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User Survey FSO 2007

Report on the occasion of the CoP Peer Review



Customer Survey FSO

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1 Management Summary

Respondent structure: Most of the respondents (30%) work in the private sector, slightly over a quarter of the respondents work for a canton or a commune, 17% work in a public organisation (e.g. international organisation, media, schools, etc.). The smallest groups of respondents are represented by people who work in science (15%) and for the Confederation (11%).

The educational level among the respondents is high: Two thirds of the respondents have a university degree or equivalent. 15% of respondents have attended an institute of higher vocational education and 11% an apprenticeship. Only 7% and 1% respectively have a high school diploma or a primary school education.

General Results: The top three statistics in terms of frequency of use are population statistics, labour market statistics and statistics on income and living conditions (85%, 76% and 71% respectively consult these statistics at least once a month); whereas public finance statistics, statistics on production and added value, as well as foreign trade statistics, are consulted less frequently (42%, 36% and 29% respectively use these statistics at least once a month).

Respondents stated that they tap into several sources to obtain information on official statistics: on average, they indicate 3.22 sources of information. The most popular means of information on official statistics is the website of the FSO (81% of the respondents) followed closely by the official press releases (77%). 41% of the respondents refer to official print publications and 35% obtain information from the media. Almost a quarter of the respondents contact the FSO directly. 23% of the respondents use publications or websites of international organisations and 19% from European Institutions (e.g. Eurostat).

There is a significant difference between the awareness level of FSO staff and that of external users of official statistics regarding the existence of the public agenda: Whereas this information is known by a larger number of the staff (more than three quarters of the users), only 29% of external users are aware of this service.

The most common purpose stated for the use of official statistics is personal interest / general and further education (54% of the respondents) followed by decision making / strategic orientation (46%). 32% of the respondents do not use any statistics for making comparisons with trends in other countries. Over a third of the respondents stated using population statistics, 27% use labour market statistics and/or statistics on income and living conditions. Furthermore, slightly over 20% of respondents use statistics on salaries, wage index and trends, as well as the index on consumer prices, for making comparisons.

More than a quarter of all respondents stated population statistics as the statistics of most interest to them, followed closely by the category "other" (mainly education, health and mobility), chosen by 24% of respondents.

Quality aspects of the FSO statistics overall: On a five-point scale from 1 = «I totally disagree» to 5 = «I totally agree», respondents rated the item «The FSO is an independent information source» highest (mean = 4.3), followed by the methodological comments and the presentation of the statistics. The item «There is enough information on updates to official statistics» as well as «It is easy to find the sought-after statistics» are rated lowest with an average of 3.7 and 3.4.

The rating of the overall quality of individual statistics falls between 4.0 and 4.4 on the five-point scale from 1 = «not satisfied at all» to 5 = «very satisfied», which is relatively high. At the top of the scale is the index on consumer prices and population statistics with an average value of 4.4. Lowest ratings are the statistics on production and added value (mean 4.1), statistics on salaries, wage index and trend (mean 4.1) as well as public finance statistics (mean 4.0).

2 Background, objective and sample

2.1 Background and objective

In November 2007, a Eurostat Peer Review team is visiting the Federal Statistics Office (FSO) in Neuchâtel to conduct a Peer Review. The objective of this Peer Review is to examine the quality of official statistics in Switzerland. To get further information on how quality is perceived among main national users or user groups, Eurostat has suggested that the members of the European Statistical System (ESS) conduct a small survey on statistics in order to gain an insight on how key aspects of quality are perceived for selected national products forming part of European statistics, such as the employment figures, national accounts and so on. Originally, the FSO intention was to re-analyse already existing results of customer surveys conducted previously. However, it turned out to be difficult to establish comparability between the different (non systematic) customer surveys.

Given this setting, the FSO conducted the recommended user satisfaction survey. The objective of the survey is to reveal the main users' perceptions of the FSO's products and services. On the basis of the proposed Eurostat standard questionnaire, the FSO created a questionnaire which also permits broad comparisons with some responses from a small user satisfaction survey from 2006/7. For more details on the questionnaire see chapter 2.3.

Another objective of the customer survey was to take a first step towards the systematisation of customer surveys. The above-mentioned surveys have a relatively long tradition in the FSO, however, they were neither standardised, nor systematised up to now.

2.2 Target population

According to the definition given by Eurostat, the target population "ideally comprises known users from the academic and research community, banks and business, government agencies, the national Parliaments, the media, the international community and other relevant user groups, specific to the selected statistical domains". However, Eurostat states that the NSI are free to adjust the sample size according to their needs.

The FSO defines the target population as being the *main* users of the public statistical information, i. e. all the newsmail subscribers, the members of the expert groups¹ and the members of the Federal Statistics Committee. The FSO sends e-mails with information concerning the latest results and activities of the FSO to Newsmail subscribers. The expert groups are concerned with statistical questions or data requirements in specific fields. The Federal Statistical Committee is comprised of representatives from the cantons and communes, from the Swiss National Bank and the federal administration, as well as from the private sector and representatives from civil society. It is the advisory body for the Federal Council, the FSO and other producers of statistics on all matters pertaining to the statistical policy of the Confederation.

Our sample adequately covers the *main* FSO users. However, some statistics are delivered by other producers of statistics e.g., Swiss Federal Customs Administration, Federal Finance Administration. These may not be covered adequately in this survey. Thus, the corresponding results have to be taken with caution.

The sample originally consisted of 9 915 newsmail subscribers. Moreover, 130 e-mail addresses of the members of the Federal Statistics Committee and the expert groups were added after eliminating duplicates. During the process, 20 respondents had to be subtracted due to invalid e-mail addresses and unsubscribing to the newsmail. To sum up, 10 025 respondents were invited to take part in the survey. The administration of the newsmail addressees is hosted by an external firm. According to the person in charge, we should deduct an additional 2% from the sample, as the system does not show invalid addresses immediately (only after one month of error messages the system deletes the address automatically) and therefore, the sample may contain users whose address is invalid because they

¹ There are ten expert groups in the various domains (e.g. education, health, economic statistics, etc.), see http://www.bfs.admin.ch/bfs/portal/de/index/institutionen/oeffentliche_statistik/bundesstatistik/expert.html

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have quit their job, changed their e-mail address without notice, or, were simply absent during the implementation period. If we deduct this recommended 2%, the population is at 9 825.

Another subject worth mentioning is the fact that we do not know how many individuals and how many organisations are newsmail subscribers. It is possible that organisations distribute the newsmail from a central e-mail address to several employees who are, therefore, not included in our response rate. On the other hand, it is also possible that individuals have several e-mail addresses for receiving the FSO's newsmail (i.e. one private and another a business address). Those people are not likely to complete the questionnaire twice, while being part of the sample twice.

According to our definition, these are people who have a certain interest in statistics, who use them, be it for professional, or, for private matters.

A large share of our products disseminated are to be found on the Internet². The FSO's website and its various specialised pages are frequently consulted as a source of information for private and professional reasons.

The FSO disposes of a register of all newsmail-subscribers. It assumes that interested users subscribe to the regularly mailed electronic newsletters.

The statistical information distributed by newsmail are titles, links to notices on new releases, articles and weekly bulletins.

The register is based on self-registered subscribers who are free to choose from 21 newsmail topics plus more specialised subjects.

In addition to the newsmail subscribers, the members of the expert groups and the Federal Statistics Committee are also considered main users of official statistics.

Due to the short time-frame from the start of preparations for the Peer Review and the date of the visit of the peers, the FSO decided to keep the survey solely web-based. This procedure obviously excludes some user segments - those who visit the FSO's website without subscribing to a newsmail, users who pay for offline-products without receiving e-mail notifications, the subscribers of solely paper reports, as well as individually registered users whose contact details are retained by their favourite statistical departments only.

To sum up, the users contacted for the user satisfaction survey 2007 only covers a particular user group: newsmail-subscribers, defined as recipients of statistical products and news from the FSO distributed by e-mail, members of the expert groups and of the Federal Statistics Committee, being also considered main users of the FSO's products.

2.3 Design of the survey

Target population: all FSO main customers (10 025) defined as all the newsmail subscribers and all the members of the expert groups and of the Federal Statistics Committee

Survey method: quantitative survey in written form (available in German, French and Italian, see Appendix 1), conducted by a web-based online-questioning tool (eSurvey), frequently used for online-surveys in the framework of online-studies carried out by the FSO. People are invited to take part (see Appendix 3), either by newsmail (subscribers) or by e-mail (members of the Federal Statistics Committee and expert groups)

Surveyed persons: all FSO main customers (target population) have been surveyed

Number of surveyed persons: 10 025 main customers (see 2.2)

Realisation: October 2007 (response time: 4 weeks from October 1st to October 28th), two reminders were sent

Analysis: Analysis of the data carried out by external market research institute with SPSS-software, tables were provided in Excel and pdf format

² For further information see <http://www.bfs.admin.ch/bfs/portal/de/index.html>.

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2.4 Survey structure

The structure of the questionnaire is based on the standard questionnaire provided by Eurostat. For additional input (from other customer surveys carried out by the FSO, the Swiss Confederation or other NSIs) were consulted. In summary, the standard questionnaire was adapted according to FSO needs as follows:

- Adaptation of the questionnaire to the medium (electronic questionnaire)
- Incorporation of a question that enables a broad comparison with a previously conducted survey
- As the Eurostat questionnaire focuses on statistical areas covering mainly European statistics, the questionnaire was complimented by additional topics frequently consulted on the FSO website (e.g. information on wages or population)
- The regularity by which the users consult products and services was asked on a frequency scale
- Questions concerning quality aspects were asked by means of a five-point scale in order to avoid the tendency to positive answers
- Several questions concerning general quality aspects were added
- In order to ensure precise answers, users were asked to indicate the most important statistics they use; several quality aspects only referred to the indicated statistical product (for results see chapter 3.2)

2.5 Response rate

In total, 1 889 respondents filled in the questionnaire or parts of the questionnaire. The response rate is at 19% which is relatively low. An analysis of the non-respondents would be adequate to give more precise information on the respondents and the non-respondents. Due to the fact that the Peer Review is soon at hand, the in-depth analysis of the non-respondents has to be postponed.

2.6 Respondent structure

In the following, we present the key characteristics for the actual respondents in this user survey. The totals displayed in this report may differ slightly from 100% due to rounded values.

69% of the respondent (n=1 360) are men, 28% are female. Another 4% of the respondents did not respond as to their gender.

According to table 1 8% of the respondents are up to 30 years old and 8% are over 60 years old. 41% of the respondents are between 31 and 45 years old, 40% between 46 and 60. The average age of respondents is 48.

Table 1 Age of the respondents in categories (n=1 362 valid responses)

Age	Share
Up to 30 years old	8%
Between 31 and 45 years old	41%
Between 46 and 60 years old	40%
Over 60 years old	8%
No answer	2%
Total	100%

Most of the respondents (30%) work in the private sector (small and medium sizes business, large firms, associations, etc.). Slightly over a quarter of the respondents work for a canton or a commune, 17% work in a public organisation (e.g. international organisation, media, schools, etc.). The smallest groups of respondents are represented by people who work in science (15%) and for the Confederation (11%).

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Table 2 Employment sector of respondents (n=1 360 valid responses)

Employment sector	Share
Private sector	30%
Canton / Commune	26%
Public (Int. Organisations, Media, Schools)	17%
Science	15%
Confederation	11%
No answer	3%
Total	100%

According to Table 3 shown below, the educational level among the respondents is high: Two thirds of the respondents have a university degree or equivalent. 15% of respondents have attended an institute of higher vocational education and 11% an apprenticeship. Only 7% and 1% respectively have a high school diploma or a primary school education.

Table 3 Educational background of respondents (n=1 345 valid responses) sorted by educational level

Education	Share
Primary School / basic apprenticeship	1%
Apprenticeship	11%
High school diploma or equivalent	7%
Higher vocational educational institute or equivalent	15%
University, College, university of applied sciences	66%
Total	100%

As can be seen from Table 4, the majority of the respondents are German-speaking (almost three quarters), with nearly one quarter of the respondents French-speaking and only 4% Italian-speaking.

Table 4 Language (n=1 870 valid responses)

Language	Share
German	73%
French	23%
Italian	4%
Total	100%

2.7 Precision

With regards to this survey, we cannot speak of sampling errors because the survey covers a complete census. Thus the reliability of the results is only affected by other types of errors, such as measurement, interpretation or non-response errors. This last category is particularly important for this survey, as the participation rate was only 19% (only one person out of five answered the questionnaire). To avoid overestimating the precision of the results, we shall try to estimate the random error due to non-response, assuming that the non-response process is completely random, i.e., the decision to participate or not is the result of a random experience, such as throwing dice, in other words, completely independent of interviewee characteristics and of his/her answers to the questionnaire. This hypothesis allows assimilating all the persons having answered a simple random sample ($n = 1\ 889$) of the whole population of the main users ($N = 10\ 025$) and thus use the corresponding formulae of simple random sampling.

Assuming this hypothesis, we can calculate the 95% confidence intervals for the proportions we want to estimate as a function of the estimated proportion and size of the concerned sample. Table 5 shows the half-length of the 95% confidence interval for various sample proportions and sizes.

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Table 5 Precision of the sample in question

		frequency						
		relative	10%	15%	25%	50%	75%	100%
		absolute	189	283	472	945	1'417	1'889
estimated proportion	95%	5%	± 3.1%	± 2.5%	± 1.9%	± 1.3%	± 1.1%	± 0.9%
	90%	10%	± 4.2%	± 3.4%	± 2.6%	± 1.8%	± 1.4%	± 1.2%
	80%	20%	± 5.6%	± 4.6%	± 3.5%	± 2.4%	± 1.9%	± 1.6%
	70%	30%	± 6.5%	± 5.3%	± 4.0%	± 2.8%	± 2.2%	± 1.9%
	60%	40%	± 6.9%	± 5.6%	± 4.3%	± 3.0%	± 2.4%	± 2.0%
	50%	50%	± 7.1%	± 5.7%	± 4.4%	± 3.0%	± 2.4%	± 2.0%

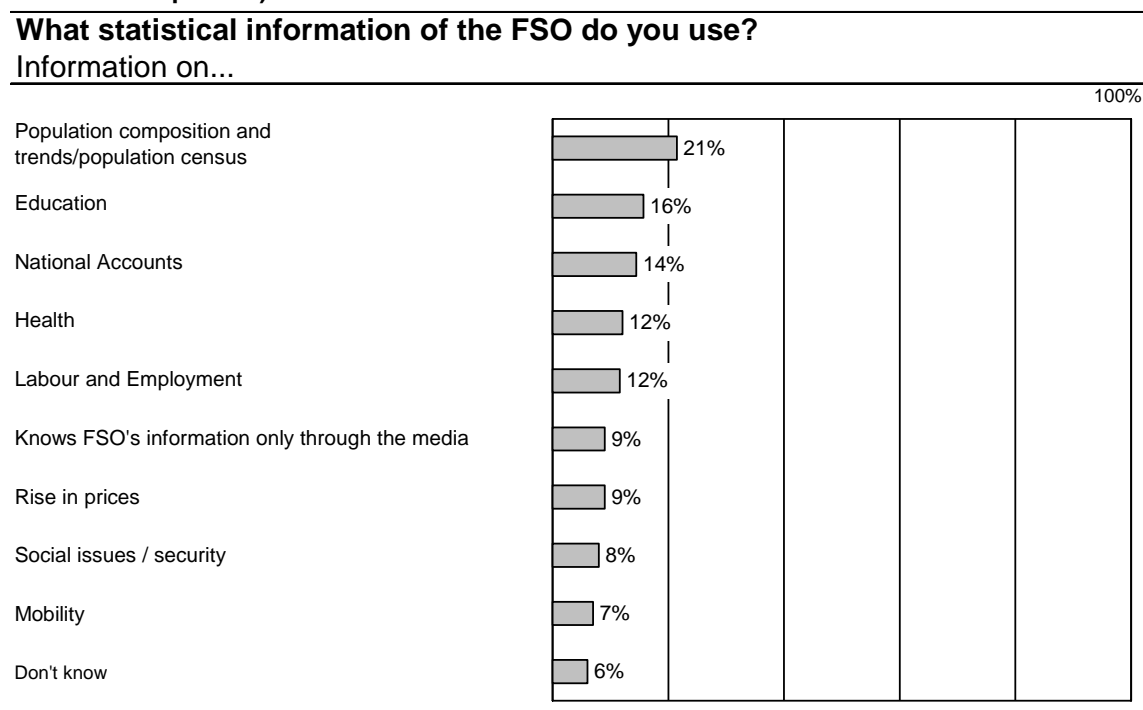
3 Results

The results are presented in two different subchapters: 3.1 provides general information on the use of official statistics by users and 3.2 deals with information on quality aspects of individual statistics. The totals display in this report may differ slightly from 100% due to rounded values.

3.1 General information on the use of official statistics

To enable comparison with a previously conducted survey, the FSO first asked the open question “What statistical information of the FSO do you use?”. On average, respondents gave 1.77 open answers to this question. 21% of the 1 664 stated that they use information on population composition and trends, or, on the population census. Another 16% use information on education and 14% on national accounts. 12% of users stated they use information on health and on labour and employment.

Figure 1 Top 10 answers on FSO information used, multiple answers possible (n=1 664 valid responses)

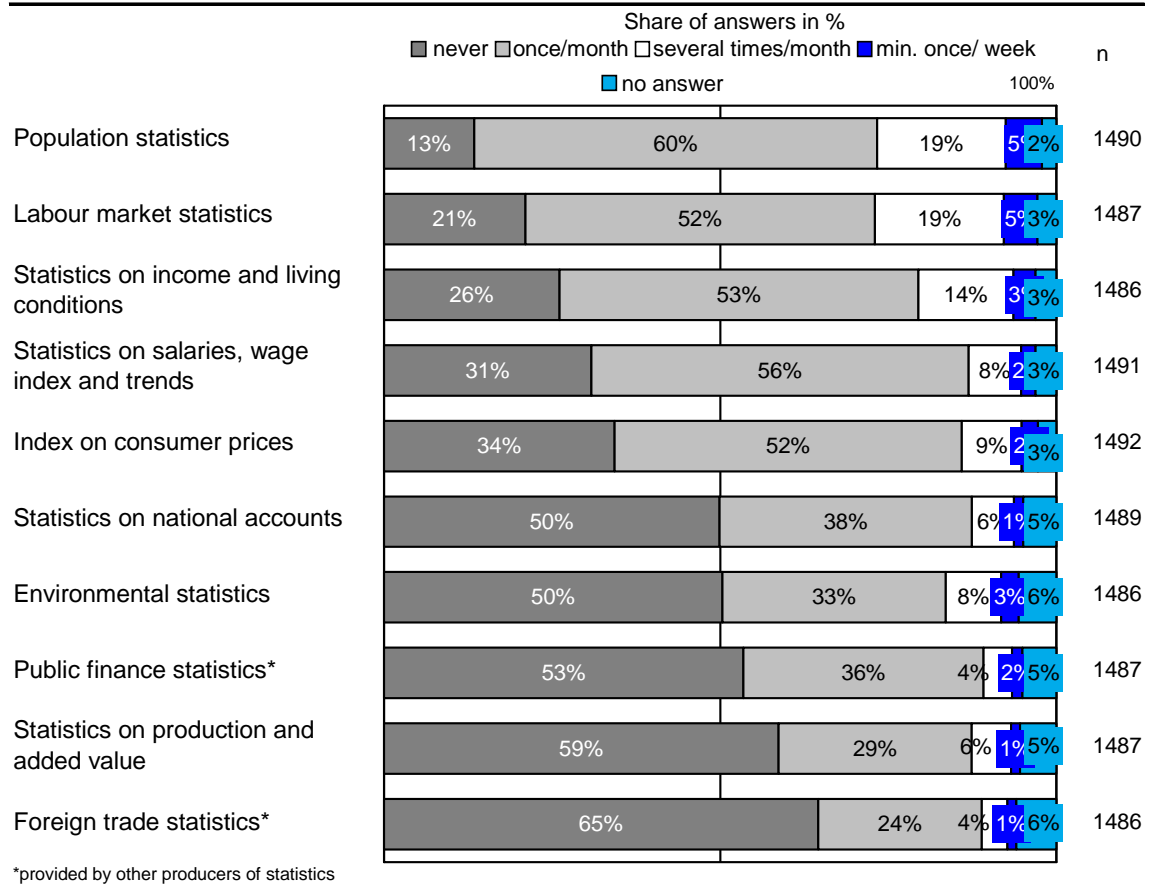


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In order to obtain more precise information about the frequency with which some important statistics are used, the following question was asked: “How often do you use the following official statistics?” relating to the list as displayed below, containing all relevant statistics. Respondents could answer with “never”, “once a month”, “several times a month” or “at least once a week” (see Figure 2). The top three statistics are population statistics, labour market statistics and statistics on income and living conditions (85%, 76% and 71% respectively consult these statistics at least once a month); whereas public finance statistics, statistics on production and added value, as well as foreign trade statistics, are consulted less frequently (42%, 36% and 29% respectively use these statistics at least once a month).

Figure 2 Frequency of use for the various statistics

How often do you use the following statistics?

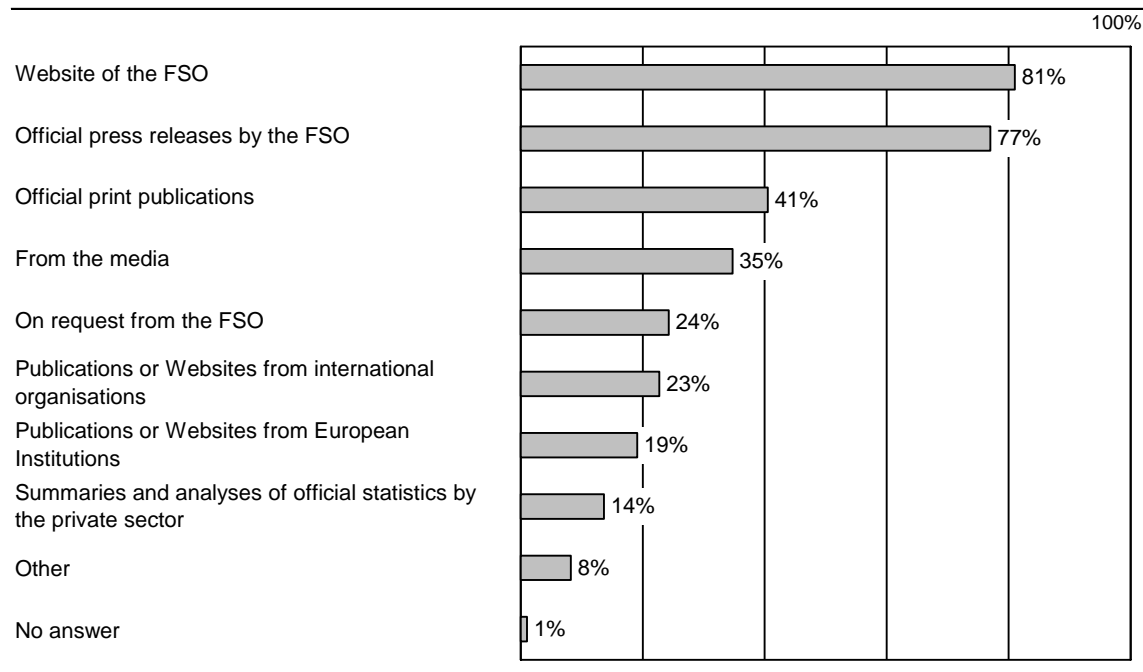


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Respondents stated that they tap into several sources to obtain information on official statistics. On average, respondents indicate to have 3.22 sources of information. The most popular means of information on official statistics is the website of the FSO (81% of the respondents) followed closely by the official press releases (77%). 41% of the respondents refer to official print publications and 35% obtain information from the media. Almost a quarter of the respondents contact the FSO directly. 23% of the respondents use publications or websites of international organisations and 19% from European Institutions (e.g. Eurostat).

Figure 3 Information source for official statistics, multiple answers possible (n=1 664 valid responses)

Where do you obtain the national official statistics?

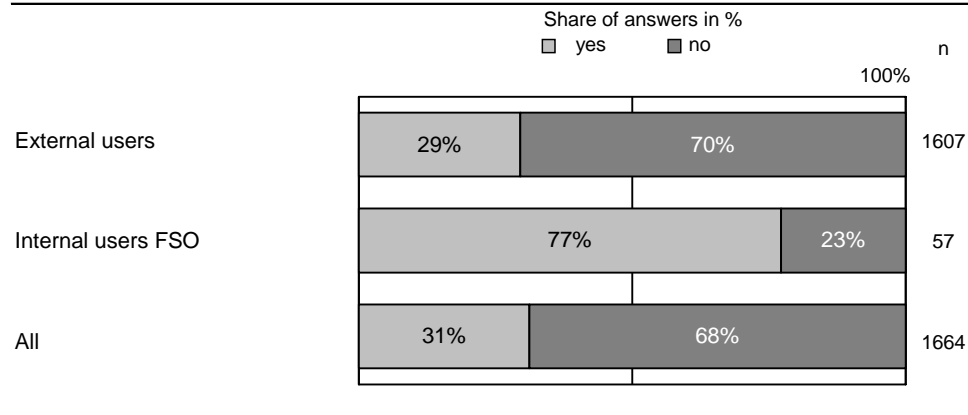


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There is a significant difference between the awareness level of FSO staff and that of external users of official statistics regarding the existence of the public agenda (see Figure 4): Whereas this information is known by a larger number of the staff (more than three quarters of the users), only 29% of external users are aware of this service.

Figure 4 Awareness level of the public agenda on the FSO website (n=1 664 valid responses)

Do you know that there is a public agenda on the website of the FSO which provides information on the dates of planned publication of FSO statistics?

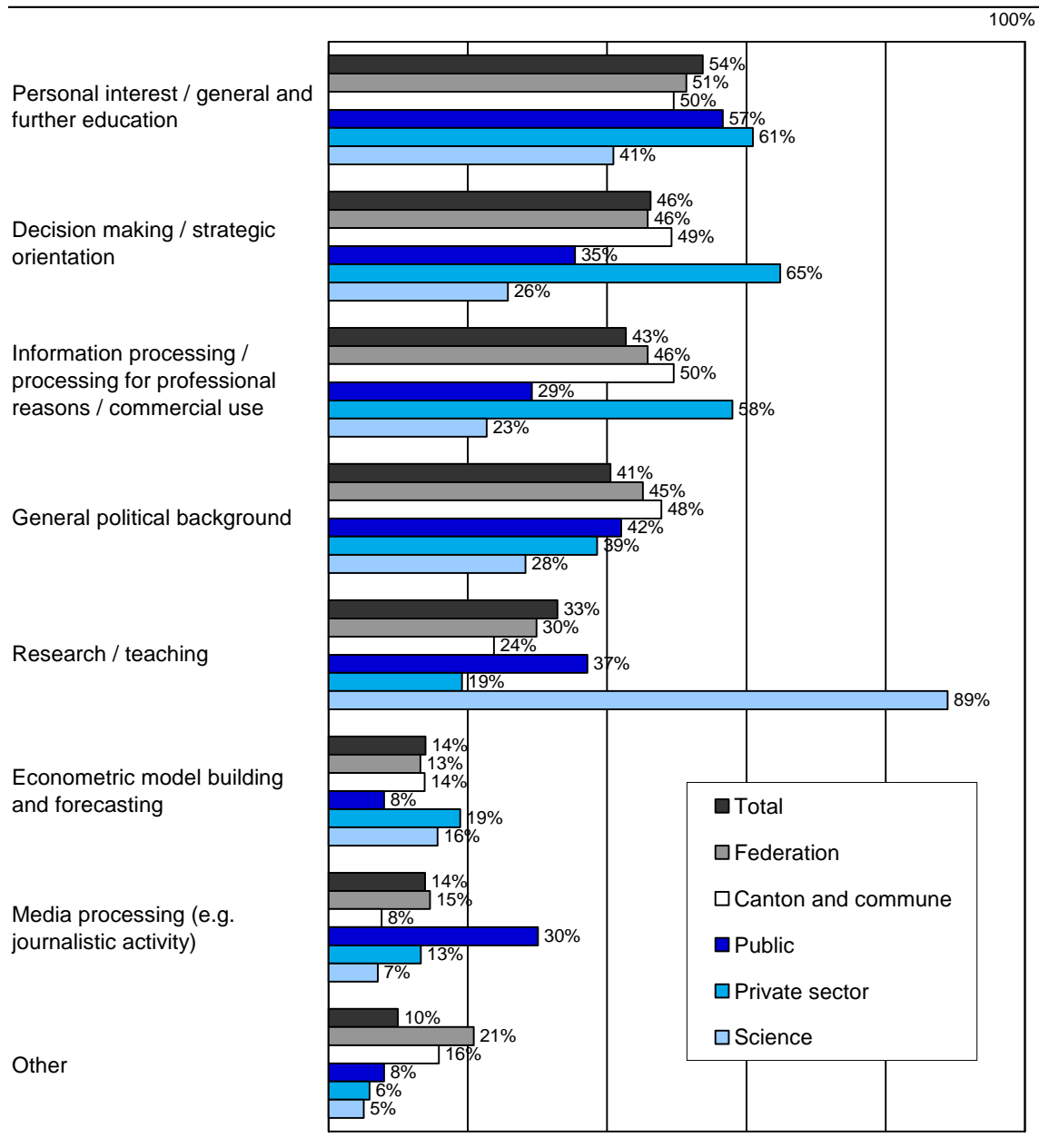


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Respondents were asked to indicate for what purpose they use official statistics. Figure 5 lists responses according to the respondents' sector of employment. On average, the respondents stated 2.54 purposes for which they use official statistics. In all, the most common purpose stated is personal interest / general and further education (54% of the respondents) followed by decision making / strategic orientation (46%). The purpose differs greatly among the different user groups: Whereas official statistics for decision making and / or strategic orientation is particularly popular with respondents working in the private sector (65% of respondents of this group), it is significantly less frequently mentioned by respondents of the science group, who obviously use official statistics primarily for research and teaching (89%).

Figure 5 Purpose for using official statistics divided by employment sector - multiple answers possible (n=1 637 valid responses)

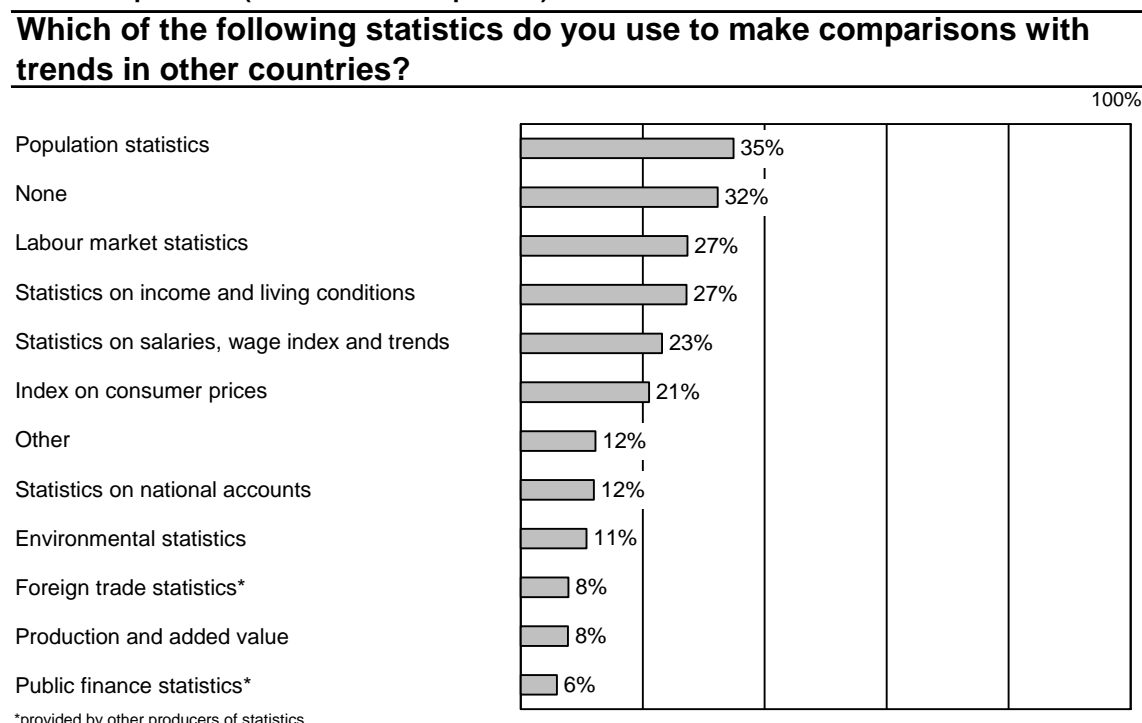
For what purpose do you use the official statistics?



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On average, respondents gave 2.2 answers to the question «Which of the following statistics do you use to make comparisons with trends in other countries». According to Figure 6, 32% of the respondents do not use any statistics for making comparisons with trends in other countries, whereas 68% do. Over a third of the respondents stated using population statistics, 27% use labour market statistics and/or statistics on income and living conditions. Furthermore, slightly over 20% of respondents use statistics on salaries, wage index and trends, as well as the index on consumer prices, for making comparisons. Foreign trade, production and added value, as well as public finance statistics, are of least interest for the purpose of making comparisons with other countries.

Figure 6 Statistics used for comparison with trends in other countries - multiple answers possible (n=1 394 valid responses)



Respondents were asked which of the statistics listed in Table 6 they regarded as the most important for their own particular use. The statistics mentioned by respondents as being the most important are the population statistics -more than a quarter of all respondents stated these as the statistics of most interest to them, followed closely by the category "other" (mainly education, health and mobility), chosen by 24% of respondents. At the end of the list, public finance and foreign trade statistics are listed (both being produced by other producers of statistics). They are the most important statistics for only 1% of the respondents.

Table 6 Most important statistics for respondents

Statistics	Share	n
Population statistics	26%	363
Other	24%	331
Index on consumer prices	16%	226
Labour market statistics	10%	146
Statistics on income and living conditions	6%	90
Statistics on salaries, wage index and trends	5%	73
Environmental statistics	5%	64
Statistics on national accounts	4%	51
Statistics on production and added value	3%	48
Public finance statistics	1%	14
Foreign trade statistics	1%	11
Total	100%	1 417

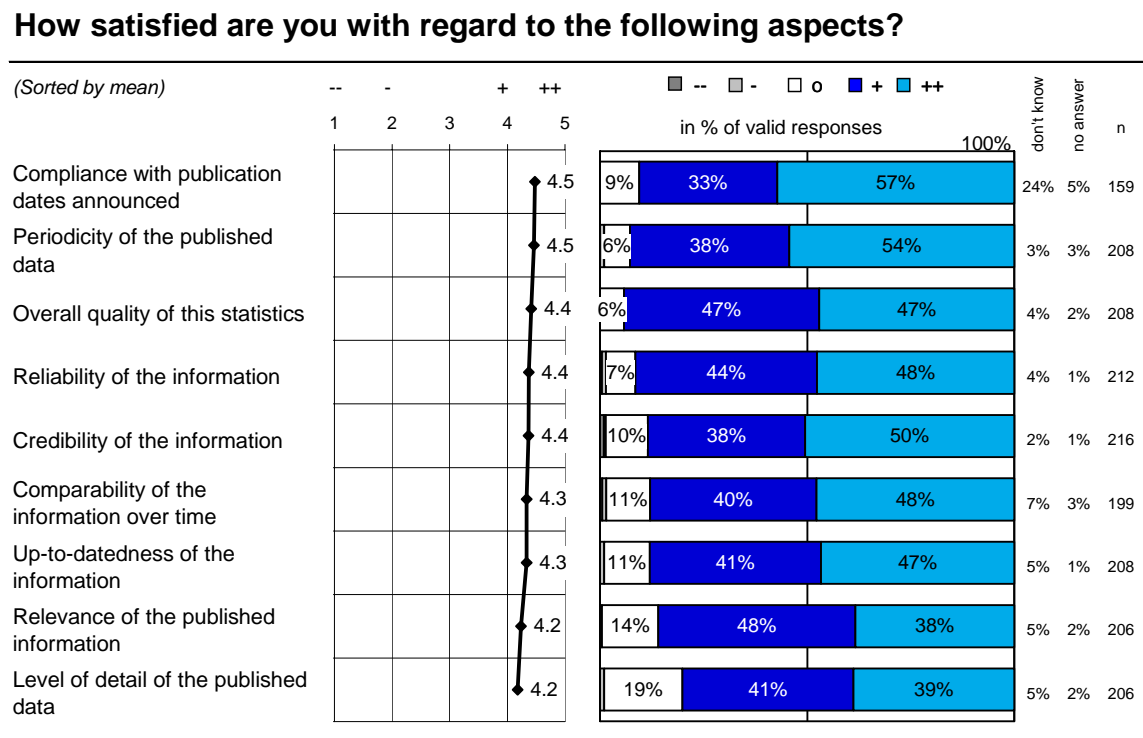
3.2 Information on quality aspects of individual statistics

In order to obtain more detailed information on the quality of individual statistics, we asked the respondents to indicate the most important statistics they used. In a second step, respondents were asked to give their opinion only about the quality of the indicated statistics. On a five-point scale from from 1 = «not satisfied at all» to 5 = «very satisfied», respondents first rated their most important statistics concerning different factors. In a second step, respondents were asked to compare three quality factors of the statistics in question with those of other European countries on a five-point scale from 1 = «much worse» to 5 = «much better».

3.2.1 Index on consumer prices

For 226 respondents, the index on consumer prices represents the most important statistic. All items show a mean evaluation of 4.2 or above (see Figure 7). Especially well rated were compliance with the publication dates announced and the periodicity of the published data.

Figure 7 Assessment of different statements with regard to quality aspects of the index on consumer prices



The comparison of different quality aspects with those of other European countries was assessed with an average of 3.8 or above. However, about half of the respondents did not rate these items (see Table 7).

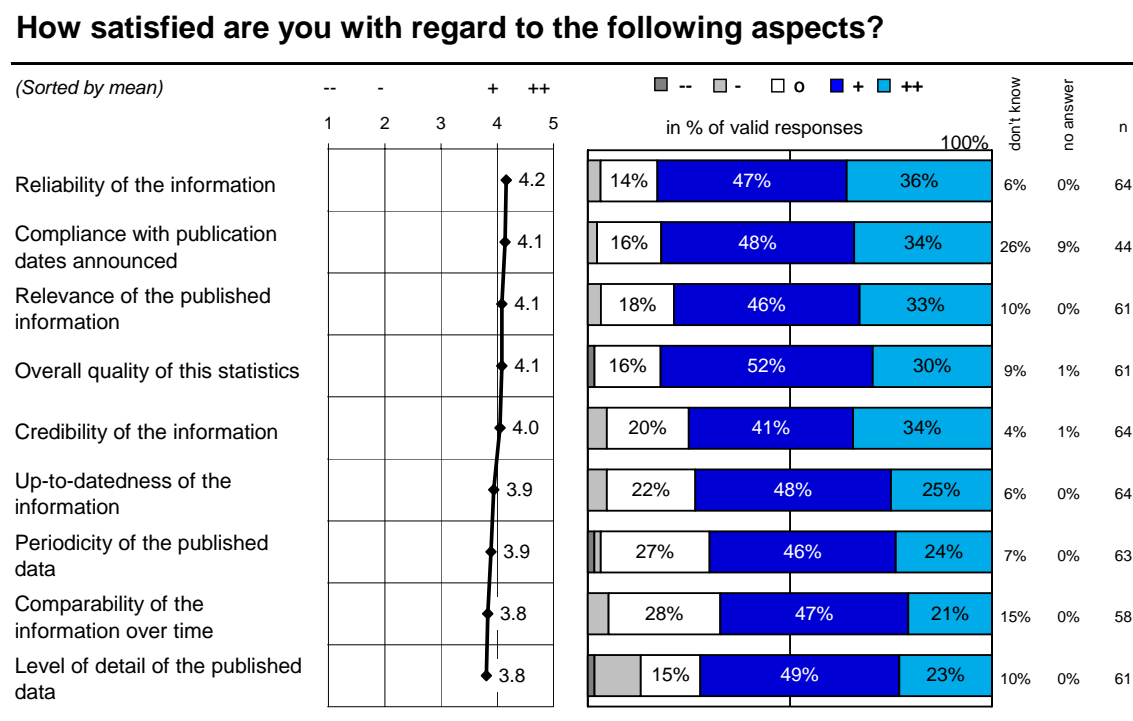
Table 7 Quality of the Index on consumer prices in comparison with other European countries

	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	48%	7%	3.9	100
The methodological aspects of the statistics in comparison with those of other European countries	51%	9%	3.8	89
The quality in general of the statistics in comparison with those of other European countries	47%	7%	4.0	101

3.2.2 Statistics on salaries, wage index and trends

For 73 respondents, the statistics on salaries, wage index and trends represents the most important statistical item. The reliability of these statistics is rated highest with a mean of 4.2 on the 5-point-scale (see Figure 8). Comparability over time and the level of detail are assessed lowest with a mean of 3.8.

Figure 8 Assessment of different statements with regard to quality aspects of the Index on consumer prices



The comparison of different quality aspects with those of other European countries was assessed with an average of 3.8 or above. However, 60% or more of the respondents did not rate these items (see Table 8).

Table 8 Quality of the statistics on salaries, wage index and trends in comparison with other European countries

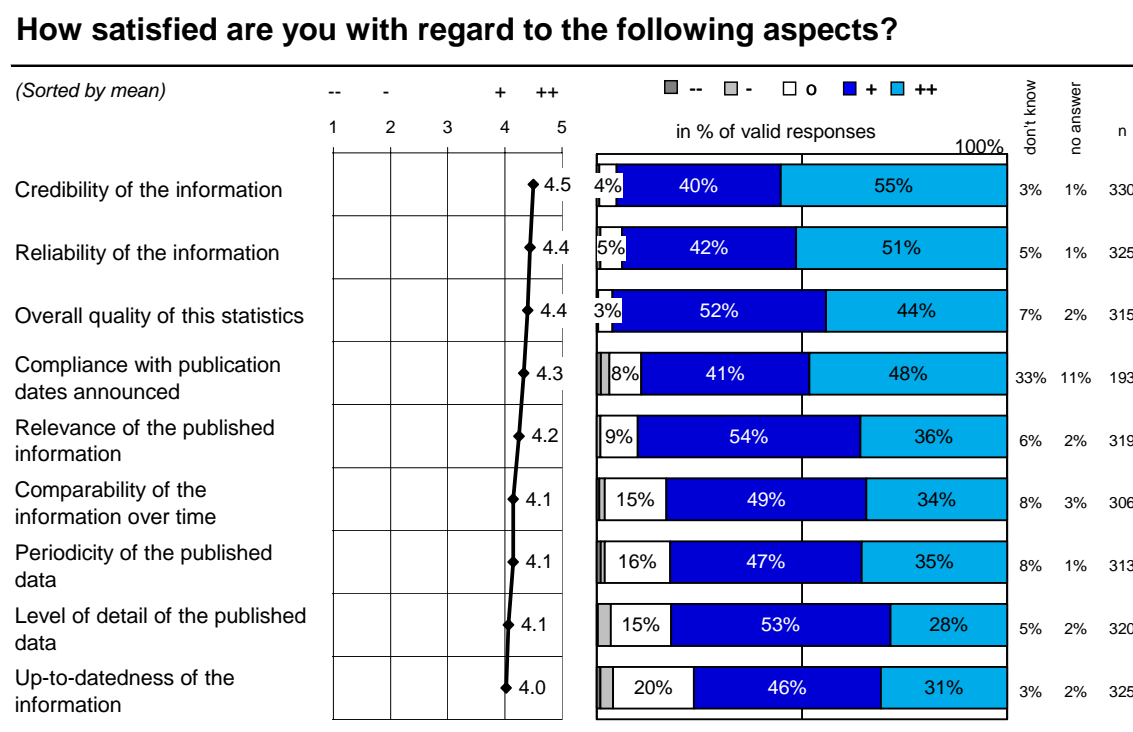
	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	60%	9%	3.8	21
The methodological aspects of the statistics in comparison with those of other European countries	61%	10%	3.8	19
The quality in general of the statistics in comparison with those of other European countries	63%	10%	3.9	18

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3.2.3 Population statistics

For most of the respondents (363) the population statistics represent the most important statistics. The credibility, the reliability and the overall quality of these statistics were rated 4.4 or 4.5 on the 5-point-scale (see Figure 9). The up-to-datedness of the information is assessed lowest with a mean of 4.0.

Figure 9 Assessment of different statements with regard to quality aspects of population statistics



The comparison of all three quality aspects with those of other European countries is assessed with an average of 4.1. Up to 50% of the respondents did not rate these items (see Table 9).

Table 9 Quality of the population statistics in comparison with other European countries

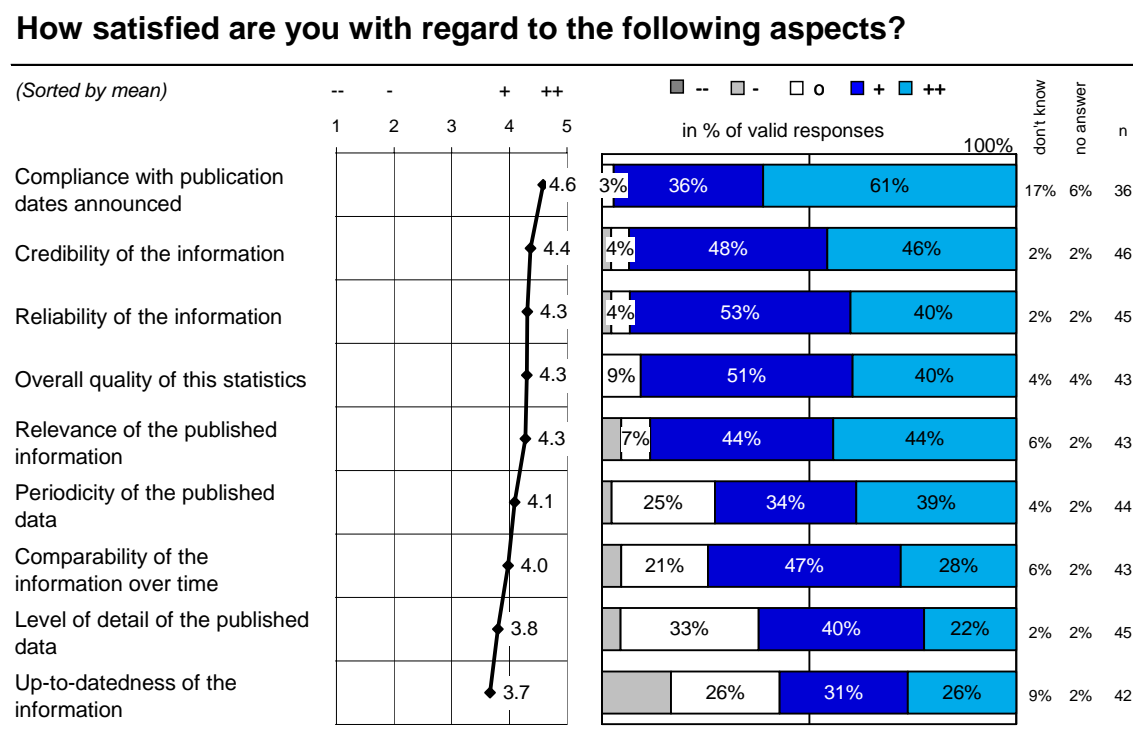
	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	43%	13%	4.1	151
The methodological aspects of the statistics in comparison with those of other European countries	50%	13%	4.1	126
The quality in general of the statistics in comparison with those of other European countries	46%	12%	4.1	145

Customer Survey FSO

3.2.4 National accounts

For 51 respondents the statistics on national accounts represent the most important statistics. Compliance with the publication date announced (mean 4.6) and credibility were assessed highest (see Figure 10). Two items are evaluated with a mean lower than 4.0, namely the level of detail of the published data and the up-to-datedness of the information.

Figure 10 Assessment of different statements with regard to quality aspects of the national accounts



The comparison of different quality aspects with those of other European countries is assessed with an average of 3.3 (coverage) and 3.6 (methodology and general quality). In comparison with the other statistics, a relatively small share of respondents did not assess these items (28% to 33%) (see Table 10).

Table 10 Quality of national accounts statistics in comparison with other European countries

	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	30%	13%	3.3	26
The methodological aspects of the statistics in comparison with those of other European countries	33%	13%	3.6	25
The quality in general of the statistics in comparison with those of other European countries	28%	13%	3.6	27

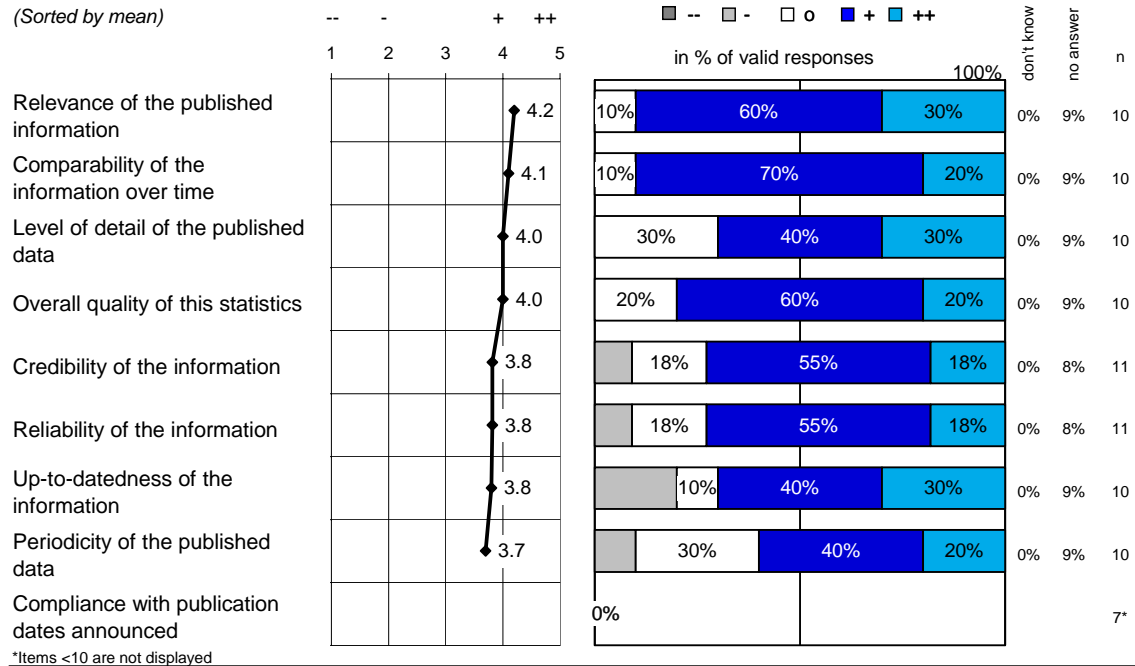
Customer Survey FSO

3.2.5 Public finance statistics (provided by other producer of statistics)

For only 14 respondents the statistics on public finance represent the most important statistics. Relevance of the published information and comparability (mean 4.2 and 4.1 respectively) were assessed highest (see Figure 11). With a mean of 3.7, the periodicity was rated lowest.

Figure 11 Assessment of different statements with regard to quality aspects of the public finance statistics

How satisfied are you with regard to the following aspects?



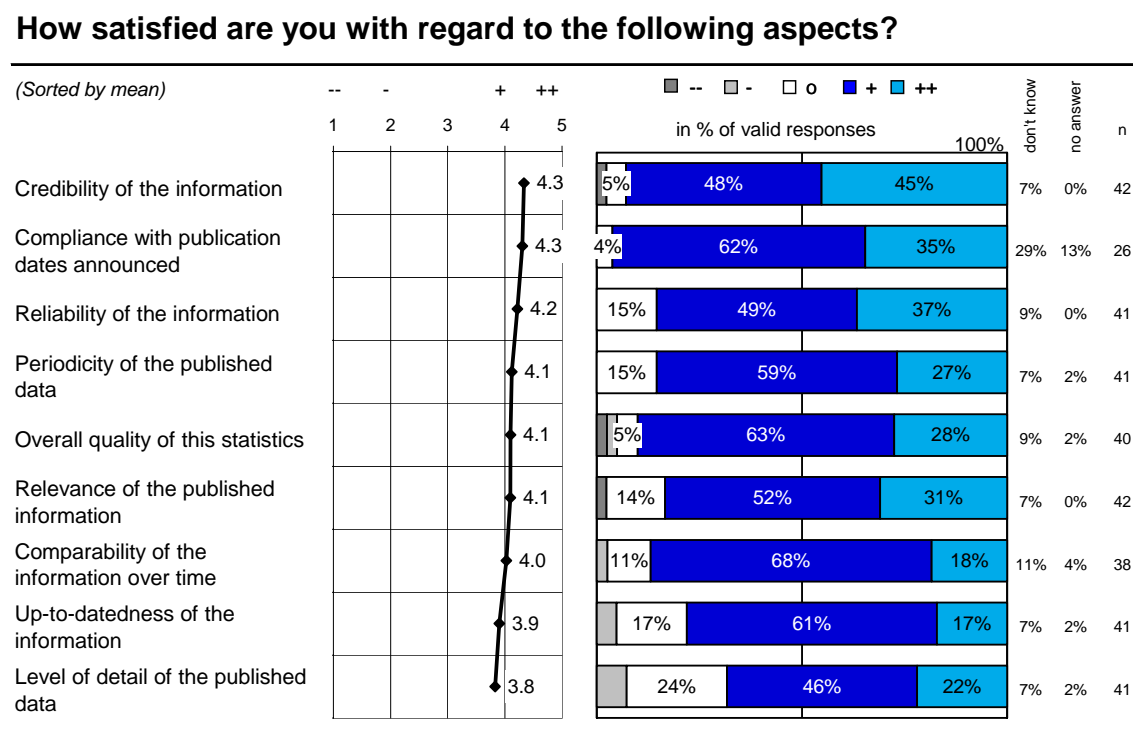
The table with regard to the comparison of the statistics with other European statistics can not be included in the report due to the low response rate (<10 respondents).

Customer Survey FSO

3.2.6 Statistics on production and added value

For 48 respondents the statistics on production and added value represent the most important statistics. Credibility and compliance with the publication date were rated 4.3 on the five-point-scale (see Figure 12). Two items were evaluated with a mean lower than 4.0, namely the up-to-datedness of the information (mean 3.9) and the level of detail of the published data (mean 3.8).

Figure 12 Assessment of different statements with regard to quality aspects of statistics on production and added value



The comparison of all three quality aspects with those of other European countries is assessed with an average of 3.5 or above. Around 50% of the respondents did not rate these items (see Table 11).

Table 11 Quality of the statistics on production and added value in comparison with other European countries

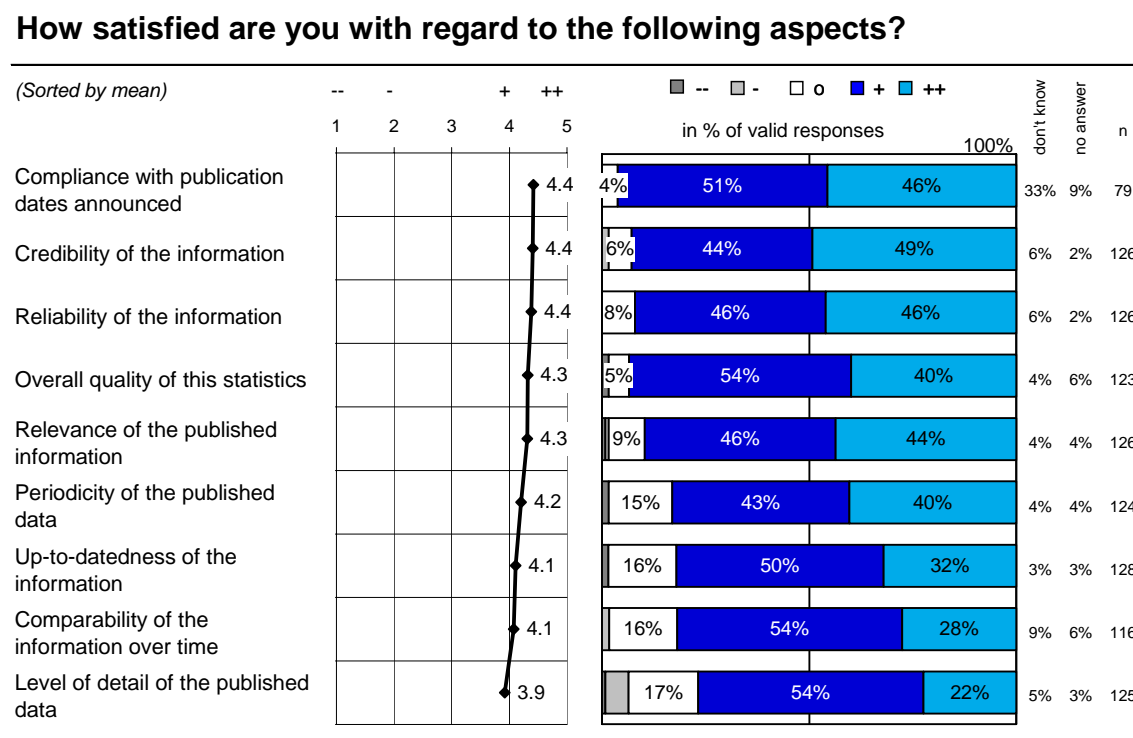
	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	42%	13%	3.6	20
The methodological aspects of the statistics in comparison with those of other European countries	53%	16%	3.5	14
The quality in general of the statistics in comparison with those of other European countries	45%	14%	3.7	18

Customer Survey FSO

3.2.7 Labour market statistics

For 146 respondents labour market statistics represent the most important statistics. Eight out of nine items were rated over 4.1 on average, from which compliance, credibility and reliability were assessed highest with a mean of 4.4. Only one item, the level of detail of the published data, was rated below 4.0.

Figure 13 Assessment of different statements with regard to quality aspects of labour market statistics



The comparison of three quality aspects with those of other European countries is assessed with an average of 3.8 (coverage) or 4.0 (methodology and overall quality). Between 41% and 49% of the respondents did not rate these items (see Table 12).

Table 12 Quality of Labour market statistics in comparison with other European countries

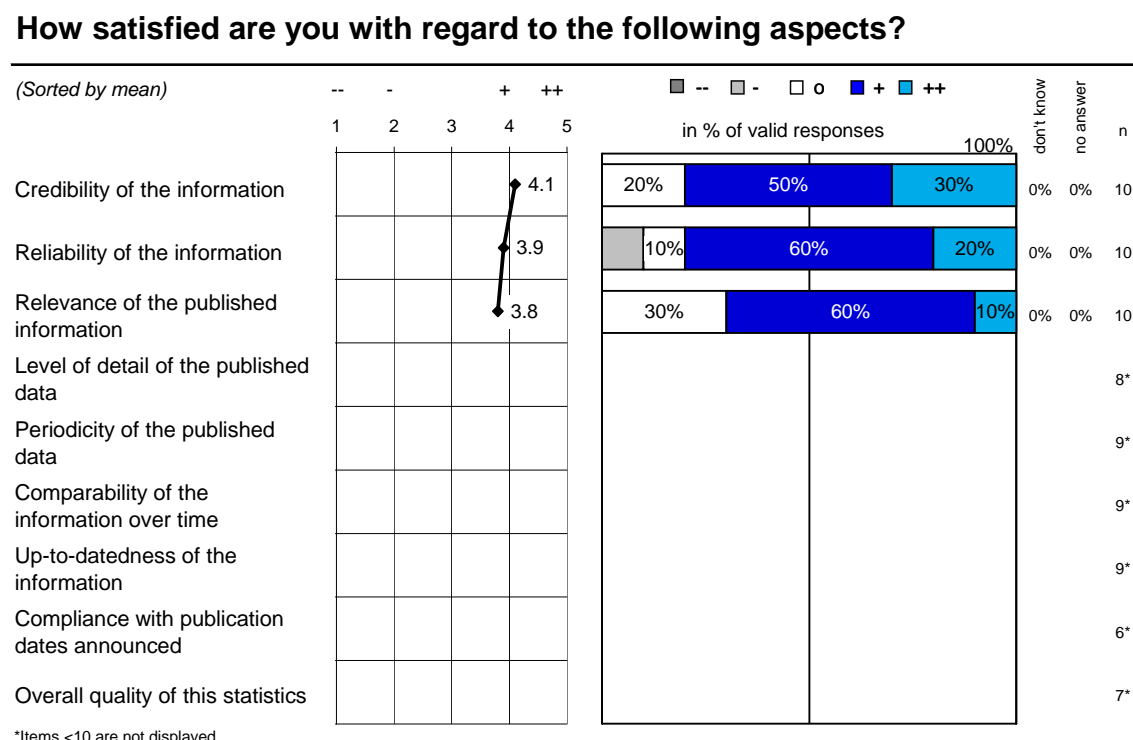
	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	41%	7%	3.8	69
The methodological aspects of the statistics in comparison with those of other European countries	49%	10%	4.0	55
The quality in general of the statistics in comparison with those of other European countries	44%	9%	4.0	62

Customer Survey FSO

3.2.8 Foreign trade statistics (provided by other producer of statistics)

Most of the quality items with regard to the foreign trade statistics could not be displayed due to low response rates (<10 respondents). The three items presented in Figure 14 were assessed with an average between 3.8 and 4.1 on the five-point scale.

Figure 14 Assessment of different statements with regard to quality aspects of foreign trade statistics



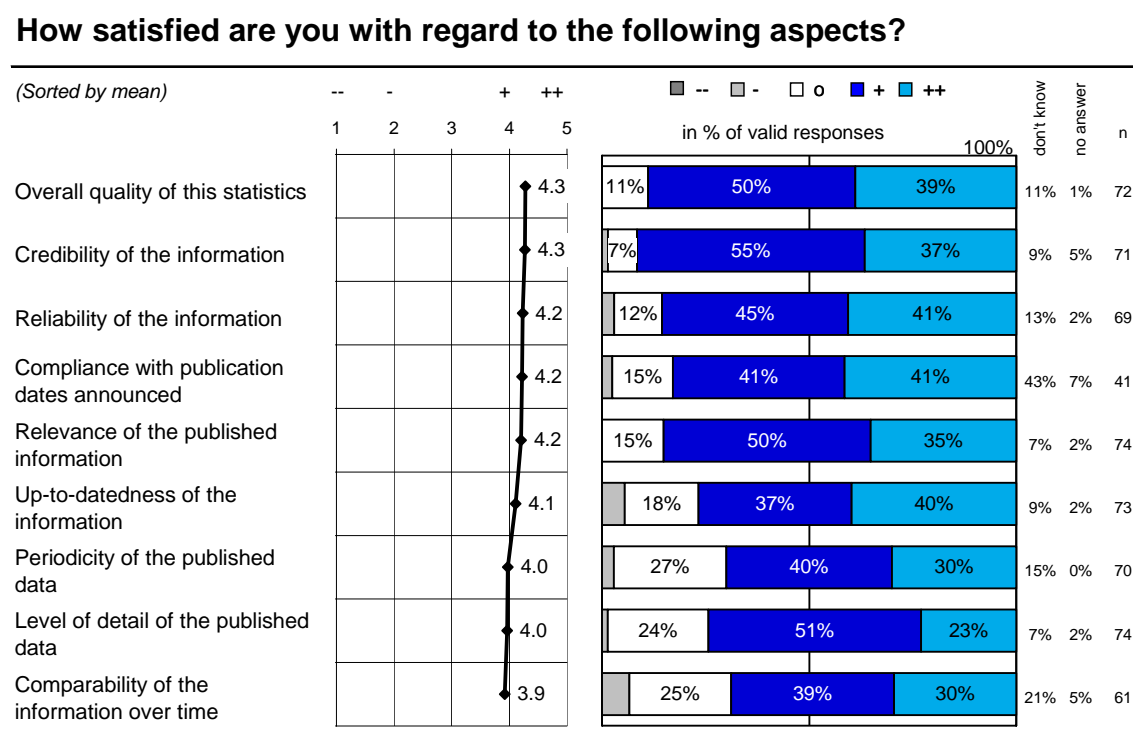
The table with regard to the comparison of the statistics with other European statistics can not be included in the report due to the low response rate (<10 respondents).

Customer Survey FSO

3.2.9 Statistics on income and living conditions

For 90 respondents statistics on income and living conditions represent the most important statistics. Eight out of nine items are rated 4.0 or above, the highest being the overall quality and the credibility (see Figure 15). The one item rated below 4.0 is «Comparability of the information over time».

Figure 15 Assessment of different statements with regard to quality aspects of the statistics on income and living conditions



The comparison of the three quality aspects with those of other European countries is assessed with an average between 3.6 and 3.8. Around half of the respondents did not rate these items (see Table 13).

Table 13 Quality of Statistics on income and living conditions in comparison with other European countries

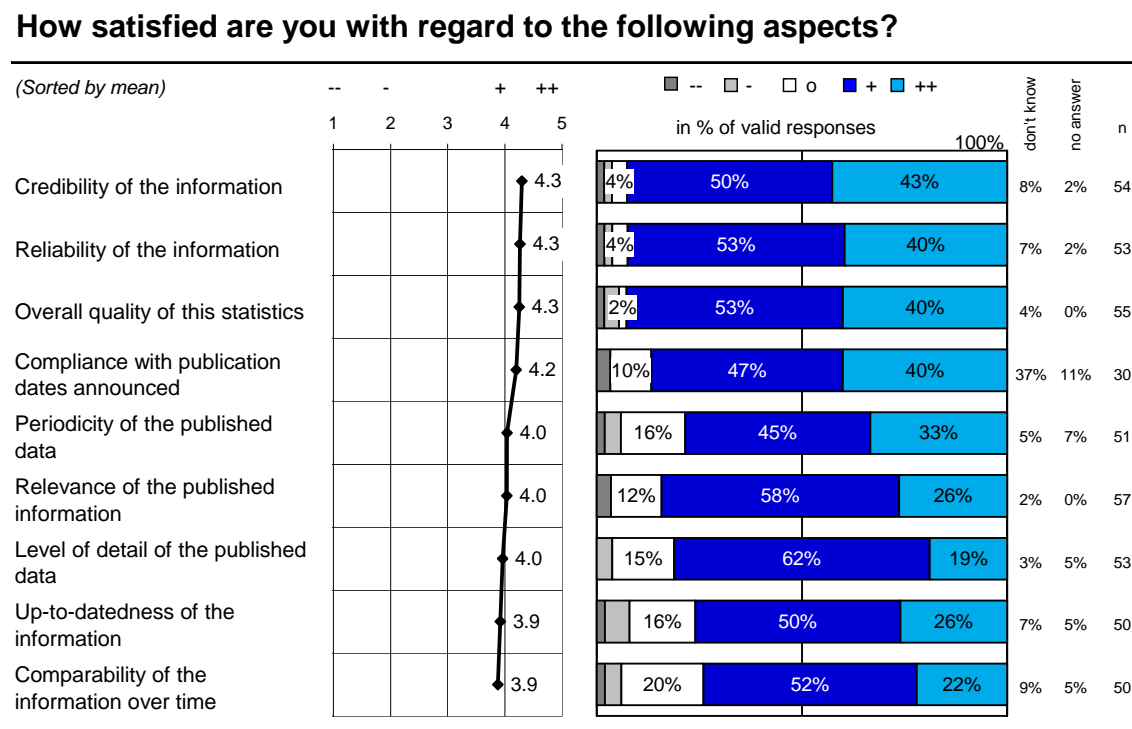
	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	48%	7%	3.6	36
The methodological aspects of the statistics in comparison with those of other European countries	59%	6%	3.8	28
The quality in general of the statistics in comparison with those of other European countries	55%	6%	3.7	31

Customer Survey FSO

3.2.10 Environmental statistics

For 64 respondents, environmental statistics represent the most important statistics. The respondents assessed the credibility, the reliability and the overall quality with an average value of 4.3 (see Figure 16). Two items, («up-to-datedness of the information» and «comparability of the information over time» were rated 3.9.

Figure 16 Assessment of different statements with regard to quality aspects of environmental statistics



The comparison of the three quality aspects with those of other European countries is assessed with an average between 3.8 and 4.0. In comparison with the other statistics, a smaller share of respondents (25% to 30%) do not feel fit to rate these items (see Table 14).

Table 14 Quality of Environmental statistics in comparison with other European countries

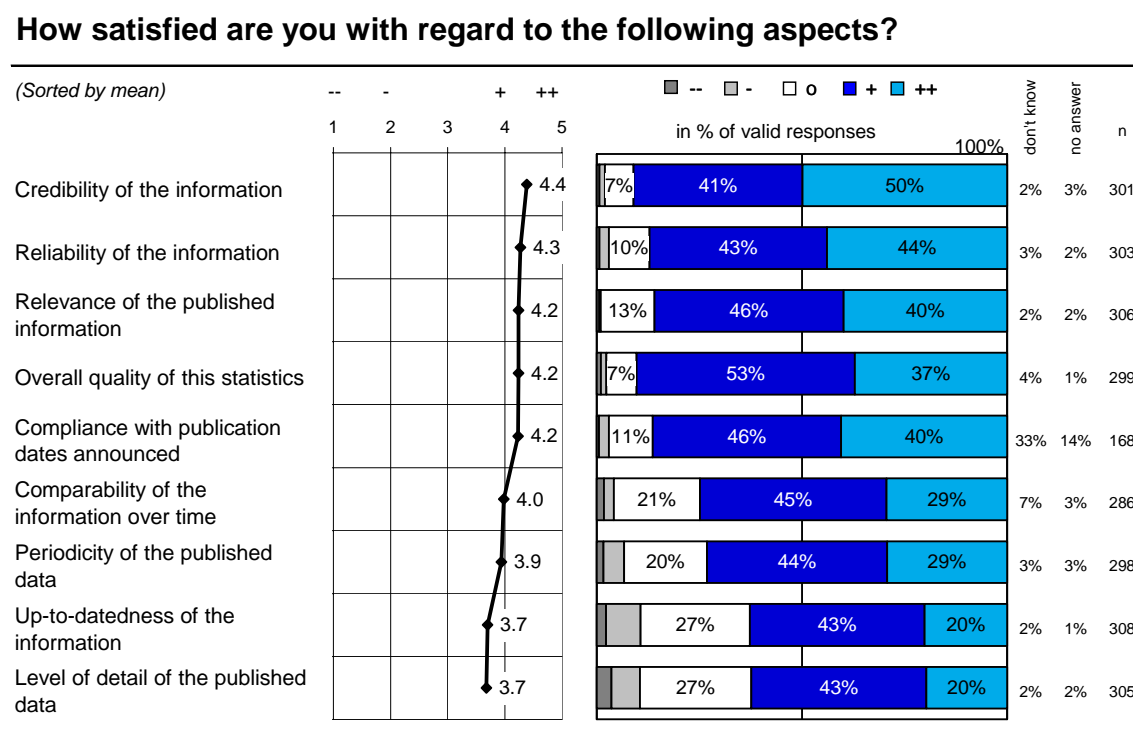
	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	27%	11%	4.0	35
The methodological aspects of the statistics in comparison with those of other European countries	30%	11%	3.8	33
The quality in general of the statistics in comparison with those of other European countries	25%	11%	4.0	35

Customer Survey FSO

3.2.11 Other statistics

For 331 respondents, other statistics (the most popular being education, health or mobility) are the most important statistics³. The respondents assessed credibility and reliability with an average value of 4.4 and 4.3 respectively (see Figure 17). Two items were evaluated with an average value of 3.7: «up-to-datedness of the information» and «level of detail of the published data».

Figure 17 Assessment of different statements with regard to quality aspects of other statistics



The comparison of the three quality aspects with those of other European countries is assessed with an average between 3.6 and 3.8. Between 36% and 44% of the respondents did not feel capable of rating these items (see Table 15).

Table 15 Quality of other statistics in comparison with other European countries

	Don't know	No answer	Mean	n
Coverage of the statistics in comparison with those of other European countries	36%	12%	3.6	163
The methodological aspects of the statistics in comparison with those of other European countries	44%	13%	3.8	133
The quality in general of the statistics in comparison with those of other European countries	40%	12%	3.8	150

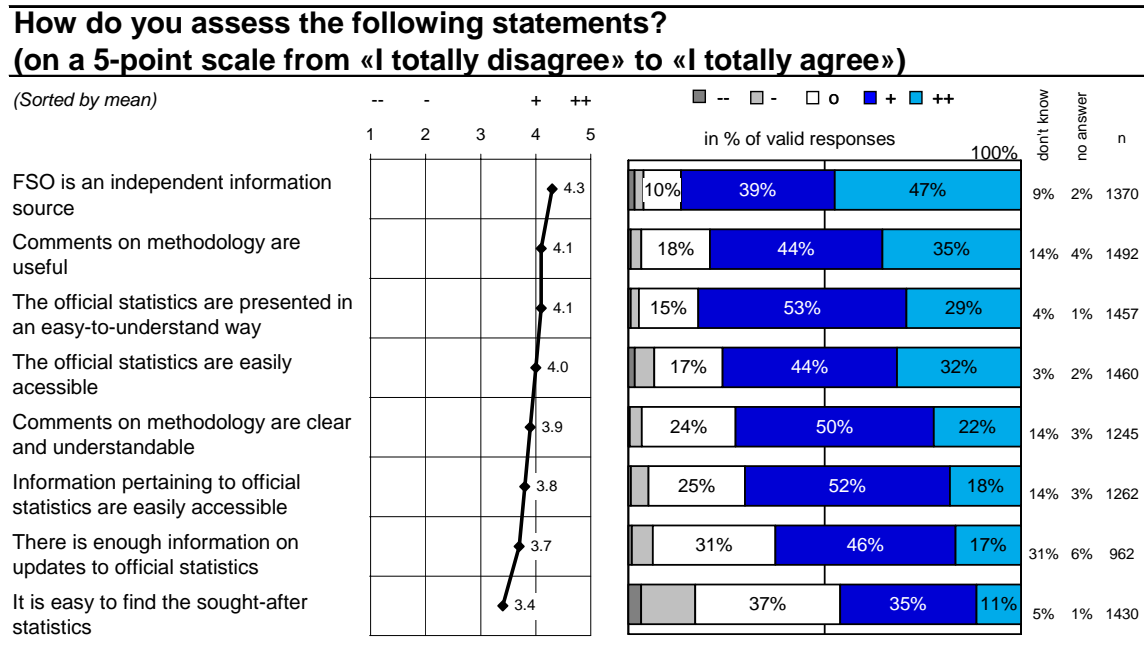
³ For the moment being, these statistics are not analysed separately. This will be done by the FSO at a later date.

4 A presentation of quality aspects overall and of responses with regard to the quality of individual statistics

The respondents were asked to evaluate some general aspects with regard to the quality of FSO statistics (see Figure 18). In addition, a full presentation of quality assessments overall, from chapter 3.2.1 to chapter 3.2.11, is displayed below (see Figure 19).

On a five-point scale from 1 = «I totally disagree» to 5 = «I totally agree», respondents rated the item «The FSO is an independent information source» highest (mean = 4.3) and the item «There is enough information on updates to official statistics» as well as «It is easy to find the sought-after statistics» lowest with an average of 3.7 and 3.4.

Figure 18 Assessment of different statements with regard to quality aspects of official statistics

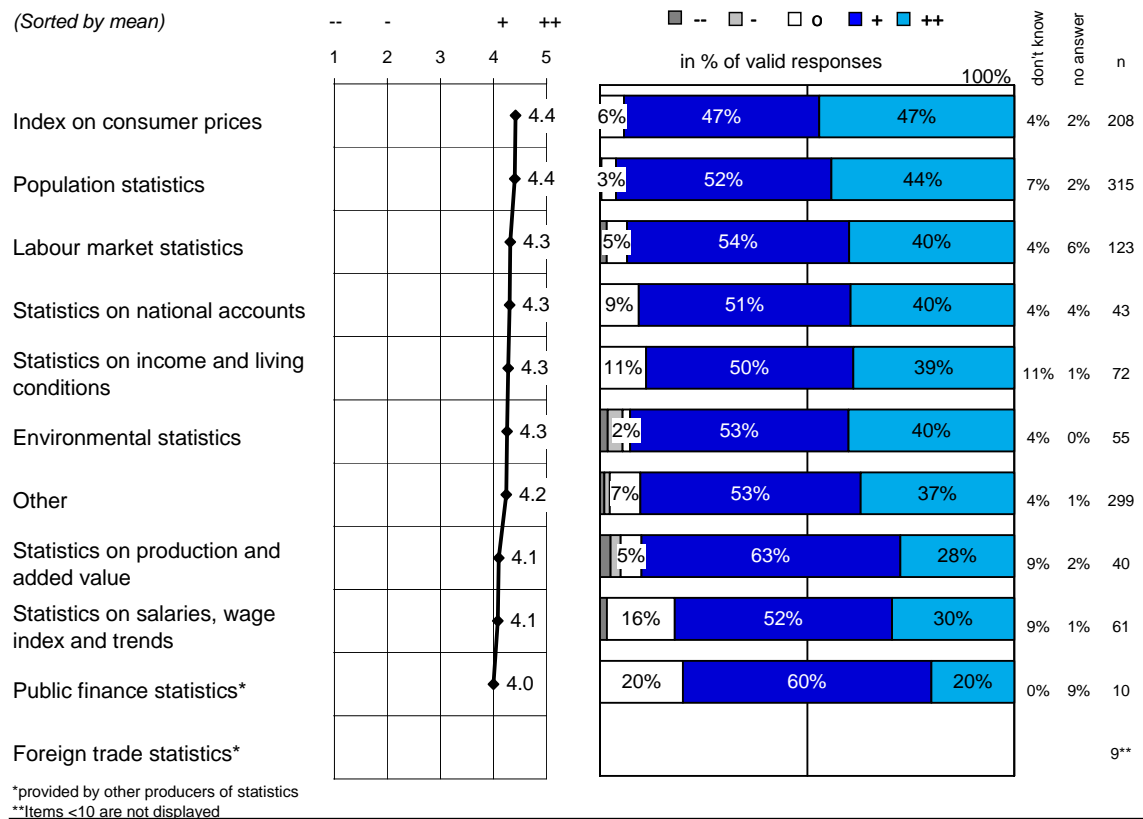


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According to Figure 19, the rating of the overall quality of individual statistics falls between 4.0 and 4.4 on the five-point scale from 1 = «not satisfied at all» to 5 = «very satisfied», which is relatively high. At the top of the scale is the index on consumer prices and population statistics with an average value of 4.4. Lowest ratings are the statistics on production and added value (mean 4.1), statistics on salaries, wage index and trend (mean 4.1) as well as public finance statistics (mean 4.0). The item «Foreign trade statistics» could not be displayed, as the number of respondents was too small (<10).

Figure 19 Quality aspects overall of official statistics

How satisfied are you with regard to the overall quality of these statistics?



Abbreviations

FSO	Federal Statistical Office
ESS	European Statistical System

Appendix 1: Questionnaire (German/French/Italian)

ONLINE-FRAGEBOGEN ZUR NUTZUNG DER AMTLICHEN STATISTIKEN

Anweisungen/Bemerkungen Online in blau

Kursiver Text entspricht Anweisungen an Befragte

1. Welche statistischen Informationen des Bundesamts für Statistik benutzen Sie?

2. Woher beziehen Sie die nationalen amtlichen Statistiken bzw. Informationen zu den nationalen amtlichen Statistiken?

Bitte kreuzen Sie alles Zutreffende an.

- a) Offizielle Pressemitteilungen des BFS
- b) Offizielle Print-Publikationen
- c) Webseiten des BFS
- d) Auf Anfrage ans BFS
- e) Zusammenfassungen und Analysen amtlicher Statistiken durch die Privatwirtschaft
- f) Publikationen oder Webseiten Europäischer Institutionen (z.B. Eurostat)
- g) Publikationen oder Webseiten Internationaler Organisationen (z.B. OECD, UNO)
- h) Aus den Medien
- i) Andere Quellen

bitte präzisieren: _____

3. Ist Ihnen bekannt, dass es auf den Webseiten des BFS einen öffentlich zugänglichen Kalender mit den zukünftigen Publikationsdaten der Statistiken des BFS gibt?

ja

nein

4. Für welchen Zweck nutzen Sie die amtlichen Statistiken?

Bitte kreuzen Sie alles Zutreffende an.

- a) Entscheidungsfindung /Strategische Ausrichtung
- b) Oekonometrische Modellierung und Vorhersage
- c) Forschung / Lehre
- d) Genereller politischer Hintergrund
- e) Mediale Aufbereitung (z.B. journalistische Tätigkeit)
- f) Informationsaufbereitung/Weiterverarbeitung am Arbeitsplatz/kommerzielle Nutzung
- g) Persönliches Interesse / persönliche Allgemein- oder Weiterbildung
- h) Andere Zwecke, nämlich: _____

5. Wie beurteilen Sie folgende Aussagen?

Bitte geben Sie Ihre Beurteilung auf einer 5er-Skala von bis 1 = gar nicht zutreffend bis 5 = sehr zutreffend an. Falls Sie einen Aspekt nicht beurteilen können, geben Sie bitte nB an.

	1	2	3	4	5	nB	kA
	--	-		+	++		
a Das BFS ist eine unabhängige Informationsquelle.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Die amtlichen Statistiken sind leicht zugänglich.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Die amtlichen Statistiken sind verständlich dargestellt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Es ist einfach, die gesuchten statistischen Informationen auf den Webseiten des BFS zu finden.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Es ist genügend Information über die Revisionen der amtlichen Statistiken verfügbar.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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f	Die Zusatzinformationen zu den amtlichen Statistiken (Erklärungen, Methodologie, etc.) sind leicht zugänglich.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g	Die Ausführungen zur Methodologie sind klar und verständlich.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h	Die Ausführungen zur Methodologie sind nützlich.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Falls 1 oder 2 angegeben wird, soll folgende Frage erscheinen:

Bitte begründen Sie Ihre Beurteilung.

6. Wie häufig nutzen Sie folgende amtliche Statistiken?

Bitte kreuzen Sie an, wie häufig Sie eine Statistik nutzen. Bedeutung: 3 = mindestens einmal wöchentlich, 2 = mehrmals monatlich, 1 = einmal monatlich oder seltener, 0 = nie

Statistik	3	2	1	0	kA
a Landesindex der Konsumentenpreise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Löhne, Lohnindex und Lohnentwicklung	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Bevölkerung (Entwicklung, Stand, Demographisches Porträt, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Volkswirtschaftliche Gesamtrechnung	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Öffentliche Finanzstatistik	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Produktions- und Wertschöpfungsstatistik	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Arbeitsmarktstatistiken (Erwerbstätigenstatistik, Beschäftigungsstatistik)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Aussenhandelsstatistik	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Einkommen und Lebensbedingungen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Umweltgesamtrechnung / Umweltstatistik					
k Andere (Dropdown mit den 21 vorgegebenen Themen (siehe Ende))	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Welche der folgenden Statistiken benutzen Sie, um sie mit Entwicklungen in anderen Ländern zu vergleichen?

Nur diejenigen werden genannt, die bei Frage 6 mindestens mit 1 angekreuzt wurden.

Bitte kreuzen Sie alles Zutreffende an.

- a) Landesindex der Konsumentenpreise
- b) Löhne, Lohnindex und Lohnentwicklung
- c) Bevölkerung (Entwicklung, Stand, Demographisches Porträt, etc.)
- d) Volkswirtschaftliche Gesamtrechnung
- e) Öffentliche Finanzstatistik
- f) Produktions- und Wertschöpfungsstatistik
- g) Arbeitsmarktstatistiken (Erwerbstätigenstatistik, Beschäftigungsstatistik)
- h) Aussenhandelsstatistik
- i) Einkommen und Lebensbedingungen
- j) Umweltgesamtrechnung / Umweltstatistik
- k) Oben genannte „Andere“: _____
- l) keine

8. Welche der von Ihnen genutzten Statistiken ist für Sie die wichtigste?

Nur diejenigen werden genannt, die bei Frage 6 mindestens mit 1 angekreuzt wurden, falls dort nur eine Möglichkeit mit mindestens 1 gewählt wurde, so wird diese Frage übersprungen.

*Diese Frage soll dazu dienen, die der Person am besten bekannteste auszufiltern, damit sich spätere Fragen auf **nur diese** Statistik beziehen.*

- a) Landesindex der Konsumentenpreise
- b) Löhne, Lohnindex und Lohnentwicklung
- c) Bevölkerung (Entwicklung, Stand, Demographisches Porträt, etc.)

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- d) Volkswirtschaftliche Gesamtrechnung
- e) Öffentliche Finanzstatistik
- f) Produktions- und Wertschöpfungsstatistik
- g) Arbeitsmarktstatistiken (Erwerbstätigenstatistik, Beschäftigungsstatistik)
- h) Aussenhandelsstatistik
- i) Einkommen und Lebensbedingungen
- j) Umweltgesamtrechnung / Umweltstatistik
- k) Andere, bitte präzisieren: _____

*☞ Die folgenden Fragen beziehen sich nur auf die als **wichtigste** deklarierte Statistik, damit genügend präzise Angaben erhoben werden können.*

9. Wie zufrieden sind Sie mit der obgenannten Statistik bezüglich der folgenden Aspekte?
Bitte geben Sie Ihre Beurteilung auf einer 5er-Skala von bis 1 = gar nicht zufrieden bis 5 = sehr zufrieden ab. Falls Sie einen Aspekt nicht beurteilen können, geben Sie bitte nB an.

	1	2	3	4	5	nB	kA
	--	-		+	++		
a Glaubwürdigkeit der Informationen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Zuverlässigkeit der Informationen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Relevanz der publizierten Informationen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Detaillierungsgrad der Informationen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Periodizität, mit der die Informationen erscheinen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Vergleichbarkeit der Informationen über die Zeit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Aktualität der Informationen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Einhaltung der angekündigten Publikationsdaten	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Qualität dieser Statistik allgemein	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Falls 1 oder 2 angegeben wird, soll folgende Frage erscheinen:

Bitte begründen Sie Ihre Beurteilung.

10. Wie beurteilen Sie die **Qualität** der obgenannten Statistik der Schweiz im Vergleich zu derjenigen anderer europäischer Länder?

Bitte machen Sie Ihre Angabe auf einer 5er-Skala von 1 = viel schlechter bis 5 = viel besser. Falls Sie den Aspekt nicht beurteilen können, geben Sie bitte nB an.

	1	2	3	4	5	nB	kA
	--	-		+	++		
Die <i>Abdeckung</i> der obgenannten Statistik der Schweiz im Vergleich zu derjenigen anderer europäischer Länder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Die <i>methodischen Aspekte</i> der obgenannten Statistik der Schweiz im Vergleich zu derjenigen anderer europäischer Länder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Die <i>Qualität allgemein</i> der obgenannten Statistik der Schweiz im Vergleich zu derjenigen anderer europäischer Länder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Falls 1 oder 2 angegeben wird, soll folgende Frage erscheinen:

Bitte begründen Sie Ihre Beurteilung.

11. Haben Sie noch Kommentare und Anregungen? Besten Dank für Ihre Hinweise.

Fragen zur Person

Jahrgang 4-stellig
 Geschlecht (m/f/kA)

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- Arbeitsbereich/-gebiet
- Bund
 - Kantone und Gemeinden
 - Öffentlichkeit (z.B. Internationale Organisationen, Medien, Schulen, etc.)
 - Wirtschaft (z.B. KMU, Grossbetriebe, Interessenverbände, etc.)
 - Wissenschaft (Hochschulen, Forschungsinstitute, etc.)
- Schul-/Bildungsabschluss
- Primarschule /Anlehre
 - Berufsschule, Berufslehre
 - Maturität, Primarlehrerseminar, Diplommittelschule
 - Höhere Fachschule, Meisterdiplom
 - Universitäre Hochschule, Fachhochschule

Herzlichen Dank für Ihre Teilnahme!!!

Themenliste Frage 6k

- | | | |
|--------------------------------|----------------------------|---|
| 1. Bevölkerung | 9. Bau- und Wohnungswesen | 17. Politik |
| 2. Raum, Umwelt | 10. Tourismus | 18. Öffentliche Finanzen |
| 3. Arbeit, Erwerb | 11. Mobilität und Verkehr | 19. Kriminalität, Strafrecht |
| 4. Volkswirtschaft | 12. Banken, Versicherungen | 20. Wirtschaftliche und soziale Situation der Bevölkerung |
| 5. Preise | 13. Soziale Sicherheit | 21. Nachhaltige Entwicklung |
| 6. Industrie, Dienstleistungen | 14. Gesundheit | |
| 7. Land- und Forstwirtschaft | 15. Bildung, Wissenschaft | |
| 8. Energie | 16. Kultur, Kommunikation | |

QUESTIONNAIRE ELECTRONIQUE SUR L'UTILISATION DES STATISTIQUES OFFICIELLES

Consignes en italique

1. Dans quels domaines utilisez-vous des informations statistiques de l'Office fédéral de la statistique?
2. Où vous procurez-vous les statistiques officielles nationales ou les informations s'y rapportant ?
Veillez cocher les réponses qui conviennent.
- j) Dans les communiqués de presse de l'OFS
 - k) Dans les publications imprimées officielles
 - l) Sur le site Web de l'OFS
 - m) En s'informant auprès de l'OFS
 - n) Dans les résumés et analyses des statistiques officielles du secteur privé
 - o) Dans les publications ou pages Web des institutions européennes (p.ex. Eurostat)
 - p) Dans les publications ou pages Web des organisations internationales (p.ex. OCDE, ONU)
 - q) Dans les médias
 - r) Auprès d'autres sources
- à préciser : _____
3. Savez-vous que le site Web de l'OFS met à la disposition du public le calendrier des futures dates de publication des statistiques de l'OFS ?
- oui
- non
4. A quelles fins recourez-vous aux statistiques officielles ?
Veillez cocher les réponses qui conviennent.

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- i) Pour prendre des décisions / orienter une stratégie
- j) Pour de la modélisation ou des prévisions économétriques
- k) Pour la recherche / l'enseignement
- l) Dans un contexte politique général
- m) Pour des activités médiatiques (p.ex. journalistiques)
- n) Pour préparer/traiter des informations au travail/à des fins commerciales
- o) Par intérêt personnel / comme culture générale ou pour approfondir mes connaissances
- p) Dans d'autres buts, à savoir : _____

5. Que pensez-vous des affirmations ci-après?

Veillez les évaluer sur une échelle de 1 = pas du tout d'accord à 5 = tout à fait d'accord avec l'affirmation. Si vous ne savez pas quoi répondre, veuillez l'indiquer par pE.

	1	2	3	4	5	pE	nR
	--	-		+	++		
a L'OFS est une source d'informations indépendante.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Les statistiques officielles sont facilement accessibles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Les statistiques officielles sont présentées de manière claire.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Il est facile de trouver des informations statistiques sur les pages Web de l'OFS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Les informations disponibles sur les révisions des statistiques officielles sont suffisantes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Les informations complémentaires sur les statistiques officielles (explications, méthodologie, etc.) sont facilement accessibles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Les explications méthodologiques sont claires et compréhensibles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Les explications méthodologiques sont utiles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Merci de justifier votre évaluation

6. A quelle fréquence utilisez vous les statistiques officielles ci-après ?

Veillez cocher à quelle fréquence vous utilisez la statistique en question. Signification : 3 = au moins une fois par semaine, 2 = plusieurs fois par mois, 1 = une fois par mois ou plus rarement, 0 = jamais

Statistique	0	1	2	3	nR
a Indice suisse des prix à la consommation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Salaires, indice des salaires et évolution salariale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Population (évolution, état, portrait démographique, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Comptes nationaux	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Statistique des finances publiques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Statistique de la production et de la valeur ajoutée	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Statistiques du marché du travail (statistique de la population active occupée, statistique de l'emploi)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Statistique du commerce extérieur	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Revenus et conditions de vie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Comptabilité environnementale / statistique de l'environnement					
k Autres (Dropdown avec liste, voir fin)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. A quelles statistiques vous référez-vous pour faire des comparaisons avec les évolutions dans d'autres pays?

Veillez cocher les réponses qui conviennent.

- a) Indice suisse des prix à la consommation

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- b) Salaires, indice des salaires et évolution salariale
- c) Population (évolution, état, portrait démographique, etc.)
- d) Comptes nationaux
- e) Statistique des finances publiques
- f) Statistique de la production et de la valeur ajoutée
- g) Statistiques du marché du travail (statistique de la population active occupée, statistique de l'emploi)
- h) Statistique du commerce extérieur
- i) Revenus et conditions de vie
- j) Comptabilité environnementale / statistique de l'environnement
- k) Autres statistiques citées au point 6:
- _____
- l) aucune

8. Parmi les statistiques que vous utilisez, laquelle est la plus importante pour vous?

- a) Indice suisse des prix à la consommation
- b) Salaires, indice des salaires et évolution salariale
- c) Population (évolution, état, portrait démographique, etc.)
- d) Comptes nationaux
- e) Statistique des finances publiques
- f) Statistique de la production et de la valeur ajoutée
- g) Statistiques du marché du travail (statistique de la population active occupée, statistique de l'emploi)
- h) Statistique du commerce extérieur
- i) Revenus et conditions de vie
- j) Comptabilité environnementale / statistique de l'environnement
- k) Autre, à préciser : _____

9. Dans quelle mesure la statistique mentionnée au point précédent vous satisfait-elle pour ce qui est des aspects suivants ?

Veillez les évaluer sur une échelle de 1 = pas du tout satisfaisante à 5 = très satisfaisante. Si vous ne savez pas quoi répondre, veuillez l'indiquer par pE.

	1	2	3	4	5	pE	pR
	--	-		+	++		
a Plausibilité des informations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Fiabilité des informations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Importance des informations publiées	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.							
d Degré de précision des informations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Périodicité à laquelle les informations paraissent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.							
f Comparabilité des informations dans le temps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Actualité des informations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Respect des dates de publication annoncées	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Qualité générale de la statistique susmentionnée	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Merci de justifier votre évaluation

10. Quelle est à votre avis la *qualité* de la statistique choisie au point 8 en Suisse par rapport à celle d'autres pays européens ?

Veillez estimer la qualité de cette statistique sur une échelle de 1= nettement moins bonne à 5= nettement meilleure que celle des autres pays. Si vous ne savez pas quoi répondre, veuillez l'indiquer par pE.

	1	2	3	4	5	pE	pR
	--	-		+	++		

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Quelle la <i>couverture</i> de la statistique choisie au point 8 en Suisse par rapport à celle d'autres pays européens ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment jugez-vous les <i>aspects méthodologiques</i> de la statistique choisie au point 8 en Suisse par rapport à ceux de la statistique correspondante dans d'autres pays européens ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment jugez-vous la <i>qualité en général</i> de la statistique choisie au point 8 en Suisse par rapport à celle d'autres pays européens ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Merci de justifier votre évaluation

11. Avez-vous des commentaires ou des suggestions ? Merci de nous en faire part.

Indications personnelles

Année de naissance

Sexe

m/f/pR

Domaine d'activité

- Confédération
- cantons et communes
- domaine public (organisations internationales, médias, écoles, etc.)
- économie (PME, grandes entreprises, associations d'intérêts, etc.)
- science (hautes écoles, instituts de recherche, etc.)

Niveau de formation

- école primaire / formation élémentaire
- école professionnelle / apprentissage professionnel
- maturité, école normale, école de degré diplôme
- école supérieure, maîtrise fédérale
- haute école universitaire, haute école spécialisée

Merci beaucoup de votre collaboration!

Thèmes 6k

- | | | |
|--|-----------------------------|--|
| 1. Population | 8. Energie | 17. Politique |
| 2. Espace, environnement | 9. Construction et logement | 18. Finances publiques |
| 3. Vie active, rémunération du travail | 10. Tourisme | 19. Criminalité, droit pénal |
| 4. Economie nationale | 11. Mobilité et transports | 20. Situation économique et sociale de la population |
| 5. Prix | 12. Banques, assurances | 21. Développement durable |
| 6. Industrie, services | 13. Protection sociale | |
| 7. Agriculture, sylviculture | 14. Santé | |
| | 15. Education, science | |
| | 16. Culture, communication | |



QUESTIONARIO ELETTRONICO CONCERNENTE L'UTILIZZO DELLE STATISTICHE UFFICIALI

Indicazioni per gli interpellati in corsivo.

1. Quali informazioni statistiche messe a disposizione dall'Ufficio federale di statistica utilizza?

2. A quali fonti ricorre per ottenere le statistiche ufficiali nazionali o informazioni al riguardo?

Si prega di contrassegnare le caselle corrispondenti.

- s) Ai comunicati stampa ufficiali dell'UST
- t) Alle pubblicazioni cartacee ufficiali
- u) Al sito web dell'UST
- v) Direttamente all'UST, facendone richiesta
- w) Alle sintesi e alle analisi delle statistiche ufficiali fatte dall'economia privata
- x) Alle pubblicazioni o ai siti web di istituzioni europee (p. es. Eurostat)
- y) Alle pubblicazioni o ai siti web di istituzioni internazionali (p. es. OCSE, ONU)
- z) Ai media
- aa) Ad altre fonti. Quali? _____

3. Sa che nel sito web dell'UST figura un calendario con le prossime date di pubblicazione delle statistiche dell'UST?

- Sì
- No

4. Perché ricorre alle statistiche ufficiali?

Si prega di contrassegnare le caselle corrispondenti.

- q) Per prendere decisioni / orientare una strategia
- r) Per la modellazione o la previsione econometrica
- s) Per la ricerca / l'insegnamento
- t) Per ottenere uno scenario politico generale
- u) Per le attività medialità (p. es. giornalismo)
- v) Per trattare/elaborare le informazioni sul posto di lavoro/a fini commerciali
- w) Per interesse personale / cultura generale o approfondimento delle conoscenze
- x) Per altri scopi. Quali? _____

5. Come giudica le seguenti affermazioni?

Voglia giudicare ciascun aspetto su una scala da 1 a 5 con 1 = per nulla d'accordo e 5 = del tutto d'accordo. Per le affermazioni che non può giudicare si prega di contrassegnare la casella nG.

	1	2	3	4	5	nG	nR
	--	-		+	++		
a) L'UST è una fonte di informazioni indipendente.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Le statistiche ufficiali sono facilmente accessibili.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Le statistiche ufficiali sono presentate in modo comprensibile.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Le informazioni desiderate sono facilmente reperibili sul sito web dell'UST.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Le informazioni disponibili relative alla revisione delle statistiche ufficiali sono sufficienti.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Le informazioni aggiuntive sulle statistiche ufficiali (osservazioni, metodologia, ecc.) sono facilmente accessibili.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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g) Le spiegazioni metodologiche sono chiare e comprensibili.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Le spiegazioni metodologiche sono utili.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

La preghiamo di motivare la valutazione appena espressa.

6. Con quale frequenza utilizza le seguenti statistiche ufficiali?

Si prega di indicare la frequenza con cui utilizza le statistiche. Osservazioni: 3 = almeno una volta la settimana, 2 = più volte il mese, 1 = una volta il mese o meno, 0 = mai

Statistica	0	1	2	3	nR
a) Indice nazionale dei prezzi al consumo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Salari, indice dei salari ed evoluzione dei salari	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Popolazione (evoluzione, stato, profilo demografico, ecc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Conti economici nazionali	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Statistica delle finanze pubbliche	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Statistica della produzione e del valore aggiunto	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Statistiche del mercato del lavoro (statistica delle persone occupate, statistica dell'impiego)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Statistica del commercio estero	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Redditi e condizioni di vita	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Contabilità ambientale / statistica dell'ambiente					
k) Altre (Dropdown con 21 temi):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Quali delle seguenti statistiche utilizza per effettuare raffronti con l'evoluzione di altri Paesi?

Si prega di contrassegnare le caselle corrispondenti.

- a) Indice dei prezzi al consumo
- b) Salari, indice dei salari, evoluzione dei salari
- c) Popolazione (evoluzione, stato, profilo demografico, ecc.)
- d) Conti economici nazionali
- e) Statistica delle finanze pubbliche
- f) Statistica della produzione e del valore aggiunto
- g) Statistiche del mercato del lavoro (statistica delle persone occupate, statistica dell'impiego)
- h) Statistica del commercio estero
- i) Redditi e condizioni di vita
- j) Contabilità ambientale / statistica dell'ambiente
- k) Statistiche menzionate al punto 6k sotto „altre“:
- l) Nessuna

8. Delle statistiche che utilizza, quale è la più importante per lei?

- a) Indice dei prezzi al consumo
- b) Salari, indice dei salari, evoluzione dei salari
- c) Popolazione (evoluzione, stato, profilo demografico, ecc.)
- d) Conti economici nazionali
- e) Statistica delle finanze pubbliche
- f) Statistica della produzione e del valore aggiunto
- g) Statistiche del mercato del lavoro (statistica delle persone occupate, statistica dell'impiego)
- h) Statistica del commercio estero
- i) Redditi e condizioni di vita
- j) Contabilità ambientale / statistica dell'ambiente
- k) Altre. Quali? _____

9. In rapporto alla statistica summenzionata, quanto è soddisfatto/a degli aspetti seguenti?

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Voglia giudicare ciascun aspetto su una scala da 1 a 5 con 1= per nulla soddisfatto/a e 5 = del tutto soddisfatto/a. Per gli aspetti che non può giudicare si prega di contrassegnare la casella nG.

	1	2	3	4	5	nG	nR
	--	-		+	++		
a) Attendibilità delle informazioni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Affidabilità delle informazioni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Rilevanza delle informazioni diffuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Grado di precisione delle informazioni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Periodicità di diffusione delle informazioni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Comparabilità nel tempo delle informazioni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Attualità delle informazioni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Rispetto delle date di pubblicazione annunciate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Qualità generale di questa statistica	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

La preghiamo di motivare la valutazione appena espressa.

10. Rispetto alle corrispondenti statistiche di altri Paesi europei, come giudica la **qualità** della statistica summenzionata in merito agli aspetti seguenti?

Voglia giudicare ciascun aspetto su una scala da 1 a 5 con 1= molto inferiore 5 = molto superiore. Per le affermazioni che non può giudicare voglia contrassegnare la casella nG.

	1	2	3	4	5	nG	nR
	--	-		+	++		
La <i>copertura</i> della statistica summenzionata rispetto a quella di altri Paesi europei.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gli <i>aspetti metodologici</i> della statistica summenzionata rispetto a quella di altri Paesi europei.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
La <i>qualità generale</i> della statistica summenzionata rispetto a quella di altri Paesi europei.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

La preghiamo di motivare la valutazione appena espressa.

11. Ha osservazioni o suggerimenti? La ringraziamo delle indicazioni che ci vorrà fornire.

Domande sulla persona

Anno di nascita

Sesso

m / f / n.i.

Ambito di lavoro

- Confederazione
- Cantoni e Comuni
- Settore pubblico (p. es. organizzazioni internazionali, media, scuole, ecc.)
- Economia (p. es. PMI, grandi imprese, associazioni d'interessi, ecc.)
- Scienza (scuole universitarie, istituti di ricerca, ecc.)

Formazione

- Grado primario / formazione empirica
- Scuola professionale, tirocinio professionale
- Maturità, scuola magistrale, scuola media di diploma
- Scuola professionale superiore, diploma di maestria
- Università, politecnico federale, scuola universitaria professionale

Grazie della sua partecipazione!!!

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Temi

1. Popolazione
2. Territorio, ambiente
3. Lavoro, reddito
4. Economia nazionale
5. Prezzi
6. Industria, servizi
7. Agricoltura e selvicoltura
8. Energia
9. Costruzioni e abitazioni
10. Turismo
11. Mobilità e trasporti
12. Banche, assicurazioni
13. Sicurezza sociale
14. Salute
15. Formazione, scienza
16. Cultura, comunicazione
17. Politica
18. Finanze pubbliche
19. Diritto, giustizia
20. Situazione economica e sociale della popolazione
21. Sviluppo sostenibile



Appendix 2: Coding list question 1 (German/French)

German

- 01 Unfallstatistik
- 02 Ich kenne nur die vom BFS in den Medien publizierten Informationen
- 03 Branchenregister
- 04 Informationen zur Bevölkerungszusammensetzung und -entwicklung/Volkszählung
- 05 Informationen zum Gesundheitswesen
- 06 Informationen zur Volkswirtschaft
- 07 Informationen zum Einkommen
- 08 Informationen zu Versicherungen
- 09 Informationen zur Umwelt
- 10 Informationen zur Mobilität
- 11 Informationen im Bereich der Lebensmittel/Ernährung
- 12 Informationen zur Teuerung
- 13 Informationen zur Beschäftigung
- 14 Informationen zum Immobilienmarkt
- 15 Informationen zur Kriminalität
- 16 Informationen zum Tourismus
- 17 Informationen zur Land- und Forstwirtschaft
- 18 Informationsnutzung aus beruflichen Gründen
- 19 Ich nutze keine konkreten Informationen/Nutzung nur aus Neugier
- 20 Ich kenne die Dienstleistung, nutze sie aber nicht
- 21 Informationen zur Politik
- 22 Informationen zur Bildung
- 23 Informationen zu bestimmten Regionen
- 24 Internet Homepage
- 25 Statistisches Jahrbuch
- 26 Informationen zu Wetterdaten / Klimaveränderung

- 95 Anderes
- 98 Keine, gar keine
- 99 Weiss nicht/keine Antwort

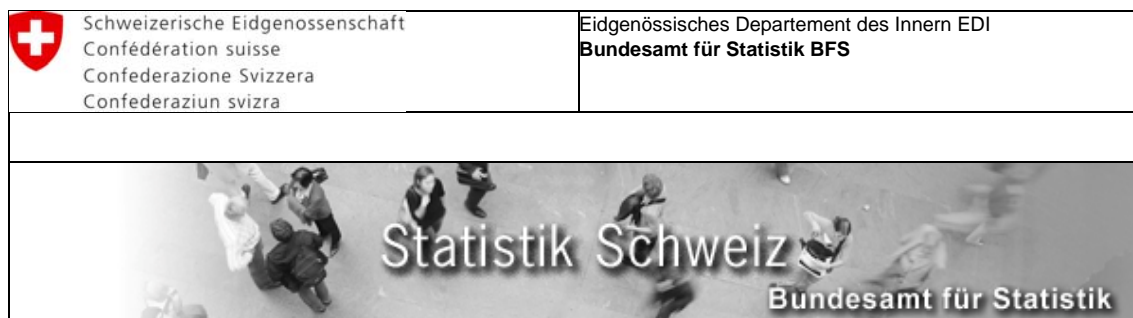
French

- 01 Statistique des accidents
- 02 Je ne connais que les informations publiées par l'OFS dans les médias
- 03 Registre par branches
- 04 Informations sur la composition et l'évolution de la population / recensement
- 05 Informations relatives à la santé
- 06 Informations relatives à l'économie publique
- 07 Informations sur les revenus
- 08 Informations sur les assurances
- 09 Informations sur l'environnement
- 10 Informations sur la mobilité
- 11 Informations dans le domaine des produits alimentaires / nutrition
- 12 Informations sur le renchérissement
- 13 Informations sur l'emploi
- 14 Informations sur le marché immobilier
- 15 Informations sur la criminalité
- 16 Informations sur le tourisme
- 17 Informations sur l'économie agricole et forestière

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- 18 Utilisation des informations à des fins professionnelles
 - 19 Je n'utilise aucune information concrète / utilisation seulement par curiosité
 - 20 Je connais le service mais je ne l'utilise pas
 - 21 Informations sur la politique
 - 22 Informations sur la formation
 - 23 Informations sur des régions déterminées
 - 24 Page d'accueil Internet
 - 25 Annuaire statistique
 - 26 Informations sur les relevés météorologiques / modification du climat
-
- 95 Autre
 - 98 Aucune, absolument aucune
 - 99 Ne sait pas / pas de réponse

Appendix 3: Text for mailings and reminder (German/French/Italian)



Kundenbefragung

Sehr geehrte Newsmail-Abonnentin, sehr geehrter Newsmail-Abonnent

Das BFS ist bestrebt, die Qualität seiner Dienstleistungen ständig zu optimieren. In diesem Zusammenhang wird eine Peer Review organisiert, zu deren Vorbereitung eine Kundenbefragung durchgeführt wird. Indem Sie den Fragebogen beantworten, geben Sie uns wichtige Hinweise für die Verbesserung unserer Produkte und Dienstleistungen.

Wir möchten Sie deshalb herzlich bitten, den Fragebogen unter <http://www.esurvey.admin.ch/ecs> bis zum **12. Oktober 2007** auszufüllen.

Benutzer-ID: Ihre E-Mail Adresse

Passwort: xxx

Das Ausfüllen des Fragebogens dauert etwa 10 Minuten. Ihre Antworten werden streng vertraulich behandelt, Ihre Anonymität wird gewährleistet.

Besten Dank für Ihre Mithilfe!

Fragen zur Kundenbefragung senden Sie bitte an quality@bfs.admin.ch oder Tel. 032 713 60 70

Mit freundlichen Grüssen

Bundesamt für Statistik

Kommunikationsdienst KOM

Enquête de satisfaction

Chère abonnée, cher abonné au service de NewsMails de l'OFS

Optimiser la qualité de ses services est un but prioritaire de l'OFS. C'est dans cet esprit qu'une évaluation par des pairs aura lieu prochainement et le sondage présent en fait partie. En répondant aux questions de notre enquête vous nous livrez d'importantes informations en vue de l'amélioration de nos produits et services.

C'est pourquoi, nous vous prions de bien vouloir remplir le questionnaire à télécharger à l'adresse <http://www.esurvey.admin.ch/ecs> d'ici au **12 octobre 2007**.

Nom de l'utilisateur: Votre adresse E-Mail

Mot de passe: xxx

Il vous faudra une dizaine de minutes pour le compléter. Vos réponses seront traitées en toute confidentialité et de manière anonyme.

Customer Survey FSO

Nous vous remercions de votre coopération!

Veuillez adresser vos questions éventuelles à: quality@bfs.admin.ch

ou tél. 032 713 60 70

Recevez nos meilleures salutations

Office fédéral de la statistique

Service de communication KOM

Indagine presso i clienti

Gentile Abonnata, egregio Abbonato

Da sempre, l'UST s'impegna a ottimizzare la qualità dei suoi servizi. Per raggiungere tale obiettivo è organizzato, per esempio un esame valutativo (peer review). Ai fini preparativi di questa valutazione l'UST realizza un'indagine presso i clienti. Rispondendo alle domande del questionario contribuirà a fornirci informazioni rilevanti che serviranno a migliorare i nostri prodotti e servizi.

La invitiamo, pertanto, a compilare entro il **12 ottobre 2007** il questionario figurante all'indirizzo:

<http://www.esurvey.admin.ch/ecs>.

Nome utente: Il Suo indirizzo di posta elettronica

Password: xxx

Per la compilazione impiegherà circa 10 minuti. Le risposte saranno trattate in maniera strettamente confidenziale e l'anonimato sarà garantito.

La ringraziamo della sua preziosa collaborazione.

In caso di domande voglia rivolgersi all'indirizzo di posta elettronica quality@bfs.admin.ch

o chiamare il numero telefonico 032 71 60 70.

Distinti saluti

Ufficio federale di statistica

Servizio di comunicazione KOM

Danke für Ihre Teilnahme / Reminder zur Kundenbefragung

Sehr geehrte Newsmail-Abonnentin, sehr geehrter Newsmail-Abonnent

Das BFS ist bestrebt, die Qualität seiner Dienstleistungen ständig zu optimieren.

In diesem Zusammenhang haben wir Sie vor einiger Zeit gebeten, sich an unserer Kundenbefragung zu beteiligen. **Falls Sie dies bereits gemacht haben, möchten wir Ihnen herzlich für Ihre Teilnahme danken.** Falls Sie noch keine Gelegenheit hatten, den Fragebogen auszufüllen, können Sie dies gerne noch unter <http://www.esurvey.admin.ch/ecs> bis zum **28. Oktober 2007** nachholen.

Benutzer-ID: Ihre E-Mail Adresse

Password: xxx

Besten Dank für Ihre Mithilfe!

Fragen zur Kundenbefragung senden Sie bitte an quality@bfs.admin.ch oder Tel. 032 713 60 70

Merci pour votre participation / Reminder enquête auprès de la clientèle

Madame, Monsieur, chers abonnés,

L'OFS s'efforce d'optimiser en permanence la qualité de ses prestations.

Dans ce contexte, nous vous avons demandé il y a quelque temps de participer à notre enquête auprès de la clientèle. **Si vous l'avez déjà fait, nous vous en remercions vivement.** Si vous n'avez pas encore eu l'occasion d'y prendre part, vous pouvez encore le faire d'ici au **28 octobre 2007** en consultant l'adresse <http://www.esurvey.admin.ch/ecs>.

Nom de l'utilisateur: Votre adresse E-Mail

Mot de passe: xxx

Veuillez adresser vos questions éventuelles à: quality@bfs.admin.ch ou tél. 032 713 60 70

Merci beaucoup pour votre collaboration!

Customer Survey FSO

Grazie / Reminder indagine presso i clienti

Gentile Abbonata, egregio Abbonato

Da sempre l'UST è attento ad ottimizzare la qualità dei suoi servizi.

A tal proposito, qualche tempo fa, Le avevamo chiesto di prendere parte a un'indagine presso i clienti.

Qualora abbia già dato seguito alla nostra richiesta La ringraziamo della sua preziosa partecipazione. Se invece non ha ancora avuto tempo per compilare il questionario, Le comunichiamo che potrà farlo fino al **28 ottobre 2007**, andando all'indirizzo <http://www.esurvey.admin.ch/ecs>.

Nome utente: Il suo indirizzo di posta elettronica

Password: xxx

In caso di domande voglia rivolgersi all'indirizzo di posta elettronica quality@bfs.admin.ch o chiamare il numero telefonico 032 71 60 70.

La ringraziamo della sua collaborazione.

Appendix 4: Information text on the Internet (German/French/Italian)

see

http://www.bfs.admin.ch/bfs/portal/de/index/infothek/erhebungen_quellen/blank/blank/ecs/01.html

http://www.bfs.admin.ch/bfs/portal/fr/index/infothek/erhebungen_quellen/blank/blank/ecs/01.html

http://www.bfs.admin.ch/bfs/portal/it/index/infothek/erhebungen_quellen/blank/blank/ecs/01.html