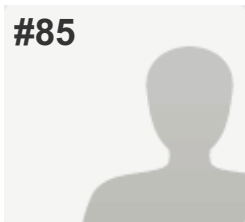


#85



COMPLETE

PAGE 2: Your use of ONS statistics and analyses

Q1: How important, if at all, are ONS statistics and analyses to your work? Please select one answer only

Very important

Q2: Which ONS statistics and analyses do you use? Please select all that apply

National Accounts (e.g. GDP and Balance of Payments)

,

Prices (e.g. Consumer Price Index, House Price Index)

,

Labour Market (e.g. employment, productivity and earnings)

,

Business (e.g. construction, production, retail sales and business demography)

Q3: What do you/your organisation use ONS statistics and analyses for? Please select all that apply

Monitoring or formulating policy,

Market analysis, Regional/local comparisons,

Modelling and forecasting, Research

PAGE 3: Your opinion of ONS statistics and products

Q4: To what extent do you trust statistics and analyses produced by ONS? Please select one answer only

Neither trust nor distrust them

Q5: How satisfied or dissatisfied are you with the extent to which the statistics and analyses you use..Please select one answer per row

Meet your needs	Dissatisfied
Are accurate	Neither satisfied nor dissatisfied
Are released quickly	Satisfied
Are clearly presented	Very dissatisfied
Are released on time	Neither satisfied nor dissatisfied
Are easy to find	Dissatisfied
Enable comparisons with other data	Dissatisfied
Are complete	Neither satisfied nor dissatisfied

Q6: How satisfied or dissatisfied are you with the quality of ONS statistics and analyses?
Please select one answer only

Neither satisfied nor dissatisfied

Q7: How satisfied or dissatisfied are you with the quality of the following ONS products?
Please select one answer per row

Statistical bulletins	Satisfied
Short stories	Satisfied
Methodology articles	Satisfied
Release calendar	Satisfied
Data tables	Very dissatisfied
Infographics and data visualisations	Don't use/not applicable
YouTube videos	Don't use/not applicable

Q8: How satisfied or dissatisfied are you with the quality of the following ONS services? Please select one answer per row

ONS Twitter	Satisfied
ONS Facebook	Don't use/not applicable
ONS e-alerts	Don't use/not applicable
ONS Update	Don't use/not applicable
ONS website	Dissatisfied
NOMIS website	Don't use/not applicable
NeSS Website	Don't use/not applicable
ONS Data Explorer	Don't use/not applicable
Application Programming Interface (API)	Don't use/not applicable
ONS customer helplines (telephone and email)	Don't use/not applicable
Direct contact with ONS statisticians	Satisfied
ONS events/conferences	Neither satisfied nor dissatisfied

PAGE 4: Impact of ONS statistics

Q9: Have ONS statistics and analyses helped to inform any decisions you or your organisation has made over the last year? Please select one answer only

Yes

Q10: Have ONS statistics and analyses helped inform your policies over the last year? Please select one answer only

Yes

Q11: What information, advice or services could we provide to help inform your decision making and policies?

A more consistent approach to providing sub-industrial sector level economic data. I predominantly use data for SIC 20 and SIC 21 as well lower level data for the categories where available. However, many ONS data publications do not represent these two sectors on a consistent basis.

In general, most ONS data spreadsheets are constructed very poorly. For example, spaces between data points in a time series or letters added to figures (so these cannot be used directly in calculations).

Q12: To what extent have ONS statistics, analyses and advice been helpful in providing an evidence base for your decision making and policies over the last year? Please select one answer only

Moderately helpful

PAGE 5: Your view of ONS

Q13: Looking at the following statements about how ONS works, to what extent do you agree or disagree that ONS...Please select one answer per row

Is independent (e.g. our statistics are free from political influence)	Agree
Is innovative in the way it works (e.g. using new technologies, methods and data sources)	Neither agree nor disagree
Gives me/my organisation opportunities to share views on its work	Agree
Listens and responds to my/my organisation's feedback	Neither agree nor disagree
Informs public debate on issues affecting the UK's economy and society	Agree

Q14: How well informed, if at all, do you feel about the work of ONS?Please select one answer only.

Not very well informed

Q15: Please tell us what you think we are doing well.

Respondent skipped this question

Q16: Please tell us what you think we could do better.

better quality data tables and spreadsheet. there is a large variation in the layout and styles of spreadsheet across the ONS.
How about standardising these?

Q17: Please tell us if there is anything we don't currently do which you would like us to.

Perhaps all ONS datasets could be located in one database and users could download exactly what they needed in one place, rather than having to do this in multiple places. I waste a lot of time finding and then downloading the same datasets each month.

Q18: Taking into account everything you know about ONS, overall, how satisfied or dissatisfied are you with the performance of ONS as a national statistics institute?Please select one answer only

Satisfied

Q19: Which of the following statements best reflects your overall view of ONS?Please select one answer only

I would be critical of ONS, if someone asked my opinion

PAGE 6: And finally... a bit about you!

Q20: Are you answering this questionnaire on behalf of an organisation or as an individual? Please select one answer only

Individual

ONS Customer Satisfaction Survey 2014/15

Q21: Please tell us a bit about you. We do not plan to publish any personal information.

Respondent skipped this question

Q22: What sector do you work in? Please select one answer only

Business