## Results of the User Satisfaction Survey of Statistics Austria, 2022-2023

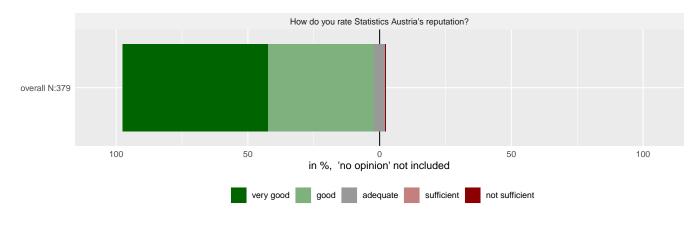
## Contents

1	General questions	2
	1.1 How do you rate Statistics Austria's reputation?	<b>2</b>
	1.2 How do you rate Statistics Austria's sociopolitical relevance?	2
	1.3 How do you rate Statistics Austria compared to other NSIs?	3
2	Service Service	4
	2.1 How do you assess the website of Statistics Austria?	
	2.2 How do you assess the Statisics Austria's database StatCube?	4
	2.3 How do you assess Statistics Austria's Open Data Portal?	
	2.4 How do you assess Statistics Austria's quick reports?	5
	How do you assess the press releases provided by Statistics Austria?	6
	2.6 How do you rate other publications provided by Statistics Austria?	6
	2.7 How do you rate Statistics Austria's general information service in general?	
	How do you assess your experience when when inquering results from Statistics Austria via experts?	
	2.9 How do you assess the website of Statistics Austria when using a desktop PC?	8
	2.10 How do you assess the website of Statistics Austria when using a tablet?	8
	2.11 How do you assess the website of Statistics Austria when using a mobile phone?	9
	2.12 How successful are you when you search for statistical results of Stastistics Austria?	9
	2.13 How strong would you agree to the the following statement: 'Statistics Austria fulfills my need for information about statistical products and data on	
	Austria's society and economy?'	10
	2.14 How satisfied are you with the services provided by Statistics Austria (accessability, response to inqueries, information service,)?	10
3	Presentation of data	11
	3.1 How satisfied are you with Statistics Austria's presentation of statistical results in tabular form?	11
	How satisfied are you with Statistics Austria's presentation of statistical results in visual form (graphics,)?	
	3.3 How satisfied are you with Statistics Austria's provision of documenation and metadata for statistical results?	
4	Quality assessment: Labor market statistics	13
	How do you assess the timeliness of statistical results for labor market statistics?	13
	How do you assess the accuracy of statistical results for labor market statistics?	
	How do you assess the comparability (w.r.t. time, region and domain) of statistical results for labor market statistics?	
	How do you assess the overall quality of statistical results for labor market statistics?	14

5	Quality assessment: population statistics and social statistics  5.1 How do you assess the timeliness of statistical results for population statistics and social statistics?	15 15 15 16
	5.4 How do you assess the overall quality of statistical results for population statistics and social statistics?	16
6	Quality assessment: energy and environmental statistics 6.1 How do you assess the timeliness of statistical results for environment and energy statistics?	17 17 17 18 18
7	Quality assessment: Research and development, innovation and digitalisation  7.1 How do you assess the timeliness of statistical results for statistics about research and development, innovation and digitalisation?  7.2 How do you assess the accuracy of statistical results about research and development, innovation and digitalisation?  7.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results about research and development, innovation and digitalisation?  7.4 How do you assess the overall quality of statistical results about research and development, innovation and digitalisation?  7.4 How do you assess the overall quality of statistical results about research and development, innovation and digitalisation?	19 19 19 20 20
8	Quality assessment: Industry, trade and services  8.1 How do you assess the timeliness of statistical results for statistics about industry, trade and services?	21 21 21 22 22
9	Quality assessment: Foreign trade statistics 9.1 How do you assess the timeliness of statistical results for foreign trade statistics?	23 23 23 24 24
10	Quality assessment: Agriculture and forestry statistics  10.1 How do you assess the timeliness of statistical results for agriculture and forestry statistics?	25 25 25 26 26
11	Quality assessment: Tourism and transport statistics  11.1 How do you assess the timeliness of statistical results for tourism and transport statistics?	27 27 27 28 28
12	Quality Assessment: Statistics about national accounts and public finance  12.1 How do you assess the timeliness of statistical results for national accounts and public finance?	29 29 29 30 30

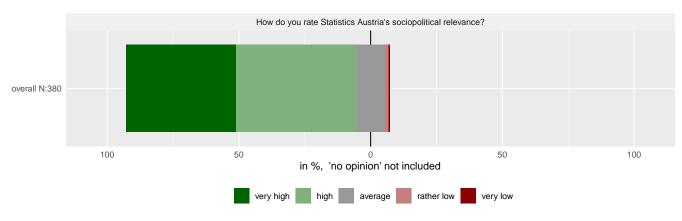
## 1 General questions

#### 1.1 How do you rate Statistics Austria's reputation?



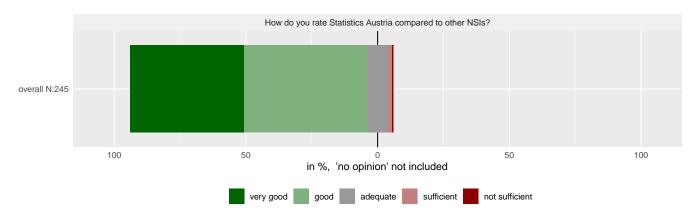
	unit		very good	good	adequate		not sufficient	no opinion
1	overall	381	209 (54.9%)	$153 \ (40.2\%)$	16 (4.2%)	0 (0.0%)	1(0.3%)	2(0.5%)

## 1.2 How do you rate Statistics Austria's sociopolitical relevance?



	unit	N	very high	high	average	rather low	very low	no opinion
1	overall	381	158 (41.5%)	174 (45.7%)	41 (10.8%)	5 (1.3%)	2 (0.5%)	1 (0.3%)

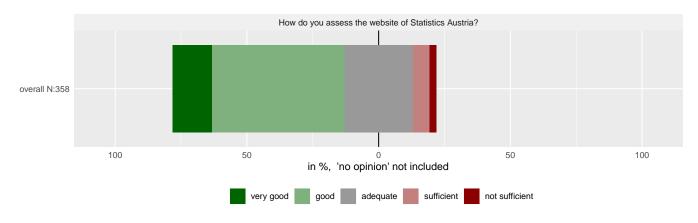
## 1.3 How do you rate Statistics Austria compared to other NSIs?



	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	381	106 (27.8%)	115 (30.2%)	19 (5.0%)	4 (1.0%)	1 (0.3%)	136 (35.7%)

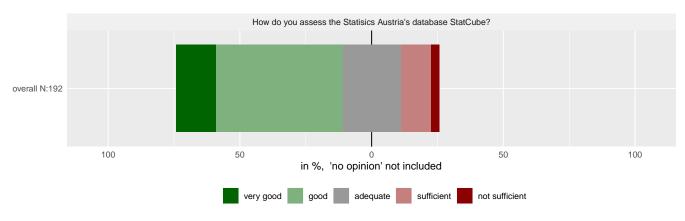
## 2 Service

#### 2.1 How do you assess the website of Statistics Austria?



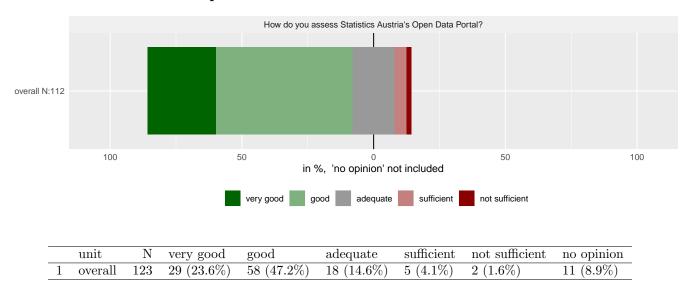
	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	361	53 (14.7%)	180 (49.9%)	93 (25.8%)	23 (6.4%)	9 (2.5%)	3 (0.8%)

## 2.2 How do you assess the Statistics Austria's database StatCube?

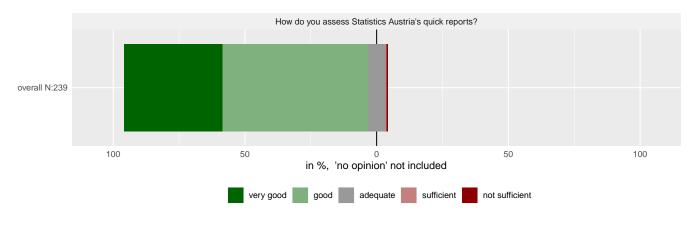


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	198	29 (14.6%)	92 (46.5%)	43 (21.7%)	22 (11.1%)	6 (3.0%)	6 (3.0%)

#### 2.3 How do you assess Statistics Austria's Open Data Portal?

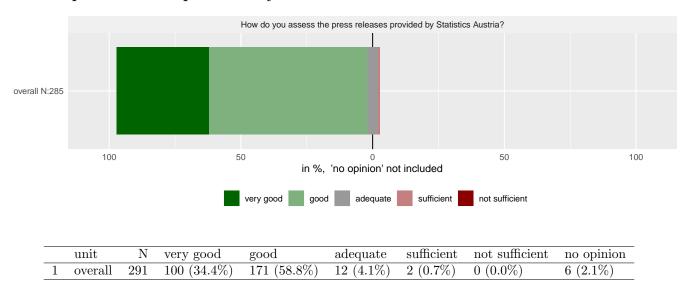


#### 2.4 How do you assess Statistics Austria's quick reports?

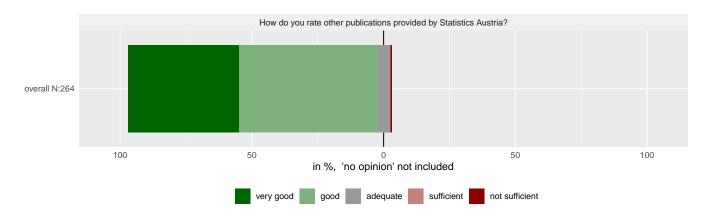


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	250	89 (35.6%)	132 (52.8%)	16 (6.4%)	1 (0.4%)	1 (0.4%)	11 (4.4%)

#### 2.5 How do you assess the press releases provided by Statistics Austria?

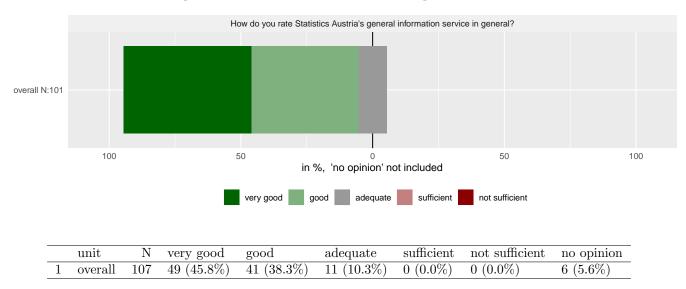


## 2.6 How do you rate other publications provided by Statistics Austria?

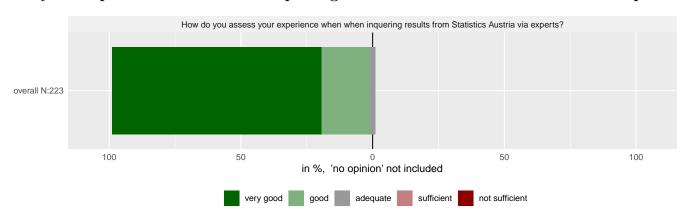


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	276	111 (40.2%)	138 (50.0%)	14 (5.1%)	0 (0.0%)	1 (0.4%)	12 (4.3%)

#### 2.7 How do you rate Statistics Austria's general information service in general?

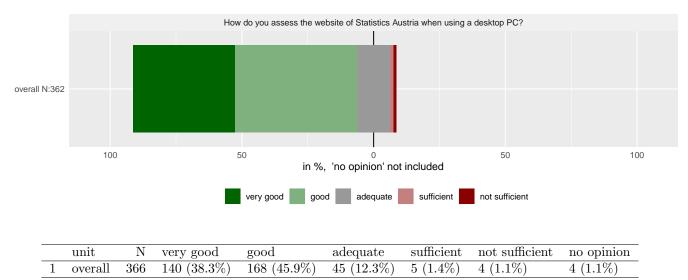


#### 2.8 How do you assess your experience when when inquering results from Statistics Austria via experts?

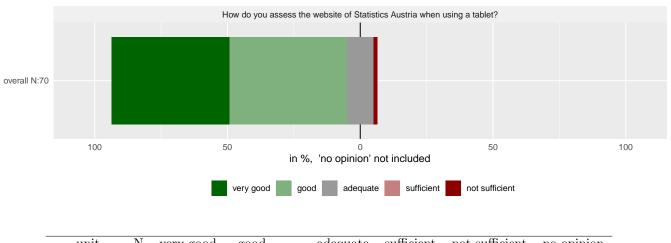


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	226	177 (78.3%)	41 (18.1%)	5 (2.2%)	0 (0.0%)	0 (0.0%)	3 (1.3%)

#### 2.9 How do you assess the website of Statistics Austria when using a desktop PC?

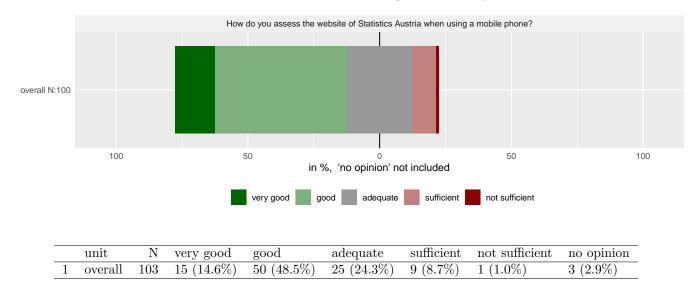


#### 2.10 How do you assess the website of Statistics Austria when using a tablet?

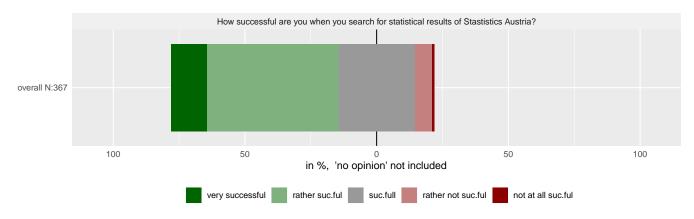


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	72	31 (43.1%)	31 (43.1%)	7 (9.7%)	0 (0.0%)	1 (1.4%)	2 (2.8%)

#### 2.11 How do you assess the website of Statistics Austria when using a mobile phone?

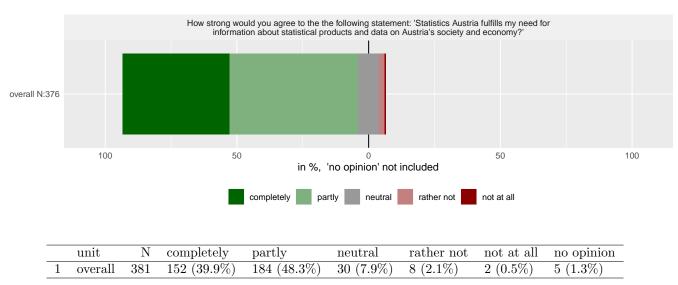


### 2.12 How successful are you when you search for statistical results of Stastistics Austria?

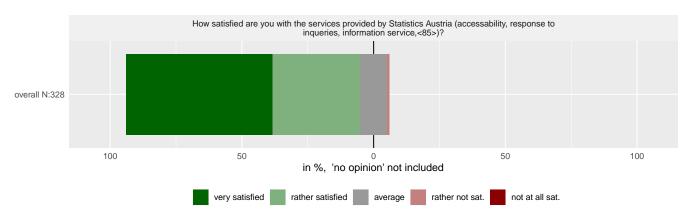


	unit	N	very successful	rather suc.ful	suc.full	rather not suc.ful	not at all suc.ful	no opinion
1	overall	375	50 (13.3%)	183 (48.8%)	107 (28.5%)	24 (6.4%)	3 (0.8%)	8 (2.1%)

2.13 How strong would you agree to the the following statement: 'Statistics Austria fulfills my need for information about statistical products and data on Austria's society and economy?'



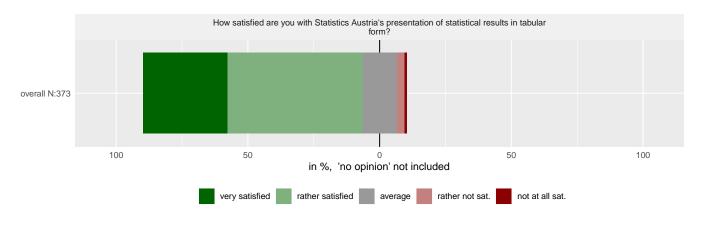
2.14 How satisfied are you with the services provided by Statistics Austria (accessability, response to inqueries, information service,)?



	unit	N	very satisfied	rather satisfied	average	rather not sat.	not at all sat.	no opinion
1	overall	381	182 (47.8%)	109 (28.6%)	34 (8.9%)	3 (0.8%)	0 (0.0%)	53 (13.9%)

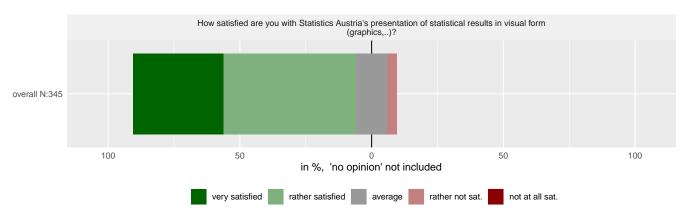
### 3 Presentation of data

#### 3.1 How satisfied are you with Statistics Austria's presentation of statistical results in tabular form?



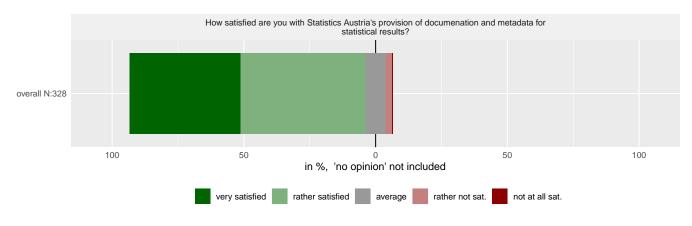
'	unit	N	very satisfied	rather satisfied	average	rather not sat.	not at all sat.	no opinion
1	overall	381	119 (31.2%)	191 (50.1%)	49 (12.9%)	11 (2.9%)	3 (0.8%)	8 (2.1%)

### 3.2 How satisfied are you with Statistics Austria's presentation of statistical results in visual form (graphics,..)?



-	unit	N	very satisfied	rather satisfied	average	rather not sat.	not at all sat.	no opinion
1	overall	380	118 (31.1%)	173 (45.5%)	42 (11.1%)	12 (3.2%)	0 (0.0%)	35 (9.2%)

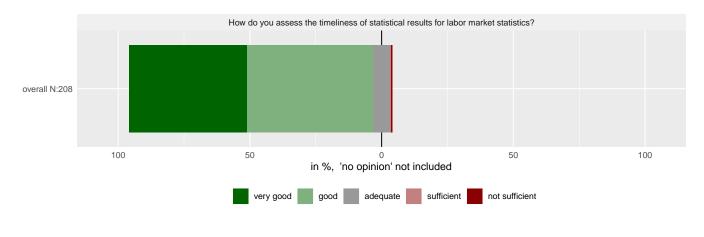
## 3.3 How satisfied are you with Statistics Austria's provision of documenation and metadata for statistical results?



	unit	N	very satisfied	rather satisfied	average	rather not sat.	not at all sat.	no opinion
1	overall	380	138 (36.3%)	156 (41.1%)	25 (6.6%)	8 (2.1%)	1 (0.3%)	52 (13.7%)

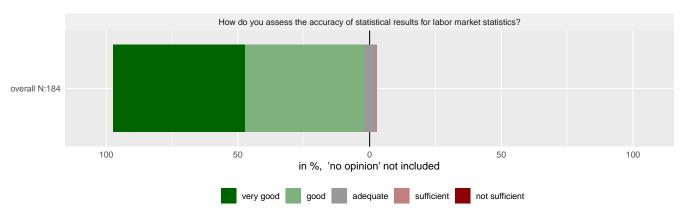
## 4 Quality assessment: Labor market statistics

#### 4.1 How do you assess the timeliness of statistical results for labor market statistics?



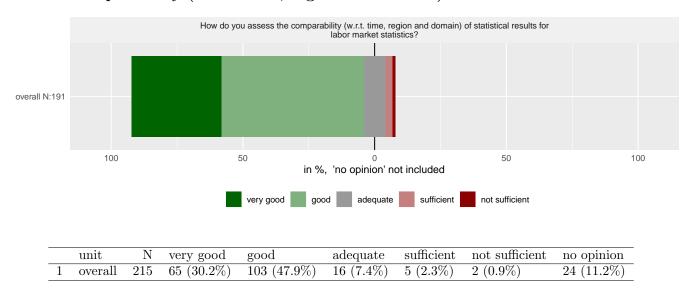
	$\operatorname{unit}$	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	214	93 (43.5%)	100 (46.7%)	13 (6.1%)	1 (0.5%)	1 (0.5%)	6 (2.8%)

## 4.2 How do you assess the accuracy of statistical results for labor market statistics?

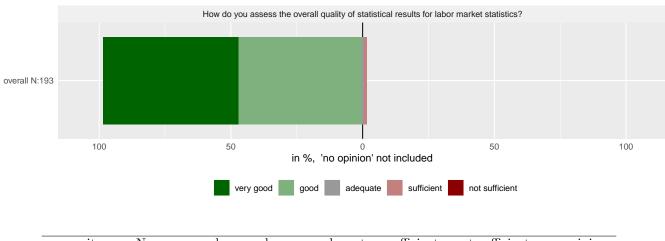


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	214	92 (43.0%)	83 (38.8%)	8 (3.7%)	1 (0.5%)	0 (0.0%)	30 (14.0%)

#### 4.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results for labor market statistics?



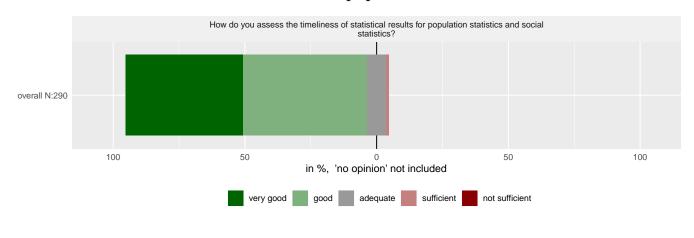
### 4.4 How do you assess the overall quality of statistical results for labor market statistics?



	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	215	99 (46.0%)	90 (41.9%)	2 (0.9%)	2 (0.9%)	0 (0.0%)	22 (10.2%)

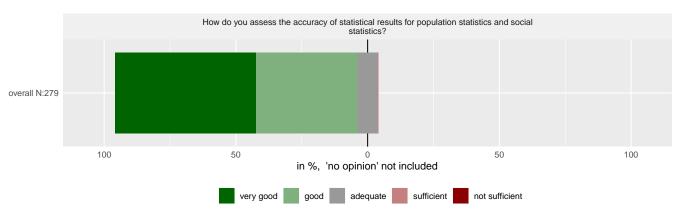
### 5 Quality assessment: population statistics and social statistics

#### 5.1 How do you assess the timeliness of statistical results for population statistics and social statistics?



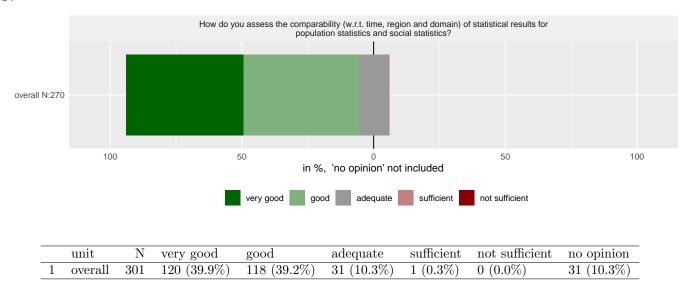
	$\operatorname{unit}$	N	very good	$\operatorname{good}$	adequate	sufficient	not sufficient	no opinion
1	overall	301	129 (42.9%)	137 (45.5%)	21 (7.0%)	3 (1.0%)	0 (0.0%)	11 (3.7%)

## 5.2 How do you assess the accuracy of statistical results for population statistics and social statistics?

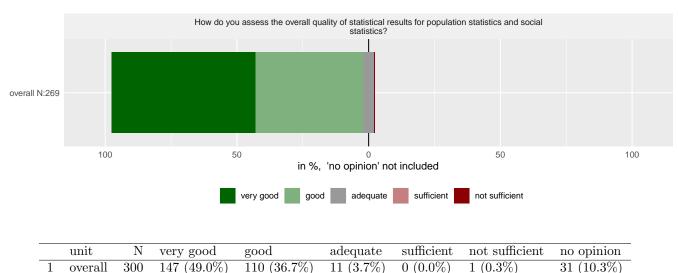


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	302	149 (49.3%)	108 (35.8%)	$21\ (7.0\%)$	1 (0.3%)	0 (0.0%)	23 (7.6%)

## 5.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results for population statistics and social statistics?

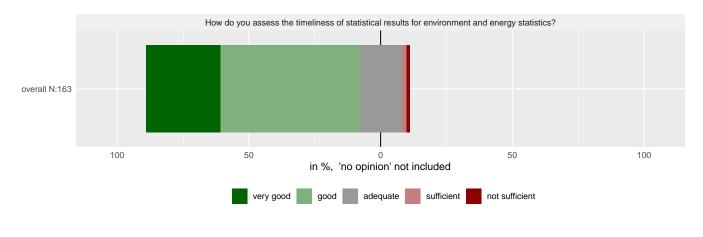


## 5.4 How do you assess the overall quality of statistical results for population statistics and social statistics?



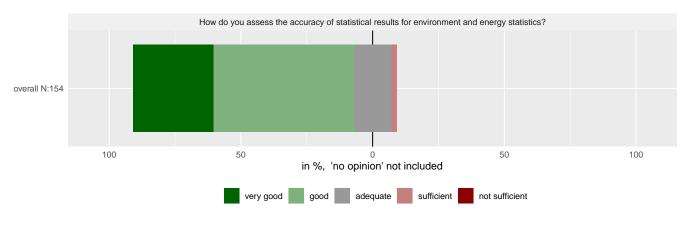
## 6 Quality assessment: energy and environmental statistics

#### 6.1 How do you assess the timeliness of statistical results for environment and energy statistics?



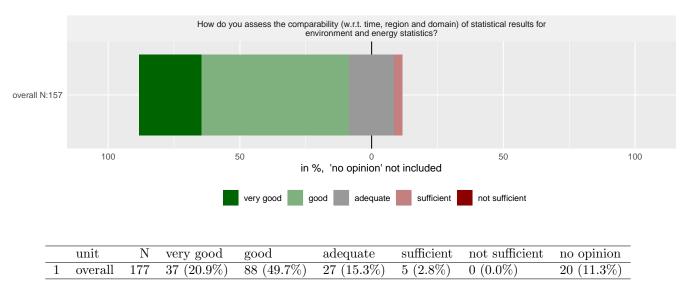
			very good	0	-		not sufficient	no opinion
1	overall	178	46 (25.8%)	86 (48.3%)	26 (14.6%)	3 (1.7%)	2 (1.1%)	15 (8.4%)

## 6.2 How do you assess the accuracy of statistical results for environment and energy statistics?

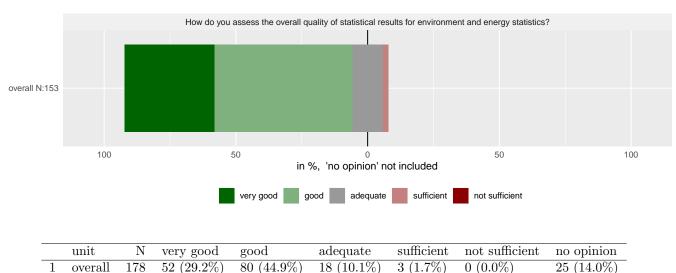


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	177	47 (26.6%)	82 (46.3%)	22 (12.4%)	3 (1.7%)	0 (0.0%)	23 (13.0%)

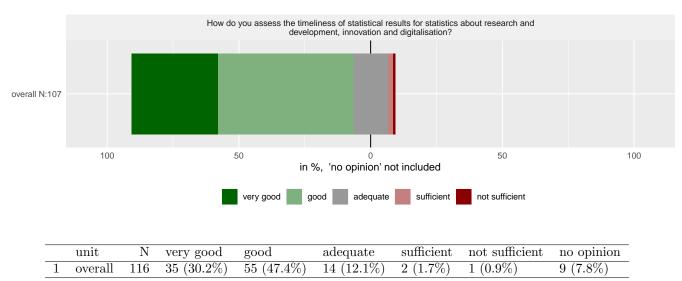
# 6.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results for environment and energy statistics?



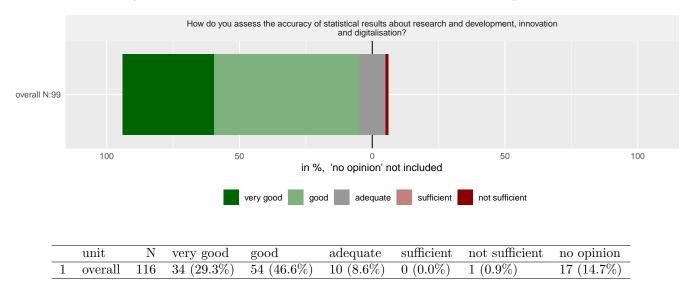
## 6.4 How do you assess the overall quality of statistical results for environment and energy statistics?



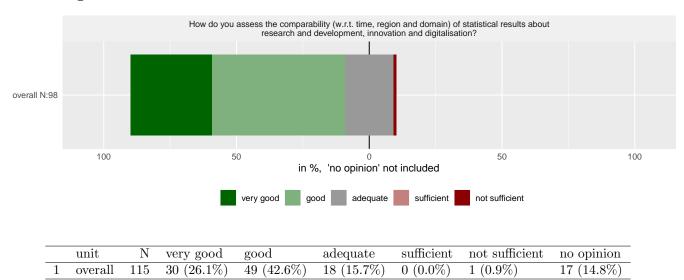
- 7 Quality assessment: Research and development, innovation and digitalisation
- 7.1 How do you assess the timeliness of statistical results for statistics about research and development, innovation and digitalisation?



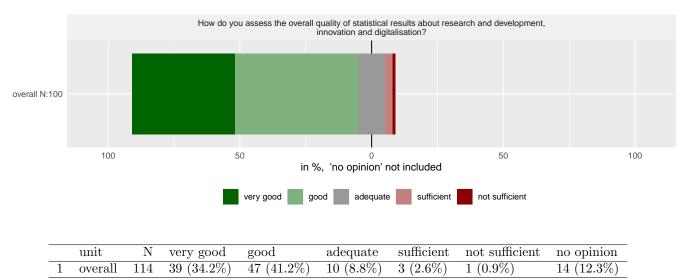
7.2 How do you assess the accuracy of statistical results about research and development, innovation and digitalisation?



# 7.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results about research and development, innovation and digitalisation?

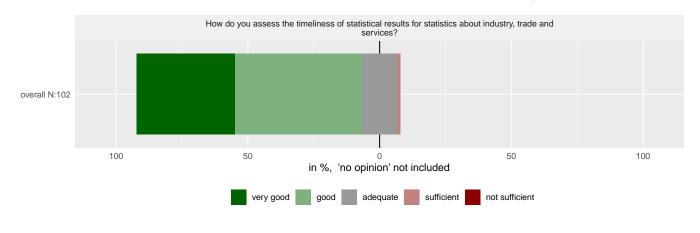


#### 7.4 How do you assess the overall quality of statistical results about research and development, innovation and digitalisation?



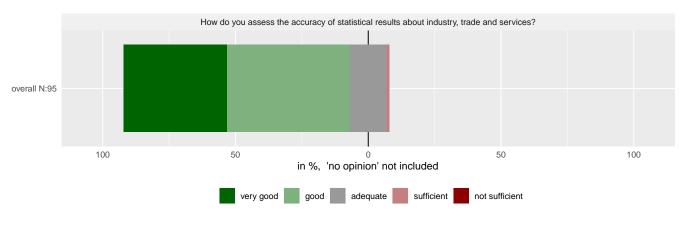
## 8 Quality assessment: Industry, trade and services

#### 8.1 How do you assess the timeliness of statistical results for statistics about industry, trade and services?



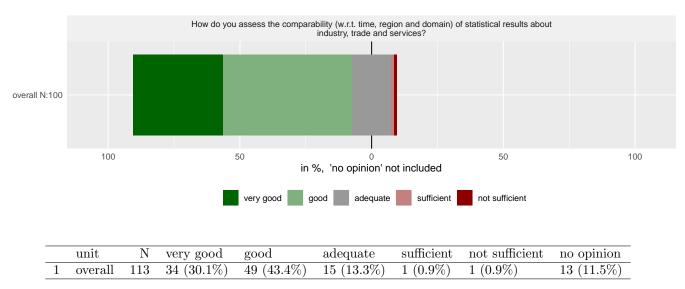
	$\operatorname{unit}$	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	113	38 (33.6%)	49 (43.4%)	14 (12.4%)	1 (0.9%)	0 (0.0%)	11 (9.7%)

### 8.2 How do you assess the accuracy of statistical results about industry, trade and services?

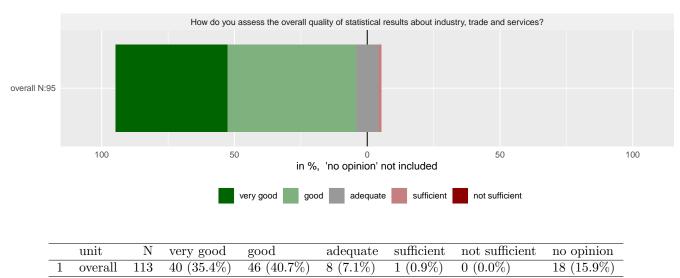


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	113	37 (32.7%)	44 (38.9%)	13 (11.5%)	1 (0.9%)	0 (0.0%)	18 (15.9%)

## 8.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results about industry, trade and services?

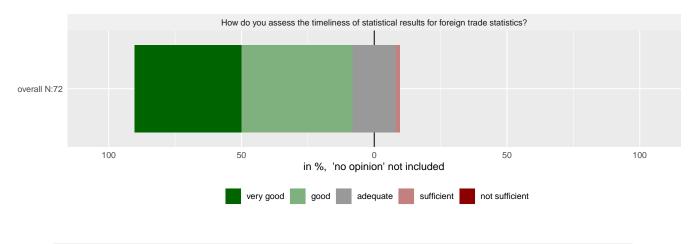


## 8.4 How do you assess the overall quality of statistical results about industry, trade and services?



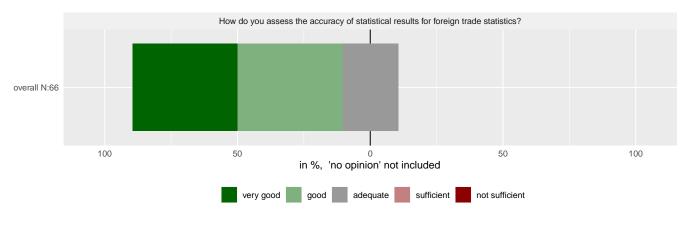
## 9 Quality assessment: Foreign trade statistics

#### 9.1 How do you assess the timeliness of statistical results for foreign trade statistics?



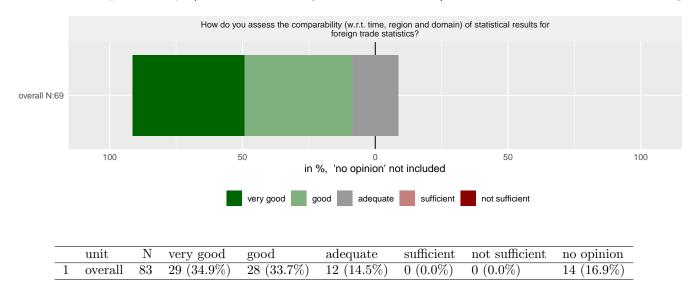
	unit		very good	0	adequate		not sufficient	no opinion
1	overall	83	29 (34.9%)	30 (36.1%)	12 (14.5%)	1 (1.2%)	0 (0.0%)	11 (13.3%)

## 9.2 How do you assess the accuracy of statistical results for foreign trade statistics?

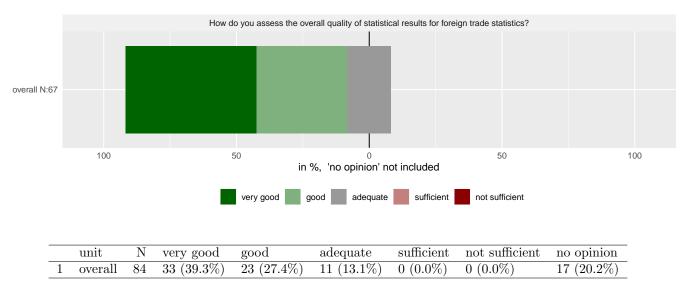


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	83	26 (31.3%)	26 (31.3%)	14 (16.9%)	0 (0.0%)	0 (0.0%)	17 (20.5%)

#### 9.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results for foreign trade statistics?

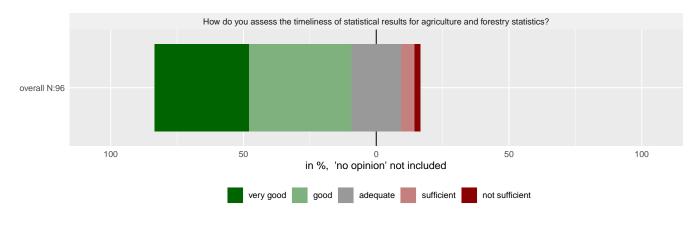


#### 9.4 How do you assess the overall quality of statistical results for foreign trade statistics?



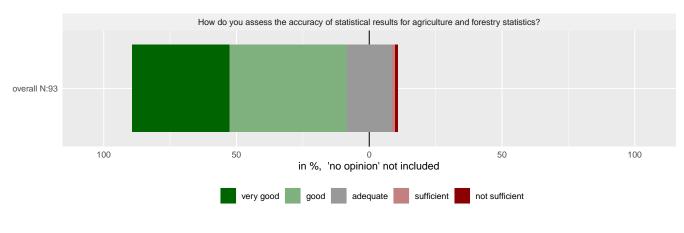
## 10 Quality assessment: Agriculture and forestry statistics

#### 10.1 How do you assess the timeliness of statistical results for agriculture and forestry statistics?



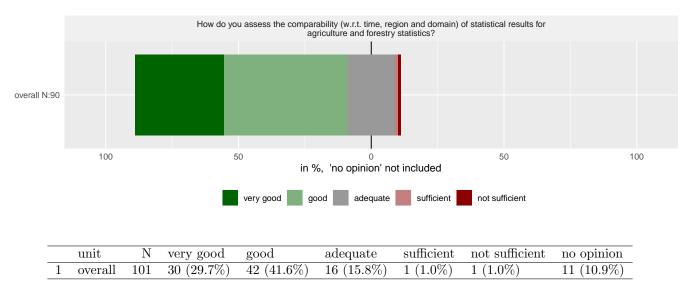
	$\operatorname{unit}$	Ν	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	101	34 (33.7%)	37 (36.6%)	18 (17.8%)	5 (5.0%)	2 (2.0%)	5 (5.0%)

## 10.2 How do you assess the accuracy of statistical results for agriculture and forestry statistics?

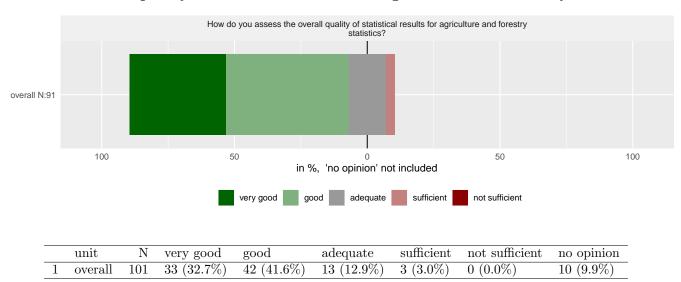


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	101	34 (33.7%)	41 (40.6%)	16 (15.8%)	1 (1.0%)	1 (1.0%)	8 (7.9%)

# 10.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results for agriculture and forestry statistics?

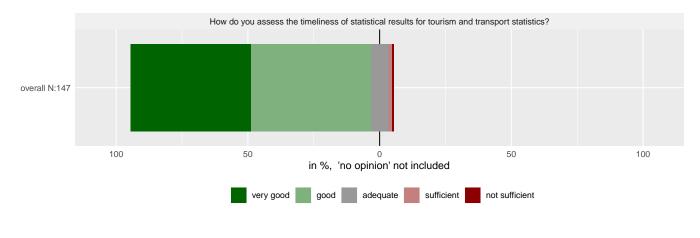


#### 10.4 How do you assess the overall quality of statistical results for agriculture and forestry statistics?



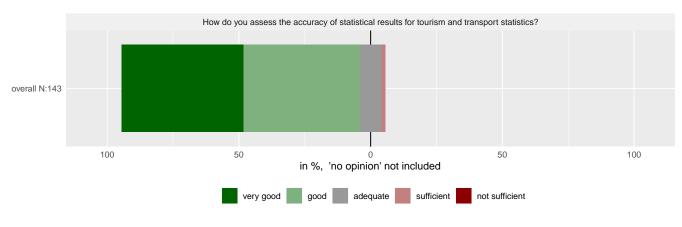
## 11 Quality assessment: Tourism and transport statistics

#### 11.1 How do you assess the timeliness of statistical results for tourism and transport statistics?



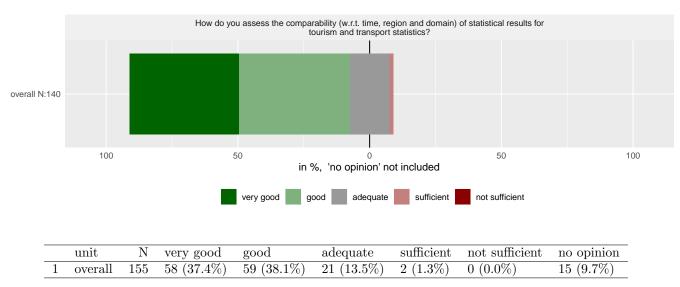
	$\operatorname{unit}$	N	very good	good	adequate	$\operatorname{sufficient}$	not sufficient	no opinion
1	overall	155	67 (43.2%)	67 (43.2%)	10 (6.5%)	2 (1.3%)	1 (0.6%)	8 (5.2%)

## 11.2 How do you assess the accuracy of statistical results for tourism and transport statistics?

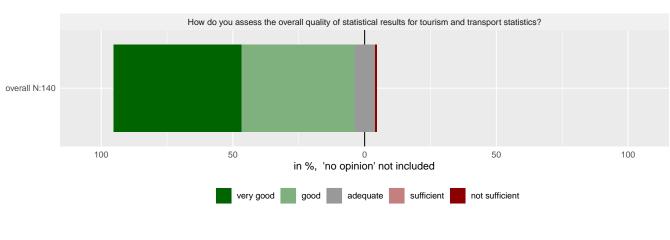


	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	155	66 (42.6%)	63 (40.6%)	12 (7.7%)	2 (1.3%)	0 (0.0%)	12 (7.7%)

# 11.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results for tourism and transport statistics?



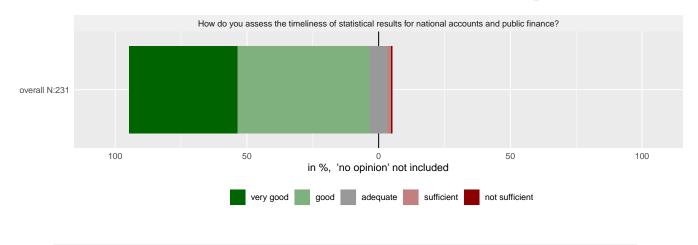
#### 11.4 How do you assess the overall quality of statistical results for tourism and transport statistics?



-	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	155	68 (43.9%)	60 (38.7%)	11 (7.1%)	0 (0.0%)	1 (0.6%)	15 (9.7%)

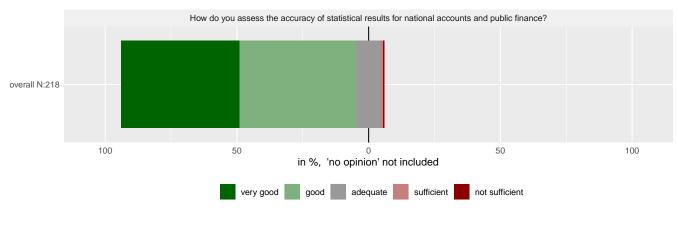
### 12 Quality Assessment: Statistics about national accounts and public finance

#### 12.1 How do you assess the timeliness of statistical results for national accounts and public finance?



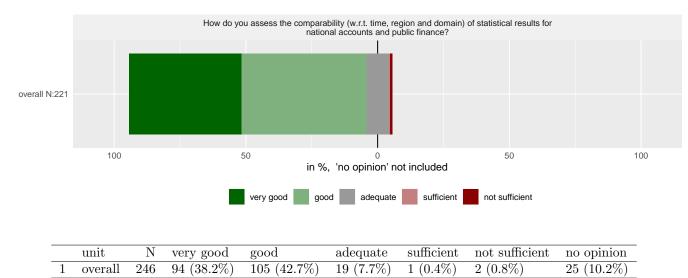
	$\operatorname{unit}$	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	245	95 (38.8%)	116 (47.3%)	16 (6.5%)	3 (1.2%)	1 (0.4%)	14 (5.7%)

### 12.2 How do you assess the accuracy of statistical results for national accounts and public finance?



	unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1	overall	246	98 (39.8%)	97 (39.4%)	20 (8.1%)	2(0.8%)	1 (0.4%)	28 (11.4%)

# 12.3 How do you assess the comparability (w.r.t. time, region and domain) of statistical results for national accounts and public finance?



#### 12.4 How do you assess the overall quality of statistical results for national accounts and public finance?

