User Satisfaction Survey on the Quality and use of Official Statistics for Informed Policy and Decision Making

Study Protocol

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Acronyms and Abbreviation

NISR	National Institute of Statistics of Rwanda
NSDS	National Strategy for the Development of Statistics
STATA	Statistical software
SPSS	Statistical Package for Social Sciences
CSPro	Census and Survey Processing System
DG	Director General
DDG	Deputy Director General
CEO	Chief Executive Officer
SRFCF	Statistics for Results Facility Catalytic Fund
EDPRS	Economic Development and Poverty Reduction Strategy
MDGs	Millennium Development Goals
NSS	National Statistical System
MINECOFIN	Ministry of Finance and Economic Planning
NGOs	Non-Government Organizations

I.   Introduction

The National Institute of Statistics of Rwanda (NISR) implemented a 5 Year programme referred to as the" National Strategy for the Development of Statistics (NSDS)" in Rwanda with the financial support of the "Statistics for Results Facility Catalytic Fund (SRFCF)". The SRFCF program objective is to "increase the capacity to formulate policies and make informed decisions for development by increased use of better statistics".

In Rwanda, to achieve this objective, a national strategy was developed and endorsed by the Government. The Minister of Finance and Economic Planning stressed the importance of the NSDS recognizing that it "will provide for key statistical indicators needed to monitor the Economic Development and Poverty Reduction Strategy (EDPRS) and the Millennium Development Goals (MDGs)". The Director General of the National Institute of statistics of Rwanda expectations are that the National Statistical System (NSS) will be able "to provide statistical information that will be used as evidence in policy and decision making in the Government and the Private Sectors" thanks to NSDS activities implementation.

NSDS activities are outlined in a logical framework developed according to key issues and challenges identified by the NISR and its partners. In 2009, the most important challenges and were related to -- data production and management whose quality is affected by lack of harmonized concepts, classifications and methods;

- Information dissemination and services to users hampered by limited capacity for data analysis and use in the Country;
- The limited capacity of NISR to lead and coordinate the NSS and to provide support to providers and users of statistics;
- The low number of professional statisticians, inadequate technology and physical infrastructure and lack of positions of statisticians in Government ministries;
- Inadequate funding to facilitate the organization of regular data generation needed for the monitoring of the country's achievements.

The mission of the NSDS is the same as the mission of the NSS. The NSS aim is " to provide relevant, reliable, coherent, timely and accessible statistical information and services to various sectors of the society in a coordinated and sustainable manner"[1].

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[1] National Strategy for the Development of Statistics (2009-2014). By the National Institute of Statistics

In line with this mission, the Vision of the NSS is "be an efficient information support to the realization of Rwanda's Vision 2020 and emerge as one of the leading National Statistical Systems in Africa".

The Goals of the NSS are:

1. To provide relevant, high quality statistical information to meet user needs
2. To improve accessibility of official statistics
3. To develop and promote strategic partnerships in improving the National Statistical System
4. To develop the statistical capacity of institutions
5. To ensure sustainability, cost efficiency, cost effectiveness, transparency and accountability in managing the resources of the National Statistical System.

For each goal, a program, policies, activities and projects were developed taking into consideration the international standards and principals for instance the one formulated in the UN Fundamental Principles of Official Statistics and the UN Handbook of Statistical organizations. Specific objectives and activities for each program are outlined in the NSDS document.

NISR adopted several policies such as policies in relation with data production and management which include the development of Statistical programs in all sectors giving a high priority to statistics needed for EDPRS and MDGs, the use of standard concepts and classifications, better management of issuance of Visas for surveys, improvement of the timeliness of the publication of official statistics and the sensitization of the respondents prior to census or surveys. In relation with information dissemination and services to users, policies will focus on use of different supports to accommodate different targeted users, the dissemination of metadata and release calendar in advance to statistical information dissemination as well as the establishment of a focal point to address inquiries from data users. Moreover, NSDS was adopted to be the framework for the coordination of the production of harmonized official statistics and each institution will be encouraged to develop its own program for statistical capacity development. For financing, the key policy proposed is to mainstream NSDS in the budgeting and mobilization of resources for statistical activities.

The implementation of the NSDS was done in a way to address the needs of the four sectors defined in EDPRS: economic sector, social sector, Governance sector and cross-cutting. Each sector has got a Coordinator who is usually the lead Ministry of the sector supported by NISR. The economic statistics comprise those generated from macro-economic and financial sector, private sector, Infrastructure, agriculture, environment and natural resources management sectors. Social statistics are statistics related to education and health sectors, water and sanitation, social protection and youth sector. Governance statistics are from justice, reconciliation, Law and Order sector, public finance management, decentralization, citizen participation, empowerment, transparency and accountability sector, capacity building and empowerment

promotion sector. Cross cutting statistics are those related to Environment, gender, HIV/AIDS and social inclusion particularly statistics about population, housing, gender, family and children. The NSDS document identifies key producers of statistics sector by sector.

II.   Statistics for Results Facility User Satisfaction Survey

As underscored by the Hon Minister of Finance and Economic Planning (MINECOFIN), the production of this costly information is justified unless it is used for evidence based decision making and for measuring the impact of Government policies, programs and projects. To this end, the focus is shifted from producers to users of statistics. Therefore, it is important to assess on a regular basis to what extent the NSDS outputs are meeting the needs of users and evaluate the level of use of official statistics for policy formulation and decision making in the Rwandan society.

II.1. The purpose of the SRF User Satisfaction Survey

In the field of official statistics, user satisfaction surveys are conducted in order to gauge to what extent the supply and quality of official statistics satisfy the needs of users. Hence, these surveys are used as tools for examining strengths and weaknesses of official statistics and identifying the areas which are most in need of development and improvement.

But the purpose of these surveys goes beyond this objective as they may also be used to examine the extent to which statistics are being used for informed decision making in government and business, for research and education, and for informed discussion and debate in the media. Results of such analysis can then be used by the statistical authorities of a country for formulation of actions which might be undertaken in order to increase the awareness of statistics, explain their potential and enhance their use.

Statistical authorities in a given country generally have a good overview of the collection of data, generation of statistics and their dissemination to the various users. However, they are unlikely to have a complete picture of the actual use of statistics nor the perception of users of statistics on the supply and quality of statistics. Hence, the user satisfaction surveys are not only useful for monitoring the use of statistics but also for examining the perceptions of statistical users. The ensuing findings may be invaluable for identifying misconceptions and helping to determine the corrective actions that need to be taken.

In many countries, surveys among users of official statistics are repeated at certain intervals in order to monitor changes over time and examine whether the dissemination of official statistics is keeping up with the developing needs of users.

As mentioned above, the SRF framework foresees that user satisfaction surveys are conducted as part of the monitoring of the outcomes and the impact of the statistical projects funded by the SRF Catalytic Fund. This entails that user satisfaction survey will be relied upon to monitor changes over the time span of the SRF projects. It is specifically recommended that country-specific user surveys are conducted both at the beginning and at the end of the implementation of each SRF project. In this connection it should be borne in mind that not only may it be useful to repeat the survey but also to let the survey or surveys following the initial one focus on changes. This can be done by including a module where specific questions are asked about the changes over the lifetime of the project; changes in the supply and quality of statistics, their metadata, ease of access and utilization[2].

II.2. Objectives of the SRF User Satisfaction Survey

The objectives of the Statistics for Results Facility user Survey

This survey is designed to achieve the following objectives:

1. To assess the extent to which official statistics are being used for informed policy and decision making and informed discussion and debate;
2. To gauge to what extent official statistics satisfy the most urgent needs of the users at the time of the survey;
3. To determine how easy or difficult it is to access official statistics and their metadata
4. To monitor changes in supply, quality, use and perceptions of official statistics over the life span of the project.

II.3. Design of the SRF user Satisfaction survey

The target population of the SRF user satisfaction survey is composed by six major categories:

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[2]User Satisfaction Survey on the Quality and Use of Official Statistics for Informed Policy- and Decision-Making Guidelines

- **Government institutions including Central and Local Governments**. In Rwanda, the Central Government is composed by the President Office, the Prime Minister Office, the two chambers of Parliament, the Supreme Court, the National Public Prosecution Authority, 17 Ministries and other 80 Public institutions (Boards, Commissions, Agencies, Authorities, Banks, Bureaus and institutes). The local Government is composed by 4 Provincial Offices, Kigali City Office and 30 district offices;

- **Private sector institutions, companies and corporations**: companies and entities which will be considered are those who have been in existence for at least one year (published as VAT taxpayers in in 2011) and who are at least classified as medium or large company or corporation. The total number of those companies/corporations is 284 large companies and **1347** medium companies. These companies are involved in very different activities, some requiring intensive use of official statistics such as banks, insurance companies and the tourism sector while others are less sensitive to the availability of official statistics particularly retailers of finished goods. In the cluster of private sectors, we will include the Private Sector Federation and its chambers.

- **Media:** according to the records of High Media Council, 22 newspapers, 18 radios and one television are accredited and operate in Rwanda. The High Media Council will be part of the target population.

- **Civil society**: the civil society in Rwanda includes 306 international NGOs, 480 local NGOs, 18 churches or religious associations, 10 political parties and one trade union.

- **International and regional organizations and diplomatic missions**: according to the MINAFFET website, in Rwanda there are 24 international organizations and 3 regional organizations for a total of 26 entities. In addition to these organizations, there are 24 embassies and diplomatic representations in Kigali.

- **Education sector**: it comprises 14 private higher learning institutions (HLIs), 19 public HLIs institutions, 3 public research institutions (RAB, IRST and RBC) and 2 private research institutions (IPAR and IRDP).

Since these groups are composed by very different entities in terms of needs and use of statistics, the design will be done in a way to ensure a good precision level for each group. Ministries, Boards, Authorities and other Institutions are grouped into economic, social, governance and cross cutting strata. The private sector entities are grouped into two strata according to the likelihood of use of official statistics. Banks, Insurance companies, Telecommunication companies, Hotels and BRALIRWA are considered as users or potential users compared to other medium and large companies. For the education sector, we distinguished public and private institutions so that researchers and lecturers will be sampled accordingly. It is the same approach we used for the civil society where organizations are grouped into international NGOs, local NGOs and Churches, political parties and trade unions. All participants identified from Media and International organizations will be approached during this study. The classification of different entities is detailed in table 1.

II.4. Sample size calculation

The sample size is calculated for each group. Since several indicators are estimated, we will assume that the percentage to estimate is close to 50% and the present study is descriptive. Hence, for a confidence level of 0.95, a tolerated absolute margin of error of **0.10** and ignoring the correction for finite population, the sample size becomes **n = 96** for each group. The terms of reference stipulates that for large institutions, it is advisable to select more than one respondent hence implying the presence of intra-cluster correlation. To cater for such design effect, the sample size was increased by a coefficient of 1,5 after due consultations with the NISR team. Moreover, since the non-response rate is quite high in these studies[3], we increased the sample size by an additional 20%. The final sample size for each of the 6 groups becoming 173 respondents.

Table 1: Stratification of entities by Sector

Group	Stratification criteria	Number of clusters
Government entities	EDPRS Sector	4 Strata: - Economic sector - Social sector - Governance sector - Cross-cutting sector
Private sector	Sector of activities	2 strata Stratum1: Banks, Insurance, telecommunications, hotels and BRALIRWA Stratum 2: other medium and large companies
Media	Type of media	3 strata - Newspapers - Radios - TV and Media High Council
Civil Society	Type of organization	3 Strata - International NGO's - Political parties, churches and trade union - Other Local NGO's
International Organizations	Type of Organization	2 strata - Countries' representations, - Multilateral funders and Bilateral funders
Education and research	Category	2 strata - Public Institutions - Private Institutions

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[3] EUROSTAT User Satisfaction Survey

II.5. Sampling frame and selection of statistical units

The list of respondents was elaborated using organizational charts of the institutions and limiting the target people to those who are in decision making positions. This approach was used for private Government and Private Institutions and international organizations. The sampling frame for media group, apart for Media High council and Rwanda Broadcasting Agency where we considered several possible respondents, for other institutions we considered systematically two people namely the Chief Editor and the Publishing Director. Institutions for which we could not access the organization chart, only one participant will be considered for the study and the Head of the institution or his Deputy will be interviewed. For the education sector, a comprehensive list of professors, lecturers and researchers was developed. For research institutions, participants were limited to senior research fellow and above in NIRDA, Senior researcher fellow and above in RAB and Heads of division and above in RBC. For IRDP and IPAR, we considered 3 senior researchers from each institution.

a) Selection of units from Government entities

The 173 respondents were allocated proportionately to each cluster ending up with 4 units for the Cross cutting stratum, 77 from Governance stratum, 36 from social stratum and 56 form the economic cluster. Inside each cluster, key policy makers such as Ministers, Ministers of State, Permanent secretaries and other high ranked officers and selected with probability one to be part of the study. Other participants were selected with different probabilities according to their ranks. From each sub-strata, statistical units were selected using simple random selection..

b) Selection units from the Private sector

In the private sector, we opted for recruiting all the participants from the financial institutions and companies in cluster 1. From the second cluster, additional statistical units were selected by a selected by systematic approach on lists sorted by sector of activity.

c) Selection of units from the Civil Society

For this group, we selected proportionately international and local NGO's out of their exhaustive list. Political parties and churches were added as additional units for the group. The interviewee from each NGO or another Civil Society Organization is the legal representative of the organization.

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d) Participants from the Media Group and International Organizations

All newspapers, radio and TV will be contacted and at least two people will be contacted from each institution. All international organizations will be contacted as well targeting key actors.

e) Participants from the Education and Research Sector

For this study, we will target all Rectors (22), principals (9), professors (15 from private institutions and 26 from Public institutions), Associate professors (25 from Private institutions and 40 from Public institutions). From Research institutions, participants are Principal research fellows (4) and senior research fellows (8) and the Director General from NIRDA, 3 Senior research fellows, 4 deputy directors and the General director from RAB; one Director General and 22 Heads of divisions from RBC; 3 senior researchers from IPAR and 3 senior researchers from IRDP. The nominative lists of participants will be availed prior to data collection.

II.6. Data Collection

A team of 15 data collectors selected according to their experience and their ability to interview senior officials has been identified. After a 3 days training and pre-test of the questionnaire, the team members will be ready to start collecting information from the respondents. Prior to the start of data collection, the NISR will contact identified respondents to inform them about the survey and publicity using TV and radios can help to increase the response rate. Messages and publicity to sensitize potential participants should be sent at least a week before data collection starts. The pre-test of data collection instruments (questionnaire) will take place in institutions which are not sampled for the user satisfaction survey.

During data collection, enumerators will visit physically each institution and seek for interview with the participant. However, given the heavy schedules of identified participants, enumerators will leave the questionnaire to the Secretary and request for assistance to get it filled. The enumerator will collect the phone number of the secretary and will call back to check if the questionnaire was filled and hence collect it. In case a participant is absent or not available, the enumerator will seek for another appointment. Questionnaires will be checked for errors before their submission for data entry.

II.6. Data entry and data processing

A data entry mask will be developed in CSPro for data entry and data processing. A double data entry will be necessary in order to minimize the errors during the data entry exercise. Data entry clerks will be hired according to their experience and background in statistics. The data entry clerks will be trained before starting the data entry of the study questionnaires. The analysis of data will be done using STATA and/or SPSS and

Microsoft Word will be used for reporting. The results will be disaggregated by Group of participants (6 groups) and overall estimates for the entire population will be computed.

II.6. Ethical considerations

Participants in the study are not exposed to any major risk except that the leakage of information they will provide could be harmful to their job or to the institution. It is the reason why the information collected should remain confidential and the respondent identification or the identification of the institution should be kept confidential and stored separately from the questionnaire. The database will be protected by password. Enumerators will sign a confidentiality agreement in order to avoid a breach of information collected.

II.7. Timeframe of the SRF User Satisfaction Survey

Timeline								
Activity	23-27/07/12	30/07-3/08/12	6-10/08/12	13-17/08/12	20-25/08/12	27-31/08/12	03-07/09/12	10-14/09/12
Design and Approval of the Study design and methodology	▓							
Recruitment and training of personnel		▓						
Pre-test of the questionnaire		▓						
Letters to participants		▓						
Data collection			▓	▓	▓			
Data entry matrix design		▓						
Training of data entry personnel			▓					
Data entry and processing				▓	▓	▓		
Data analysis and production of a draft report							▓	▓
Production of the final report: 5 days after reception of NISR comments								
Workshop for the Validation of the report								