



Office for
National Statistics

Customer Satisfaction Survey 2014

Introduction

The aim of this survey is to help us understand why and how you use our statistics and what you think about the quality of the products and services we provide. It also asks for your feedback on the [Office for National Statistics \(ONS\)](#) more generally and how we might develop and enhance the way we engage with you.

It's an important part of our commitment to understanding the needs of our customers so that we can continually improve.

Completing the survey

This survey takes approximately 10-15 minutes to complete, though it may take longer if there are particular areas you want to respond to in detail. Once you have completed your response, please save and send it to ons_communications@ons.gsi.gov.uk.

Your response

The survey asks you to provide your contact details so that we can follow up on your responses if we need more information. We plan to publish a summary of responses on our website. This will describe some of the key findings, but will not include verbatim quotes or identify individual respondents by name. We will only share your response if required to do so under the Freedom of Information Act.

Contact

If you have any queries concerning this survey, please email ons_communications@ons.gsi.gov.uk.

The survey will close on **Wednesday 5 March 2014**.

Thank you for taking part.

Information about you

***Please enter your personal details below.**

Please note, you must complete this section to proceed.

Name	<input type="text" value="REDACTED"/>
Organisation	<input type="text" value="HM TREASURY"/>
Email address	<input type="text"/>
Telephone number	<input type="text"/>

Which sector do you primarily work in?

Please select ONE answer only.

Public sector

- Central government department or agency
- Local or sub-national government
- Financial public corporation
- Non-financial public corporation
- School or college
- University
- Health

Private sector

- Financial corporation
- Non-financial corporation
- School or college
- University
- Health
- Manufacturing
- Service industry

Other sectors

- Voluntary/community/non-profit
- Other

(Please specify)

Your use of ONS statistics

The following questions ask you about the statistics you use, and the different products and services that ONS provides. For the purposes of this survey, 'statistics' means all data and analyses produced by ONS.

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.

- Business, industry and trade
- Economy
- Employment and labour market
- People, population and community
- Other

(Please specify)

WE USE ECONOMIC STATS MORE INTENSIVELY, BUT
TAKE NOTE OF VIRTUALLY ALL ONS OUTPUTS

Approximately how often have you used ONS statistics during the last year?

Please select ONE answer only.

- Daily
- Weekly
- A few times a month
- A few times a year
- Once a year
- Not used in the last year

Your use of ONS statistics

What do you/your organisation use ONS statistics for?

Please select ALL that apply.

- Monitoring or formulating policy
- Service planning
- Preparing legislation
- Business/financial planning/funding bids
- Market analysis
- Regional/local comparisons
- Modelling and forecasting
- Education projects
- Media use
- Research
- Other

(Please specify)

How important, if at all, are ONS statistics to your work?

Please select ONE answer only.

- They are very important to my work
- They are fairly important to my work
- They are of minor importance
- They are not at all important to my work
- Don't know

Your use of ONS statistics

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are accurate	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are timely	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clearly presented	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are punctual	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are easy to find	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable comparisons with other data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are complete	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Economy

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are accurate	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are timely	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clearly presented	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are punctual	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are easy to find	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable comparisons with other data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are complete	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Employment and labour market

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are accurate	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are timely	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clearly presented	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are punctual	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are easy to find	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable comparisons with other data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are complete	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

People, population and communities

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are accurate	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are timely	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clearly presented	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are punctual	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are easy to find	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable comparisons with other data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are complete	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other ONS statistics you use

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable
Meet your needs	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are accurate	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are timely	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clearly presented	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are punctual	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are easy to find	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable comparisons with other data	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are complete	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your use of statistics

Overall, how satisfied or dissatisfied are you with the quality of ONS statistics?

Please select ONE answer only.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

How much trust do you have in statistics produced by ONS?

Please select ONE answer only.

- Trust them greatly
- Tend to trust them
- Neither trust nor distrust them
- Tend not to trust them
- Distrust them greatly
- Don't know

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

WHILE WE HAVE BILATERAL ARRANGEMENTS THAT WORK EFFECTIVELY, A MORE UNIFORM APPROACH TO ELECTRONIC ACCESS SHOULD BE USEFUL FOR THE PUBLIC.

ONS BULLETINS ARE VERY LENGTHY, WITH EXCESS BACKGROUND MATERIAL SOMETIMES AT THE EXPENSE OF EXPLANATIONS FOR MOVEMENTS IN NEW DATA.

AD HOC ARTICLES SEEMINGLY ISSUED TO UNCLEAR OVERARCHING STRATEGY.

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

SEE COVERING LETTER

ONS statistical products

These questions ask you about the statistical products ONS provides to help you use its statistics.

Which ONS statistical products do you use?

Please hover over each option for more information.

Please select ALL that apply.

- Statistical bulletins
- Summaries
- Short stories
- Reports
- Articles
- Release calendar
- Data tables
- Data graphics
- Theme and topic pages on the ONS website
- Key figures
- YouTube videos
- Other

(Please specify)

THE MAIN PART OF USE IS FOCUSED ON DATA TABLES, WITH UK ECONOMIC ACCOUNTS THE MOST IMPORTANT PUBLICATION OF ALL.

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.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable
Statistical bulletins	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Short stories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Articles	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Release calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data tables	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data graphics	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Theme and topic pages on the ONS website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Key figures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
YouTube videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other products you use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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

UKSA CALENDAR MUCH BETTER THAN ONS, WOULD BE HELPFUL IF RELEVANT EXTRACTS AVAILABLE ON ONS.

Reflecting on ONS's statistical products, are there any areas where you feel ONS performs particularly well?

SEE COVERING LETTER

How we communicate with you

These questions ask about the way in which ONS communicates with you and the services you use to access information about ONS and its products.

How well informed, if at all, do you feel about ONS's work?

Please select ONE answer only.

- Very well informed
- Fairly well informed
- Not very well informed
- Not at all well informed
- Don't know

How do you currently access information about ONS and its products?

Please select ALL that apply.

- ONS e-alerts
- [ONS Twitter](#)
- [ONS Facebook](#)
- [ONS website](#)
- Direct contact with ONS statisticians
- ONS customer helplines (telephone and email)
- [NOMIS website](#)
- [NoSS website](#)
- ONS events/conferences
- Other services provided by ONS
- Other services not provided by ONS

(Please provide details of other services you have used)

WE ARE WELL INFORMED, BUT THAT DOES NOT MEAN
THAT WE CANNOT QUITE FREQUENTLY BE
TAKEN BY SURPRISE.

How we communicate with you

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.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable
ONS e-alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ONS Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ONS Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ONS website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct contact with ONS statisticians	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ONS customer helplines (telephone and email)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ONS website	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ONS website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ONS events/conferences	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other services provided by ONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other services not provided by ONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Would you like to receive more information from ONS than you currently receive?

Please select ONE answer only.

- Yes - I would welcome more regular updates
- No - I'm happy with the amount of information I receive

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

MORE DIRECT MAILSHOTS TO RELEVANT CONTACTS,

Your views of ONS

These questions ask about your views of ONS, how it operates and the impact it has on your work and, more generally, on public debate and policy making in the UK.

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.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Professional in the way it works	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovative and flexible in its approach	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Independent	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you would like to make about the way ONS works.

WHILE PRODUCTION OF KEY STATISTICS IS LARGEY CONDUCTED EFFECTIVELY, THE WEBSITE AND A NUMBER OF PUBLIC ERRORS, DELAYS IN PUBLICATION, THE APPARENT LACK OF ANY HOUSE STYLE AND TOO MUCH RUNNING TO CATCH UP MAKE 'AGREING' WITH 'PROFESSIONALISM' MORE FINELY BALANCED THAN IT SHOULD BE.

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.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Takes the time to understand my needs/the needs of my organisation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gives me/my organisation opportunities to share views on its work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listens and responds to my/my organisation's feedback	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is collaborative in its approach to working with customers	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you would like to make about the way ONS engages with you.

ONS NORMALLY ENGAGES EFFECTIVELY THROUGH VARIOUS TETE AND WORKING GROUPS, WHICH WE FIND VERY VALUABLE, AND ^{ON} ~~ORGANISING~~ BILATERAL ARRANGEMENTS WITH WORKING AREAS
LIKEWISE

Impact

To what extent do you agree or disagree that ONS statistics...

Please select ONE answer only on each row.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Help improve the quality of decision making in my work/organisation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inform public debate on issues affecting the UK's economy and society	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact on policy development in the UK	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please add any comments that you would like to make about how ONS statistics impact on your work or on society more generally.

PLAINLY THE CONDUCT OF ECONOMIC, FISCAL AND
SOCIAL POLICY IS ALMOST INCONCEIVABLE WITHOUT
OFFICIAL STATISTICS.

Your views of ONS

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.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Which of the following statements best reflects your views of ONS?

Please select ONE answer only.

- I would speak highly of ONS, without being asked
- I would speak highly of ONS, if someone asked my opinion
- I would be neutral about ONS, if someone asked my opinion
- I would be critical of ONS, if someone asked my opinion
- I would be critical of ONS, without being asked

Thank you!

Thank you for taking part in this survey. Your views and comments will help us to improve our products and the services we provide.

If you have any queries concerning this survey, please email ons.communications@ons.gsi.gov.uk.

Join us on social media

