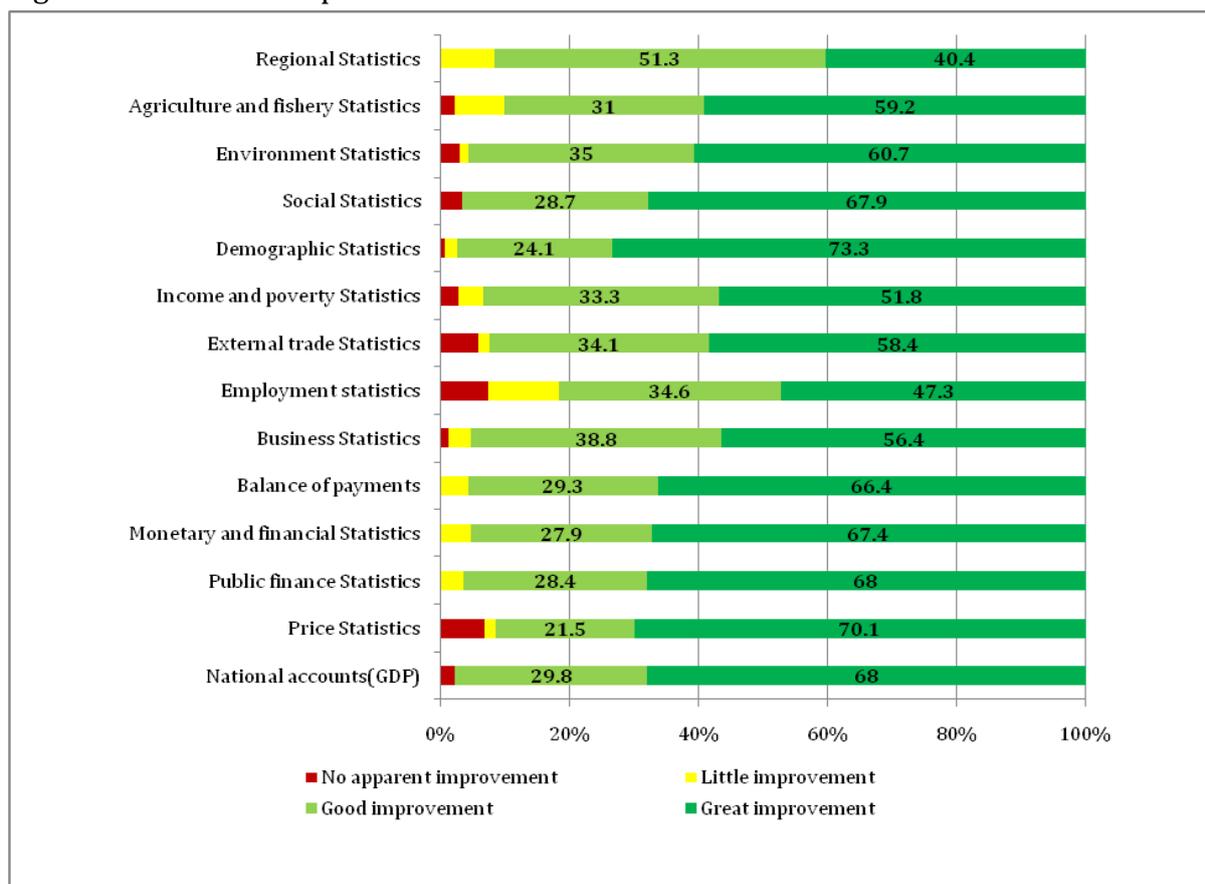
4.5. Composite Indicators for Overall Users' Satisfaction

4.5.1. First Composite Indicator of Satisfaction

To summarize the level of satisfaction of users of official statistics, two indicators have been suggested. One is based on binary variables created using the five categories that characterize the quality of official statistics as illustrated in the Table 7 hereafter:

Table 7: Key characteristics included in the calculation of the first compound indicator

Key characteristics	Question	Recoding	Weight
Official Statistics meet Users Priority needs	Q1: Do the available Official Statistics meet your priority data needs? I_1	0 if responses are 1 or 2 1 if responses are 3,4 or 5	$W_1 = 20\%$
Official Statistics are useful for other analysis	Q2: To what extent do Official Statistics allow you to carry out the purposes mentioned? I_2	0 if responses are 1 or 2 1 if responses are 3,4 or 5	$W_2 = 20\%$

Key characteristics	Question	Recoding	Weight
Methodologies are sound and appropriate	Q3: In your opinion, how sound and appropriate is the underlying methodology of Official Statistics? I_3	0 if responses are 1, 2, 3 1 if responses are 4 or 5	$W_3 = 20\%$
Official statistics are Unbiased and accurate	Q4: In general, how unbiased and accurate do you consider official statistics to be for your purpose? I_4	0 if responses are 1, 2,3 1 if responses are 4 or 5	$W_4 = 20\%$
Official statistics are timely released	Q5: In general, how satisfied are you with the frequency of the publication of official statistics for your purpose? I_5	0 if responses are 1, 2, 3 1 if responses are 4 or 5	$W_5 = 10\%$
Official statistics are easily accessible	Q6: How easy is it for you to access Official Statistics? I_6	0 if responses are 1, 2, 3 1 if responses are 4 or 5	$W_6 = 5\%$
Metadata are easily accessible I_7	Q7: How easy is it for you to access information about official statistics that you use? I_7	0 if responses are 1, 2, 3 1 if responses are 4 or 5	$W_7 = 5\%$

The first composite index CSI_A which is based on the binary variables defined in the previous table will be calculated as follows:

$$I_{*j} = \sum_{i=1}^{7} W_i I_{ij}; \ 0 \le I_{*j} \le 100\%; \ j = 1,2,\cdots,n$$

Hence

$$CSI_A = (\sum_{j=1}^{n} K_j I_{*j})/(\sum_{j=1}^{n} K_j); \ j = 1,2,\cdots,n$$

Where K_j is the weight of the jth respondent in the survey.

Calculations were done for each type of Official Statistics and the results are in the Figure 4.20 below:

According to these results presented in Figure 4.20, most appreciated official Statistics are demographic statistics, Social Sector statistics and monetary and Financial Statistics

with scores higher than 75%. Official Statistics least appreciated are employment statistics (64.2%), Regional Statistics (67.0%) and Business Statistics (67.2%).

Figure 4.20: Level of satisfaction as measured by the first compound indicator of satisfaction
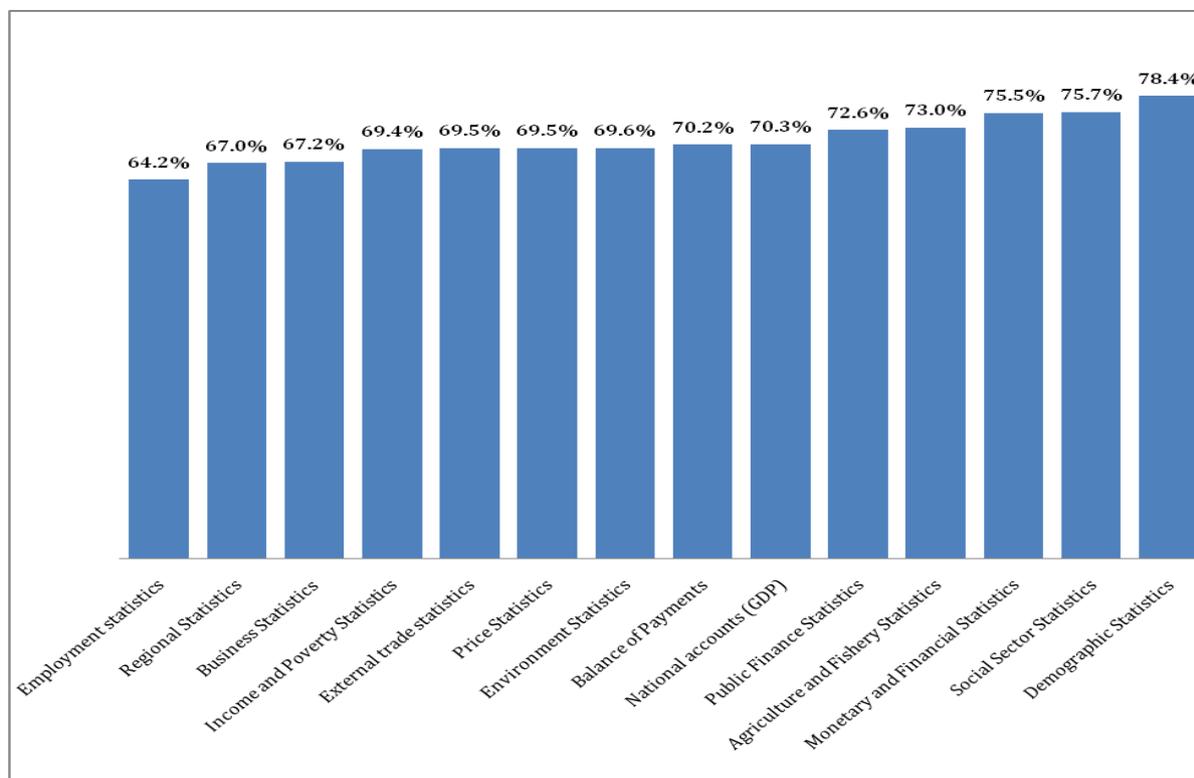
Since the distribution is not symmetric, the arithmetic mean does not inform well about the center of the distribution. Considering the Median, Official statistics are classified into five levels according to the median value of the index, see Table 8:

Table 8: Classification of Official Statistics using the median of first compound indicator of satisfaction

Level of satisfaction	Median value	Types of Statistics
Low	60%	Employment statistics
Fair	70%	Regional statistics and Environment statistics
Good	75%	Income and Poverty Statistics, External trade statistics, Business statistics and price statistics
High	80%	National accounts (GDP), Monetary and Financial Statistics, Balance of Payments, Social Sector Statistics, Agriculture and Fishery statistics and Public Finance Statistics
Very high	90%	Demographic statistics

The median value leads to five categories with employment statistics at the lowest level and demographic statistics at the highest level of satisfaction.

4.5.2. Second Composite Indicator of Satisfaction

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

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

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

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

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

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

Where K_j is the weight of the jth respondent.

Using the data, the estimated arithmetic mean of the Overall User satisfaction index is 64 with a standard error of 0.76. The median value is 66.7. It means that on a scale from zero to a hundred, Rwandan Official statistics score 65 out 100.

However, in the methodology section, it was proposed to weight the three questions differently. The weighted overall composite indicator is calculated as follows:

$$CSI_W = \frac{100}{\sum_{j=1}^{n} K_j}\sum_{j=1}^{n}K_j\frac{(X_{1j} - 1)*W_1 + (X_{2j} - 1)*W_2 + (X_{3j} - 1)*W_3}{9}$$

Where K_j is the weight of the jth respondent W_i the weight of the ith variable.

The estimated mean score of the weighted overall Satisfaction Index becomes 66.03% with a standard error of 0.76% while the median is 66.67% with W1=0.50, W2=0.30 and W3=0.20.

However, while doing deeper analysis, it was found that participants from Local Government tend to give very high scores (maximum score) as compared to all other groups. For instance, the average score increases from 63.5% to 66.0% with and without participants from Local Government respectively. The average score for Local Government alone is 75.6% while it is below 70% for all other groups. As a result, for the analysis of factors likely to influence the level of satisfaction, 80 observations with extreme scores of 100 or zero were left out, 70 of them are from participants originating from Government Institutions.

After removal of those outliers, the scores transformed using the logit function $Y = \ln(\frac{CSI_W}{100 - CSI_W})$ present a Gaussian distribution (see the histogram hereafter), see Figure 4.21.

Figure 4.21: Gaussian distribution of transformed scores
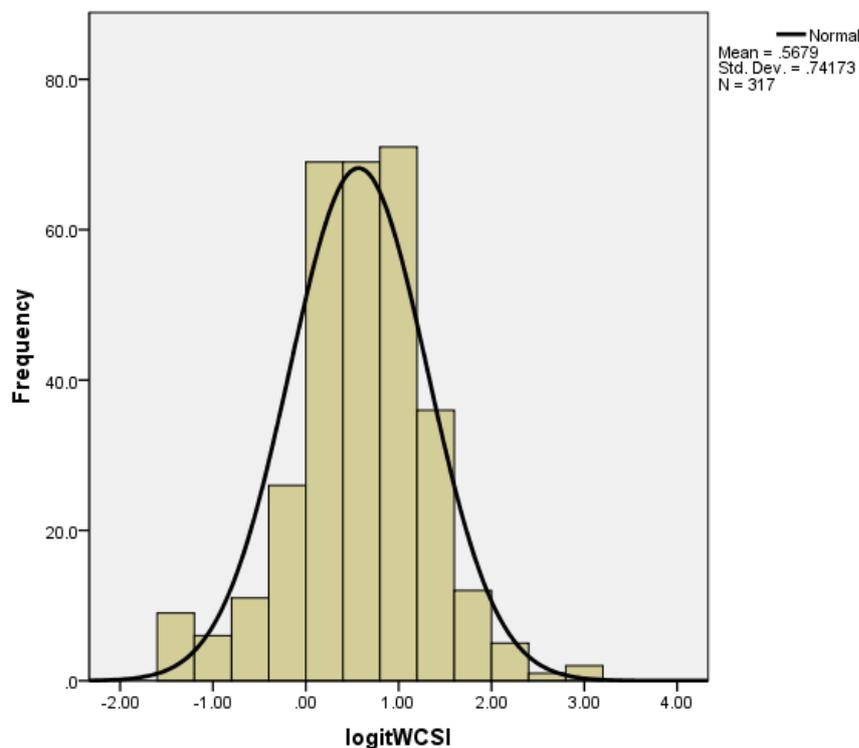
The analysis of the relationship between the transformed Scores and the characteristics of the participants such as age, area of specialization, education level, institution of origin and gender revealed that there is no significant difference between different groups for a significance level of 5%. It means that the level of satisfaction of the users is not related to belonging to any subgroup but more to the quality of official statistics and the experience of the user with the Rwanda National Statistical System.

However, for a significance level of 10%, the variable age becomes significant with coefficients $\beta_0 = 0.205 \; and \; \beta_1 = 0.009$ representing the intercept and the slope of the linear regression model on the logit transforms. Henceforth, when the age of the

respondent increases by one year, the level of satisfaction, after due transformation, increases by 0.55 points on the scale from 0 to 100. This is very interesting since it suggest that more experienced users are likely to be more satisfied if one assumes that older people have more experience with official statistics than younger ones.

The four-way ANOVA model with Origin of the participant, Area of specialization, level of education and gender was applied to test for effect of each of them on the level of satisfaction. None of the four variables was significant for a significance level of 10%.

Table 9: Relationship between the level of satisfaction and the characteristics of the respondent

Independent Variable	Model	Fisher Distribution			P_value
		DF_Numerator	DF_Denominator	F-value	
Age	Simple Linear Regression	1	270	3.377	0.067
Level of Education	One-way ANOVA	2	294	0.045	0.956
Area of Specialization	One-way ANOVA	5	293	0.724	0.606
Gender	One-way ANOVA	1	298	0.04	0.842
Type of Institution of Origin	One-way ANOVA	3	313	1.763	0.154

4.6. Preferred channels to access official statistics

Ninety percent of users of official statistics prefer to access official statistics via the web as evidenced by Figure 4.22. Nonetheless, 49 to 60% of the users identified paper based publications as their most preferred way of access to official statistics, Users of social statics are many who prefer paper based channel of dissemination. Compact discs and other means of dissemination of official statistics are most preferred by less than 35% and less than 25% of users respectively; the level of preference is as low as 10% depending on the type of official statistics.

Figure 4.22: Preference of the Web as a channel to access Official Statistics
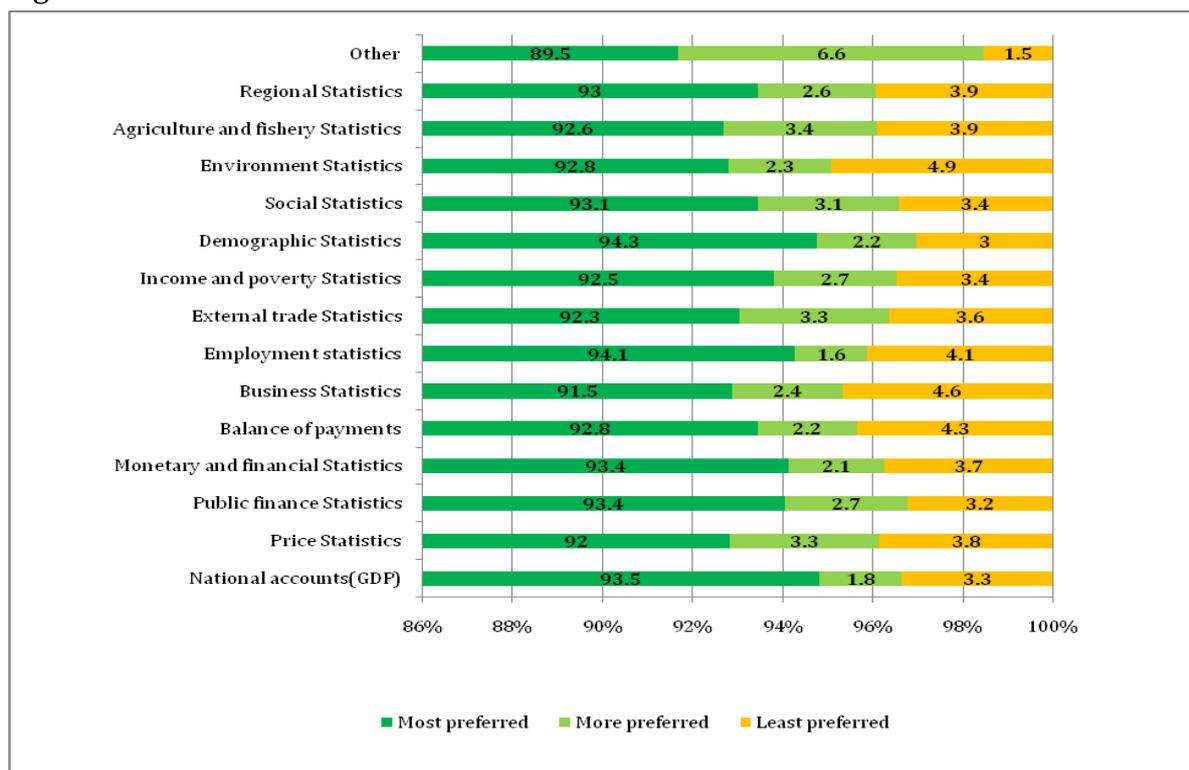
4.7. Awareness about NADA and Appreciation of NISR VISA service delivery

The NISR launched in 2012 a platform for disseminating microdata from surveys and censuses to users called National Data Archive (NADA). Two years later, only 37.0% of the users of official statistics are aware of its existence. Sixty-two (62) percent of users informed about NADA successfully downloaded micro-data, 20.8% tried to download data but failed against only 17.2% who did not undertake download, see Figure 4.23. It is important to mention that 90.6% of participants who downloaded micro-data used them for their business or professional activities.

Among users who tried and failed, 36.2% are from Research and Higher learning institutions, 18.3% are from MDAs, 16.7% from the Civil Society, Private Sector and Media while 14.8% are users from International Organizations. For users who never tried to download microdata, 27.6% come from Education and Research Institutions, 22.2% from International Organizations and 17% from MDAs.

Figure 4.23: Percentage of users who downloaded microdata via NADA
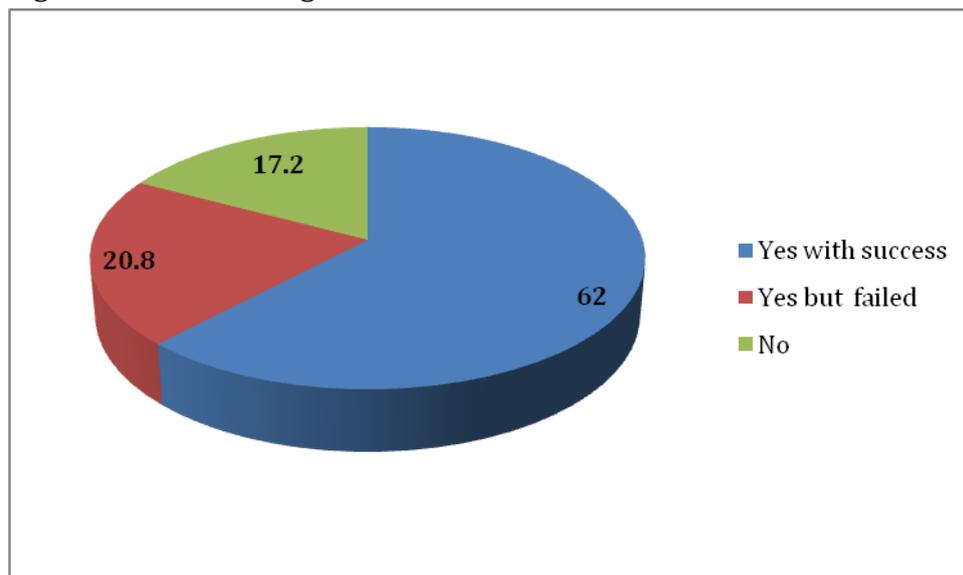
Users of micro-data are more than 80% satisfied and highly satisfied with quality of microdata from census, EICV, DHS, and establishments' census, see Figure 4.24.

Figure 4.24: Level of satisfaction of the users about the quality of microdata
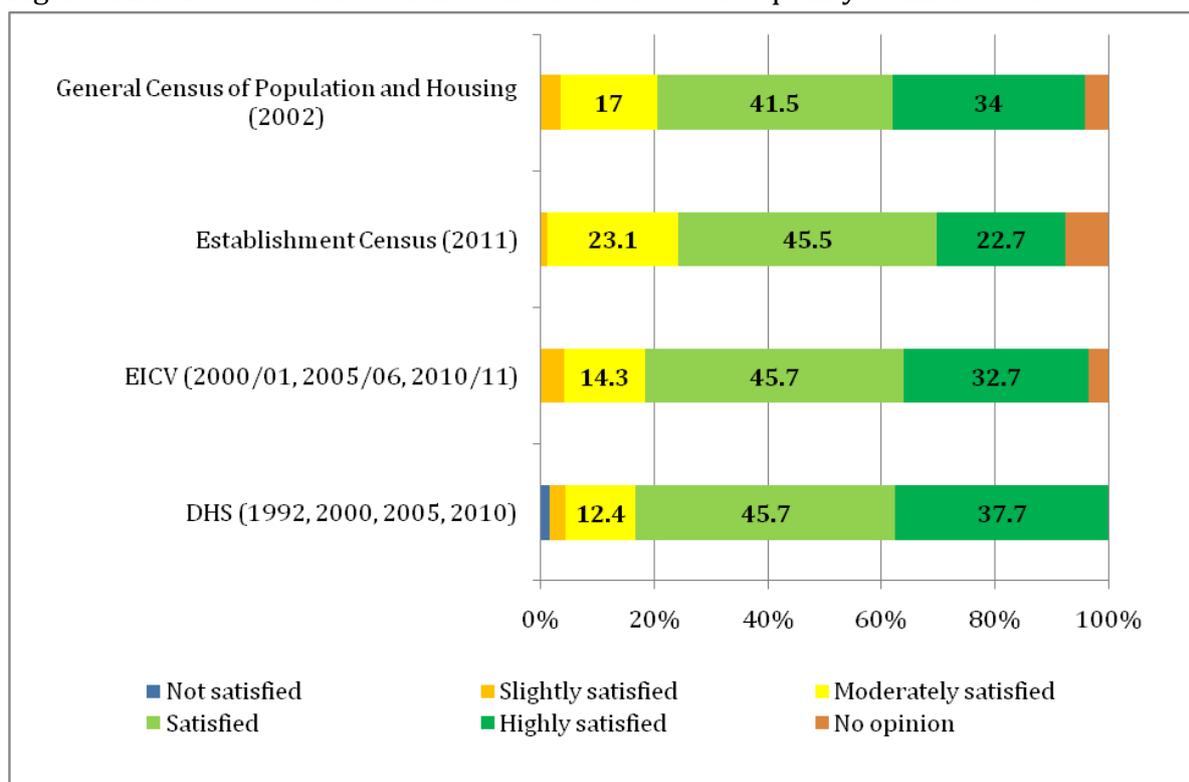
Among other services that NISR offers, the review of survey methodologies and issuing survey visas are important for the development of the National Statistical System. During the last five years, the estimated total number of people who requested for survey visa from the NISR is 170 representing 17.4% of the respondents. Out of those

who requested for survey visa, about 98% of the applications got a positive response, 2% was not granted survey visa as shown in Figure 4.25.

Figure 4.25: Distribution of survey visa applications and decisions made
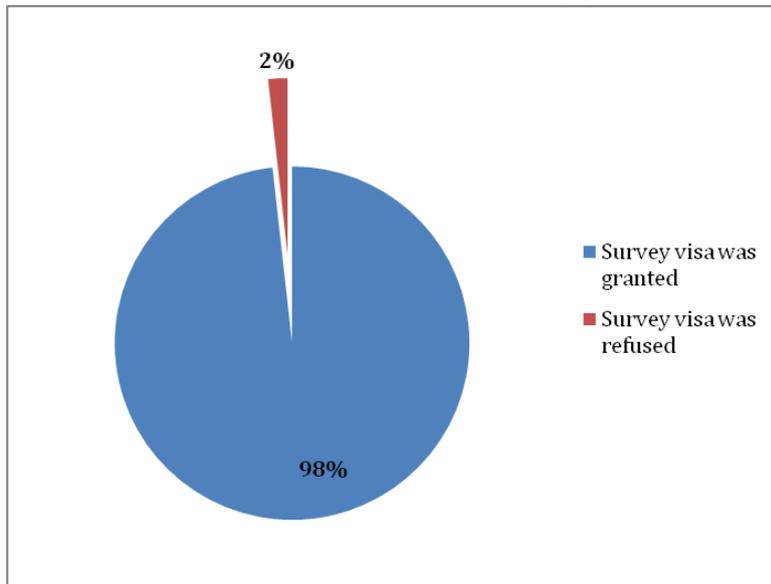
Almost 88% of the applicants are satisfied with the procedures related to the application for survey visa, 85% find satisfactory the review process of the survey visa application and 80% find the duration from the application date to the final decision acceptable, see Figure 4.26.

Figure 4.26: Level of satisfaction in relation with NISR survey visa application
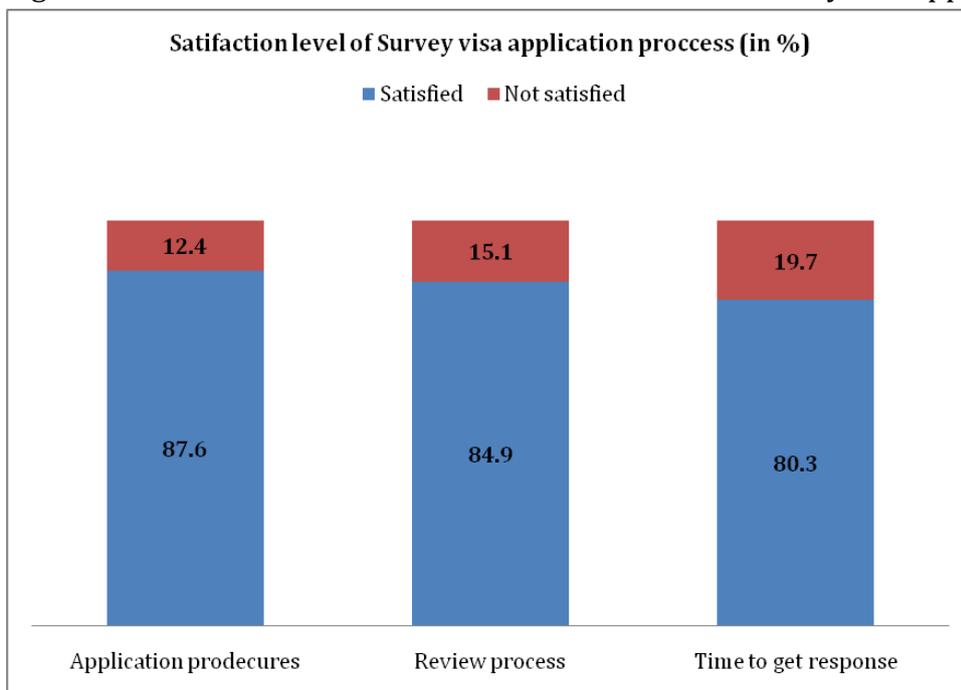
Accessing official statistics from NISR website (www.statistics.gov.rw) is becoming a little bit a challenge given the amount of information provided on the NISR website.

Only 54.6% (Figure 4.27) find easy and very easy to access statistics from NISR website. This is an indication that there is a need to revamp the website and increase its capacity.

Figure 4.27: Accessibility of official statistics using NISR Website

How easy to access statistics from NISR website (in %)
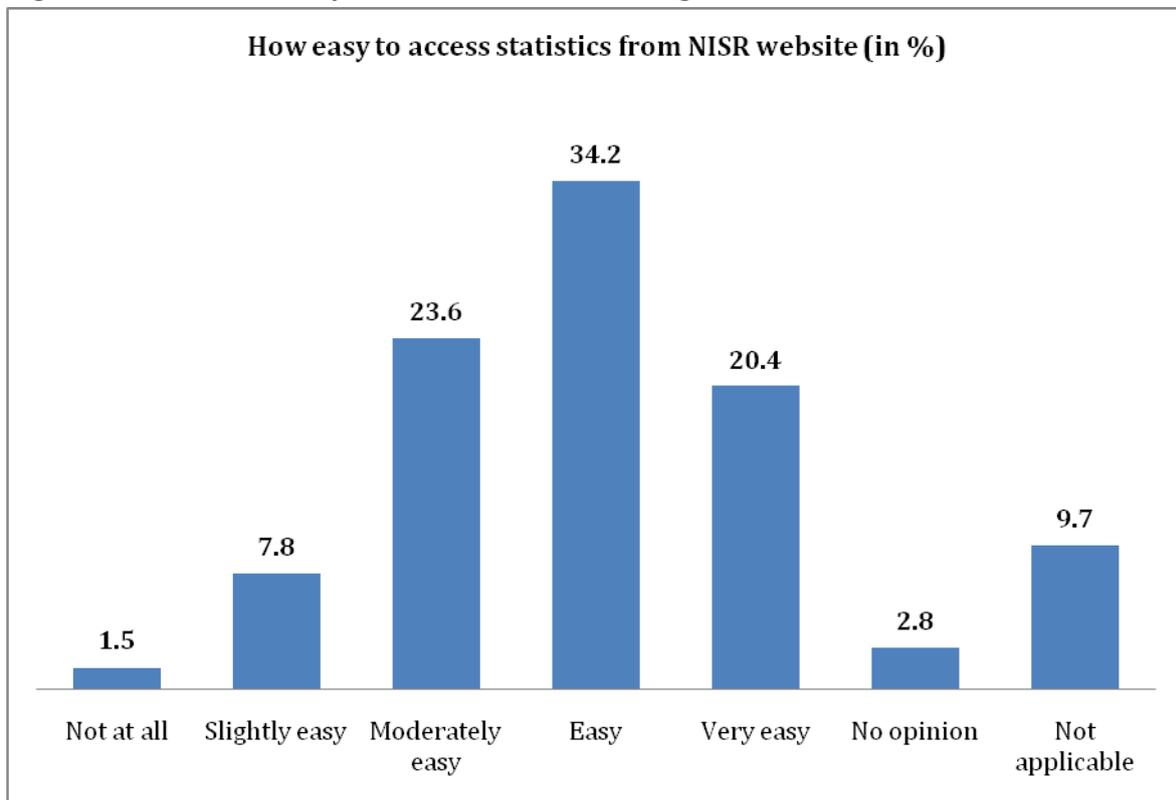
Chapter 5: Conclusion and recommendations

The 2014/15 User Satisfaction Survey took place just at the end of the first National Strategy for the Development of Statistics (NSDS 2009-2014) and the beginning of the second NSDS (2014/15-2018/19). As a result, the findings of this study will inform the National Statistical System about the achievements of NSDS1 and set benchmarks for the evaluation of NSDS2. For this reason, the target population was not limited to actual users of official statistics but extended to decision and policy makers, in particular authorities of Central and Local Government in Rwanda irrespective of their background as users of official statistics. The shift from the population targeted in 2012 required caution while comparing the findings of the two user satisfaction surveys.

5.1. Key findings

In 2014/15, 1012 people were identified as key users or potential users of official statistics in Rwanda; 987 were contacted between December 2014 and March 2015; 459 effectively participated and submitted filled survey questionnaire either on paper or electronically. Six trained enumerators contacted physically each potential participant either directly or through the most direct assistant to the concerned authority. At the end of the data collection phase, out of the 459 participants, 73% were from the public service including the central and local Government Officials and experts, members of Parliament and members of the Judiciary system; 10.0% were from research and higher learning institutions; 9.8% were from the Civil Society, Non-Government organizations, Media and Private sector; and 7.2% were from International organizations.

The majority of participants coming from the Public Sector (54.8%) are decision makers in different positions: Director Generals or Deputy Director Generals of Government Institutions (12.4%); Experts in Ministries and other Government Institutions (12.4%), Mayors, Vice-Mayors (13.4%); and Directors of departments or heads of divisions (16.6%). From each District, six people were contacted including, the Mayor, two Vice-Mayors, the Executive Secretary, the Director of planning and the Statistician totaling 180 potential participants. More than 80% of contacted Local Government Authorities participated in the 2014/15 Users Satisfaction Survey.

Participants to the 2014/15 User Satisfaction Survey confess to be users of official statistics produced by either the NISR (94.7%) or statistics produced by Government Ministerial department (90.8%).

As a result, NISR press releases and NISR website registered an increased use as channel for accessing official statistics and lesser use of NISR publications from 80.6% in 2012 to 72.0% in 2014 and for International Organizations publications and websites from 54.1% to 44.7%. The use of other channels for accessing official statistics remained more or less at the same level. In 2014/15, official statistics are mainly used

for "analysis of current developments for short term decision making" and Imihigo formulation (64%) and 49% of the respondents use official statistics for "analysis of the trends for longer-term policy formulation". Focusing on Government institutions, 77% of users refer to official statistics for the purpose of either short term decision making or long-term policy formulation; 70% referring to them for short term decision making and 53.5% for long-term policy formulation.

In line with satisfaction expressed by the participants in relation with their priority needs of official statistics, more than 90% consider as sound and appropriate methodologies used for the production of demographic statistics (93.7%), social statistics (91.8%) and price statistics (91.2%). For all other statistics, at least 75% of the users find respective methodologies at least moderately sound and appropriate. Since 2012, Price statistics, Regional statistics and monetary registered a positive increase of positive appreciation of at least 10%. During the same period, the percentage of positive appreciation decreased forincome and poverty statistics by 10% from 89.4% to 80.0% and External trade statistics by 5% from 90.9% to 85.9%.

5.2. Way forward

While acknowledging positive achievements of NSDS1, the implementation of the NSDS2 should focus on the unmet priority needs of the users. So far, accessibility of official statistics and related metadata is still a concern for many users although all services offered by NSS stakeholders are free; websites and hard copy publications are used even NISR appointed a person whose responsibility is to timely manage users' requests. Therefore it is important to understand barriers users face whether they are related to internet access, internet cost, travel cost or time to get appropriate response from relevant institution or relevant website. Improved accessibility of official statistics and related information will contribute increased use by professionals, decision and policy makers, media and civil society hence contributing to greater feedback to the producer of official statistics and faster improvement of the quality and relevance of official statistics in Rwanda.

Researchers, experts in Public and Private Institutions, analysts from international organizations and Non-Government Organizations need micro-data for their research activities either for publications, for short-term decision making or for the design of long-term policies. So far a small number of users are aware of the existence of micro-data. Awareness campaign is needed to inform potential users about the availability of micro-data as well as identification of statistical skills' gaps and trainings of users to enable them to use effectively micro-data.

A large number of users of official statistics use official statistics produced by different institutions in addition to the National Institute of Statistics of Rwanda. These institutions include Ministries, Government agencies, authorities, National Bank of Rwanda, Rwanda Revenue Authority and International organizations. In spite of great

improvement acknowledged by users during the last two years, some official statistics are either not available or of poor quality. This is the case for employment statistics, environment statistics and regional statistics. The NISR as the leading institution of NSDS2 need to continuously work closely with line Ministries or Departments to empower them to produce and disseminate credible and reliable official statistics in their areas of competence.

2014 Rwanda User Satisfaction Survey

Access and Use of Official Statistics

Questionnaire

Questionnaire ID /__/__/__/__/__/__/

Enumerator ID /__/

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

Please submit the filled questionnaire via the following routes:

National Post Office
National Institute of Statistics of Rwanda
   a. P.O. Box 6139 Kigali, RWANDA
   b. E-mail: NISR-USS-2014@statistics.gov.rw
   c. NISR Headquarters : Secretariat
   d. Appointment with a member of the Research Team who will come and collect the questionnaire

Section A. Identification of the User

A.1. Indicate the Sector of activity or the type of organization/institution you come from as a user of official statistics **(Please put a cross in the box corresponding to the right answer or a letter for Government Officials)**

A.1.1. Government : (**Write the appropriate letter in the box**)
        a=Central Government (Ministries);
        b=Government Agency/Board/Authority/Commission;
        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 / *La presse et les autres media*	
A.1.8. Civil society (Churches, Political Party, Unions, human rights organizations)	

A.1.9. Research institution	
A.1.10. Higher Learning Institution, University, College	
A.1.11. International organization	
A.1.12. National and International NGOs	
A.1.13.Private Individuals	
A.1.14. Other (please specify) ………………………………………………………………	

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

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

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

a. Chief Executive Officer or Director General or Managing Director	
b. Agency Head	
c. Director	
d. Head of Department, Head ofDivision, Head of Unit	
e. Expert, or Journalist	
f. Advisor	
g. Other (please specify) ………………………………………………	

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

a. Ambassador or Country representative or National coordinator or Executive Secretary	
b. Advisor	
c. Head of department,Division or Directorate	
d. Experts	
e. Other (please specify) ………………………………………………………………………………	

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

a. Chancellor, Vice Chancellor, Deputy Vice Chancellor, Rector or Vice-Rector or Director General or Deputy Director General	
b. Principal or Director or Dean	
c. Head of department	

d. Professor, Researcher or lecturer	
e. Other (please specify)	

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

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

B.1.1. The National Institute of Statistics of Rwanda 1. Yes 2. No	
B.1.2. The National Bank of Rwanda? 1. Yes 2. No	
B.1.3. The Ministries 1. Yes 2. No	
B.1.4. The Rwanda Revenue Authority1. Yes 2. No	
B.1.5. Other Government entities 1. Yes 2. No	
B.1.6. International Organizations (specify) 1. Yes 2. No	

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

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

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

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

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

B.3.1. Official press releases or website of the National Institute of Statistics of Rwanda	
B.3.2. Publications of the National Institute of Statistics of Rwanda	
B.3.3. Official press releases or website of National Bank of Rwanda	
B.3.4. Publications of the National Bank of Rwanda	

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

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

Please explain--

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

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

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

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

Write the number corresponding to the right answer in the box

B.6.1. If not, please indicate what data is not available to meet your priority needs.
………
B.7. To what extent do official statistics allow you to carry out the purposes mentioned in B.5.?

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

  Write the number corresponding to the right answer in the box

Section C: Information concerning Quality Aspects of Official Statistics

C.1. Appropriateness and soundness of the methodology

C.1.In your opinion, how sound and appropriate is the underlying methodology of official statistics in the table hereafter

1=neither sound nor appropriate; 2=slightly sound and appropriate; 3=moderately sound and appropriate; 4= sound and appropriate; 5= highly sound and appropriate; 6 = No opinion

Put a cross in the right box	1	2	3	4	5	6
a. National accounts (GDP)						
b. Price statistics						
c. Public finance statistics						
d. Monetary and financial statistics						
e. Balance of payments						
f. Business statistics (industry, trade, services, transport, energy)						
g. Employment statistics						
h. External trade statistics						
i. Income and poverty statistics						
j. Demographic statistics						
k. Social sectors (health, education)						
l. Environment statistics						
m. Agriculture and fishery statistics						
n. Regional statistics						
o. Other (Please specify)						

C.2. Unbiasedeness and Accuracy of the Official Statistics

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

Put a cross in the right box	1	2	3	4	5	6
a. National accounts (GDP)						
b. Price statistics						
c. Public finance statistics						
d. Monetary and financial statistics						
e. Balance of payments						
f. Business statistics (industry, trade, services, transport, energy) *énergie)*						
g. Employment statistics						
h. External trade statistics						
i. Income and poverty statistics						
j. Demographic statistics						
k. Social sectors (health, education)						
l. Environment statistics						
m. Agriculture and fishery statistics						
n. Regional statistics						
o. Other (Please specify)						

C.3.Timeliness

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

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

Put a cross in the right box	1	2	3	4	5	6
a. National accounts (GDP)						
b. Price statistics						
c. Public finance statistics						
d. Monetary and financial statistics						
e. Balance of payments						
f. Business statistics (industry, trade, services, transport, energy)						
g. Employment statistics						
h. External trade statistics						
i. Income and poverty statistics						
j. Demographic statistics						
k. Social sectors (health, education)						
l. Environment statistics						
m. Agriculture and fishery statistics						
n. Regional statistics						
o. Other (Please specify)						

C.4. Dissemination practices

C.4.1. Do you know that there is a publicly disseminated calendar that announces in advance the dates on which many of the various official statistics will be disseminated?
1 = Yes   2 = No   3 = Don't know

Put a cross in the right box	1	2	3
a. National accounts (GDP)			
b. Price statistics			
c. Public finance statistics			
d. Monetary and financial statistics			
e. Balance of payments			
f. Business statistics (industry, trade, services, transport, energy)			
g. Employment statistics			
h. External trade statistics			
i. Income and poverty statistics			
j. Demographic statistics			
k. Social sectors (health, education)			
l. Environment statistics			
m. Agriculture and fishery statistics			
n. Regional statistics			
o. Other (Please specify)			

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

1=Yes2=No   3=Do not know   4=Not applicable

Put a cross in the right box	1	2	3	4
a. National accounts (GDP)				
b. Price statistics				
c. Public finance statistics				
d. Monetary and financial statistics				
e. Balance of payments				
f. Business statistics (industry, trade, services, transport, energy)				
g. Employment statistics				
h. External trade statistics				
i. Income and poverty statistics				
j. Demographic statistics				
k. Social sectors (health, education)				
l. Environment statistics				
m. Agriculture and fishery statistics				
n. Regional statistics				
o. Other (Please specify)				

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

1=Yes   2=No   3=Don't know   4=Not applicable

Put a cross in the right box	1	2	3	4
a. National accounts (GDP)				
b. Price statistics				
c. Public finance statistics				
d. Monetary and financial statistics				
e. Balance of payments				
f. Business statistics (industry, trade, services, transport, energy)				
g. Employment statistics				
h. External trade statistics				
i. Income and poverty statistics				
j. Demographic statistics				
k. Social sectors (health, education)				
l. Environment statistics				
m. Agriculture and fishery statistics				
n. Regional statistics				
o. Other (Please specify)				

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

1 = very difficult; 2 = somewhat difficult; 3= somewhat easy; 4=Easy 5 = very easy; 6 = No opinion

Put a cross in the right box	1	2	3	4	5	6
a. National accounts (GDP)						
b. Price statistics						
c. Public finance statistics						
d. Monetary and financial statistics						
e. Balance of payments						
f. Business statistics (industry, trade, services, transport, energy)						
g. Employment statistics						
h. External trade statistics						
i. Income and poverty statistics						
j. Demographic statistics						
k. Social sectors (health, education)						
l. Environment statistics						
m. Agriculture and fishery statistics						
n. Regional statistics						
o. Other (Please specify)						

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

1 = very difficult; 2 = somewhat difficult; 3= somewhat easy;   4=Easy; 5= very easy; 6 = No opinion

Put a cross in the right box	1	2	3	4	5	6
a. National accounts (GDP)						
b. Price statistics						
c. Public finance statistics						
d. Monetary and financial statistics						
e. Balance of payments						
f. Business statistics (industry, trade, services, transport, energy)						
g. Employment statistics						
h. External trade statistics						
i. Income and poverty statistics						
j. Demographic statistics						
k. Social sectors (health, education)						
l. Environment statistics						
m. Agriculture and fishery statistics						
n. Regional statistics						
o. Other (Please specify)						

C.4.6. Is the above information on methodology sufficiently clear and at an adequate level of detail to be useful to you?
1 = Not at all;2=slightly well; 3 = moderately well; 4= well; 5 = Very well; 6 = No opinion.

Write the right answer in the box

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

1 = not at all; 2 = slightly easy 3=Moderately easy; 4 = easy; 5 = very easy ; 6 = No opinion.

Write the right answer in the box.

Section D. Overall assessment and Trust in Official Statistics

D.1 How do you assess the overall quality of official statistics in Rwanda today?
1= very low; 2=low; 3 = moderately high; 4 = high; 5 = very high; 6 = No opinion.

Put a cross in the right box	1	2	3	4	5	6
a. National accounts (GDP)						
b. Price statistics						
c. Public finance statistics						
d. Monetary and financial statistics						
e. Balance of payments						
f. Business statistics (industry, trade, services, transport, energy)						
g. Employment statistics						
h. External trade statistics						
i. Income and poverty statistics						
j. Demographic statistics						
k. Social sectors (health, education)						
l. Environment statistics						
m. Agriculture and fishery statistics						
n. Regional statistics						
o. Other (Please specify)						

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

Write the right answer in the box.

D.2.1. If yes, how do you assess the improvement of Official Statistics in Rwanda since 2009?

Use a 10-point scale on which "1" means "no improvement" and"10" means "Great improvement"

Put a cross in the right box	Accessibility	Methodology	Timeliness	Accuracy	Overall
a. National accounts (GDP)					
b. Price statistics					
c. Public finance statistics					
d. Monetary and financial statistics					
e. Balance of payments					

Put a cross in the right box	Accessibility	Methodology	Timeliness	Accuracy	Overall
f. Business statistics (industry, trade, services, transport, energy)					
g. Employment statistics					
h. External trade statistics					
i. Income and poverty statistics					
j. Demographic statistics					
k. Social sectors (health, education)					
l. Environment statistics					
m. Agriculture and fishery statistics					
n. Regional statistics					
o. Other (Please specify)					

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

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

D.4. Consider all your experience in using Rwanda Official Statistics.
Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with Rwanda Official Statistics? Write the right answer in the box.

D.5. Considering all of your expectations, to what extent have the Rwanda Official Statistics fallen short of your expectations or exceeded your expectations?
Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have the Rwanda Official Statistics fallen short of or exceeded your expectations? **Write the right answer in the box.**

D.6. Forget the Rwanda Official Statistics for a moment. Now, we would like you to imagine Official Statistics of an ideal Country that offers the same types of services.
How well do you think the Rwanda Official Statistics compare with that ideal Country? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal." Write the right answer in the box.

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

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

D.8. How confident are you that the delivery of Official Statistics in Rwanda will improve in the future?
Using a 10-point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that the Rwanda Official Statistics will be of better quality in the future? Write the right answer in the box.

D.9. If asked, would you be willing to say positive things about the Rwanda Official Statistics
You used?
Using a 10-point scale on which "1" means "not at all willing" and 10 means "very willing," how willing would you be to say positive things about the Rwanda Official Statistics?

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

Please rank them from 1 to 4 1=Most preferred and 4=Least preferred	Website	CD	Paper	Other channel
a. National accounts (GDP)				
b. Price statistics				
c. Public finance statistics				
d. Monetary and financial statistics				
e. Balance of payments				
f. Business statistics (industry, trade, services, transport, energy)				
g. Employment statistics				
h. External trade statistics				
i. Income and poverty statistics				
j. Demographic statistics				
k. Social sectors (health, education)				
l. Environment statistics				
m. Agriculture and fishery statistics				
n. Regional statistics				
o. Other (Please specify)				

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

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

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

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

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

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

1= not satisfied; 2=slightly satisfied;3=moderately satisfied;4=satisfied; 5= highly satisfied; 6 = No opinion (evaluate each aspect of micro-data   Quality   of   the   data   Format of the data   Level   of disaggregation   Accessibility *

Comprehensive Food Security and Vulnerability Analysis (2006, 2009)

Demographic and Health Survey (1992, 2000, 2005, 2010)

Enquête Intégrale sur les Conditions de Vie des Ménages (2000, 2005, 2010)

Enterprise Survey (2006, 2011)

Establishment Census (2011)

General Census of Population and Housing (2002)

Micro-Enterprise Survey (2006, 2011)

Rwanda Interim Demographic and Health Survey (2007-2008)

Rwanda National Manpower Survey (2011)

Rwanda National Child Labor Survey (2008)

Rwanda Service Provision Assessment Survey (2011)

Vision 2020 Umurenge Program, Baseline Survey (2008)

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

E.2. Have you requested for a Visa from NISR to conduct a survey in Rwanda during the last

5 years? 1=Yes; 2=No (Go to E.3.). **Write the right answer in the box.**

If the response is Yes,
E.2.1. What was the response?

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

Write the right answer in the box.

E.2.2. Using a 10-point scale on which "1" means "not at all satisfied" and 10 means "very satisfied," how satisfied were you with each of the following aspects?**Write the right answer in the box.**

Procedures for the Submission of the request for a Visa

Process leading to the final decision

Time it took to get the official response

Other aspect (specify)

E.3. When consulting the website of the National Institute of Statistics of Rwanda, do you find it easy to access Official Statistics?
1 = not at all 2 = slightly easy; 3=Moderately easy; 4 = easy; 5 = very easy; 6 = No opinion; 7 = Not Applicable(never consulted NISR website). **Write the right answer in the box.**

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

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

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

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

G. Background information about the respondent

G.1. Are you female or male? 1. Male 2. Female	
G.2. When were you born ?(year)	
G.3. What is your area of specialization (studies)?	
a. Economics, Management, Finance, Accountancy, Business	

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

Please indicate the name of your institution (optional)
………
Thank You for Your valuable contribution and Your time!