

Results of the User Satisfaction Survey of Statistics Austria, 2023-2024

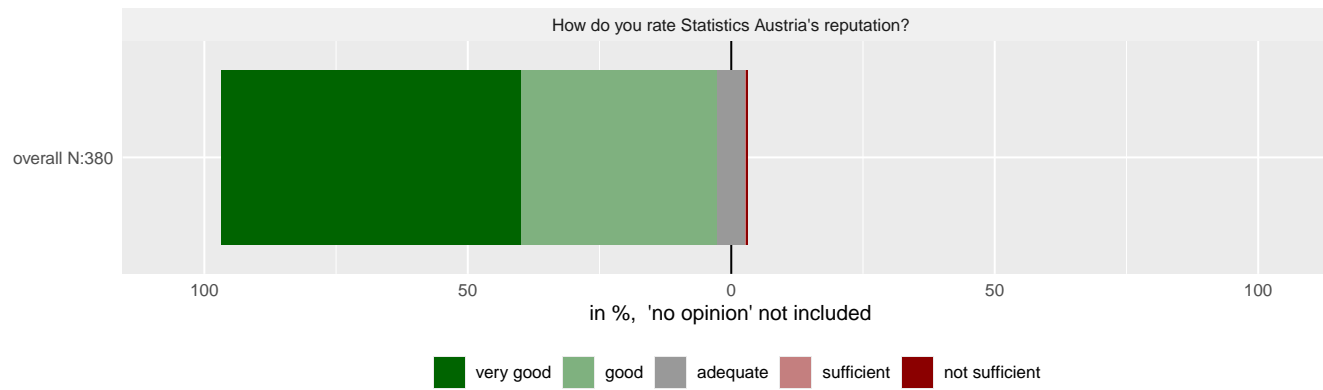
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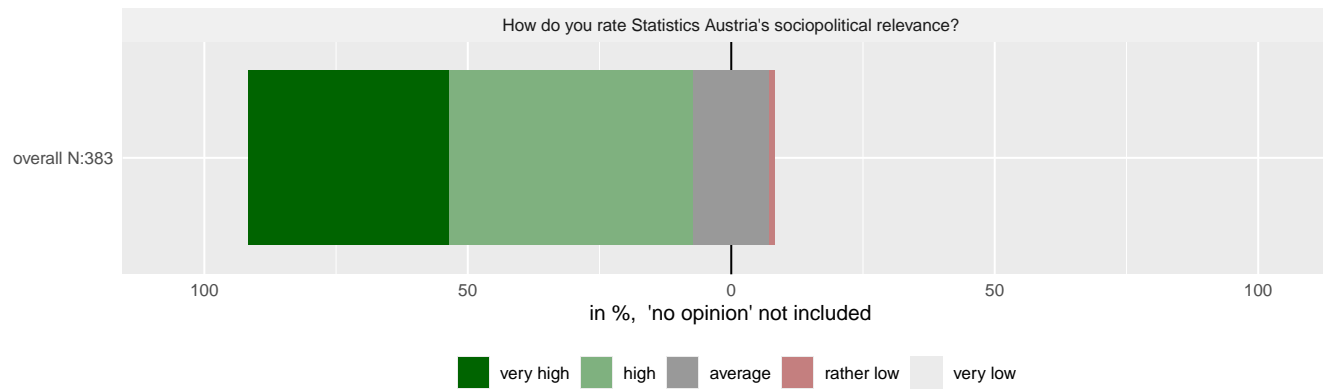
1 General questions

1.1 How do you rate Statistics Austria's reputation?



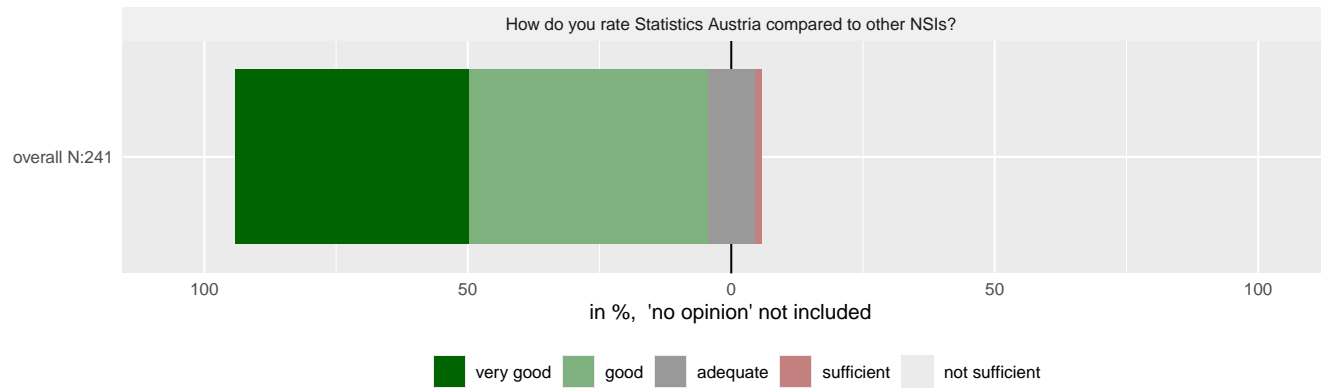
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	389	216 (55.5%)	142 (36.5%)	20 (5.1%)	1 (0.3%)	1 (0.3%)	9 (2.3%)

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	389	146 (37.5%)	178 (45.8%)	55 (14.1%)	4 (1.0%)	0 (0.0%)	6 (1.5%)

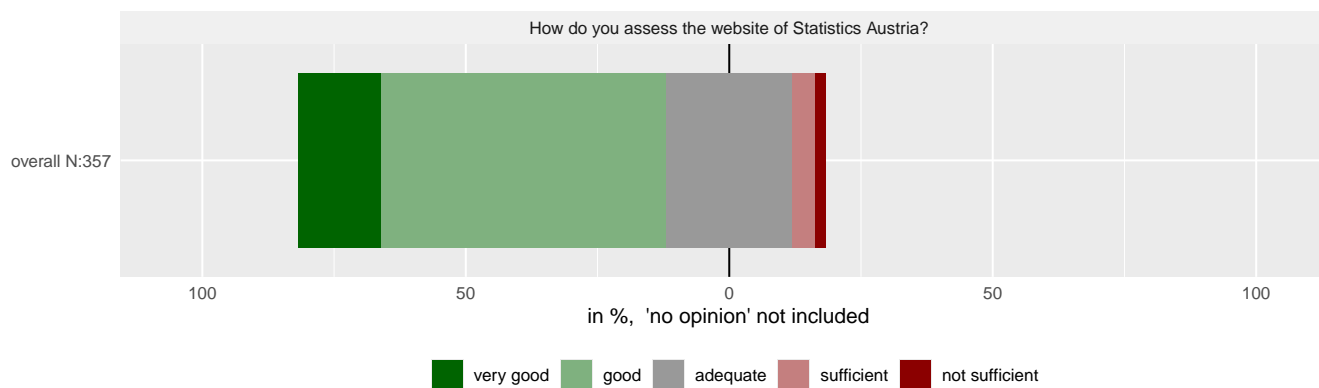
1.3 How do you rate Statistics Austria compared to other NSIs?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	389	107 (27.5%)	109 (28.0%)	22 (5.7%)	3 (0.8%)	0 (0.0%)	148 (38.0%)

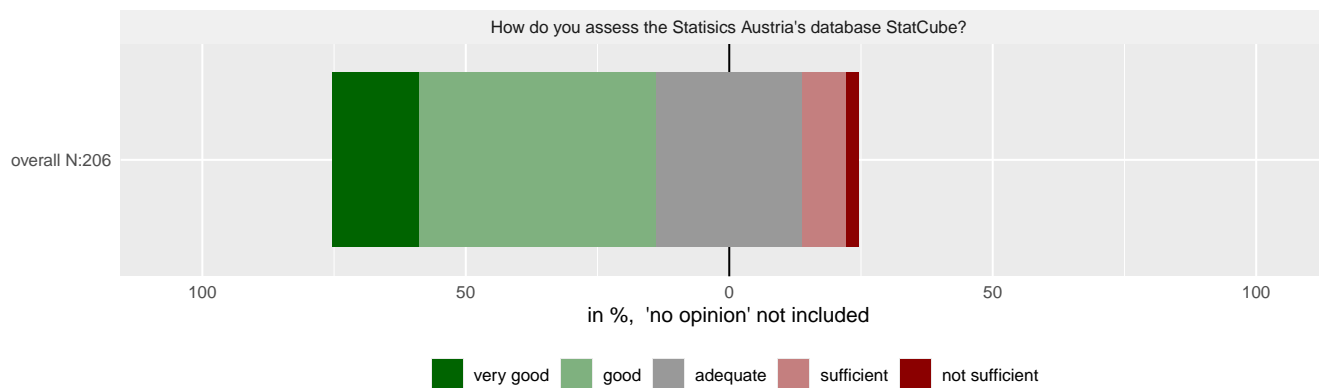
2 Service

2.1 How do you assess the website of Statistics Austria?



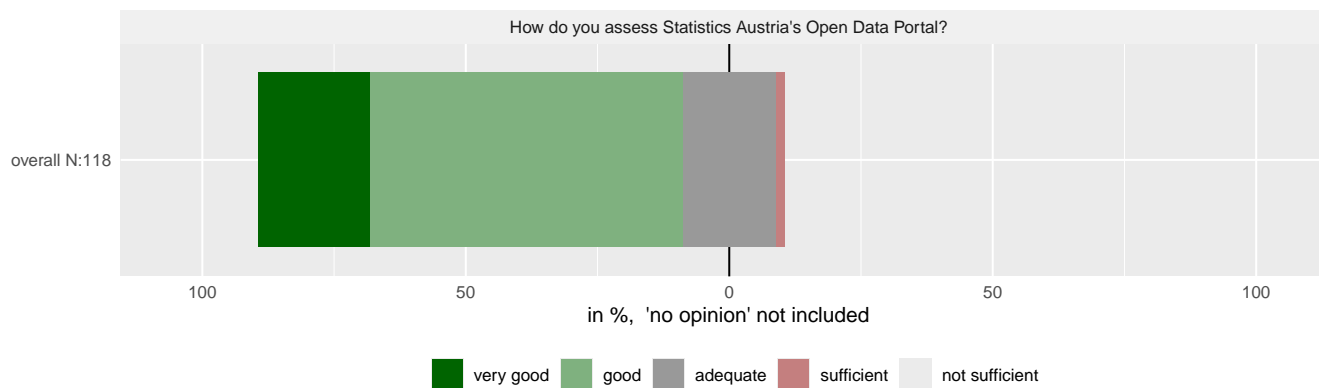
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	359	56 (15.6%)	193 (53.8%)	86 (24.0%)	15 (4.2%)	7 (1.9%)	2 (0.6%)

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



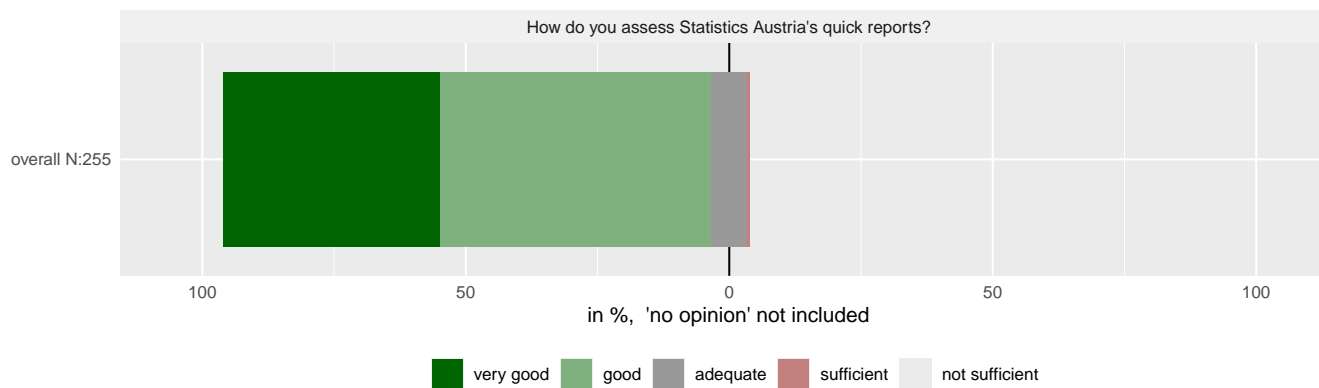
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	209	34 (16.3%)	93 (44.5%)	57 (27.3%)	17 (8.1%)	5 (2.4%)	3 (1.4%)

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



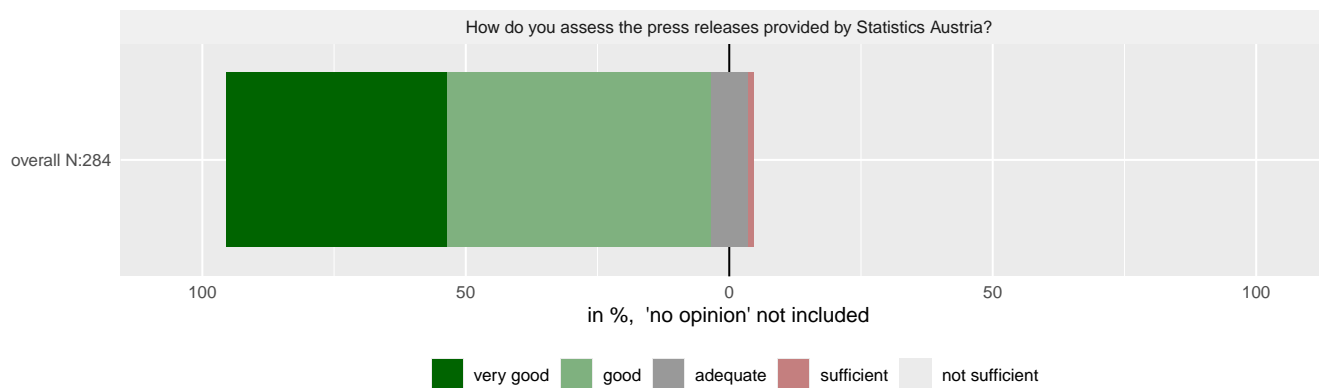
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	130	25 (19.2%)	70 (53.8%)	21 (16.2%)	2 (1.5%)	0 (0.0%)	12 (9.2%)

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



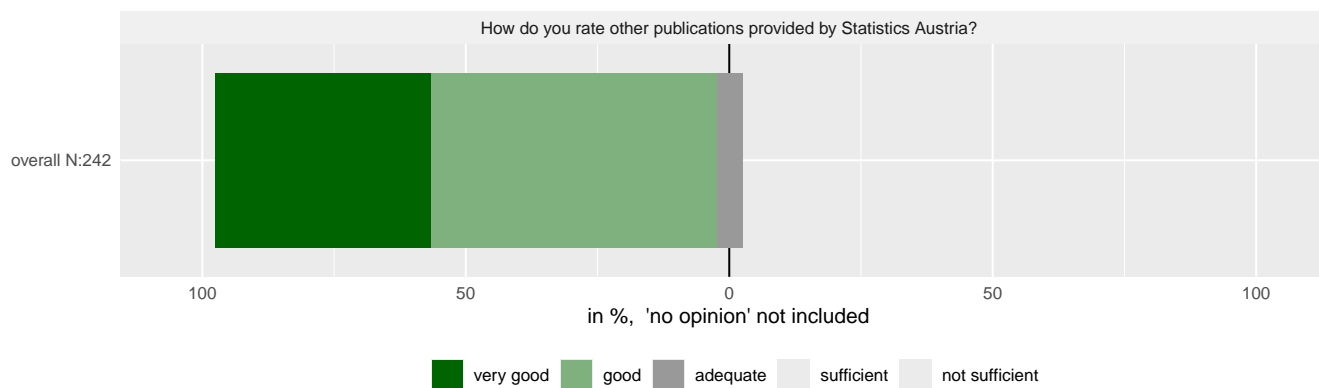
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	262	105 (40.1%)	131 (50.0%)	18 (6.9%)	1 (0.4%)	0 (0.0%)	7 (2.7%)

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



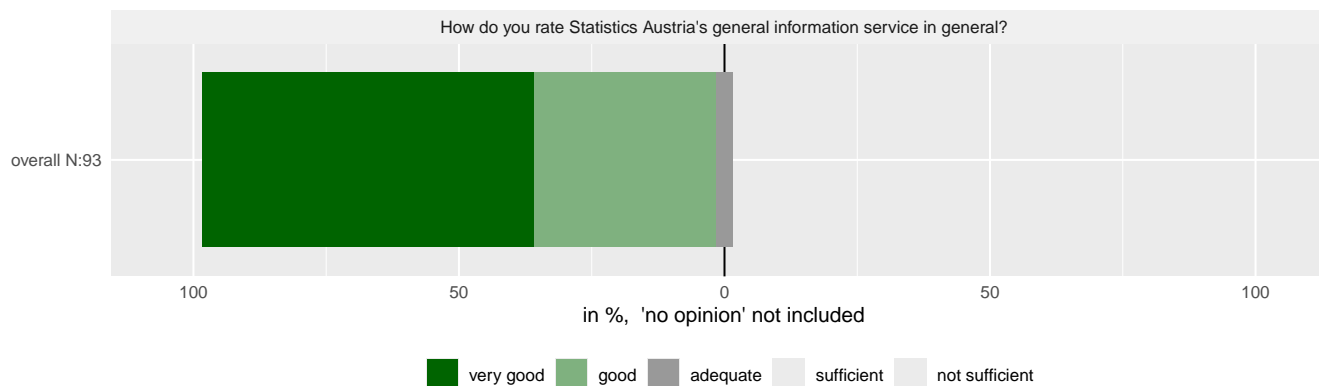
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	288	119 (41.3%)	142 (49.3%)	20 (6.9%)	3 (1.0%)	0 (0.0%)	4 (1.4%)

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



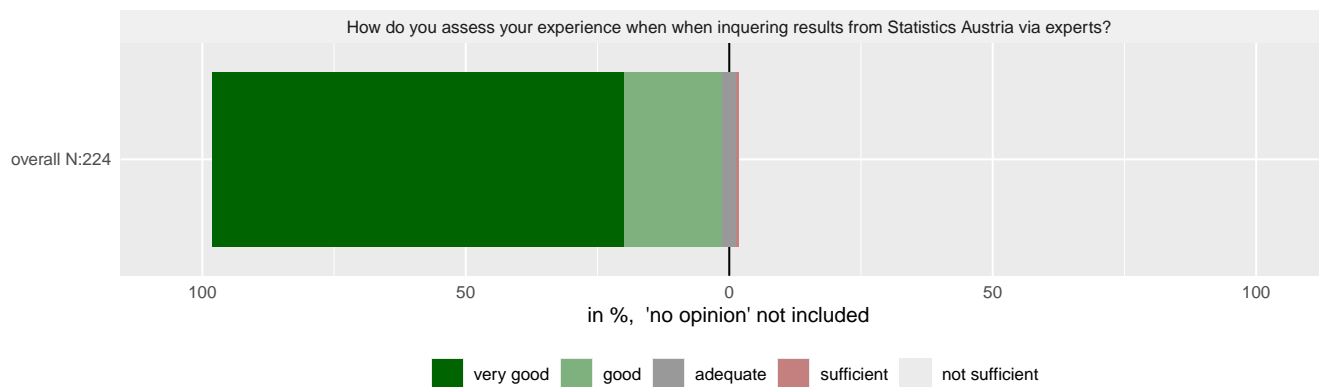
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	253	99 (39.1%)	131 (51.8%)	12 (4.7%)	0 (0.0%)	0 (0.0%)	11 (4.3%)

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



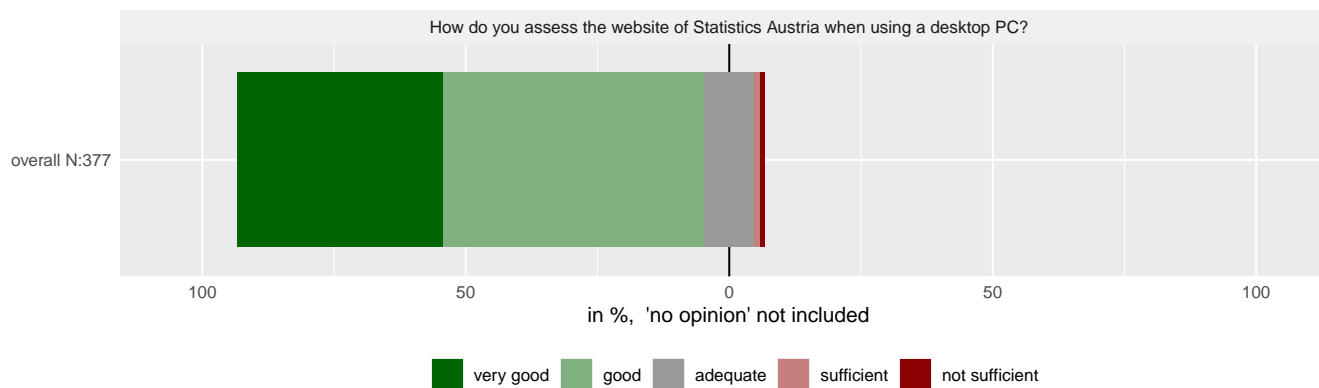
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	99	58 (58.6%)	32 (32.3%)	3 (3.0%)	0 (0.0%)	0 (0.0%)	6 (6.1%)

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



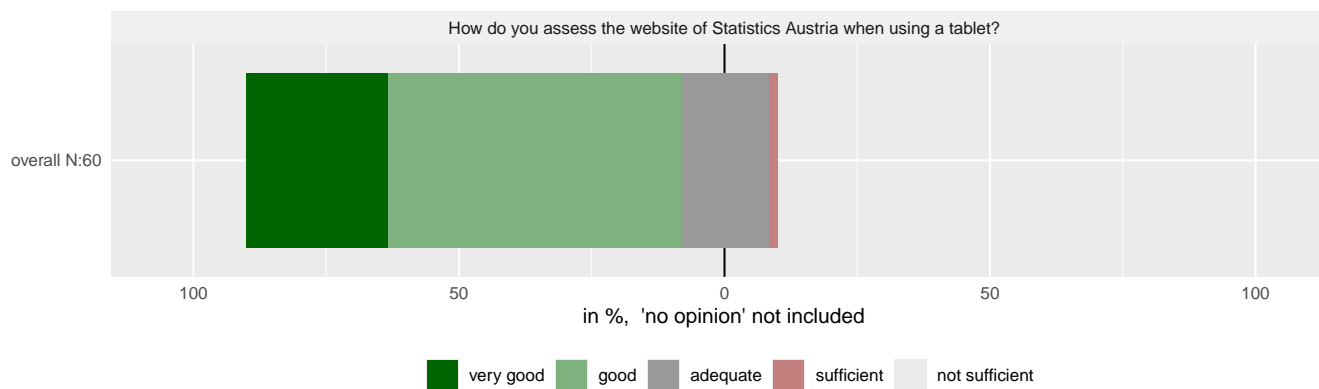
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	230	175 (76.1%)	42 (18.3%)	6 (2.6%)	1 (0.4%)	0 (0.0%)	6 (2.6%)

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



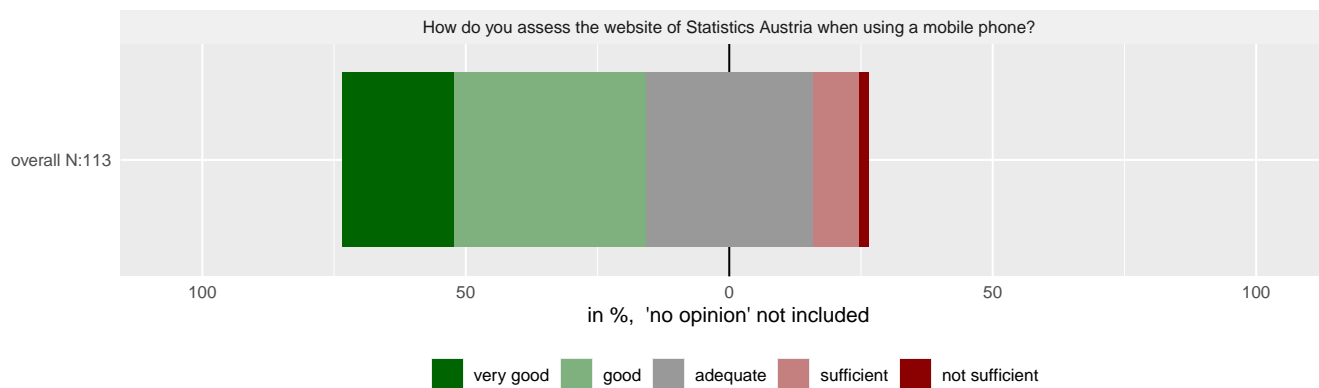
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	377	147 (39.0%)	187 (49.6%)	36 (9.5%)	4 (1.1%)	3 (0.8%)	0 (0.0%)

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



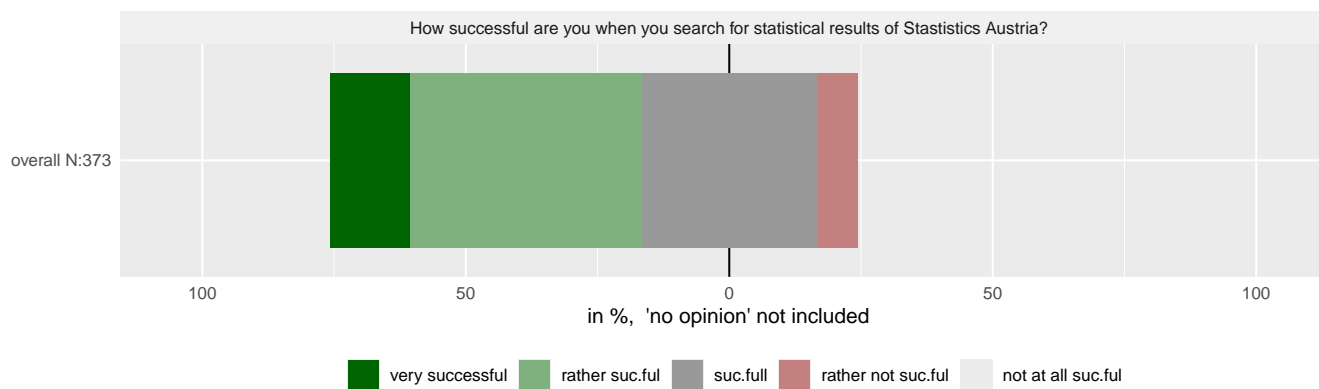
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	61	16 (26.2%)	33 (54.1%)	10 (16.4%)	1 (1.6%)	0 (0.0%)	1 (1.6%)

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



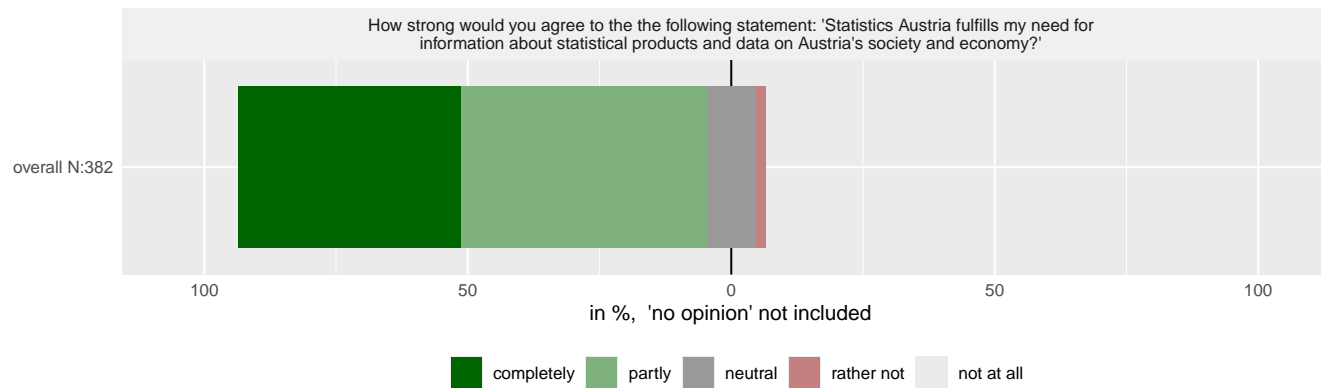
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	114	24 (21.1%)	41 (36.0%)	36 (31.6%)	10 (8.8%)	2 (1.8%)	1 (0.9%)

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



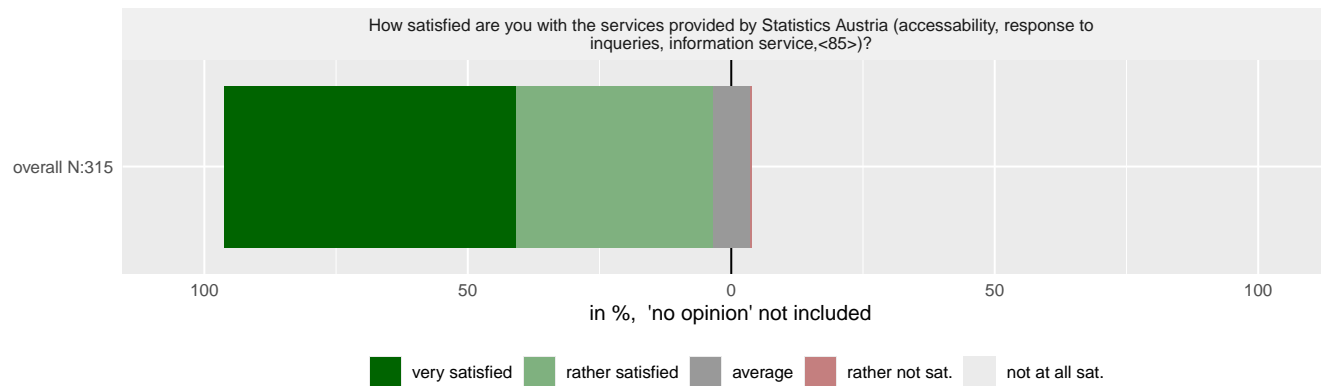
unit	N	very successful	rather suc.ful	suc.full	rather not suc.ful	not at all suc.ful	no opinion
1 overall	385	56 (14.5%)	164 (42.6%)	124 (32.2%)	29 (7.5%)	0 (0.0%)	12 (3.1%)

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?'



unit	N	completely	partly	neutral	rather not	not at all	no opinion
1 overall	389	161 (41.4%)	178 (45.8%)	36 (9.3%)	7 (1.8%)	0 (0.0%)	7 (1.8%)

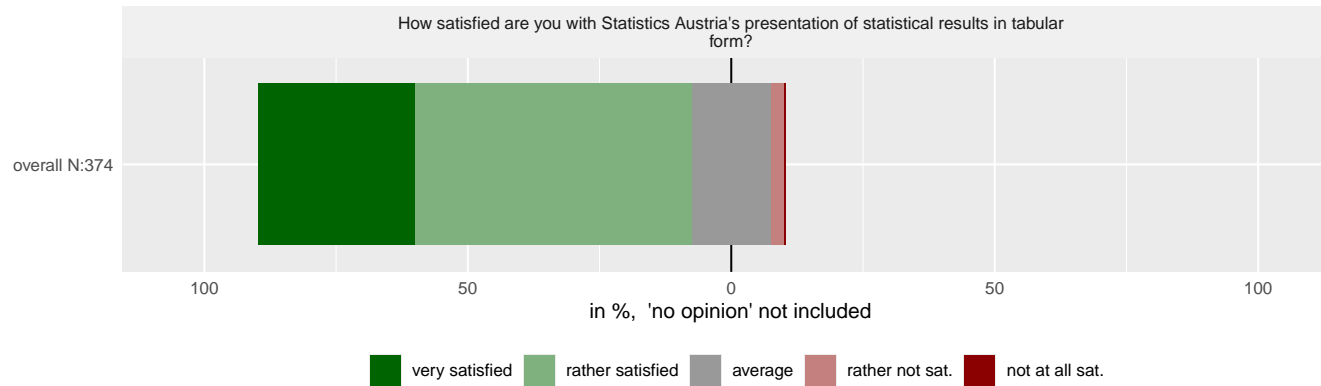
2.14 How satisfied are you with the services provided by Statistics Austria (accessability, response to inqueries, information service,)?



unit	N	very satisfied	rather satisfied	average	rather not sat.	not at all sat.	no opinion
1 overall	389	174 (44.7%)	118 (30.3%)	22 (5.7%)	1 (0.3%)	0 (0.0%)	74 (19.0%)

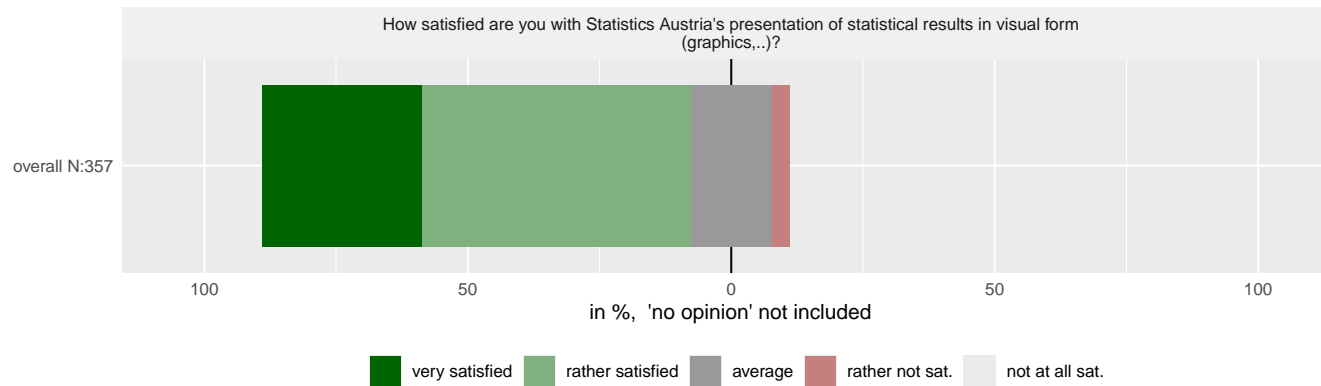
3 Presentation of data

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



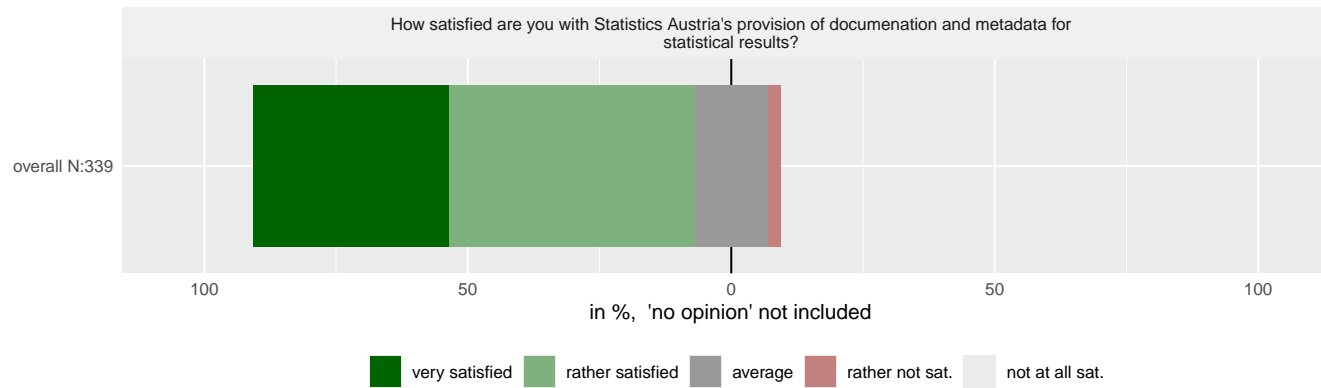
unit	N	very satisfied	rather satisfied	average	rather not sat.	not at all sat.	no opinion
1 overall	389	111 (28.5%)	196 (50.4%)	57 (14.7%)	9 (2.3%)	1 (0.3%)	15 (3.9%)

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	389	108 (27.8%)	182 (46.8%)	55 (14.1%)	12 (3.1%)	0 (0.0%)	32 (8.2%)

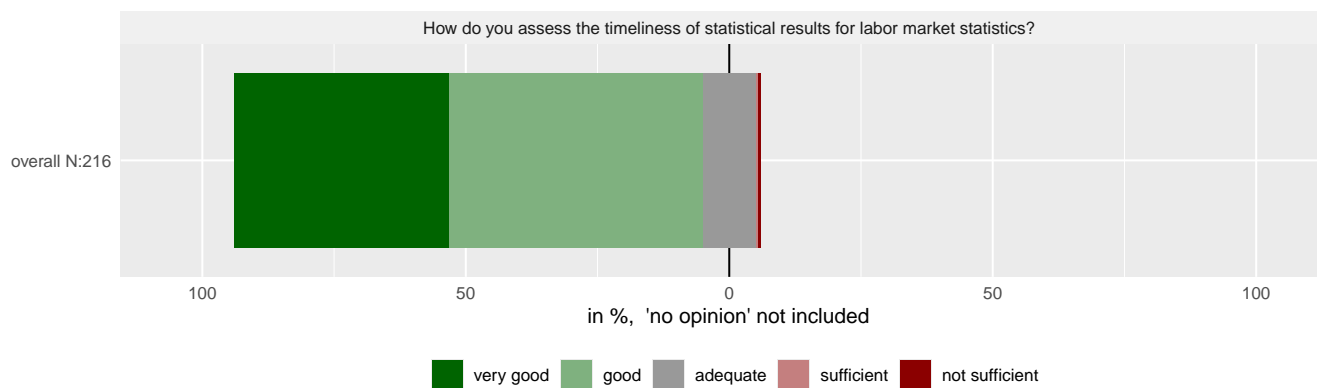
3.3 How satisfied are you with Statistics Austria's provision of documentation and metadata for statistical results?



unit	N	very satisfied	rather satisfied	average	rather not sat.	not at all sat.	no opinion
1 overall	387	126 (32.6%)	158 (40.8%)	47 (12.1%)	8 (2.1%)	0 (0.0%)	48 (12.4%)

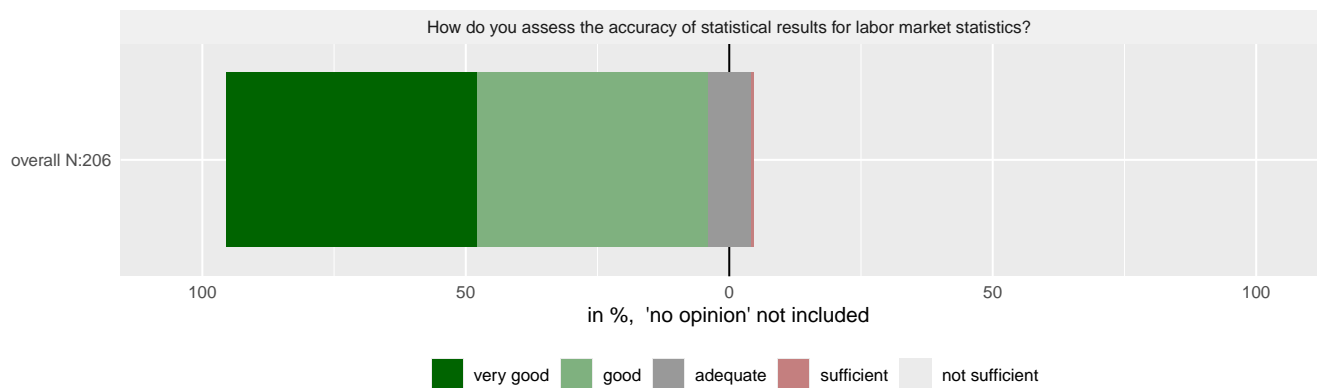
4 Quality assessment: Labor market statistics

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



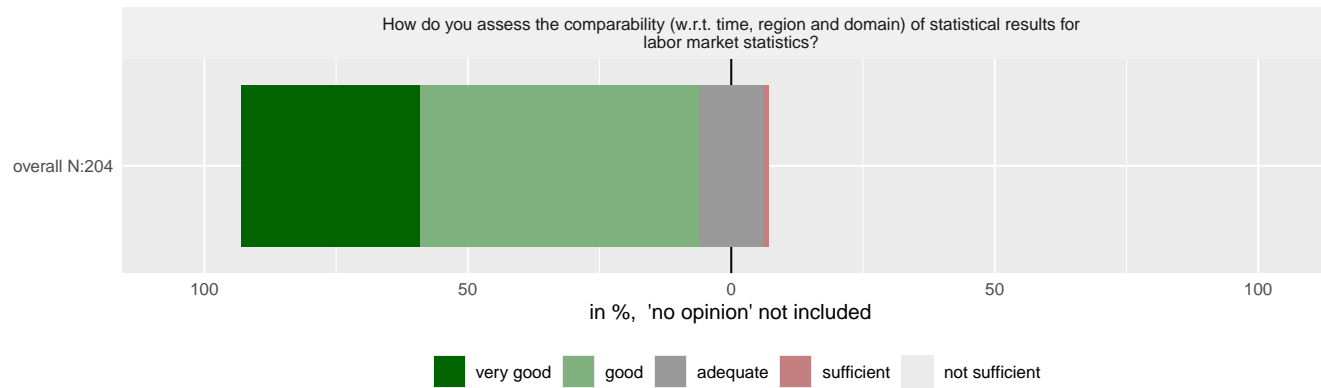
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	226	88 (38.9%)	104 (46.0%)	22 (9.7%)	1 (0.4%)	1 (0.4%)	10 (4.4%)

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



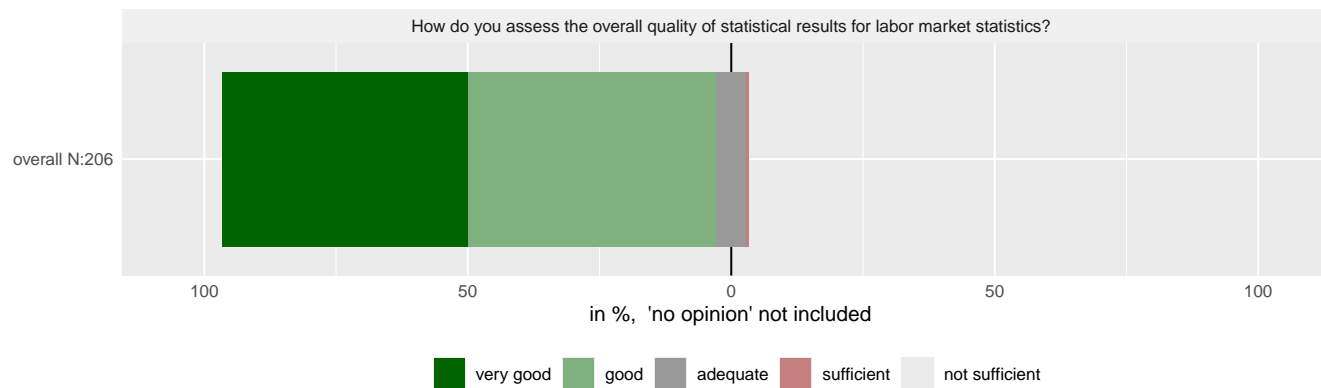
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	221	98 (44.3%)	90 (40.7%)	17 (7.7%)	1 (0.5%)	0 (0.0%)	15 (6.8%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	225	69 (30.7%)	108 (48.0%)	25 (11.1%)	2 (0.9%)	0 (0.0%)	21 (9.3%)

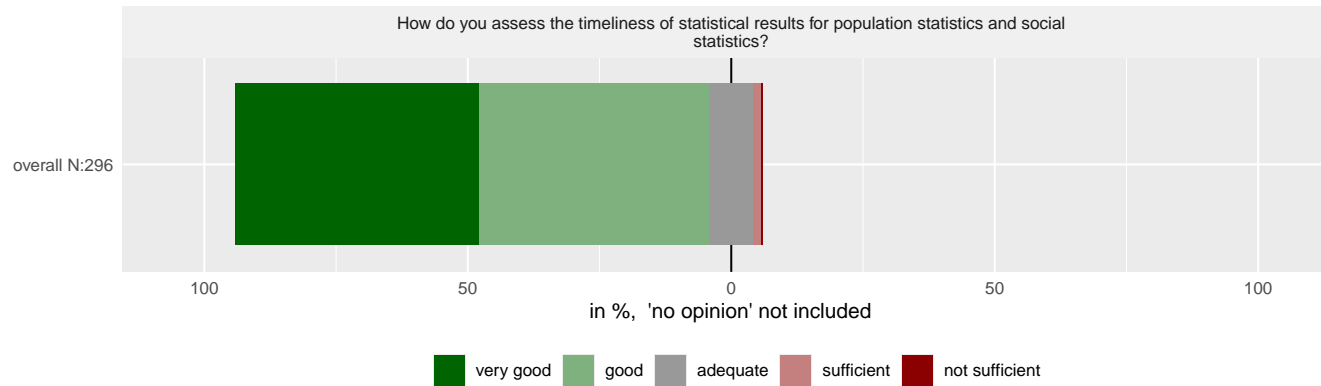
4.4 How do you assess the overall quality of statistical results for labor market statistics?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	225	96 (42.7%)	97 (43.1%)	12 (5.3%)	1 (0.4%)	0 (0.0%)	19 (8.4%)

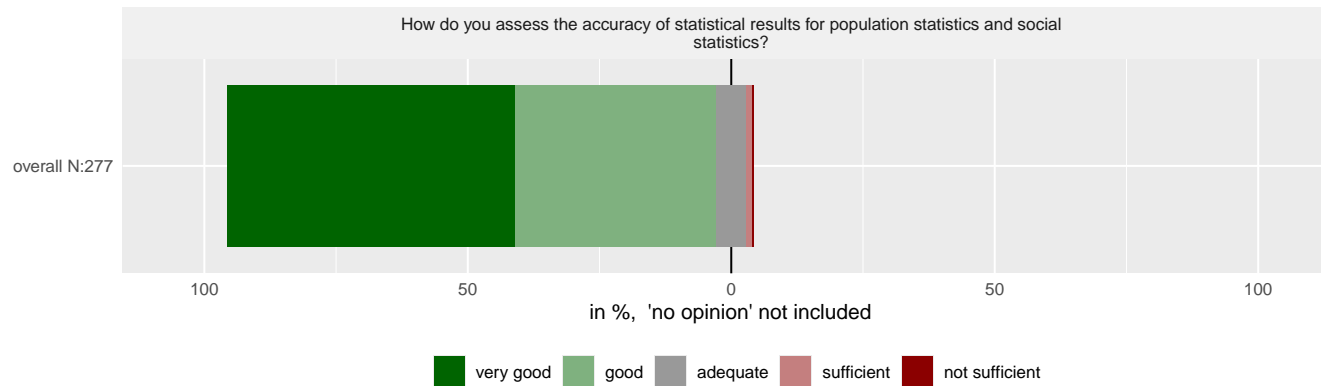
5 Quality assessment: population statistics and social statistics

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



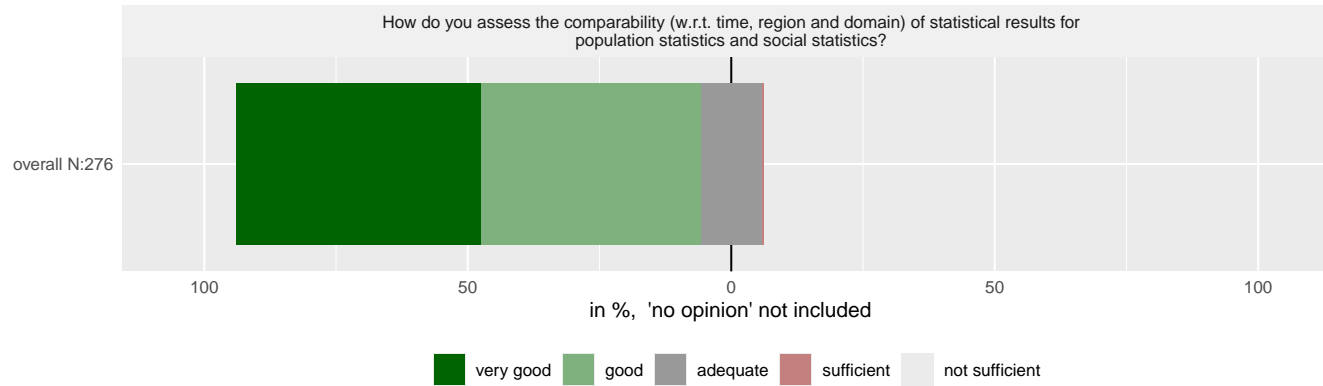
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	306	137 (44.8%)	129 (42.2%)	25 (8.2%)	4 (1.3%)	1 (0.3%)	10 (3.3%)

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



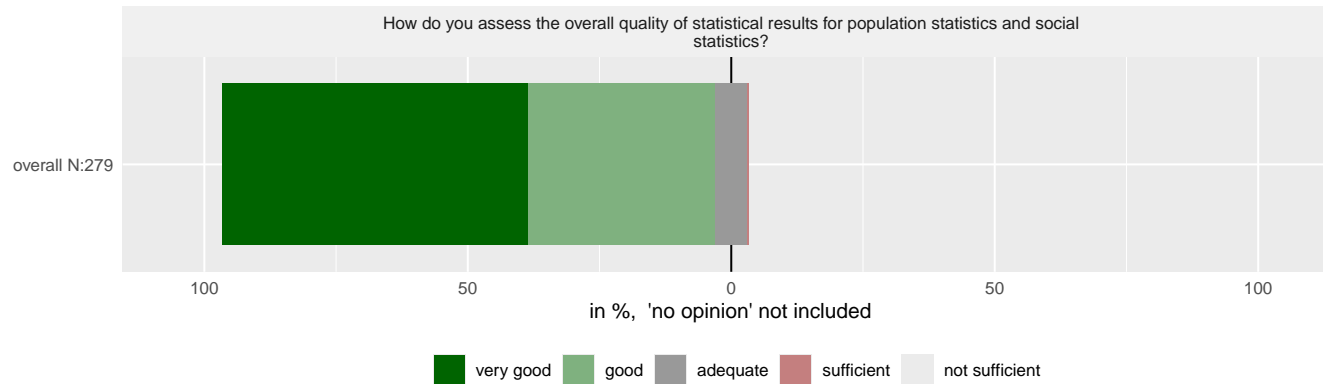
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	303	151 (49.8%)	106 (35.0%)	16 (5.3%)	3 (1.0%)	1 (0.3%)	26 (8.6%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	304	128 (42.1%)	115 (37.8%)	32 (10.5%)	1 (0.3%)	0 (0.0%)	28 (9.2%)

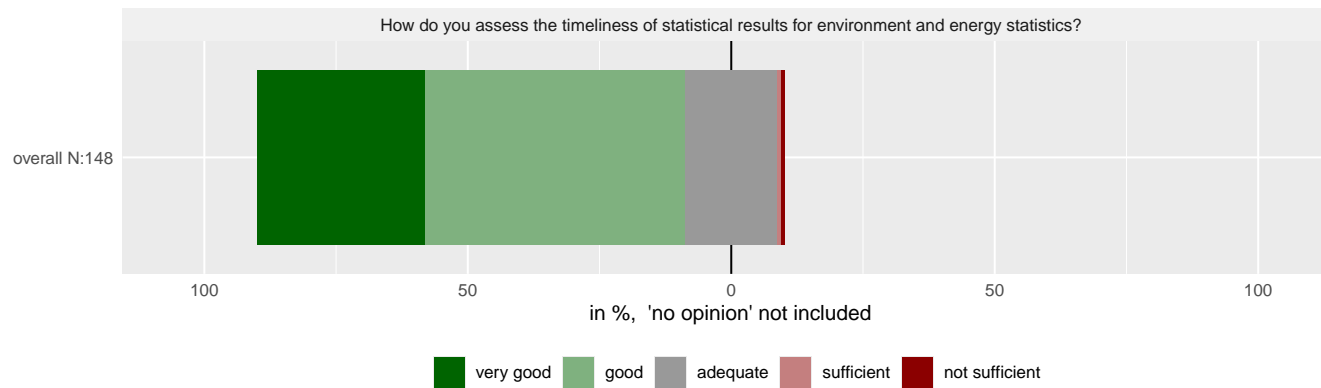
5.4 How do you assess the overall quality of statistical results for population statistics and social statistics?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	303	162 (53.5%)	99 (32.7%)	17 (5.6%)	1 (0.3%)	0 (0.0%)	24 (7.9%)

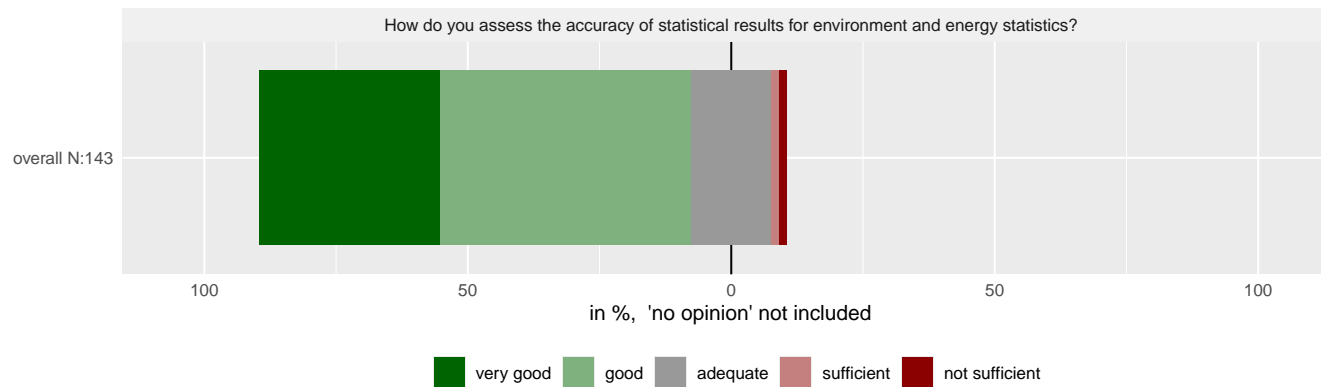
6 Quality assessment: energy and environmental statistics

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



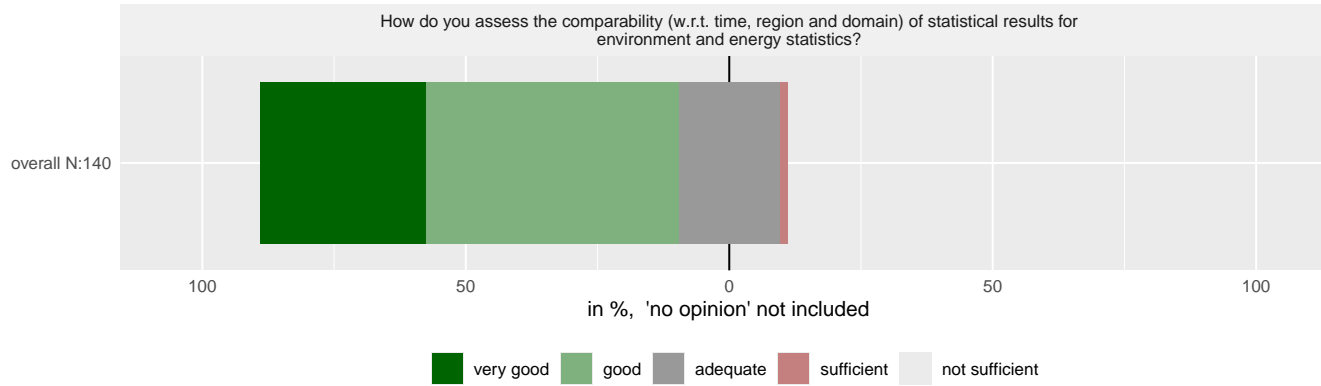
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	164	47 (28.7%)	73 (44.5%)	26 (15.9%)	1 (0.6%)	1 (0.6%)	16 (9.8%)

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	163	49 (30.1%)	68 (41.7%)	22 (13.5%)	2 (1.2%)	2 (1.2%)	20 (12.3%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	164	44 (26.8%)	67 (40.9%)	27 (16.5%)	2 (1.2%)	0 (0.0%)	24 (14.6%)

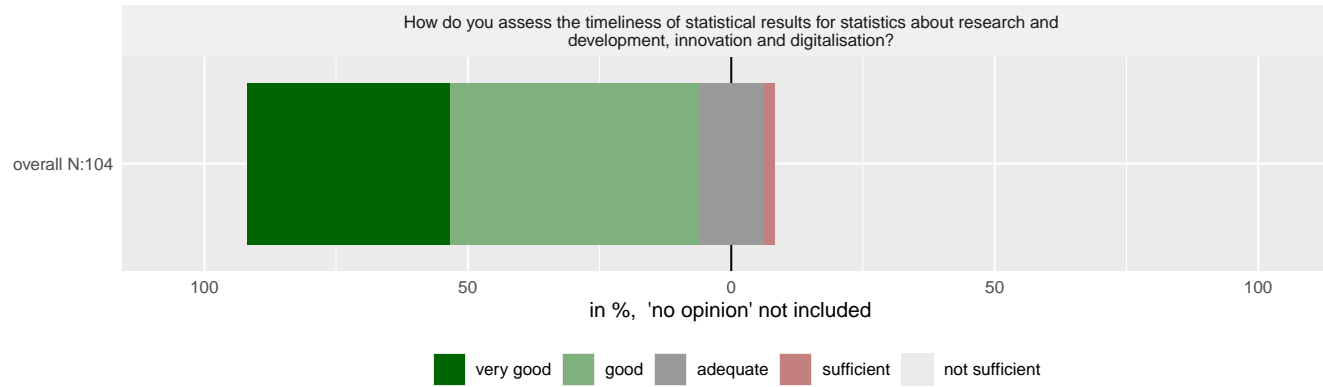
6.4 How do you assess the overall quality of statistical results for environment and energy statistics?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	164	46 (28.0%)	68 (41.5%)	25 (15.2%)	3 (1.8%)	0 (0.0%)	22 (13.4%)

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?



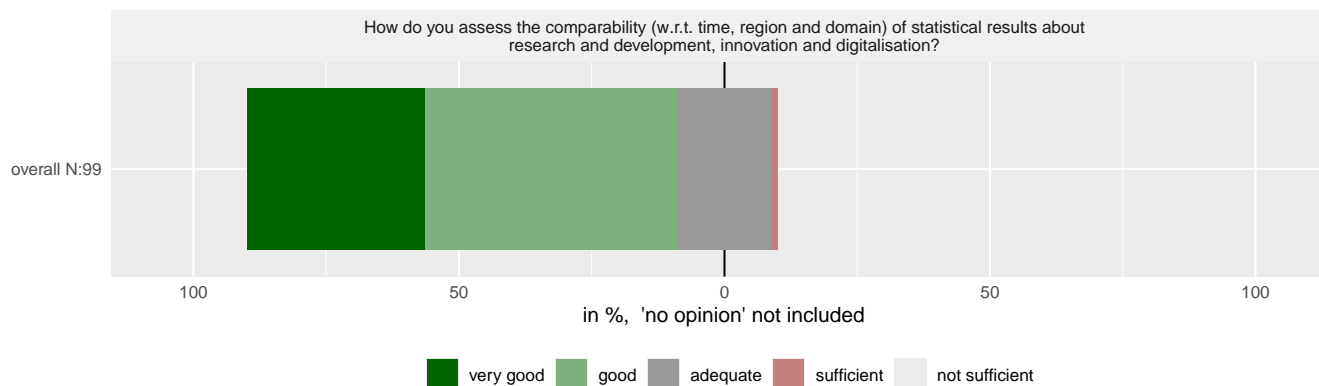
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	118	40 (33.9%)	49 (41.5%)	13 (11.0%)	2 (1.7%)	0 (0.0%)	14 (11.9%)

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



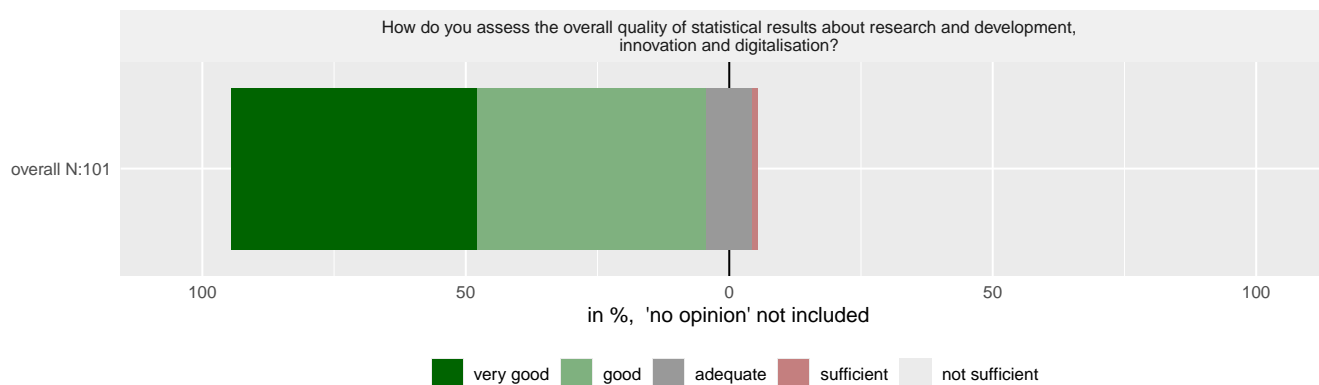
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	118	45 (38.1%)	45 (38.1%)	11 (9.3%)	1 (0.8%)	0 (0.0%)	16 (13.6%)

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?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	117	33 (28.2%)	47 (40.2%)	18 (15.4%)	1 (0.9%)	0 (0.0%)	18 (15.4%)

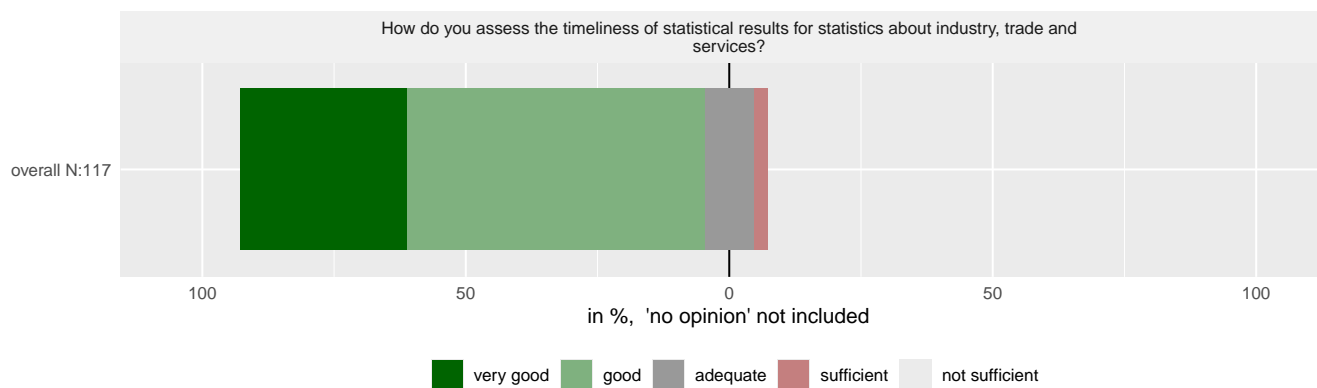
7.4 How do you assess the overall quality of statistical results about research and development, innovation and digitalisation?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	117	47 (40.2%)	44 (37.6%)	9 (7.7%)	1 (0.9%)	0 (0.0%)	16 (13.7%)

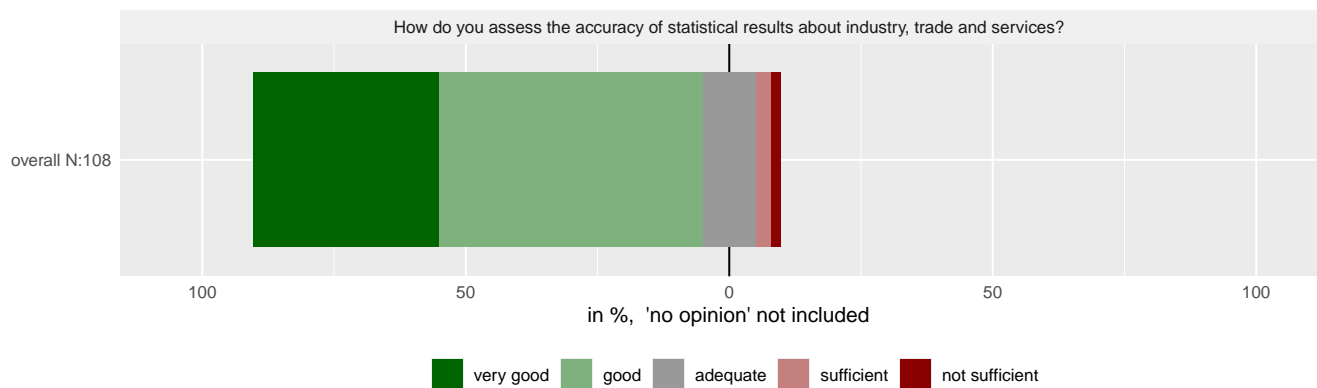
8 Quality assessment: Industry, trade and services

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



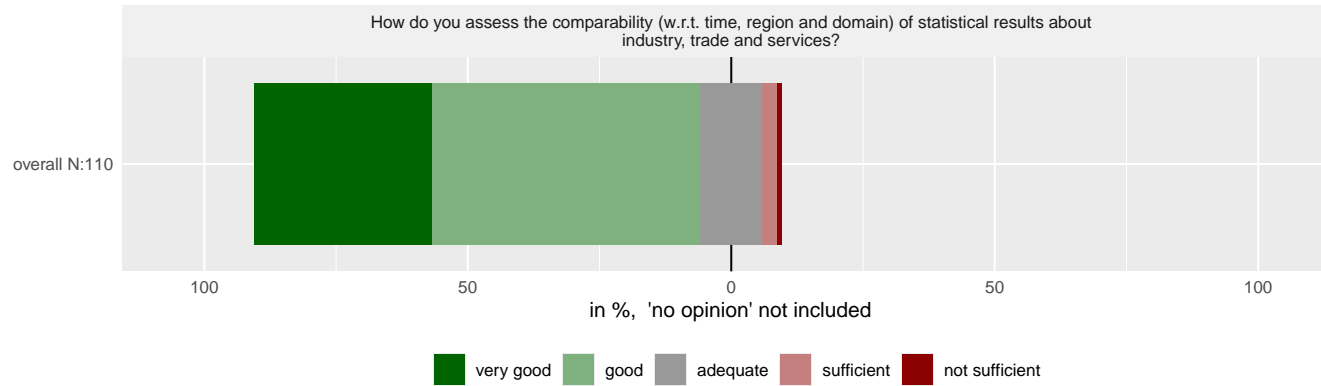
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	128	37 (28.9%)	66 (51.6%)	11 (8.6%)	3 (2.3%)	0 (0.0%)	11 (8.6%)

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



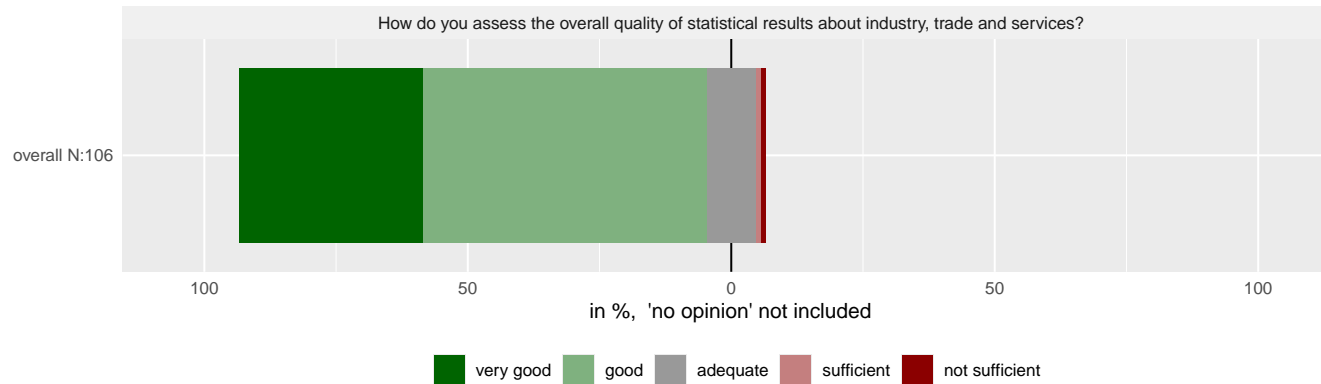
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	128	38 (29.7%)	54 (42.2%)	11 (8.6%)	3 (2.3%)	2 (1.6%)	20 (15.6%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	128	37 (28.9%)	56 (43.8%)	13 (10.2%)	3 (2.3%)	1 (0.8%)	18 (14.1%)

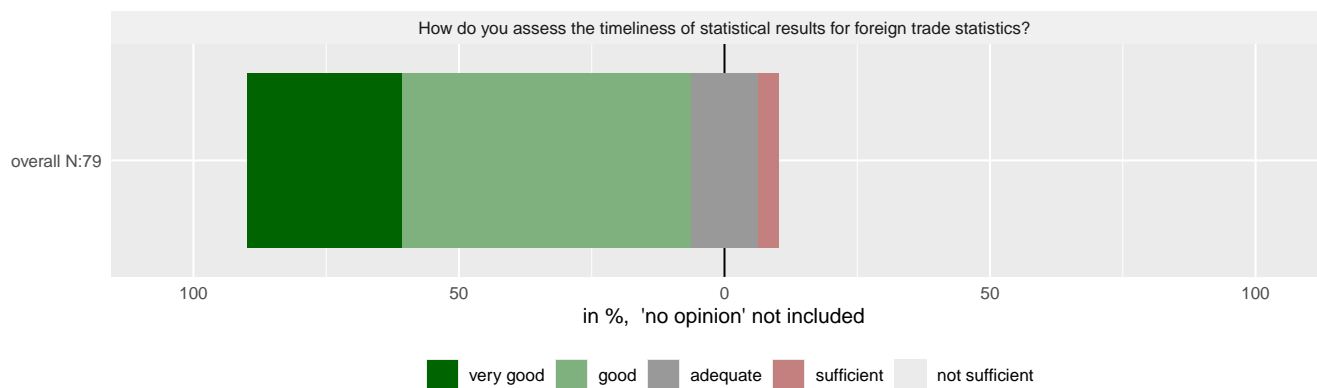
8.4 How do you assess the overall quality of statistical results about industry, trade and services?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	128	37 (28.9%)	57 (44.5%)	10 (7.8%)	1 (0.8%)	1 (0.8%)	22 (17.2%)

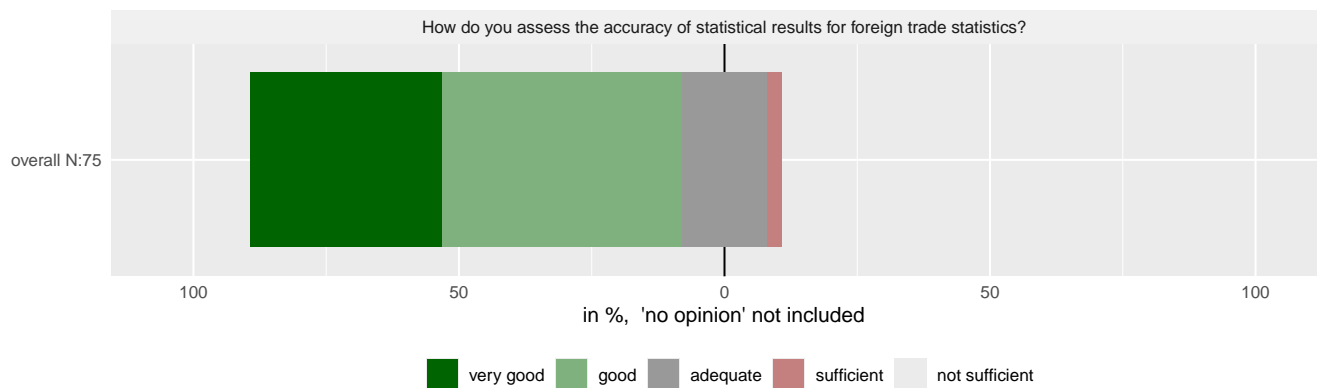
9 Quality assessment: Foreign trade statistics

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



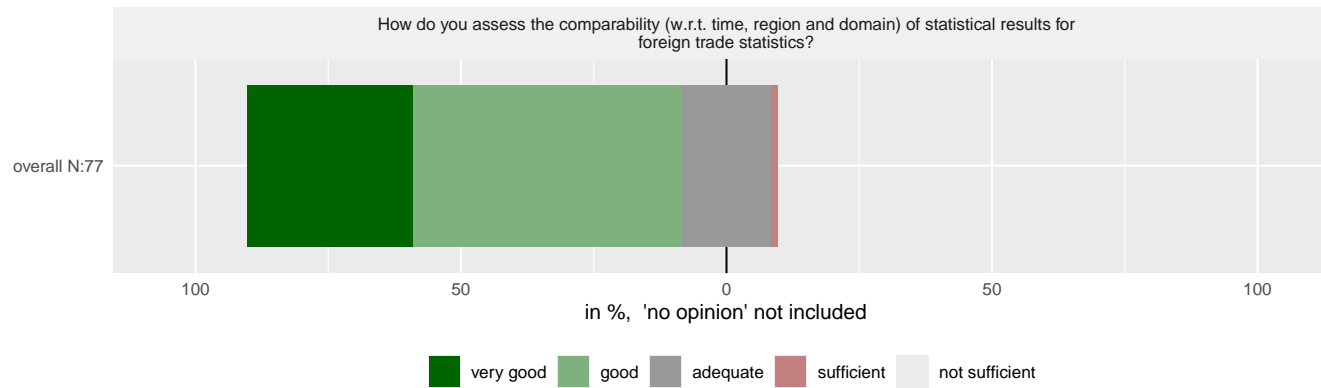
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	86	23 (26.7%)	43 (50.0%)	10 (11.6%)	3 (3.5%)	0 (0.0%)	7 (8.1%)

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



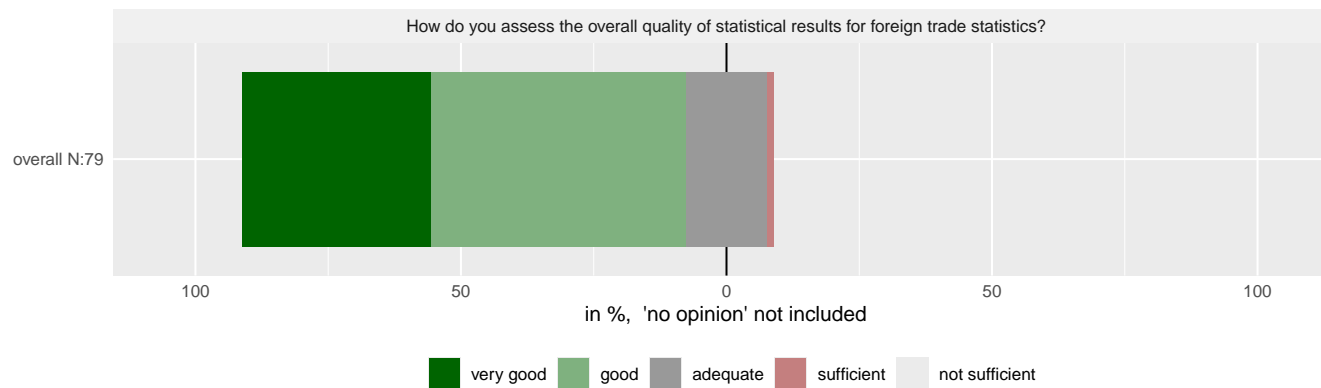
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	84	27 (32.1%)	34 (40.5%)	12 (14.3%)	2 (2.4%)	0 (0.0%)	9 (10.7%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	85	24 (28.2%)	39 (45.9%)	13 (15.3%)	1 (1.2%)	0 (0.0%)	8 (9.4%)

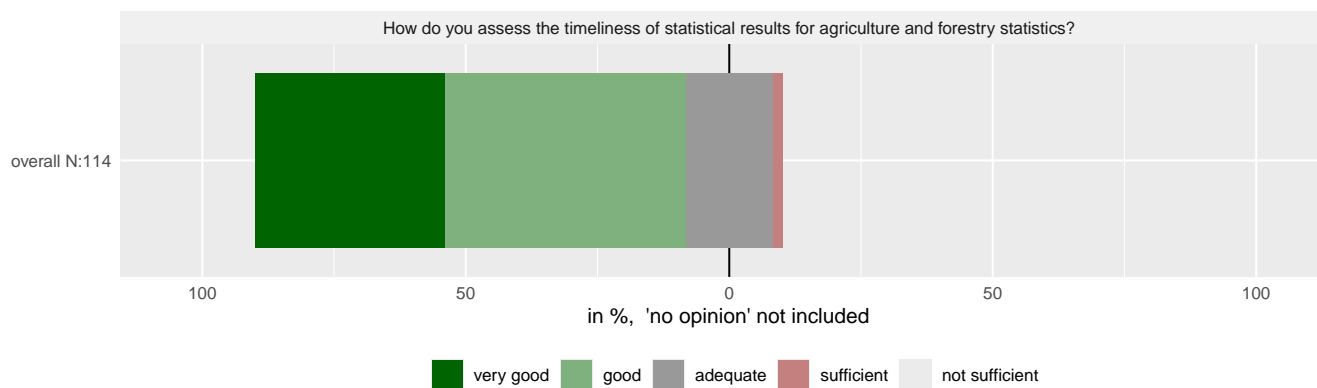
9.4 How do you assess the overall quality of statistical results for foreign trade statistics?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	85	28 (32.9%)	38 (44.7%)	12 (14.1%)	1 (1.2%)	0 (0.0%)	6 (7.1%)

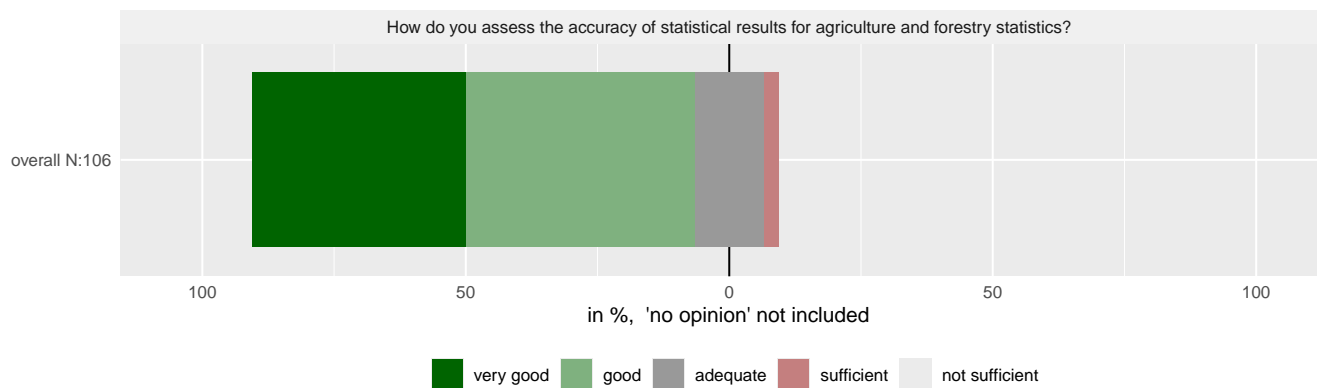
10 Quality assessment: Agriculture and forestry statistics

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



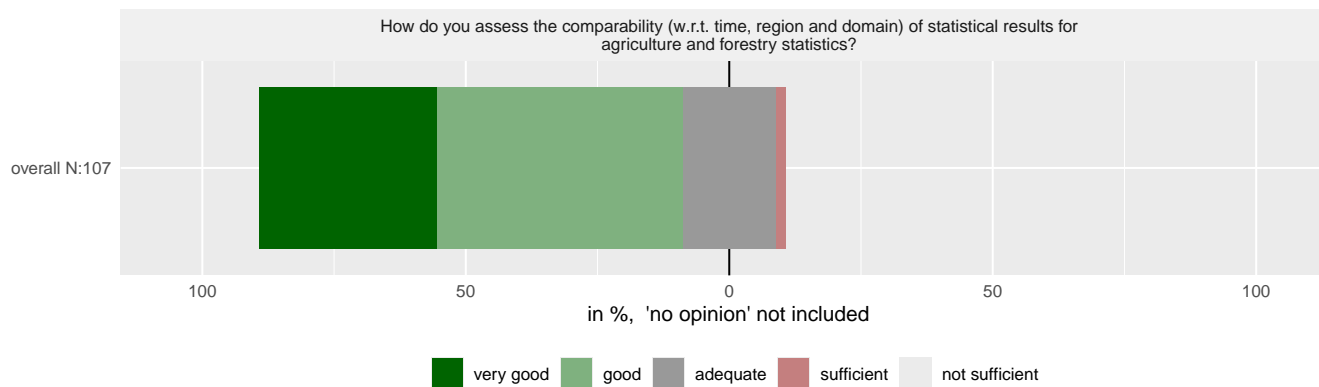
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	118	41 (34.7%)	52 (44.1%)	19 (16.1%)	2 (1.7%)	0 (0.0%)	4 (3.4%)

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



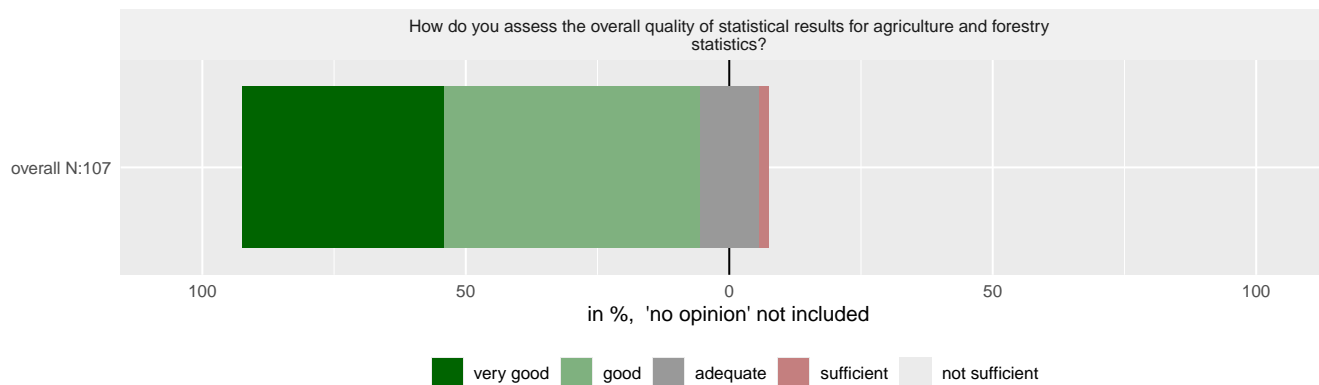
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	117	43 (36.8%)	46 (39.3%)	14 (12.0%)	3 (2.6%)	0 (0.0%)	11 (9.4%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	117	36 (30.8%)	50 (42.7%)	19 (16.2%)	2 (1.7%)	0 (0.0%)	10 (8.5%)

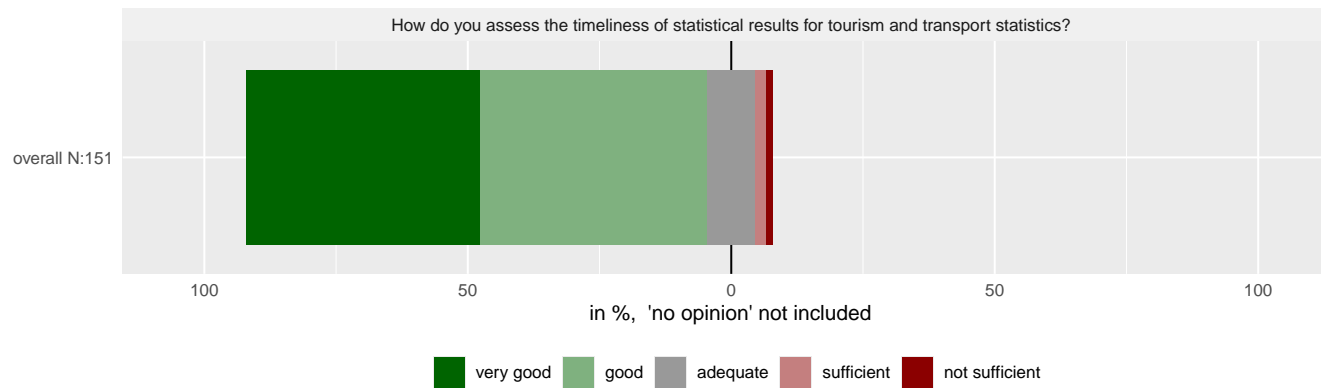
10.4 How do you assess the overall quality of statistical results for agriculture and forestry statistics?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	117	41 (35.0%)	52 (44.4%)	12 (10.3%)	2 (1.7%)	0 (0.0%)	10 (8.5%)

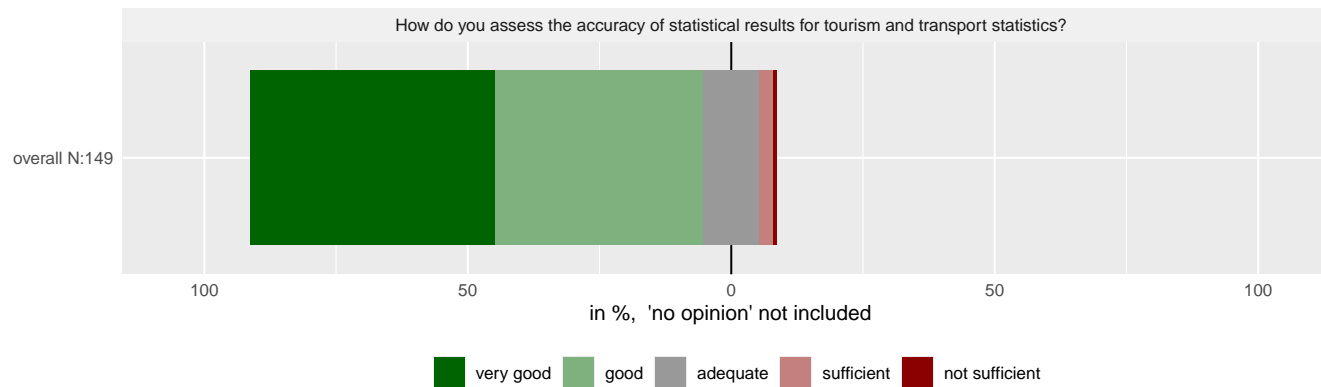
11 Quality assessment: Tourism and transport statistics

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



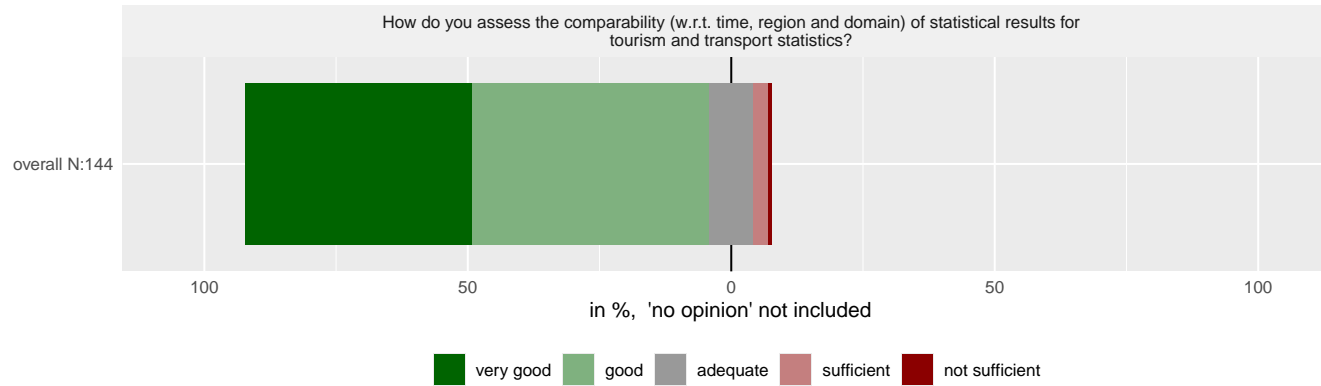
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	162	67 (41.4%)	65 (40.1%)	14 (8.6%)	3 (1.9%)	2 (1.2%)	11 (6.8%)

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



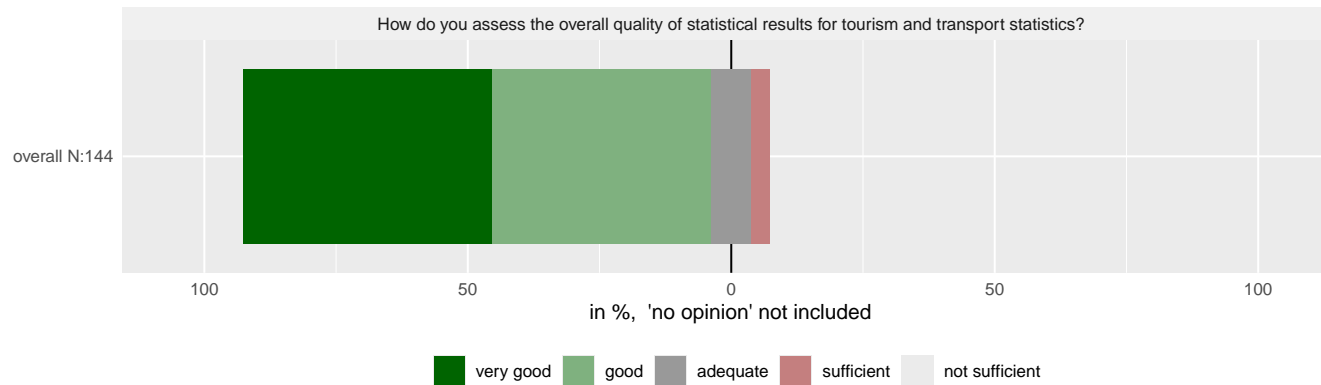
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	163	69 (42.3%)	59 (36.2%)	16 (9.8%)	4 (2.5%)	1 (0.6%)	14 (8.6%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	163	62 (38.0%)	65 (39.9%)	12 (7.4%)	4 (2.5%)	1 (0.6%)	19 (11.7%)

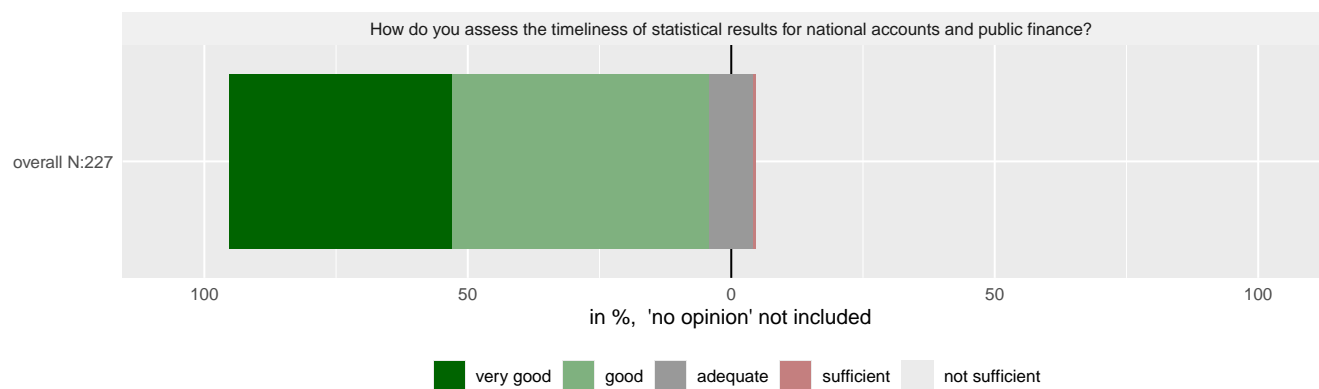
11.4 How do you assess the overall quality of statistical results for tourism and transport statistics?



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	163	68 (41.7%)	60 (36.8%)	11 (6.7%)	5 (3.1%)	0 (0.0%)	19 (11.7%)

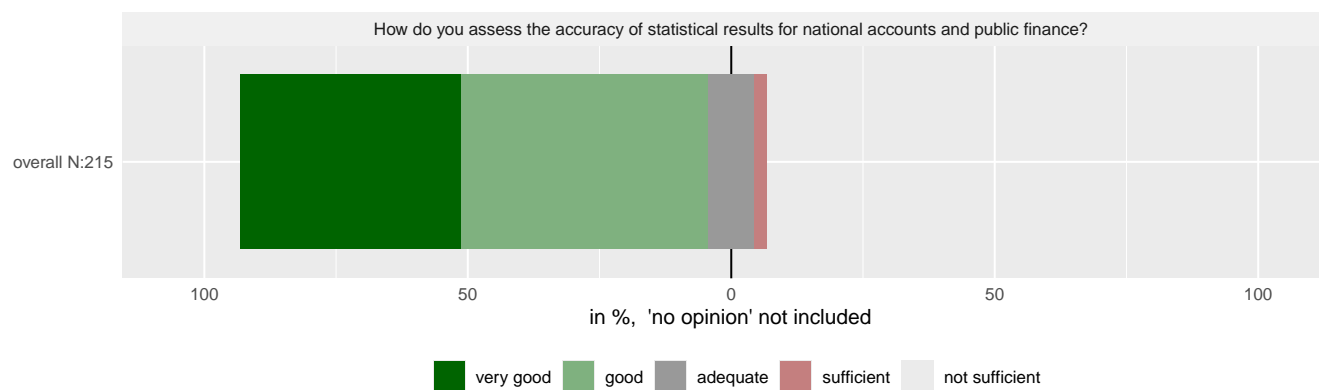
12 Quality Assessment: Statistics about national accounts and public finance

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



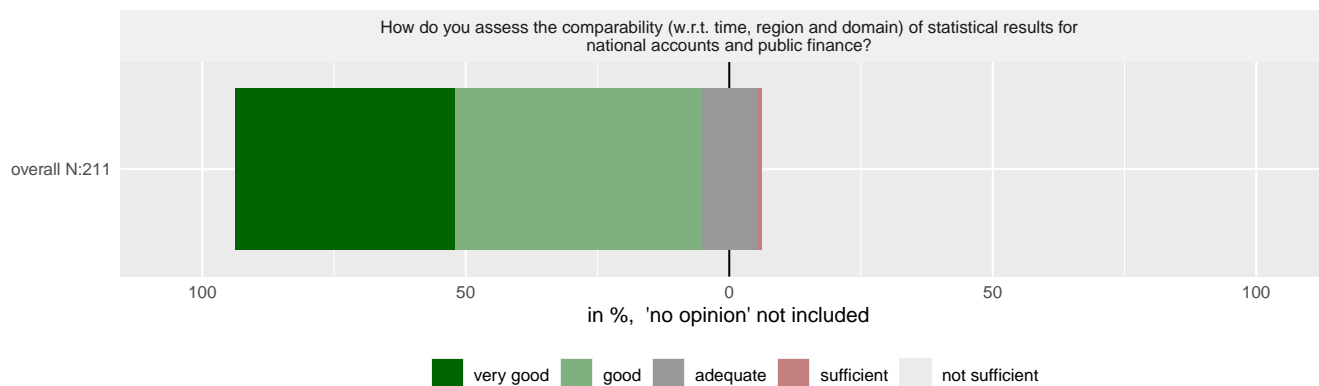
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	240	96 (40.0%)	111 (46.2%)	19 (7.9%)	1 (0.4%)	0 (0.0%)	13 (5.4%)

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



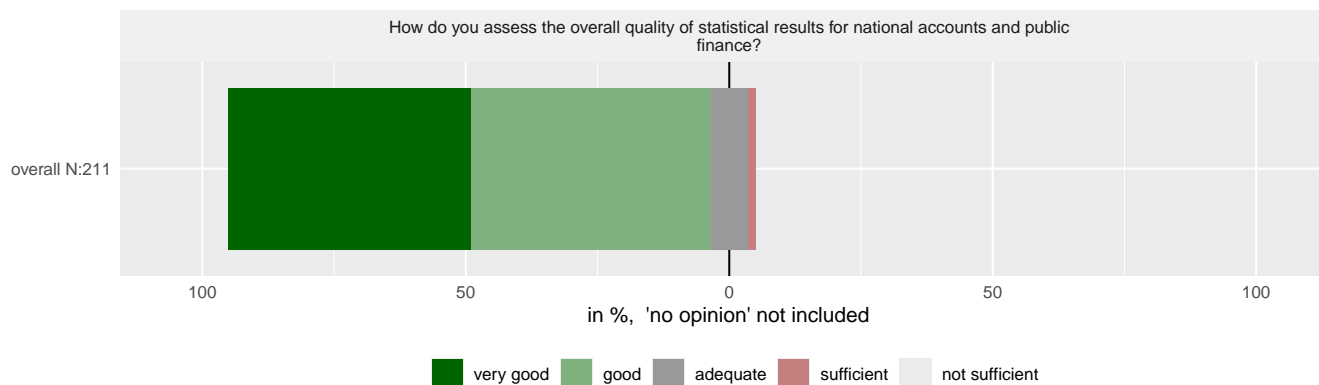
unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	239	90 (37.7%)	101 (42.3%)	19 (7.9%)	5 (2.1%)	0 (0.0%)	24 (10.0%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	239	88 (36.8%)	99 (41.4%)	22 (9.2%)	2 (0.8%)	0 (0.0%)	28 (11.7%)

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



unit	N	very good	good	adequate	sufficient	not sufficient	no opinion
1 overall	239	97 (40.6%)	96 (40.2%)	15 (6.3%)	3 (1.3%)	0 (0.0%)	28 (11.7%)