

ONS Customer Satisfaction Survey 2014/15

About this survey

This survey gathers feedback on our performance throughout the last year. Your feedback helps us understand how and why you use our statistics and analyses, and what you think about the quality of them and the services we provide. The survey provides an opportunity for you to tell us what matters most to you.

It should only take about 10 - 15 minutes to complete and we would really appreciate your valuable feedback. The survey closes on 6 March 2015.

To promote greater transparency in our performance, we plan to publish all responses to this survey. This will include the name of the responding organisation, but we do not intend to publish any personal information about who responded.

We will publish a summary of the findings, including how we plan to address the issues you raised in summer 2015. At the end of the year, we will publish an updated response setting out how we have responded to your feedback.

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

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Your use of ONS statistics and analyses

This section includes questions on what you use ONS statistics and analyses for.

1. How important, if at all, are ONS statistics and analyses to your work?

Please select one answer only

- Very important
- Fairly important
- Of minor importance
- Not at all important
- Don't know

2. Which ONS statistics and analyses do you use?

Please select all that apply

- National Accounts (e.g. GDP and Balance of Payments)
- Business (e.g. construction, production, retail sales and business demography)
- Prices (e.g. Consumer Price Index, House Price Index)
- Labour Market (e.g. employment, productivity and earnings)
- Population (e.g. population estimates)
- Crime
- Health (e.g. life expectancy, cancer statistics)
- Social (e.g. marriages, divorces, births, deaths and ethnicity)
- Travel and tourism
- Other (please specify)

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3. What do you/your organisation use ONS statistics and analyses for?

Please select all that apply

- | | |
|---|---|
| <input type="checkbox"/> Monitoring or formulating policy | <input type="checkbox"/> Regional/local comparisons |
| <input type="checkbox"/> Service planning | <input type="checkbox"/> Modelling and forecasting |
| <input type="checkbox"/> Preparing legislation | <input type="checkbox"/> Education projects |
| <input type="checkbox"/> Business/financial planning/funding bids | <input type="checkbox"/> Media use |
| <input type="checkbox"/> Market analysis | <input type="checkbox"/> Research |
| <input type="checkbox"/> Other (please specify) | |

Your opinion of ONS statistics and products

This section includes questions about your opinion on various ONS products and services.

4. To what extent do you trust statistics and analyses 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

5. How satisfied or dissatisfied are you with the extent to which the statistics and analyses you use..

Please select one answer per row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Meet your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are released quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are clearly presented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are released on time	<input type="radio"/>	<input 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable comparisons with other data	<input type="radio"/>	<input 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How satisfied or dissatisfied are you with the quality of ONS statistics and analyses?

Please select one answer only

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

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7. How satisfied or dissatisfied are you with the quality of the following ONS products?

Please select one answer per row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable
Statistical bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short stories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Methodology articles	<input type="radio"/>	<input 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infographics and data visualisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YouTube videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How satisfied or dissatisfied are you with the quality of the following ONS services?

Please select one answer per row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable
ONS Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ONS Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ONS e-alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ONS Update	<input 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 type="radio"/>
NOMIS website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NeSS Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ONS data explorer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application Programming Interface (API)	<input type="radio"/>	<input 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 type="radio"/>
Direct contact with ONS statisticians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ONS events/conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Impact of ONS statistics

This section includes questions on how ONS statistics and analyses help inform your policies and decision making.

9. 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
- No

Please provide examples and further comments

10. Have ONS statistics and analyses helped inform your policies over the last year?

Please select one answer only

- Yes
- No

Please provide examples and further comments

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

12. 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

- Extremely helpful
- Very helpful
- Moderately helpful
- Slightly helpful
- Not at all helpful

Your view of ONS

This section asks for your overall opinion of ONS.

13. 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

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Is independent (e.g. our statistics are free from political influence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is innovative in the way it works (e.g. using new technologies, methods and data sources)	<input type="radio"/>	<input 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 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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informs public debate on issues affecting the UK's economy and society	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How well informed, if at all, do you feel about the work of ONS?

Please select one answer only.

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

Please provide any comments on how ONS communicates with you.

15. Please tell us what you think we are doing well.

16. Please tell us what you think we could do better.

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

18. 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

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

19. Which of the following statements best reflects your overall view 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

And finally... a bit about you!

This final section asks for some information about you.

20. Are you answering this questionnaire on behalf of an organisation or as an individual?

Please select one answer only

- Individual
- Organisation

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

Your name

Organisation

Email address

22. What sector do you work in?

Please select one answer only

- Academic / research
- Voluntary
- Business
- Journalists / media
- Local or regional government / public organisation
- National government department / organisation
- International organisation
- Other (please specify)