#64

COMPLETE

Collector: Direct emails (Web Link)

Started: Friday, January 31, 2014 6:59:05 AM Last Modified: Friday, January 31, 2014 7:06:26 AM

Time Spent: 00:07:21

IP Address:

PAGE 1: Introduction

Q1: Which do you like best?

Respondent skipped this question

PAGE 2: Information about you

Q2: Please enter your personal details below. Please note, you must complete this section to proceed.

Name

Organisation

Email address

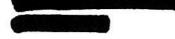
Telephone number

Q3: Which sector do you primarily work in? Please select ONE answer only. Public sector

Q4: Private sector

Q5: Other sectors

National Audit Office



Central government department or agency

Respondent skipped this question

Respondent skipped this question

PAGE 3: Your use of ONS statistics

Q6: Which ONS statistics do you use most often? Take a look at our diagram for more information on each of these options. Please select ALL that apply.

Q7: Approximately how often have you used ONS statistics during the last year? Please select ONE answer only.

Business, industry and trade, Economy,

Employment and labour market

A few times a month

PAGE 4: Your use of ONS statistics

Q8: What do you/your organisation use ONS statistics for? Please select ALL that apply.

Monitoring or formulating policy,

Market analysis, Modelling and forecasting,

Research

Q9: How important, if at all, are ONS statistics to your work? Please select ONE answer only.

They are fairly important to my work

PAGE 5: Your use of ONS statistics

Q10: Thinking about the statistics that you use, how satisfied or dissatisfied are you with the extent to which they... Please hover over each option for more information. Please select ONE answer only on each row. Business, industry and trade

Meet your needs.

Satisfied

Are accurate

Satisfied

Are timely

Dissatisfied

Are clearly presented

Satisfied

Are punctual

Neither satisfied nor dissatisfied

Are easy to find

Dissatisfied

Enable comparisons with other data

Satisfied

Are complete

Satisfied

Q11: Economy

Meet your needs

Satisfied

Are accurate

Satisfied

Are timely

Dissatisfied

Are clearly presented

Satisfied

Are punctual

Satisfied

Are easy to find

Dissatisfied

Enable comparisons with other data

Satisfied

Are complete

Satisfied

Q12: Employment and labour market

Meet your needs Satisfied

Are accurate Satisfied

Are timely Satisfied

Are clearly presented Satisfied

Are punctual Satisfied

Are easy to find Dissatisfied

Enable comparisons with other data Satisfied

Are complete Satisfied

Q13: Other ONS statistics you use

Meet your needs Satisfied

Are accurate Satisfied

Are timely Satisfied

Are clearly presented Satisfied

Are punctual Neither satisfied nor dissatisfied

Are easy to find Dissatisfied

Are complete Satisfied

Q14: People, population and communities

Meet your needs Satisfied

Are accurate Satisfied

Are timely Neither satisfied nor dissatisfied

Are clearly presented Satisfied

Are punctual Satisfied

Are easy to find Dissatisfied

Enable comparisons with other data Satisfied

Are complete Satisfied

PAGE 6: Your use of statistics

Q15: Overall, how satisfied or dissatisfied are you with the quality of ONS statistics? Please select ONE answer only.

Satisfied

Q16: How much trust do you have in statistics produced by ONS? Please select ONE answer only.

Tend to trust them

Q17: What changes, if any, would you like ONS to make to improve its statistics to better meet your needs?

Ability to find them easily on the ONS/UKSA website.

Q18: Reflecting on ONS's statistics, are there any areas where you feel ONS performs particularly well?

Authoritativeness, the reputation is strong.

PAGE 7: ONS statistical products

Q19: Which ONS statistical products do you use? Please hover over each option for more information. Please select ALL that apply.

Statistical bulletins, Summaries, Reports,

Articles, Release calendar

Q20: How satisfied or dissatisfied are you with the quality of ONS's statistical products? Please hover over each option for more information. Please select ONE answer only on each row for the products you use.

Statistical bulletins

Satisfied

Summaries

Satisfied

Short stories

Don't use/not applicable

Reports

Satisfied

Articles

Satisfied

Release calendar

Satisfied

Data tables

Satisfied

Data graphics

Satisfied

Theme and topic pages on the ONS website

Don't use/not applicable

Key figures

Don't use/not applicable

YouTube videos

Don't use/not applicable

Other products you use

Don't use/not applicable

Q21: What changes, if any, would you like ONS to make to improve its statistical products?

Respondent skipped this question

Q22: Reflecting on ONS's statistical products, are there any areas where you feel ONS performs particularly well? Respondent skipped this question

PAGE 8: How we communicate with you

Q23: How well informed, if at all, do you feel about ONS's work? Please select ONE answer only.

Fairly well informed

Q24: How do you currently access information about ONS and its products? Please select ALL that apply.

ONS website,

Direct contact with ONS statisticians,

ONS events/conferences

PAGE 9: How we communicate with you

ONE answer only.

Q25: How satisfied or dissatisfied are you with the quality of ONS services? Please select ONE answer only on each row for the services you use.

ONS e-alerts Satisfied

ONS Twitter Don't use/not applicable

ONS Facebook Don't use/not applicable

ONS website Don't use/not applicable

Direct contact with ONS statisticians Satisfied

ONS customer helplines (telephone and email)

Don't use/not applicable

NOMIS website Satisfied

NeSS website Don't use/not applicable

ONS events/conferences Satisfied

Other services provided by ONS Don't use/not applicable

Other services not provided by ONS Don't use/not applicable

Q26: Would you like to receive more information

Yes - I would welcome more regular updates from ONS than you currently receive? Please select

Q27: How can ONS improve its communication with you and/or the services it provides to help you access information about its products?

Respondent skipped this auestion

PAGE 10: Your views of ONS

Q28: Professionalism Looking at the following statements about how ONS works, to what extent do	
you agree or disagree that ONS is Please hover over each option for more information. Please	
select ONE answer only on each row.	

Professional in the way it works

Agree

Innovative and flexible in its approach

Agree

Independent

Agree

Q29: Please add any comments that you would like

Respondent skipped this

to make about the way ONS works.

question

Q30: Engagement To what extent do you agree or disagree that ONS... Please hover over each option for more information. Please select ONE answer only on each row.

Takes the time to understand my needs/the needs of

Agree

my organisation

Gives me/my organisation opportunities to share views

on its work

Don't know

Listens and responds to my/my organisation's

feedback

Don't know

Is collaborative in its approach to working with

customers

Don't know

Q31: Please add any comments that you would like

to make about the way ONS engages with you.

Respondent skipped this question

Q32: Impact To what extent do you agree or disagree that ONS statistics... Please select ONE answer only on each row.

Help improve the quality of decision making in my

Agree

work/organisation

Inform public debate on issues affecting the UK's

economy and society

Agree

Impact on policy development in the UK

Neither agree nor disagree

Respondent skipped this

Q33: Please add any comments that you would like to make about how ONS statistics impact on your

question

work or on society more generally.

PAGE 11: Your views of ONS

Q34: Taking into account everything you know about ONS, overall, how satisfied are you with the performance of ONS as a national statistics institute? Please select ONE answer only.

Satisfied

Q35: Which of the following statements best reflects your views of ONS? Please select ONE answer only.

I would speak highly of ONS, if someone asked my opinion

Q36: d

Respondent skipped this question