





Republic of Rwanda



# **User Satisfaction survey on the Quality and Use of Official Statistics for Informed Policy and Decision Making in Rwanda**

**February 10, 2013**

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## List of Acronyms and Abbreviations

CEO	Chief Executive Officer
CSPro	Census and Survey Processing System
DDG	Deputy Director General
DFID	Department for International Development
DG	Director General
EDPRS	Economic Development and Poverty Reduction Strategy
EICV	Enquête Intégrale sur les Conditions de Vie des Ménages
EU	European Union
HIV/AIDS	Human Immune Virus/Acquired Immune Deficiency Syndrome
HLI	Higher Learning Institution
IPAR	Institute for Policy Analysis of Rwanda
IRDP	Institut de Recherche pour le Développement et la Paix
MDGs	Millennium Development Goals
MINAFET	Ministry of Foreign Affairs
MINECOFIN	Ministry of Finance and Economic Planning
NGOs	Non-Government Organizations
NISR	National Institute of Statistics of Rwanda
NSDS	National Strategy for the Development of Statistics
NSS	National Statistical System
RAB	Rwanda Agriculture Board
RBC	Rwanda Biomedical Center
SPSS	Statistical Package for Social Sciences
SRF	Statistics for Results Facility
SRFCF	Statistics for Results Facility Catalytic Fund
STATA	Statistical software
UN	United Nations

## Acknowledgements

The National Institute of Statistics of Rwanda (NISR), willing to improve the quality of official statistics and their use for decision making and policy formulation, initiated a 5 year programme in 2009 denominated “National Strategy for the Development of Statistics (NSDS)”. It is obvious for the regular users of official statistics that three years after the launch of NSDS, the production, the quality and the availability of official statistics in Rwanda improved tremendously taking advantage of the development of ICT in the Country. However, it was important to measure to what extent the users are using official statistics for their purpose and the level of their satisfaction in relation with the accuracy, the lack of bias and the dissemination of official statistics.

Looking for an independent and unbiased evaluation of the programme, the NISR hired a private consultant who, from July 2012 to January 2013, developed the user satisfaction study design, piloted and implemented the data collection and came out with a comprehensive report on the realities of the use of official statistics in Rwanda. This study unearths the achievements of the NSDS implementation given that it highlights the strengths, weaknesses and opportunities which characterize the Rwanda National Statistical System today. We strongly believe that the present report will contribute significantly to moving forward towards attaining the goals of the NSDS in the years to come.

The NISR would like to take this opportunity to thank the users of official statistics who, in spite of their heavy responsibilities, invested their time in this survey by responding to the study questionnaire. Your contribution is invaluable since without your views and appreciations, NISR would not be able to plan effectively for the next phase of NSDS for the benefit of the Country. We appreciate your continuous support and NISR will do its best to address users’ needs for and concerns about the production and use of high quality official statistics in Rwanda.

We are happy to acknowledge many other people for their contribution to the success of the Rwanda User Satisfaction Survey and would like to recognize particularly key partners(World Bank, UNDP, DFID and EU) who contribute to the financing of NSDS activities including the present survey; the NISR personnel who piloted this exercise namely the Deputy Director General Mrs. Odette MBABAZI, the Director in charge of Statistical Methods, Research and Publications Mr. Dominique Habimana and Mr. Jean Claude Nyirimanzi for their commitment and guidance; and the Consultant who diligently coordinated the study activities for the fruitful collaboration with NISR.

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## Executive summary

From July to September 2012, the National Institute of Statistics of Rwanda conducted a user satisfaction survey to understand where from and how the users access official statistics, their purpose while searching for official statistics and at what extent the available statistics help them to achieve their objectives. At the same time, the users were requested to share their views and opinions in regard with the timeliness, the quality and the dissemination of official statistics.

The user satisfaction survey targeted public and private sectors institutions, the civil society, international organizations, media and press and research and education institutions. Respondents were users of official statistics from the above mentioned institutions who came into contact with the National Institute of Statistics of Rwanda since the launch of the National Strategy for the Development of Statistics (NSDS) up to end of July 2012.

The study findings suggest that most users of official statistics consult more than one source of official statistics and at the same time may use them for different purposes. According to the respondents, the National Institute of Statistics of Rwanda remains the main source of official statistics since 85.4% of the respondents use statistics produced by the NISR. Other sources used by order of importance are Ministries (74.2%), other Government entities (60.7%), the National Bank of Rwanda (52.3%), International organizations (52.1%) and Customs (23.4%).

Without being exhaustive, Official statistics comprise social sector statistics, demographic statistics, economic statistics, financial and monetary statistics, regional statistics and business statistics. The most used official statistics are demographic statistics (74.9%), social sector statistics (63.9%), income and poverty statistics (57.2%) and agriculture and fishery statistics (55.1%). On the other side, balance of payment and external trade statistics are the least used and account for respectively 24.6% and 24.9% of the users.

Users access official statistics through different channels, the most used ones being the National Institute of statistics of Rwanda publications (80.6%), the NISR press releases or website (66.9%) and the publications or websites of international organizations (54.1%). Few users (less than 25%) request directly for official statistics from the producers. It is important to mention that 81% of the users refer to or make use of official descriptions and methods used for the production of official statistics.

Statistical data collected are predominantly used for analysis of current developments for short-term decision making (68.5%), for analysis of trend and long term policy formulation (61.1%) and for general economic information (59.1%). It came out from this study that only 17.6% of the users use official statistics for econometric model building and forecasting. Asked whether official statistics meet their priority needs, 51.5% of the users acknowledge that their needs are well or very well met while for 34.3%, their priority needs are moderately met. Users whose needs are not at all or slightly met represent 11.8%.

In addition to the availability of official statistics, respondents evaluated the quality of official statistics by type of statistics. For the methodologies used for the production of official statistics, the percentage of users who gauge the methodologies as sound and appropriate or very sound and appropriate is in the range between 38.7% and 71.4%. Users of demographic, external trade and balance of payments statistics are the most appreciative of the related methodologies with 71.4%, 66.8% and 65.3% of positive opinions respectively. Employment, regional, environment and business statistics' methodologies are the least appreciated with less than 50% of the users who rate them as appropriate and sound or very appropriate and sound.

Moreover, users of official statistics expressed their views in regard with accuracy and possible bias of official statistics. Official statistics are considered accurate and unbiased by 36.8% to 69% of the users depending on the type of statistics. For instance, more than 65% of the users consider public finance, monetary and financial and demographic statistics accurate and unbiased or highly accurate and unbiased against less than 50% for business, employment, environment, agriculture and fisheries and regional statistics.

Timeliness is another important component of the quality of official statistics. In the context of Rwanda, 20.4% to 67.8% of the users are satisfied or highly satisfied with the frequency of publication of official statistics. Users moderately satisfied represent a percentage between 16.4% and 35.7% and the percentage of those who are not at all or slightly satisfied varies from 9.3% to 43.8%. From the study findings, it is obvious that users are not aware of the publication of the dissemination calendar since a maximum of 48% are informed. 2.5% to 35.3% of the users recognize that official statistics are timely released in line with the published dissemination calendar.

Furthermore, accessibility of official statistics is not easy for users and depends on the type of data they are looking for. 72.6% and 71.9% of the users of demographic and social sector statistics are happy since they access easily or very easily the information needed while in the same time only less than 50% access easily or very easily business, employment and regional statistics. The metadata accompanying official statistics are considered sufficiently clear and at an adequate level of detail by 40.4% to 66.9% of the users. Once again, demographic statistics users are the most satisfied (> 65%) while public finance, Balance of payment, business and regional statistics users are the least satisfied (<50%).

As mentioned earlier, the NISR website is one the main channels used to access official statistics in Rwanda. As a result, 41.5% of the respondents find it user-friendly (easy or very easy to use); 29.4% find it moderately easy to use and 20.8% find it not easy or slightly easy to use. The respondents have similar opinions in regard with the presentation of official statistics with 46.4% of the users who appraise official statistics presentation as easy to understand; 29.1% appraise it moderately easy and 21.4% appraise the presentation of official statistics as not easy or slightly easy to understand.

The overall quality of official statistics was assessed using a 5-levels scale: very low, low, moderately high, high and very high quality. Official statistics were ranked as high or very high by 25.2% to 52.1% of the respondents, moderately high by 27.3% to 38.2% and low or very low by 5.9% to 36.1%. By aggregating moderately high, high and very high levels, monetary and finance, balance of payments, demographic and social sector statistics are on the highest end and scored more than 80% while employment and regional statistics are on the lowest end with a score of less than 60% each. Irrespective of the type of official statistics concerned, participants to the survey admit that there has been significant improvement in the production, dissemination and accessibility of official statistics in Rwanda since 2009 thanks to the implementation of National Strategy for the Development of Statistics.

## I. Introduction

Since 2009, the National Institute of Statistics of Rwanda (NISR) is implementing a 5 Years programme referred to as the "National Strategy for the Development of Statistics (NSDS) with the financial support from the World Bank "Statistics for Results Facility Catalytic Fund (SRFCF)", DFID, UNDP and European Union.

### I.1. The National Strategy for the Development of Statistics

The SRFCF program objective was to "increase the capacity of countries to formulate policies and make informed decisions for development by increased use of better statistics". To achieve this objective, a national strategy was developed and endorsed by the Government of Rwanda. 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. The most important challenges and constraints identified in 2009 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 mission 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<sup>1</sup>

In line with this mission, the Vision of the NSS is to 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

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<sup>1</sup> National Strategy for the Development of Statistics (2009-2014). Developed by the National Institute of Statistics

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 of 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.

The measurement of impact of the implementation of NSDS on the use, quality and dissemination of official statistics is necessary to inform the NISR on its achievements and guide future actions.

## **I.2. Eurostat and Ghana User Satisfaction Surveys**

Similar evaluation has been conducted by Eurostat in 2007. The study population was composed by 3800 users who were registered during the month of July 2007 and were contacted using internet.

Only 207 people responded to questions related to 3 main aspects: type of users, type of use, quality aspects and aspects of disseminating European community statistics. They found that the majority of the users were students, private users and researchers who use those statistics mainly for research purposes or for analysis for long term policy formulation. Main sources of community statistics were official publications of Eurostat and its website which were used by 76% of the users.

50% of the users find easy the use of Eurostat website but 70% of them are not aware of the existence of the release calendar. The quality of community statistics is well appreciated by 33.4% to 53.4% against 6.8% to 25% who find it bad or very bad; depending on the type of statistics. The majority of the users (60%) said that statistics were presented in an easy way to understand.

Ghana Statistical Service conducted a similar study in April 2012; a sample of 610 institutions/individuals was selected and 566 participated in the study. Data were collected using face to face interviews. Unfortunately by the time of reporting we could not access the report on the study findings.

## **II. Rwanda User Satisfaction Survey**

As underscored by the Hon Minister of Finance and Economic Planning (MINECOFIN), the production of such 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. Purpose of the User Satisfaction Surveys**

*“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.*

## **II.2. Objectives of the Rwanda User Satisfaction 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.

## **III. Methodology of Rwanda User Satisfaction Survey**

### **III.1. Target population**

The target population of the user satisfaction study is composed by institutions from six major categories:

1. Public sector including Central and Local Governments and other institutions. In Rwanda,
  - a. The Central Government institutions composed by
    - President Office,
    - the Prime Minister Office,
    - the two chambers of Parliament,
    - the Supreme Court and the National Public Prosecution Authority,
    - Ministries
    - and other Public institutions such as Boards, Commissions, Agencies, Authorities, Banks, Bureaus, Offices and institutes excluding public research and education institutions as well as government media and press.
    - Provincial Offices and Kigali City Office
    - District offices;
    - Other decentralized entities (Sectors and Cells offices)
2. Private sector entities such as companies and corporations, enterprises, the Private Sector Federation and its chambers excluding media, press, research and education institutions.
3. Public and private Media group comprising newspapers, radios and television and the High Media Council.
4. Civil society: the civil society in Rwanda includes international NGOs, local NGOs, churches or religious associations and political parties and trade unions.
5. International and regional organizations and diplomatic missions
6. Education sector: it comprises public and private higher learning institutions (HLIs), public and private research institutions.

For the time being, an exhaustive list of actual users of official statistics does not exist in the country and it was difficult to establish one in a short period of time. After exchange of ideas with the NISR

experts, it was agreed to identify participants from targeted institutions who came into contact with NISR for their statistical activities since 2009 up to July 2012. The activities considered, without being exhaustive, include requests for surveys' visa, requests for data or reports, participation in trainings, workshops or meetings organized by the Institute, etc. By the end of this exercise, 665 people were identified across the country and their contacts retrieved. All identified people were included in the study.

### **III.2. Data Collection**

A team of data collectors and supervisors selected according to their experience and their ability to interview senior officials have been recruited. After a 4 days training including a pre-test of the questionnaire, the data collection team was ready to start field work. The pre-test of data collection instruments (questionnaire) took place in institutions based in Kigali on potential users of statistics. Prior to the start of data collection, the study team sent a letter of the Director General of NISR to identified respondents to inform them about the study and seek their participation. The questionnaire was developed in English and then translated in French for French-speaking participants.

During data collection, enumerators visited physically each participant to seek for interview. The participant had the choice between English or French version of the questionnaire. The Kinyarwanda version was left out since official statistics are never disseminated in Kinyarwanda. Given the heavy schedules of identified participants and their level of education, we adopted a self-administered interview approach. Whenever the respondent could not fill the questionnaire immediately, the enumerator requested for the phone number of the participant or/and the phone number of the participant's assistant or secretary in order to be able to call back and check if the questionnaire was filled and hence collect it. In case a participant was absent or not available, the enumerator requested for another appointment. Questionnaires were checked for errors before their submission for data entry.

### **III.3. Data entry, data processing and data analysis**

A data entry mask has been developed in Cs-Pro for data entry and data processing. A double data entry was adopted and used to detect and fix data entry errors. Data entry clerks were selected among INES students in the department of Statistics Applied to Economy who completed Cs-Pro training organized by NISR in Musanze in 2012. The data entry was supervised by a lecturer in Statistics at INES-Ruhengeri who is experienced in Cs-Pro. The database was password protected and no participants' identifiers were collected apart the institution of origin. Statistical Package for Social Sciences (SPSS) and MS Excel have been used for data analysis while the reporting was done using MS Word.

## IV. Study Results

### IV.1. Characteristics of respondents

The Rwanda User Satisfaction Survey targeted a very particular population composed by Policy and Decision makers at different levels working for the Government, the Private Sector, the Civil Society and International organization. Media and Research and Education were particularly singled out since they are supposed to be leading consumers of official statistics. After six weeks with at least 3 recalls for each contacted person, 319 of the distributed questionnaires were retrieved and used for the present analysis.

*Table 1: Participation in the study by origin or cluster the respondent comes from*

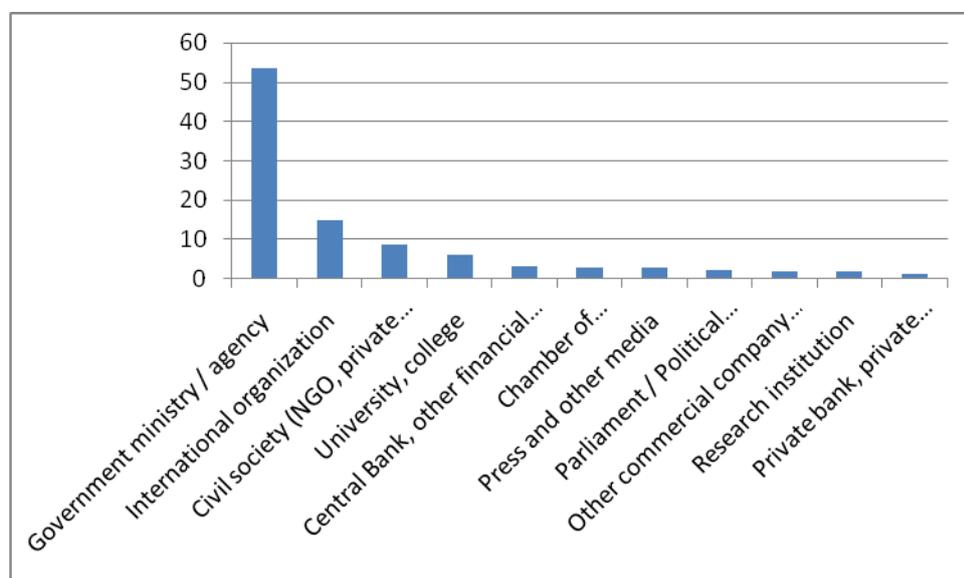
Clusters	Targeted Qs	Distributed Qs	Filled and Retrieved Qs	Not Retrieved Qs	Lost follow up Qs	Percentage of retrieved Qs
government	400	336	190	146	64	56.5
International Organizations	110	81	31	50	29	38.3
Education and Research	39	37	27	10	2	73.0
Private Sector	45	35	20	15	10	57.1
Civil Society	54	46	37	9	8	80.4
Media	17	17	14	3	0	82.4
Overall Number	665	552	319	233	113	57.8
Percentage		83.0	57.8	42.2	17.0	

Out of 665 people identified using the records of the National Institute of Statistics of Rwanda, 113 were lost to follow-up for different reasons. Some of them are consultants and researchers from outside who requested for data or visas to conduct surveys and went back to their countries of origin. Others are Rwandans who left the place they have been working from and none knows their whereabouts. Another category of lost to follow-up is composed by people who left the country for their studies abroad and were out of the country by the time of the interview. Henceforth, only 552 questionnaires were distributed and the response rate varied from 38.3% for International Organizations to 82.4% for Media and Press. As a result, some clusters were over-represented and others under-represented among the respondents as compared to the original population. In order to correct for such a bias consecutive to the non-response rate, the analyses have been weighted using the inverse of the response rate for each cluster.

**Table 2: Participants in the User Satisfaction Survey by Institution of Origin**

Institution	Frequency	Percent	Cumulative Percent
Government ministry / agency	171	53.6	53.6
Parliament / Political organization	7	2.2	55.8
Central Bank, other financial authority	11	3.4	59.2
Private bank, private financial institution, insurance company	4	1.3	60.5
Other commercial company / enterprise	6	1.9	62.4
Chamber of commerce, trade association, employers' or labor union	9	2.8	65.2
Press and other media	9	2.8	68
Civil society (NGO, private individual)	28	8.8	76.8
Research institution	6	1.9	78.7
University, college	20	6.3	85
International organization	48	15	100
Total	319	100	

**Figure 1: Distribution of User Satisfaction Survey's Participants by Institution of origin**

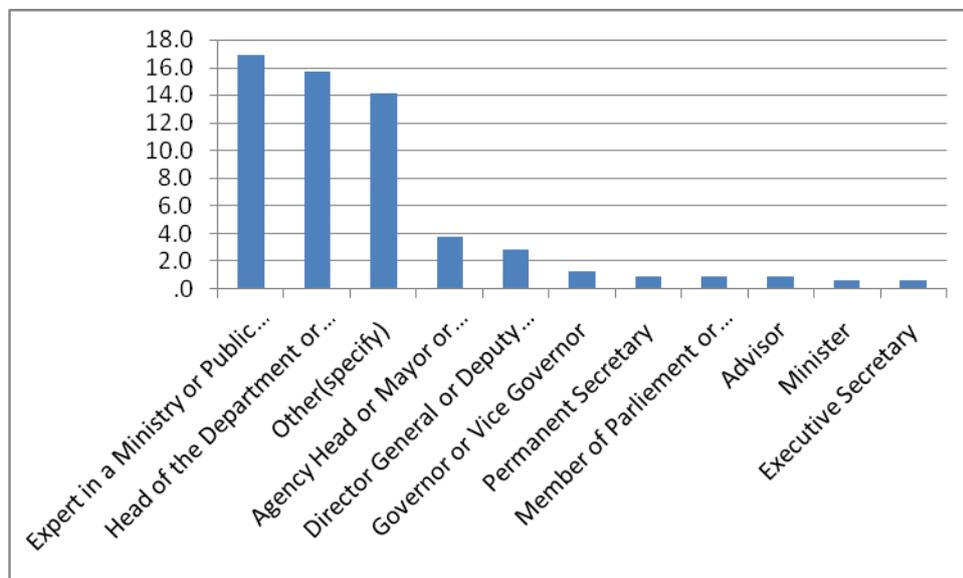


The table 2 and Figure1 suggest that the majority of the respondents are from the Government (Central Government, Local Government and other Government entities)(53.6%)<sup>2</sup> followed by International Organizations (15%) and then Civil Society (8.8%). Participants from Education and

<sup>2</sup> This statistic excludes the National bank and other public financial institutions, the Parliament and people from public press, media and education sector.

Research Institutions represent 8.2%. The representation of the public sector composed by the Government entities mentioned above, the National Bank and other public financial institutions and the Parliament attains 59.2% of the respondents.

**Figure 2: Positions Occupied by Respondents from the Public Sector in Rwanda**



Participants from the Public sector mentioned above include 11.8% of high ranked officials (Senate and Parliament Speakers and the Prime Minister, Ministers, Permanent Secretaries, Director Generals, etc.), 33.2% decision makers with a minimum rank of Head of Department or Division and 55.1% of other officials. Other officials are mainly Heads of units (4), Statisticians (16), Agronomists (4), professionals (6), planning officers (2), technicians (2) or other officers (6).

Similar situation is observable outside the public sector as illustrated in the table 3 hereafter.

**Table 3: Positions of Participants from outside the Public Sector<sup>3</sup>**

Position	Frequency	Percent	Cumulative Percent
High ranked officials	33	28.7	28.7
Decision makers	33	28.7	57.4
Others	49	42.6	100
Total	115	100	

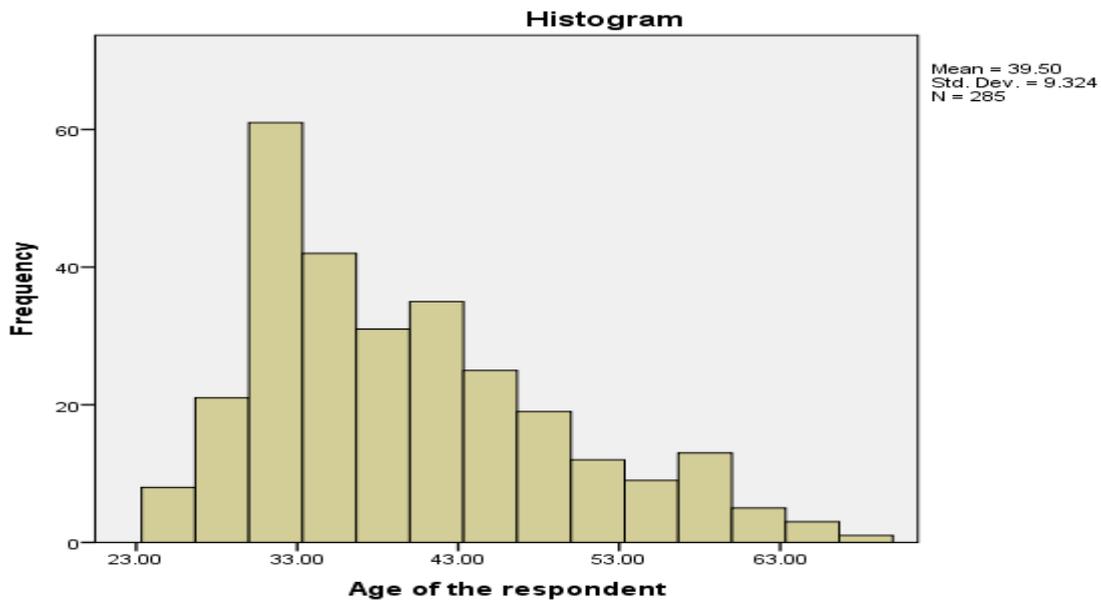
Participants from sectors other than the public sector include those from the Private Sector, Media, Education and Research, Civil Society and International Organizations. Out of 115 respondents, 28.7% are high ranked officials, 28.7% are in decision making positions while 42.6% are in other

<sup>3</sup> Public Sector does not include people working in Public Media and Press neither people working in Public Research and Teaching Institutions.

positions. Decision and Policy makers represent at least 44% of participants from Government and Non-Government institutions.

As expected from the above findings the age of participants is quite high compared to the general working population since people in decision making positions tend to be well educated and experienced.

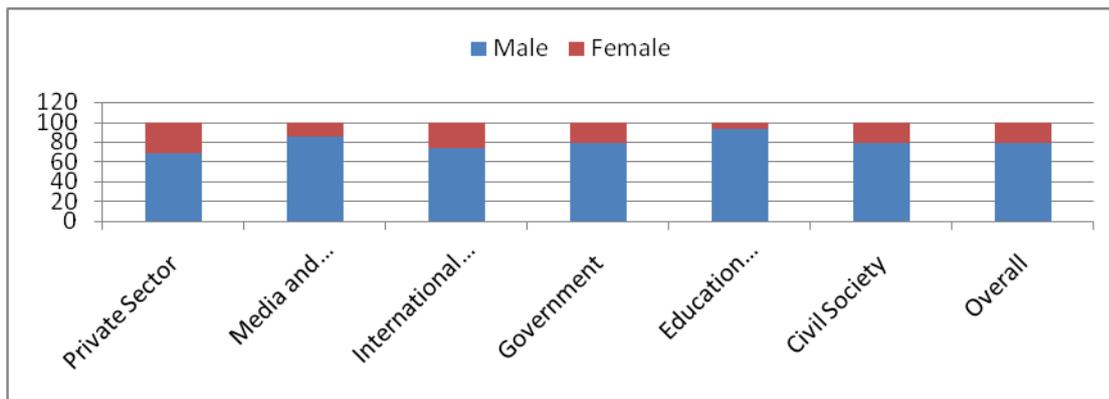
**Figure 3: Distribution of the Age of the User Satisfaction Survey's Participants**



The average age of the respondent is 39.5 years while the first, the second and the third quartiles are respectively 32 years, 37 years and 45 years. 75% of the respondents are 32 years old or more; the oldest participant being 67 years old while the youngest is 24 years old. 48.6% of the participants have completed post graduate studies, 47.3% have a bachelor degree against only 1.6% who completed at most Secondary school studies.

The majority of participants are males with less than 35% of females irrespective of the category of the participants.

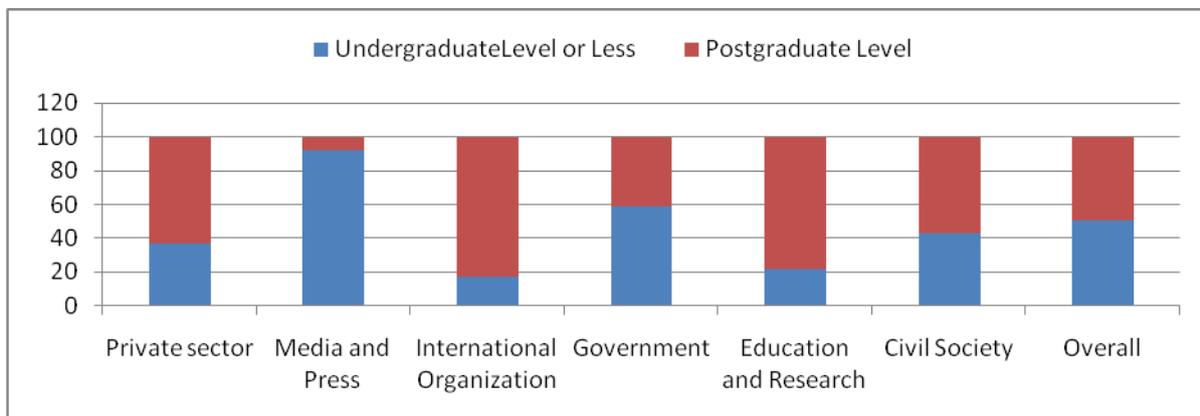
**Figure 4: Distribution of User Satisfaction Survey’s Participants by Gender**



The highest representation of women is observed in the private sector with 31.6% seconded by International organizations with 26.7% and then the Government and Civil society with 21.6%. The overall representation of women is 21.2%.

Another important socio-demographic characteristic is the education level of the participants. A large majority of the users of official statistics in Rwanda are University graduates as illustrated by figure 5.

**Figure 5: Distribution of User Satisfaction Survey’s Participants by Education Level**



Many participants from Media and Press (92.3%) are holders of a bachelor degree or less while for International organization, education and research institutions the same category represents only 17.2% and 22.2% respectively. Respondents who completed post-graduate studies constitute 82.8% of the participants from International organizations and 77.8% of the participants from education and research institutions. Across all categories, one out of 2 participants has completed post-graduate studies.

**Table 4: User Satisfaction Survey Participants' Education Level by Gender**

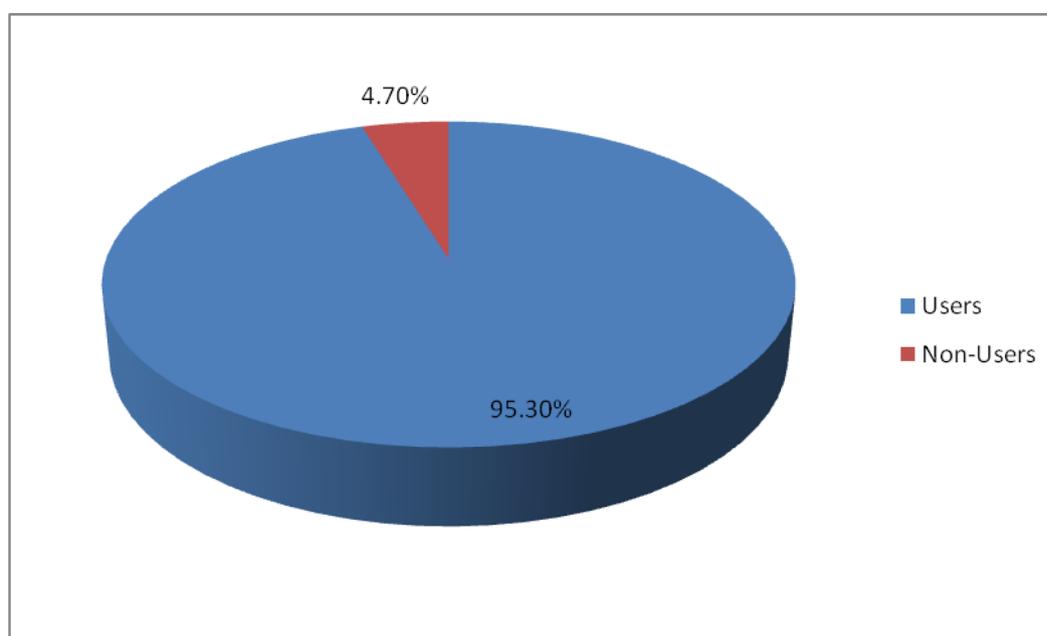
			Education Category		Total
			Under-graduate or less	Post-graduate	
Gender	Male	Count	123	119	242
		% within male	50.80%	49.20%	100.00%
	Female	Count	29	36	65
		% within female	44.60%	55.40%	100.00%
	TOTAL	Count	152	155	307
		% within Gender	49.50%	50.50%	100.00%

The education level of women is similar if not higher compared to the education level of men; 55.4% of women have post-graduate qualifications against 49.2% of men.

## IV.2. Relevance and Use of Official Statistics in Rwanda

Although the participants were people who have been in contact with the NISR for activities in relation with the NSDS since 2009, it was necessary to make sure that they use official statistics.

**Figure 6: Percentage of Users and Non-Users of Official Statistics among the Participants**



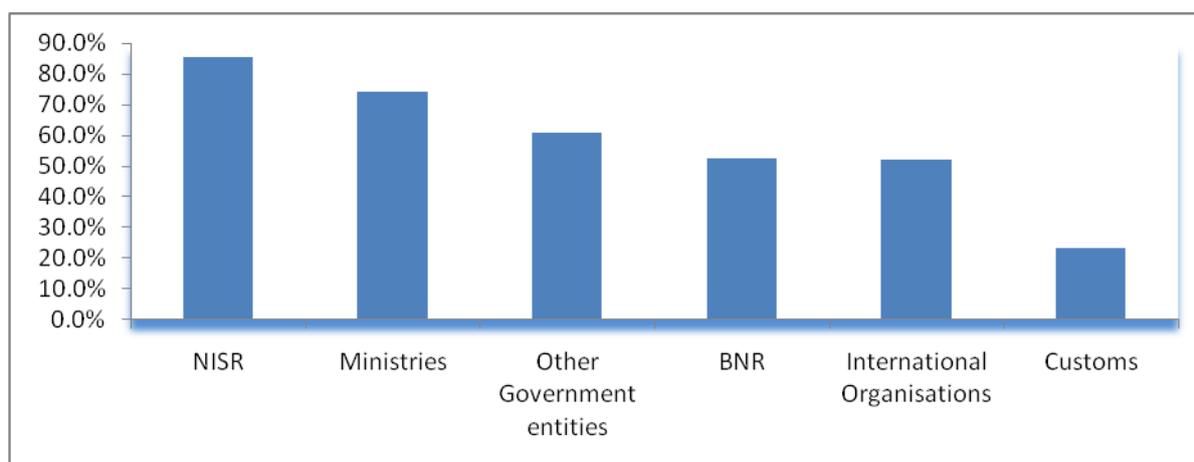
A screening question to this end was asked to each respondent prior to in-depth interview and only 15 people confessed not using statistics produced by any of the six key producers of official statistics in Rwanda. However, those who declared not using official statistics were requested to respond to the question regarding the reasons why they do not use them. The main reasons are:

- do not trust official statistics (15);
- official statistics are difficult to access (14);
- do not need official statistics for their professional activities (13);
- and official statistics they need are not available (12).

#### IV.2.1. Producers of Official Statistics

The users of official statistics rely on different producers of statistics, more than one at a time.

**Figure 7: Sources of official statistics used by participants**



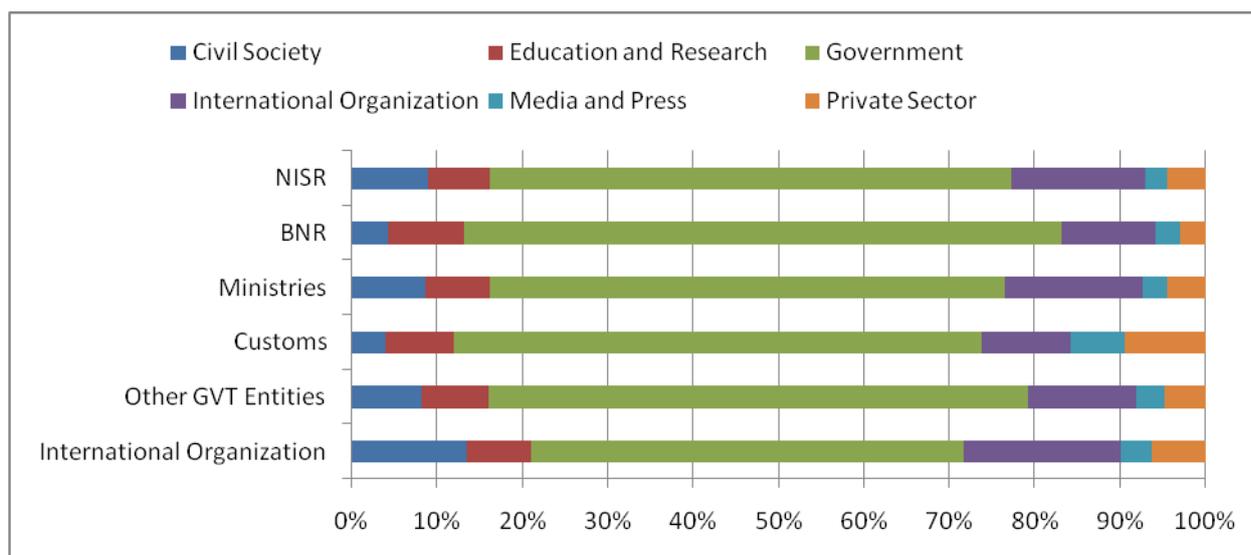
The majority of respondents use statistics produced by

- The National Institute of Statistics of Rwanda (85.4%),
- Different Ministerial departments (74.2%), or
- Other Government institutions (60.7%) such as Boards, Agencies, Authorities, etc.

Half of the users get their official statistics from the Central Bank of Rwanda (52.3%) or from the International organizations (52.1%). Statistics produced by Customs are used by 23.4% of the respondents.

Use of statistics produced by an institution or organization could be influenced by several factors such as the type of institution the respondent comes from.

**Figure 8: Source of Official Statistics by Origin of Users**



In fact, according to the respondents' declarations,

- i) Respondents from the Civil society use mostly statistics produced by International Organizations (13,5%);
- ii) Researchers and educationalists use equally statistics from different producers (7.3% to 8.9%);
- iii) Government officials use all statistics but represent a high percentage of the users of statistics produced by BNR (70.0%), other Government entities (63.1%) and Customs (61.9%);
- iv) International Organizations' members prefer primarily official statistics produced their own institutions (18.4%), Ministries (16.1%) and NISR (15.7%);
- v) Participants from Media and Private Sector use more statistics produced by Customs (6.3% and 9.5% of the users respectively).

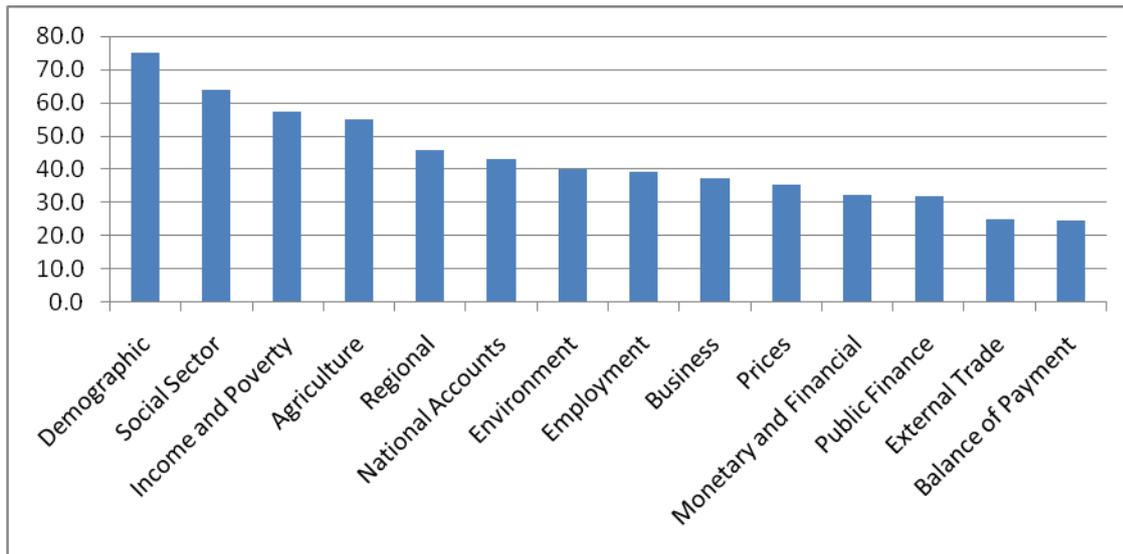
The National Bank statistics are mainly used by Government Officials, Educationalists and Research fellows and people from Media. Customs statistics are mainly used by Media and Private sector.

In brief, irrespective of the category of users, the NISR remains the first source of official statistics followed by Ministries, Other Government entities and International organizations.

#### **IV.2.2. Type of official statistics**

Fifteen types of official statistics have been identified and are produced by different institutions. The percentage of users for each type of official statistics is illustrated in figure 9.

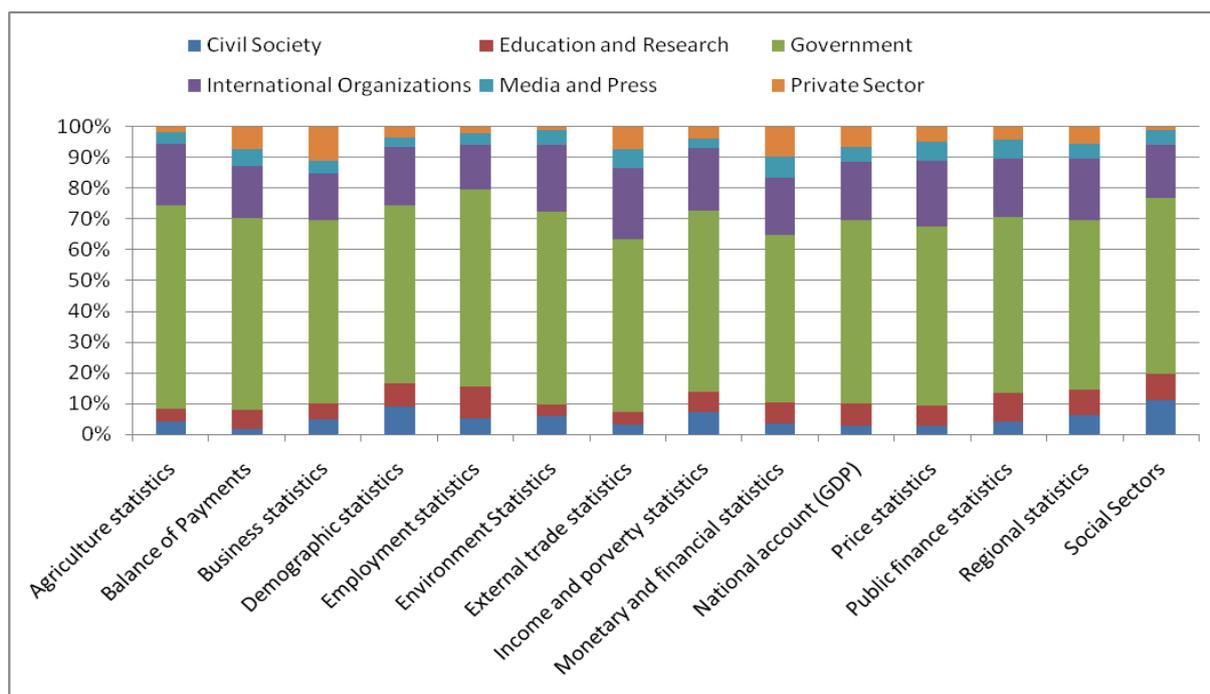
**Figure 9: Percentage of Participants who Use Specific Official Statistics**



The most used official statistics are demographic statistics (more than 70% of the users), social sector statistics (more than 60% of the users), Income and poverty statistics and agriculture statistics which account for more than 50% of the users. The least used statistics are the balance of payment and the external trade statistics with less than 30% of the users. All other statistics are used by at least 30% and at most 50% of the users.

The use of a specific type of official statistics could be associated to the user characteristics or the institution he/she comes from. Figure 10 illustrates the relationship between the type of statistics and the origin of the user.

**Figure 10: Use of Specific Official Statistics by different Categories of Users**



It is obvious that all statistics are used primarily by Government officials, followed by international organizations. There could be a size effect since the majority of users come from those two groups. For Government officials, the most used statistics are agriculture, balance of payments, employment and environment statistics (more than 60%) and the least used are monetary and financial statistics (less than 55%).

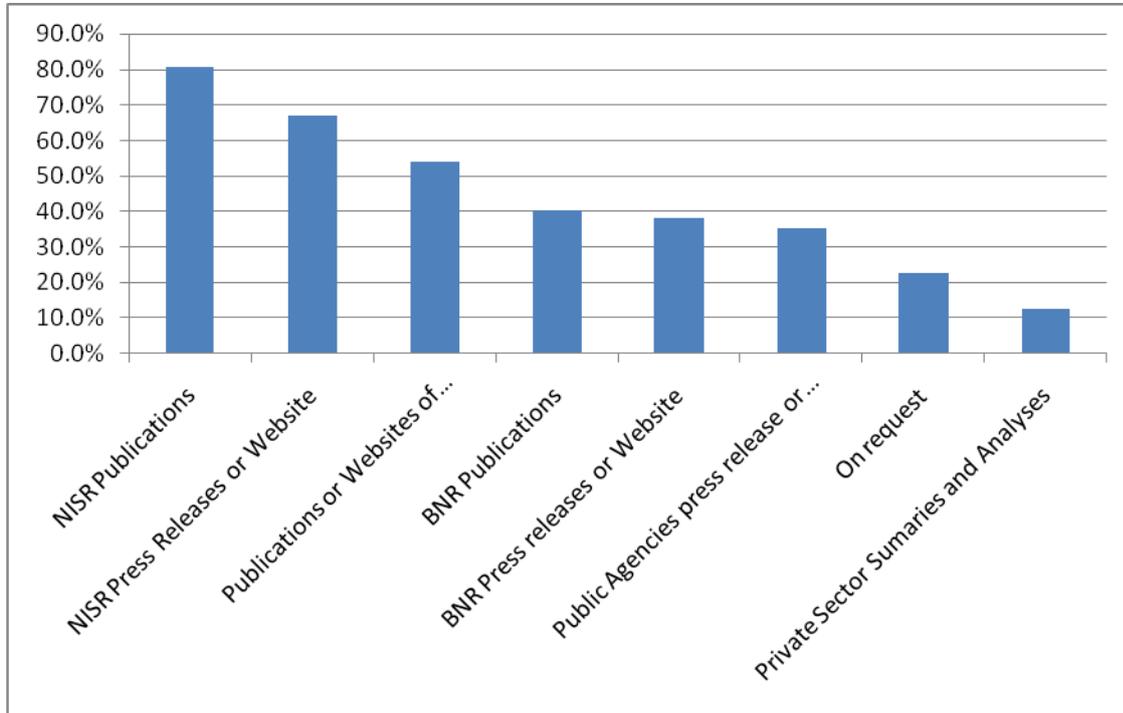
For International Organizations, users are more interested by external trade, environment, price, agriculture and income and poverty statistics (more than 20%) and less interested by employment statistics (less than 15%). Researchers and participants from education represent more than 8% of the users of employment, public finance, and regional and social sector statistics. However, they are few (4% or less) to use agriculture, environment and external trade statistics.

Civil society members use mainly social and demographic statistics (more than 9% of the users) and are very few to use economic statistics particularly balance of payment, national accounts and price statistics (less than 3%). The private sector operators prefer business, monetary and financial statistics (more than 9% of the users) and use marginally social sector, agriculture and environment statistics (less than 2%). Media and Press are more interested in monetary, external trade, public finance and price statistics (6% or more) and few of their members are using income and poverty, demographic and agriculture statistics (less than 4%).

### IV.2.3. Channels used to access Official Statistics

Users of official statistics pass through different channels to access data and information.

**Figure 11: Channels used to access official statistics in Rwanda**



The most used channels to access official statistics are by order of importance, the publications of the National Institute of Statistics (80.6%), the Website or Press Releases of the NISR (66.9%) and the Publications or Websites of International organizations (54.1). The least used channels are the Private sector summaries and analyses and direct requests to producers of statistics. Overall, 89.6% of the users access official statistics through the NISR publications and NISR press releases or NISR website.

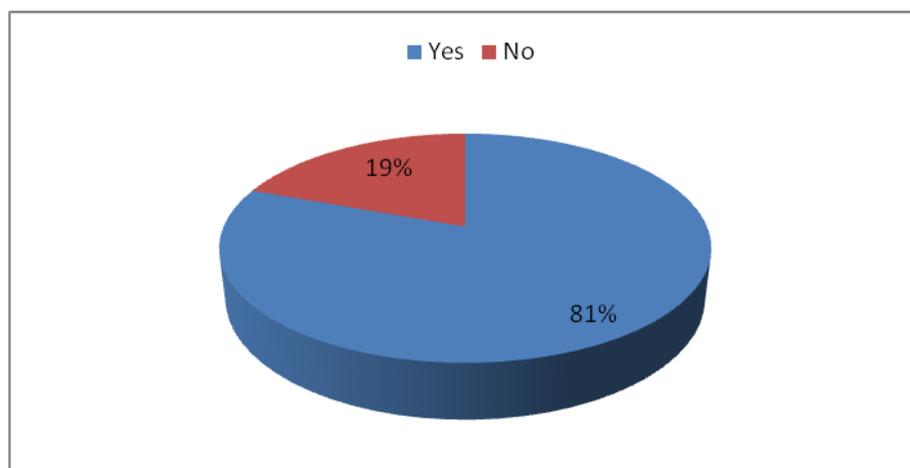
The channels through which users of official statistics access official statistics are not equally used by males and females users. Differences are observed for NISR publications which are mostly used by men; for Press releases and websites of other Government institutions which are used more by females than males and the requests for statistics which are mostly used by women.

Again channels used to access official statistics are likely to be related to the age and the education level of the respondent. Older users (more than 35 years) prefer NISR publications compared to young people (35 years or less) while more educated people (post-graduates) favor international organizations websites and publications as opposed to less educated (under-graduates or less) who rely on requests to various institutions.

#### IV.2.4. Use of official descriptions and methods related to official statistics

Asked whether they refer to or make use of official descriptions of the sources and methods to compile official statistics, most of the users responded positively.

**Figure 12: Users who refer to official descriptions or use them while compiling official statistics**



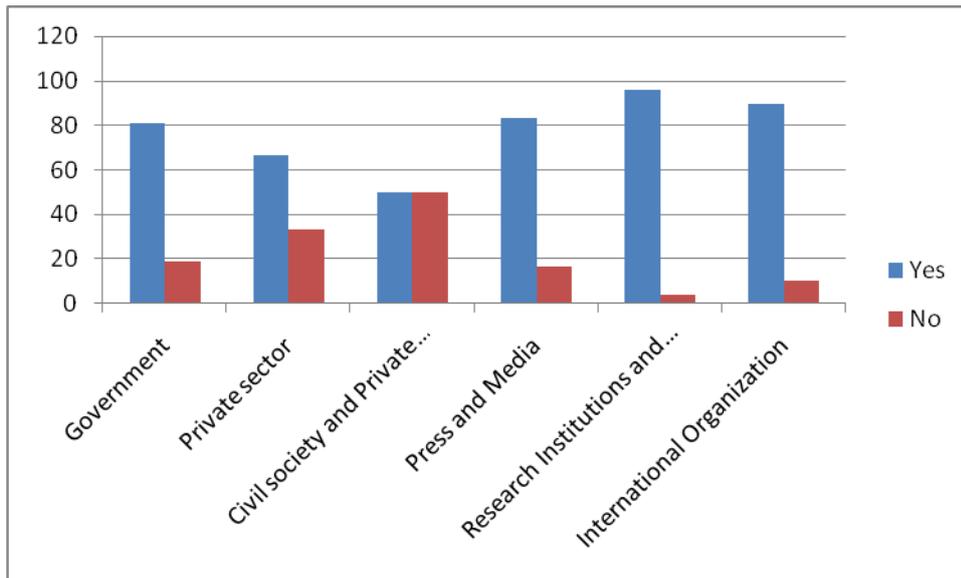
Eighty one percent (81%) of the participants refer to official descriptions of the sources and methods used to compile official statistics irrespective of their education level, gender or age. The use of descriptions and methods is motivated by the need

- to better understand how different indicators are calculated,
- to do their own or deeper analyses and compare with other data from different sources,
- to get information about the coverage, the scope and the framework of the study,
- or to assess the relevance and validity of statistics produced and to use them as references.

**Table 4: Use of the official descriptions of the sources and methods to compile official statistics by Education Level**

			Education Category		Total
			Under-graduate or less	Post-graduate	
Refer to or Use Official descriptions of the sources and methods to compile Official Statistics	Yes	Count	73	96	169
		Percentage	76.80%	84.20%	80.90%
	Non	Count	22	18	40
		Percentage	23.20%	15.80%	19.10%
	Total	Count	95	114	209
		Percentage	100.00%	100.00%	100.00%

**Figure 13: Use of official descriptions and methods by origin of the user**

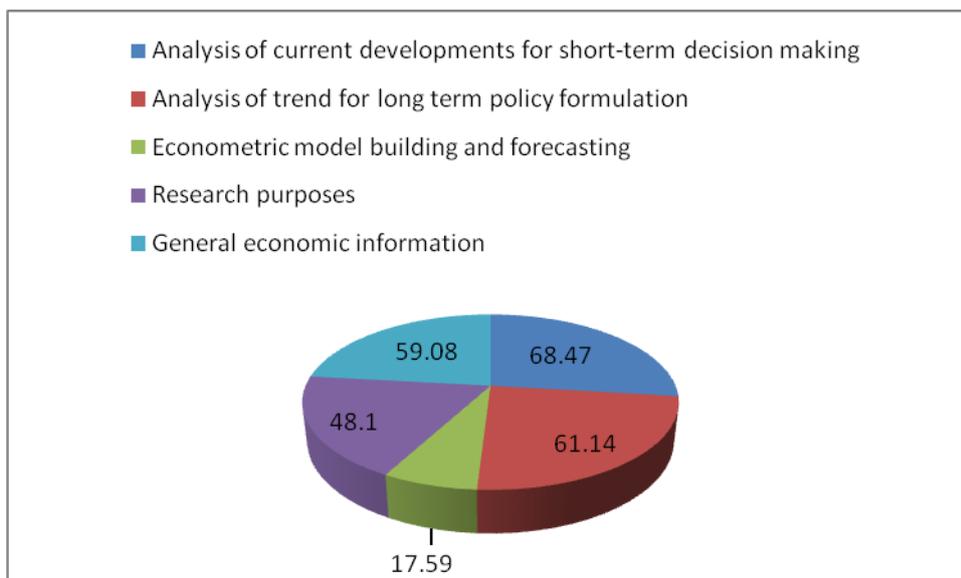


The reference and use of official descriptions and methods is mostly encountered in research and education sector and in International organizations. The private sector and the civil society lag behind with more than 30% of their users who do not refer to the metadata of official statistics.

#### IV.2.5. Purpose of the use of official statistics

In Rwanda, official statistics are predominantly used for 3 purposes.

**Figure 14: Reasons behind the use of official statistics in Rwanda**



Participants declared that they use official statistics for analysis for short term decision making (68.5%) followed by analysis of trend for long term policy formulation (61%) and lastly for general

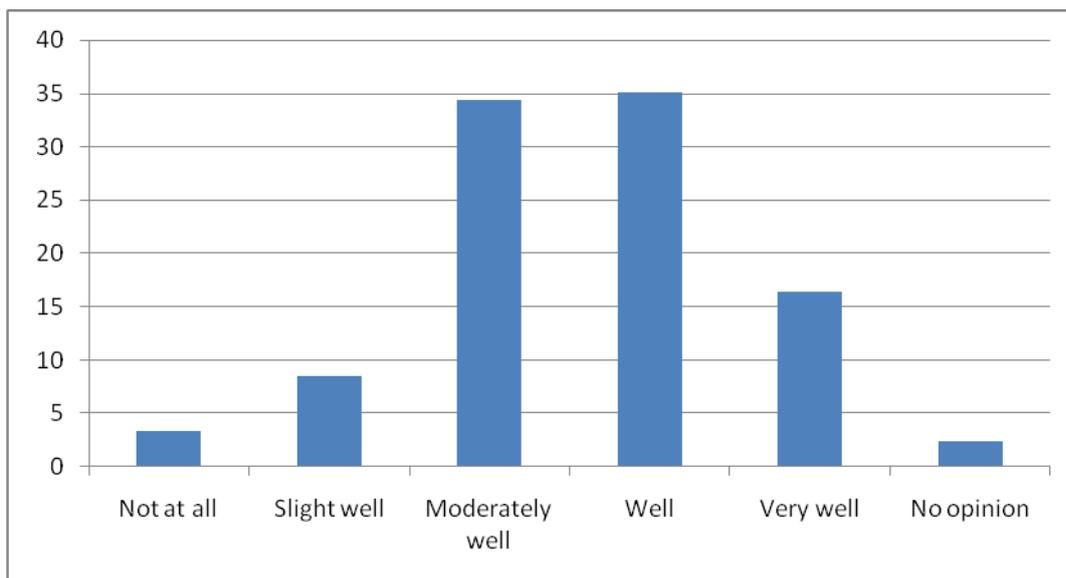
economic information (59.1%). Official statistics are rarely utilized for econometric model building and forecasting (17.6%) and to some extent for research purposes (48.1%).

Education level and institution of origin seem to influence the purpose of use of official statistics. For instance, more educated people (with post-graduate education level) use more official statistics for research and for analysis of trend for long-term policy formulation as compared to other participants. Moreover, participants from the Government and International organizations use more official statistics than others for analyses of current development for short-term decision making and for analyses of trends for long-term policy formulation. Researchers and lecturers, Civilsociety and International organizations members are many to use official statistics for research.

#### IV.2.5. Official statistics and users' priority data needs

Most of the time, the producers of official statistics do not know exactly the users' needs in particular the needs of users outside the Government. It is the reason why a user satisfaction survey constitutes an opportunity to assess whether the users' needs are met.

**Figure 15: Appreciation of adequacy of official statistics to users' priority needs**

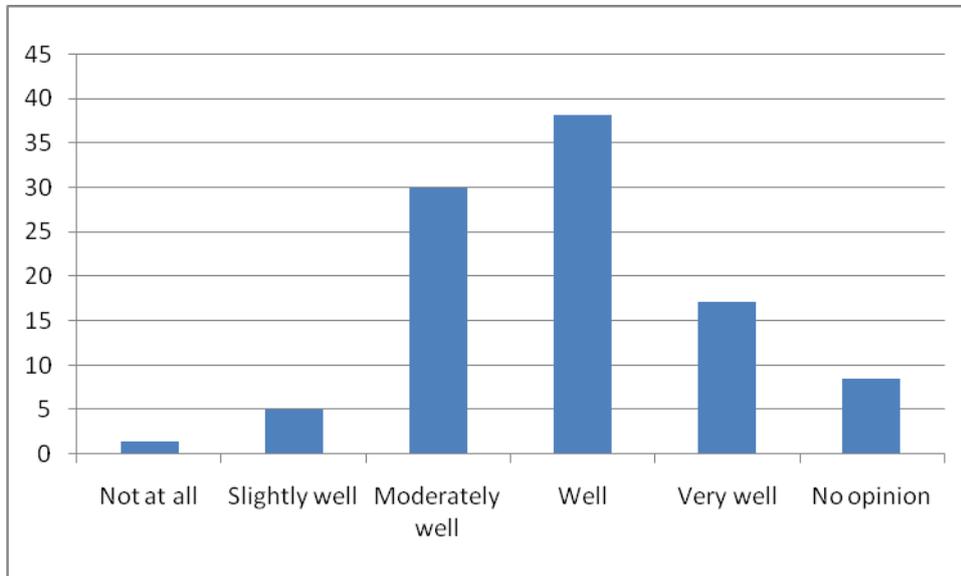


From the figure 15, 51.5% of the users consider that their priority needs are well or very well met against 11.8% whose needs are not met. According to respondents, the unmet needs are related to official statistics which are not available or not easily accessible. Participants singled out statistics related to civil registration, land registration, governance and justice, youth by gender and acreage for specific crops. Some participants expressed the need for official statistics disaggregated by district (District statistics).

#### IV.2.6. Extent to which official statistics allow users to carry out their purpose

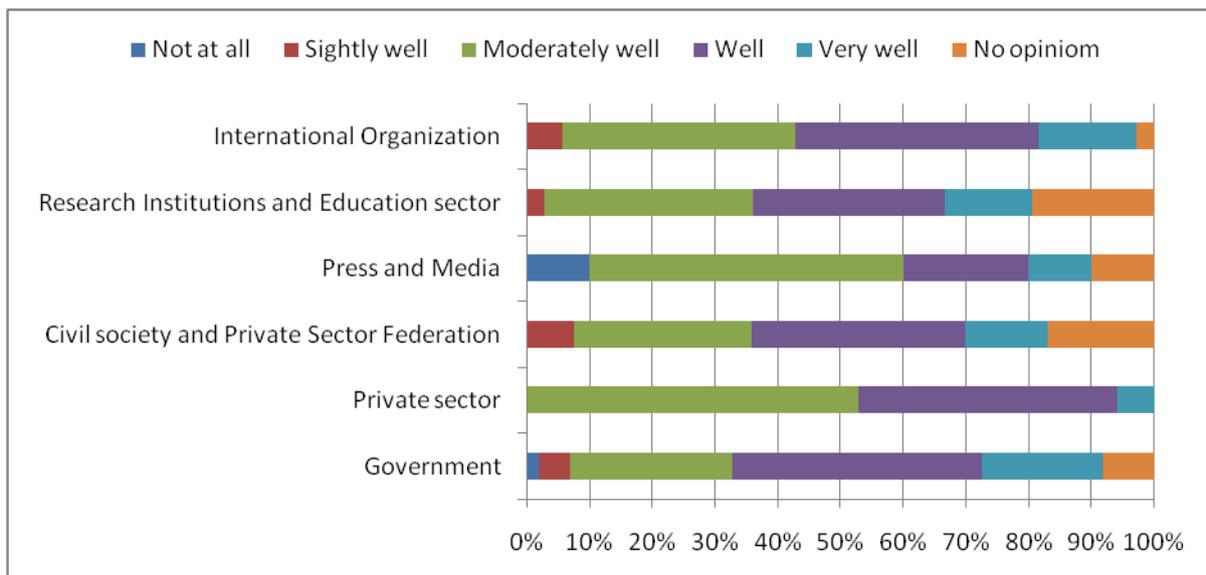
Not only official statistics should meet the users' priority needs but they should be useful and usable to allow users to achieve their objectives.

**Figure 16: Usefulness of official statistics to users in Rwanda**



In Rwanda, the majority of the users (55.2%) consider that official statistics available allow them to carry out well or very well the purpose they need them for. However, the percentage of those who consider that official statistics do not allow them to carry out their purpose or only slightly well is 6.5%.

**Figure 17: Usefulness of official statistics by origin of the user**



The percentage of users satisfied with the available official statistics is between 30.0% for Press and Media and 59.1% for the Government. International organization members who are satisfied

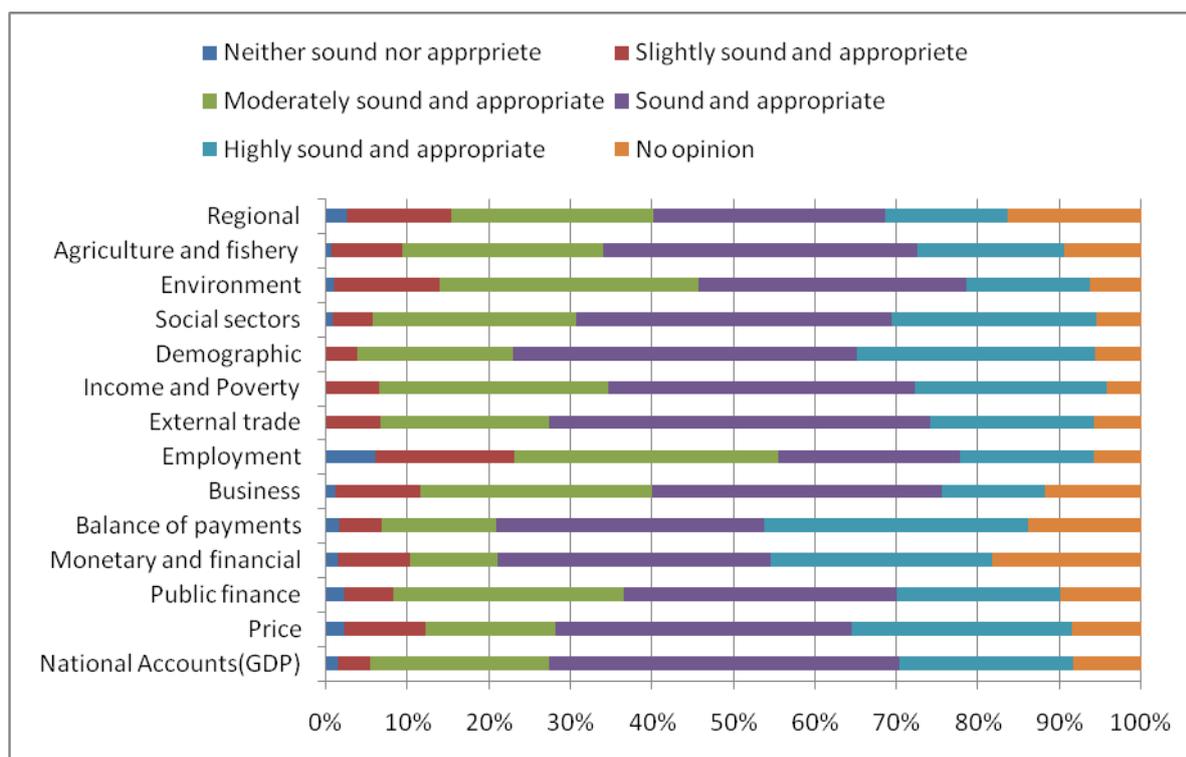
represent 54.3%. The level of satisfaction is lower among participants from press and media (30.0%) and those from research and education (44.5%). It is important to mention that for the Media and Press as well as for the Private sector, the dominant response is that official statistics allow them to carry out their purpose only moderately well with 50.0% and 52.9% respectively.

### IV.3. Quality Aspects of Official Statistics

#### IV.3.1. Quality of Methodologies

Participants were tasked to evaluate the methodology used for the production of official statistics by category. The users of a specific type of statistics had to evaluate the methodologies in regard with their soundness and appropriateness.

**Figure 18: Soundness and appropriateness of methodologies used for the production of Official Statistics**



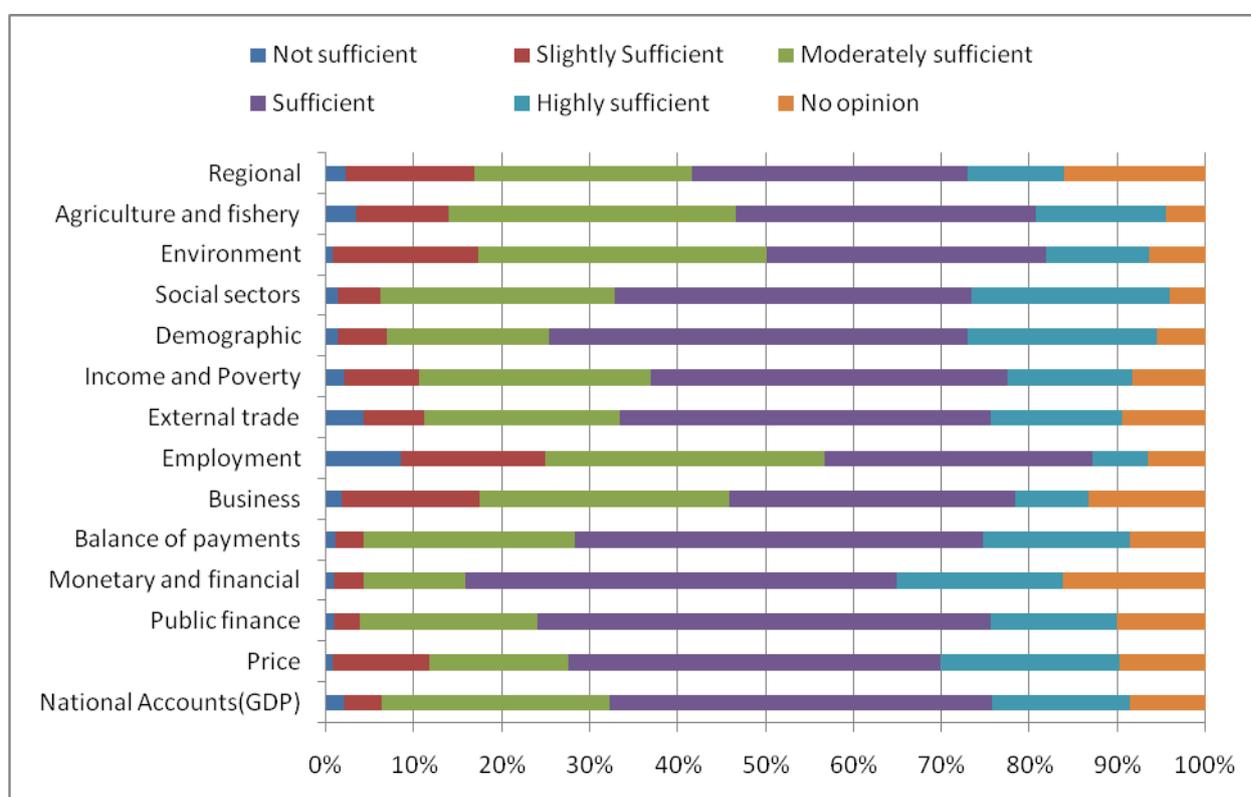
From the results of the present study, the methodology used for the production of demographic statistics is hailed by the users of demographic statistics as sound and appropriate with 71.4% of favorable opinion (Sound and appropriate or highly sound and appropriate). Other methodologies which are appreciated by the users are those used for the production of external trade statistics (66.8%), balance of payments (65.3%), National accounts (64.3%), Social sector statistics (63.9%), Prices (63.4%), Income and poverty (61.3%) and monetary and financial statistics (60.7%).

The methodologies for the production of agriculture and fishery (56.5%) and Public finance statistics (53.5%) are appreciated by more than one out of two users. The less appreciated methodologies are those used for the generation of employment statistics (38.7%), regional statistics (43.4%), environment statistics (48.1%) and business statistics (48.3%).

### IV.3.2. Un-biasedness and Accuracy of Official Statistics

The use of official statistics is fostered whenever the users trust them and are confident that the information availed is correct. Figure 19 provides details about the perceptions and appreciation of users in relation with the level of accuracy and bias of official statistics.

**Figure 19: Appreciation of the accuracy and un-biasedness of official statistics by the users**



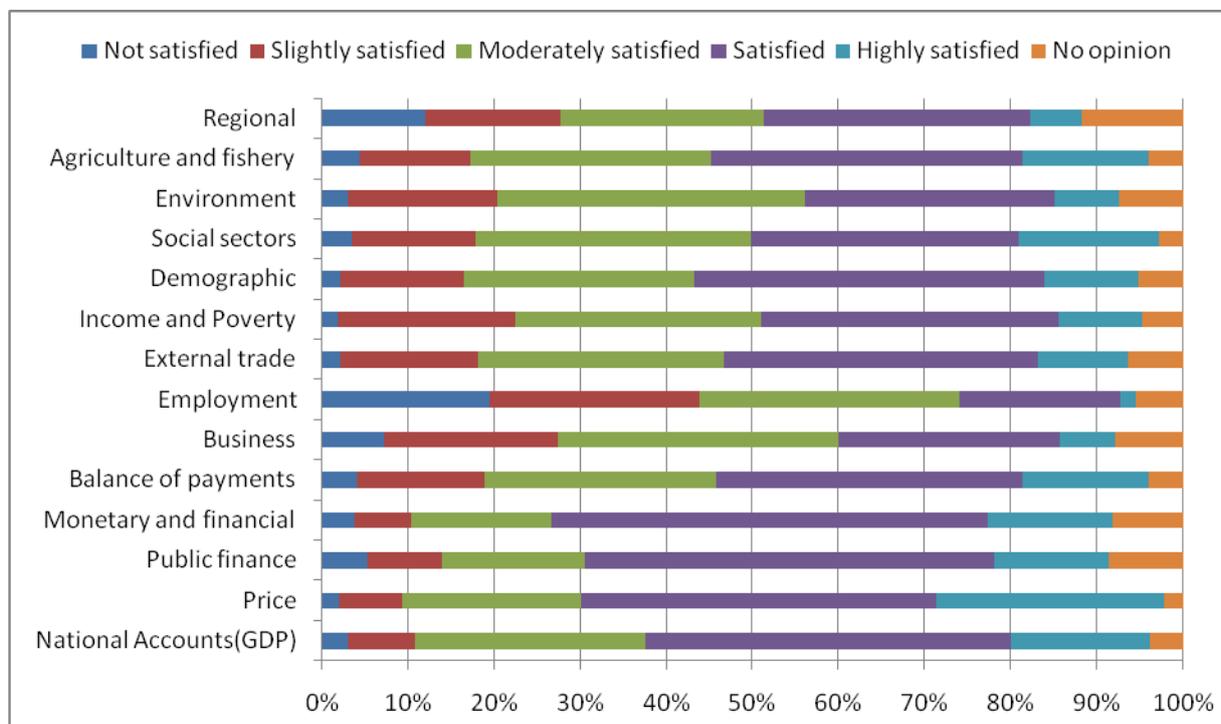
Statistics related to demographics, monetary and finances, public finances, social sector, balance of payment and prices are most trusted with a percentage of positive opinions which exceeds 60%. The least trusted statistics are, by order, employment (36.9%), business (40.7%), regional (42.3%), environment (43.5%) and agriculture and fishery (48.9%) statistics.

Participants who are not satisfied (not sufficient or slightly sufficient) in regard with accuracy and un-biasedness of official statistics are more than 24.9% for employment statistics.

### IV.3.3. Timeliness of Official Statistics

For official statistics, the frequency of publication is a key element especially for the analysis of trends.

**Figure 20: Satisfaction of the users with the frequency of publication of official statistics**



The survey's results suggest that

- i) most of the users of prices and public finances statistics (more than 60%) are satisfied with the frequency of publication;
- ii) respondents satisfied with the frequency of publication of agriculture and fishery, demographics, balance of payments, monetary and financial and national accounts statistics represent 50% to 60%; and
- iii) only less than 40% of the users of employment, business, environment and regional statistics are satisfied with the frequency of these statistics.

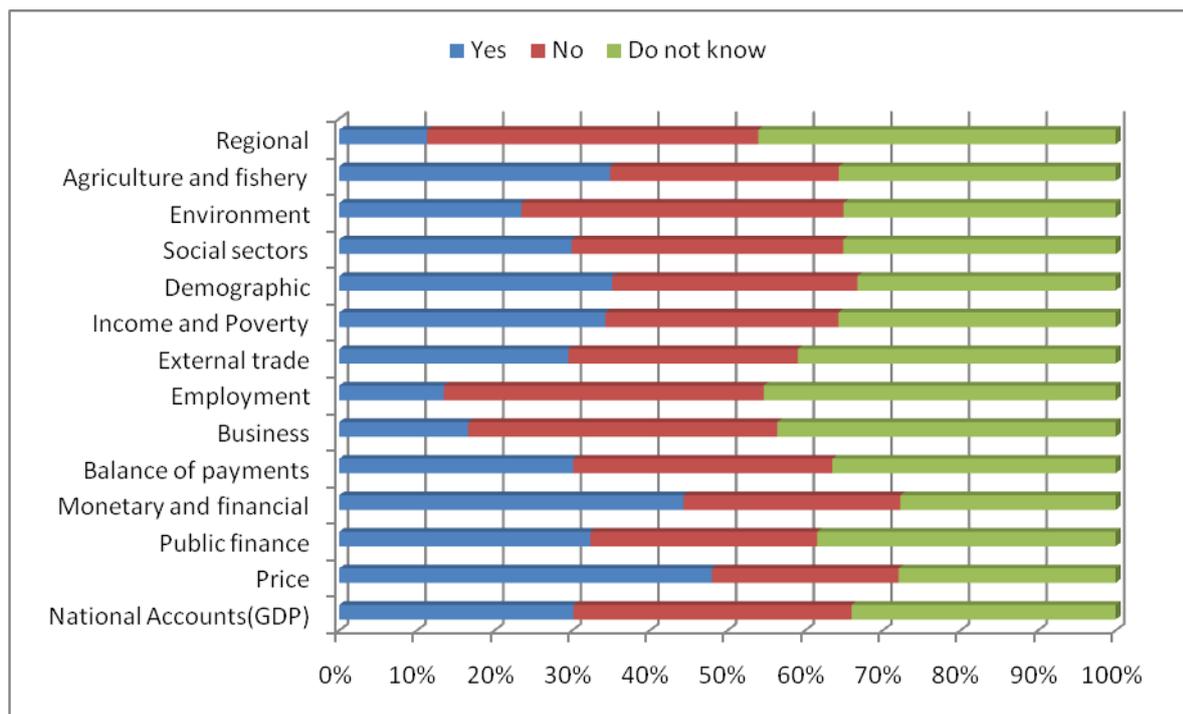
Respondents who expressed concerns about the frequency of publication of official statistics are more than 20% among users of employment, business, environment, regional and income and poverty statistics.

## IV.4. Dissemination of and access to Official Statistics

### IV.4.1. Publication of Official Statistics Dissemination Calendar

The survey on user satisfaction survey assessed whether the users of official statistics are aware of the publication of a dissemination calendar which announces the dates of publication of most of official statistics.

**Figure 21: Awareness of the users about the dissemination calendar of official statistics**

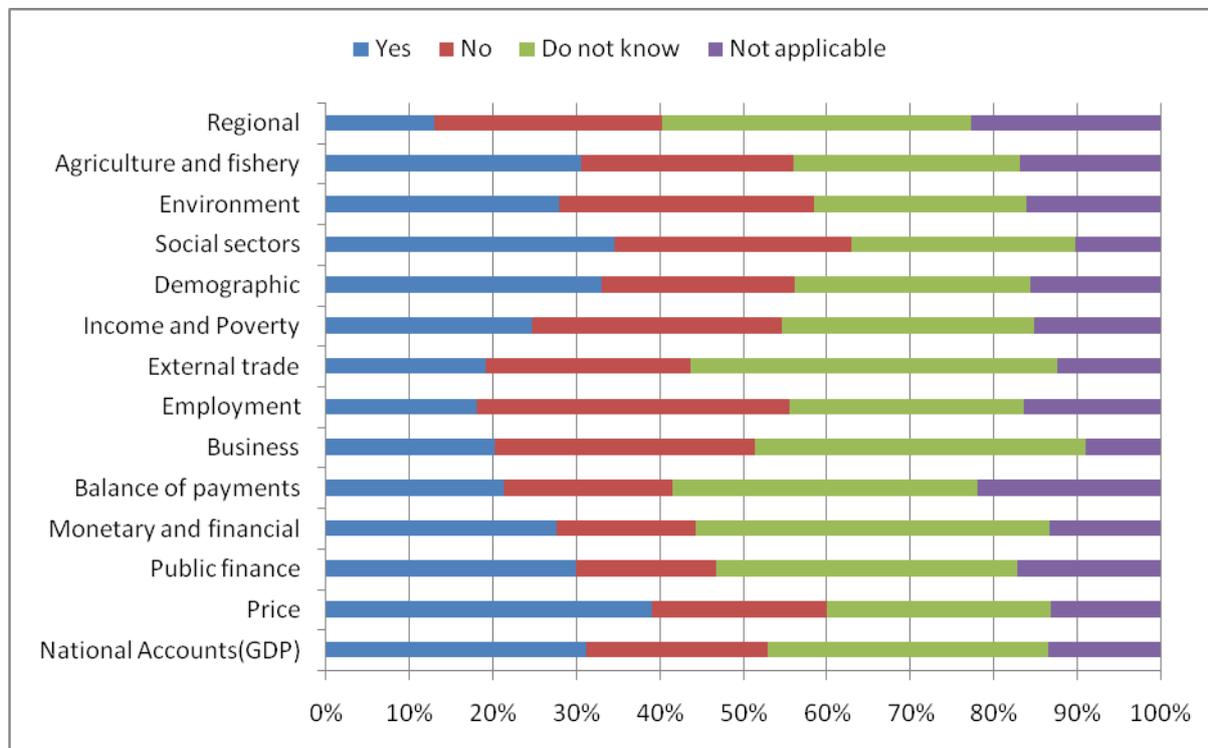


Irrespective of the type of statistics, most of the users (more than 50%) are not aware of the existence of the dissemination calendar. The best informed people are observed among the users of prices and Monetary and financial statistics where at least 40% of them affirm being informed about the existence of the dissemination calendar. For some official statistics, less than 20% of the users are informed about the existence of the dissemination calendar. For instance, only 11% of the users of regional statistics are aware of the publication of the dissemination calendar of official statistics.

As a consequence, the majority of users (between 33% and 56% depending on the type of statistics) cannot judge whether Official statistics are released in time according to the announced calendar. However, among those who are informed, the percentage of those who consider that Official statistics are released with respect to the announced dates is higher for monetary and financial statistics (35.27%) and for Prices (34.8%). The publication of official statistics seems erratic for

regional, employment, environment and business statistics since less than 10% of the respondents consider that they are timely released.

**Figure 22: Satisfaction of users in regard with information provided about revisions of official statistics**

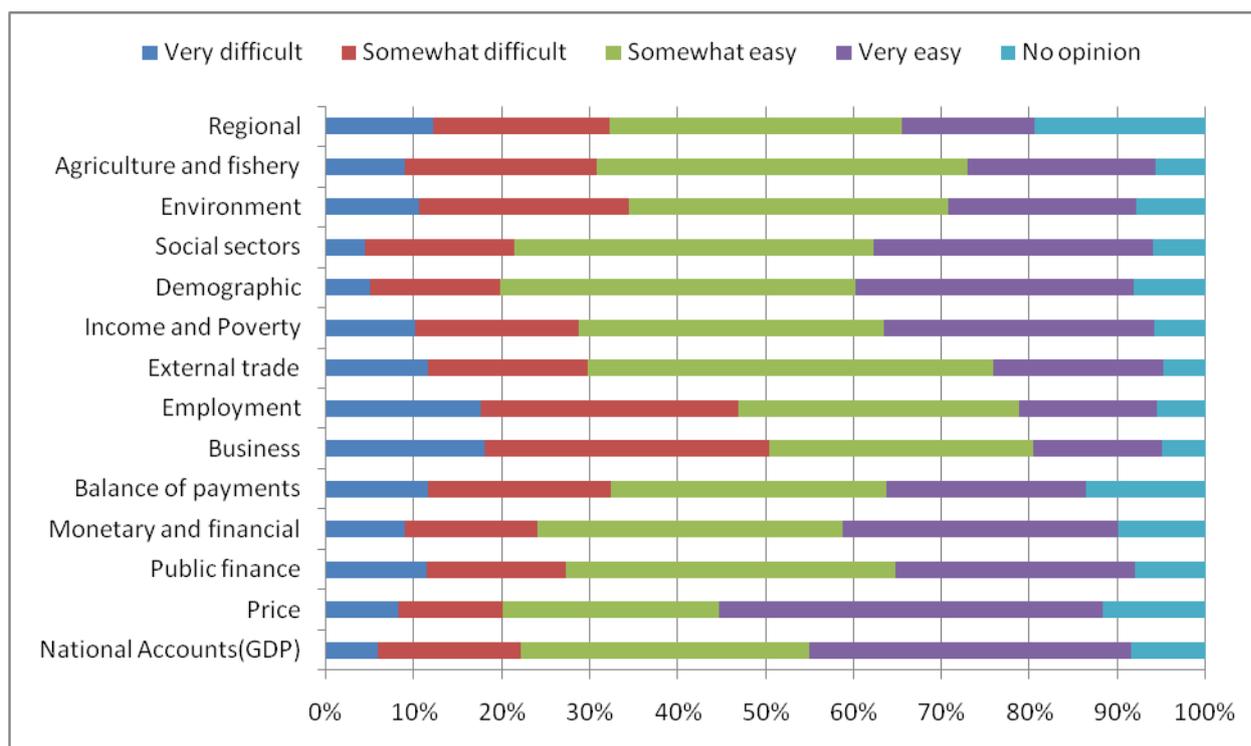


As far as the revisions of official statistics are concerned, few users (between 12.9% and 40%) admit that there is enough information to satisfy their needs. The most satisfied users are the one who use prices (39.1%), social sector (34.4%), and demographic (33.0%) statistics where at least one out of three users recognize that he/she has got enough information to satisfy his needs.

#### IV.4.2. Accessibility of Official Statistics in Rwanda

Official statistics produced should be accessible in order to be utilized for policy formulation and decision making. Figure 23 illustrates how difficult or easy access to official statistics is in Rwanda.

**Figure 23: Accessibility of official statistics by users in Rwanda**

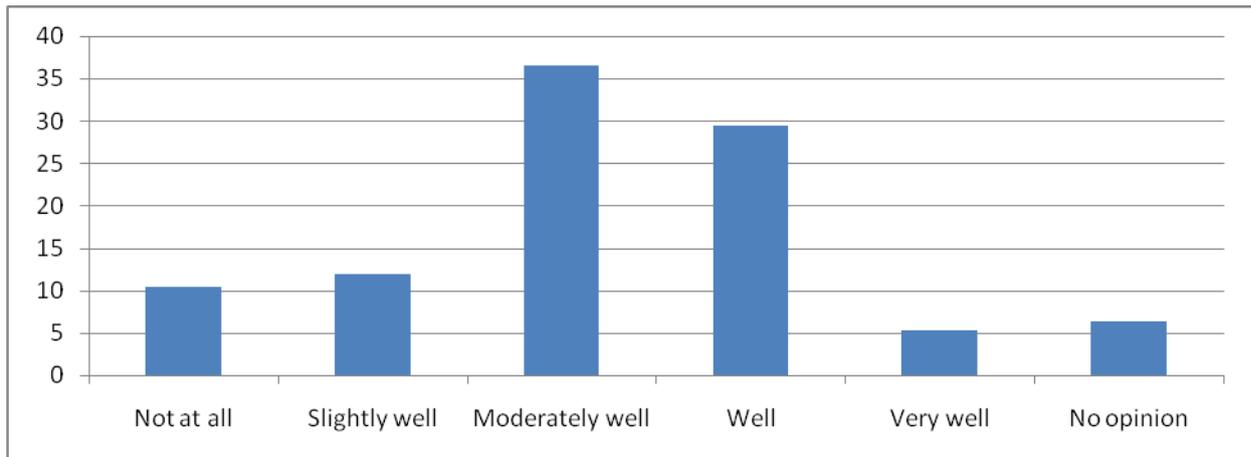


Demographic and social sector statistics are the one which are most easily accessible according to more than 70% of the users. Apart balance of payments, all economic statistics are relatively easy to access. It is the case for Income and poverty (65.4%), external trade statistics (65.5%), monetary and financial statistics (66.0%), public finances statistics (64.7%) prices (68.2%) and National accounts (69.4%).

Less than 50% of the users of business, regional and employment statistics found them somewhat easy or easy to access against more than 40% of the users who find very difficult or somewhat difficult to access business and employment statistics.

Access to technical information about official statistics (explanatory notes, methodological descriptions, and references concerning concepts, classifications, and statistical practice) is similar to access to statistical data. Technical information is easily accessible for demographic, social sector statistics and National accounts while the same information is most difficult to access for public finances, business, balance of payments and regional statistics. Available explanatory notes and methodologies, they are not always easy to understand for the users.

**Figure 24: Clarity and level of details of the Official statistics metadata**

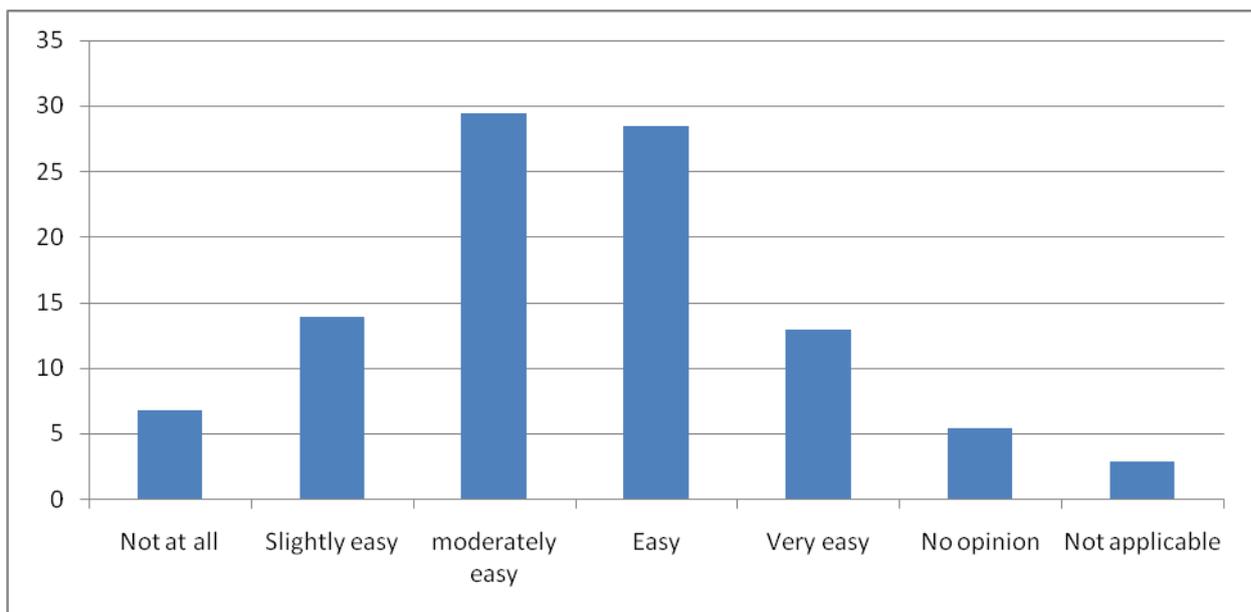


In fact, only 34.7% of the users find the explanatory notes and descriptions of methodologies well or very well detailed to allow them to understand and use them effectively; 36.6% describe them as moderately well detailed and 22.3% judge them slightly well or not at all detailed to render them user-friendly and understandable.

#### **IV.4.3. Accessibility of Official Statistics using NISR Website**

Since more than 80% of the participants use statistics produced by NISR and more than 60 % access official statistics through NISR website, it is important to get a feedback on difficulties encountered by NISR website users.

**Figure 25: Access to Statistical Data through the NISR website**

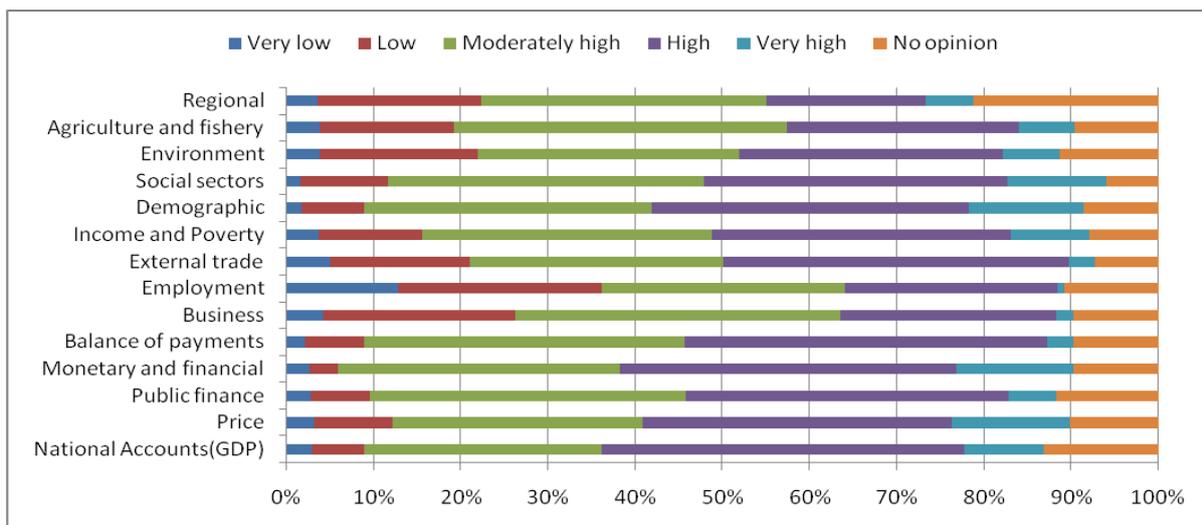


According to the survey data, 41.5% of the users find it easy or very easy to access statistical data thanks to the NISR website; 29.4% are moderately comfortable and 20.8% experience difficulties (not easy or slightly easy) to access official statistics using NISR website. Not only the use of the NISR website could be a challenge to access to official statistics but also the presentation used can limit the usability of those statistics. In this particular case, only 46.4% of the users find that official statistics are delivered in an easy or very easy way to understand; 29.1% find it moderately easy while 21.4% find the presentation of official statistics slightly easy on not easy at all.

#### IV.3.4. Overall quality of Official Statistics

Participants to the survey were requested to rate the overall quality of official statistics. It came out that the overall appreciation is in line with the previous results about the availability and quality of data, clarity of metadata and timeliness.

**Figure 26: Overall appreciation of the quality of official statistics in Rwanda**



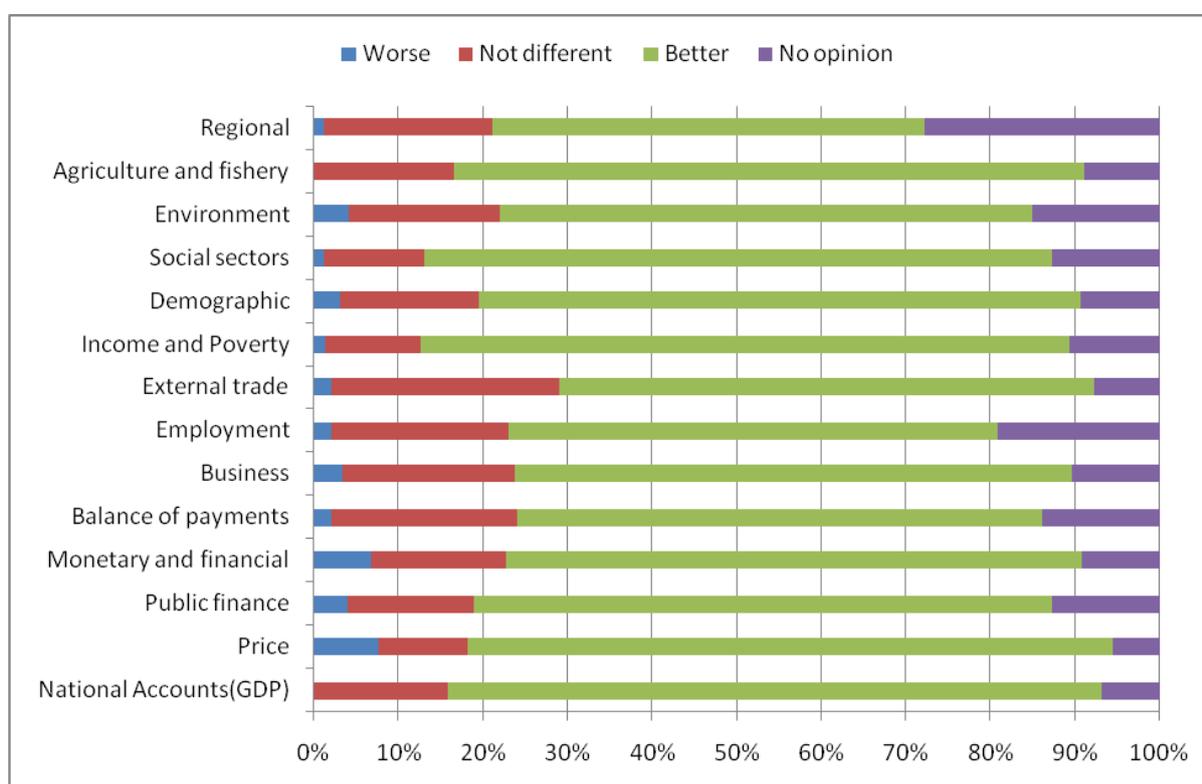
According to figure 26, the quality of official statistics is high or very high for 25.2% to 52.1% of the respondents; moderately high for 27.3% to 38.2% of the respondents and low or very low for 5.9% to 36.1% of the respondents. After aggregating moderately high, high and very high levels, the most appreciated statistics with a score of 80% or more are monetary and financial statistics, balance of payments, demographics and social sector. The second group is composed by official statistics which are praised by 70% to 80% of the users. These statistics are National accounts, Prices, Monetary and financial, Income and poverty, External trade and agriculture statistics. The least appreciated statistics are employment and regional statistics which attracted scored less than 60%.

## IV.5. Improvement of Official Statistics since 2009

The National Strategy for the Development of Statistics is implemented since 2009 and implementers as well as users started to think about NSDS impact on the availability, quality and accessibility of official statistics. In this survey, participants who were users of official statistics before 2009 were requested to compare official statistics availability today to the situation before the initiation of NSDS.

### IV.5.1. Improvement of Official Statistics' availability

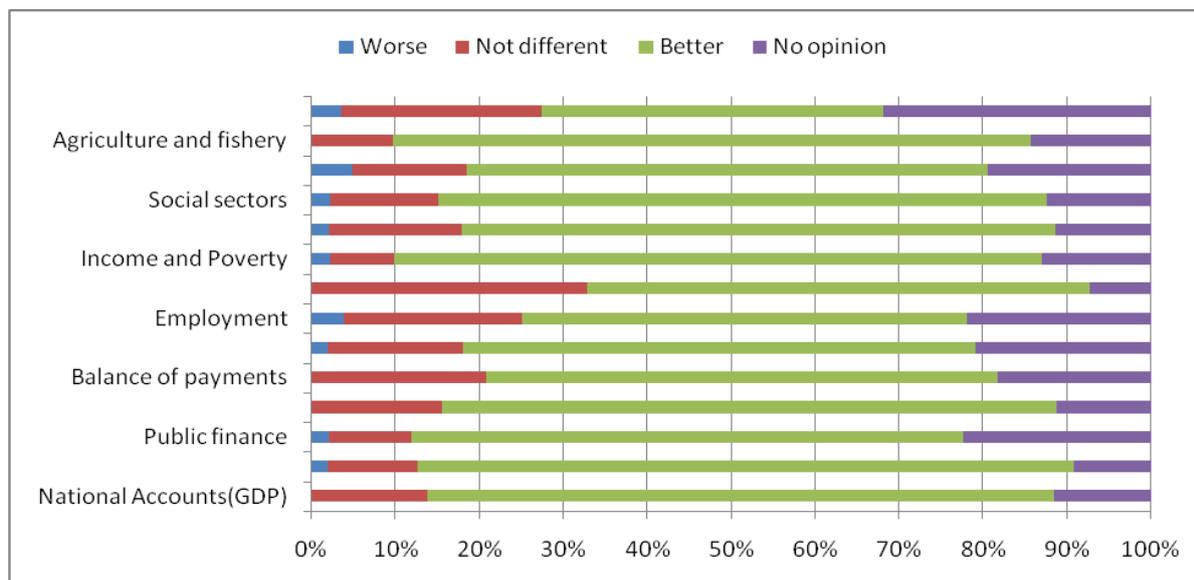
**Figure 27: Improvement of the availability of Official Statistics in Rwanda since 2009**



Irrespective of the type of statistics, only less than 10% of the users consider that the situation worsened meaning that the official statistics are less available today. From figure 27, it is clear that the majority of the users consider that the availability of official statistics is better today. Respondents who confirm that the situation improved represent 51.2% for regional statistics to a maximum of 77.3% for National accounts. Other statistics which performed well are income and poverty statistics (76.7%), Prices (76.4%), agriculture and fishery statistics (74.5%), social sector statistics (74.2%) and demographics statistics (71.1%). Regional and employment statistics are the ones which have the lowest percentages with 51.2% and 57.8% respectively.

## IV.5.2. Improvement of the quality of Official Statistics

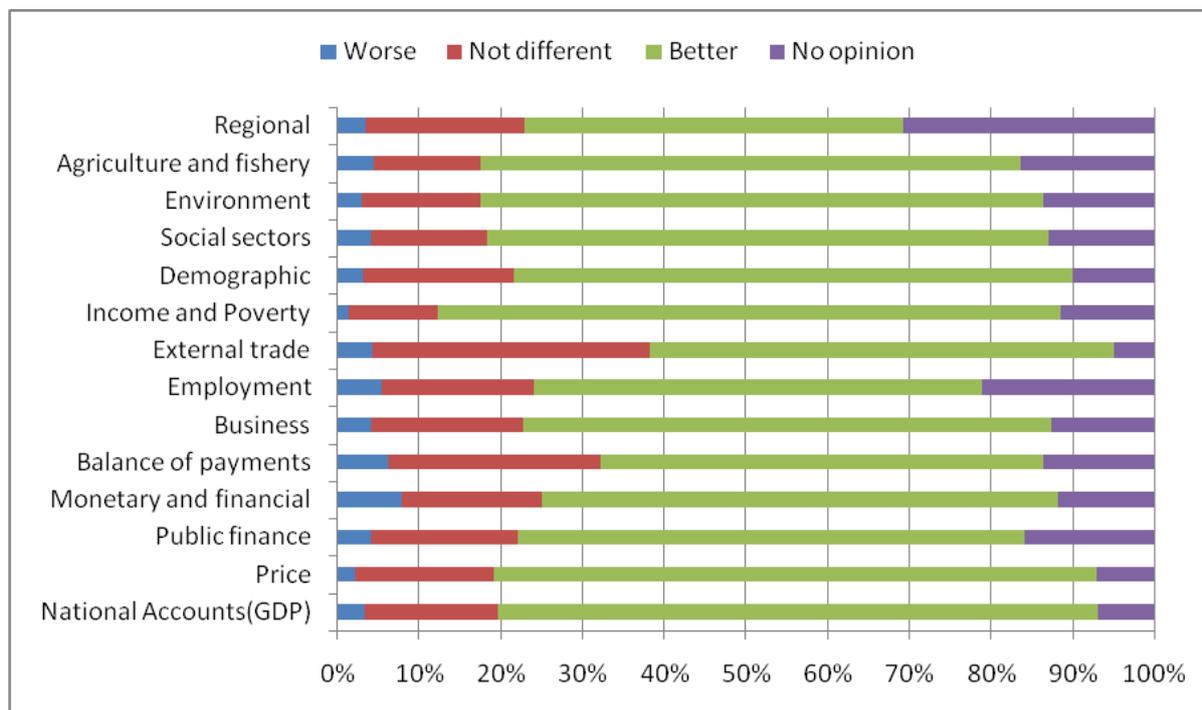
**Figure 28: Improvement of the quality of official statistics since 2009**



For quality improvement during the last 3 years, it is obvious that a high percentage of the users find that the quality of official statistics today is better than before 2009. Only a marginal 5% of the users find today's official statistics quality worse than before the implementation of NSDS. The highest appreciation for quality improvement goes to Prices (78.2%), income and poverty statistics (77.1%), agriculture and fisheries statistics (76.1%), National accounts (74.7%), Monetary and financial statistics (73.3%), social sector statistics (72.5%) and demographics (70.8%). Lowest scores for quality improvement are observable for regional statistics (40.7%) and employment statistics (53.1%).

### IV.5.3. Improvement of Official Statistics' accessibility

**Figure 29: Improvement of official statistics' accessibility since 2009**



Accessibility of official statistics in Rwanda improved since 2009 as evidenced by declarations of respondents. Respondents who assess the accessibility of official statistics as

- i) better compared to the period before the launch of NSDS activities represent 46.5% to 76.3% of the users;
- ii) not different compared to the period before the launch of NSDS activities represent 10.9% to 34.0% of the users;
- iii) worse compared to the period before the launch of NSDS activities represent 1.4 % to 7.9% of the users.

Statistics hailed by respondents are income and poverty statistics (76.3%), Prices (73.9%) ad National accounts (73.5%). On the other hand, improvements are less recognized for regional statistics (46.5%), balance of payment (54.2%), employment (54.9%) and external trade (56.9%).

## V. Conclusion and Recommendations

The Rwanda user satisfaction survey was conducted among users of official statistics from the Government and other public institutions, the private sector, the civil society, international organizations, press and media and research and higher learning institutions. Out of 665 people identified countrywide, 522 were contacted and invited to participate in the survey; out of them 319 filled and submitted the survey questionnaires. The sample was gender imbalanced with 21% of females against 79% of males aged between 24 and 67 years for an average age of 39.5 years. Almost all of them have a university degree with 47.3% who completed undergraduate studies and 48.6% with post graduate qualifications. 59.2% of the respondents work for the Central or local Government and other Government institutions while 40.8% come from other sectors including the Private sector, international organizations, Media, education and research and civil society.

According to the participants, Official Statistics used in Rwanda are produced primarily by the National Institute of Statistics of Rwanda (85.4%), then by Government Ministries (74.2%) and Other Government entities (60.7%). One user out of two acknowledged using official statistics produced by International organizations. The most used official statistics in terms of number of users are, by order of importance, demographic statistics, social sector statistics, income and poverty statistics and agriculture statistics.

Users access Official statistics using different channels and the most used ones are the publications of the National Institute of Rwanda (80.6%), Official press releases or the website of the National Institute of Statistics (66.9%) and Publications or websites of International organizations (54.1%). The information gathered is mainly used for analysis of current developments for short-term decision making (68.5%), for Analysis of trends for longer-term policy formulation (61.1%) or for general economic information (59.1%).

The level of satisfaction of users goes hand in hand with the relevance of official statistics to their needs. For 51.5% of them, statistics available meet well their priority needs although 11.8% of the users remain with unmet needs. Alongside with unmet needs, 6.5% of the users cannot carry out the purpose they search statistics for. Fortunately, 55.2% of the participants recognized that they can well achieve their objectives thanks to the available official statistics.

Asked whether the methodologies used for the production of official statistics are sound and appropriate, responses vary from one type of statistics to another. A high percentage of respondents (70%) find that the methodology for the production of demographic is sound and appropriate but respondents are few (38.7%) to say the same for employment. For accuracy and un-biasedness,

demographic, public finances and monetary and financial statistics are well appreciated as opposed to employment, business, environment, regional and agriculture and fisheries statistics which are diversely appreciated.

Concerning the frequency of the publication of official statistics, participants who are most satisfied are the users of prices and public finances (more than 60%). The least satisfied are the users of employment, business, environment and regional statistics (less than 40%). Moreover, users are not informed about the calendar of publication of official statistics since more than 50% of the users, irrespective of the type of statistics, are not aware of its publication. The appreciation of the quality of information in relation with revisions is very low (less than 40%) while access to official statistics is excellent for demographic and social sector statistics given that more than 70% of the users find it easy or very easy.

In addition to easy access, official statistics are accompanied by explanatory notes, methodological descriptions, and references concerning concepts, classifications which are well understandable for at least 35% of the users. Access to statistical data using the website of the NISR is found easy or very easy by more than 40% of the respondents while more than 40% of them acknowledge that statistics are presented in an easy way to understand.

The overall assessment of official statistics reveals that many users of monetary and finances statistics, balance of payments, demographic and social sector statistics are satisfied (more than 80%) with their quality. In the contrary, the quality of employment and regional statistics is ranked positively by less than 60% of the users. Apart for regional and employment statistics, Improvement of availability and quality of official statistics is recognized by more than 60% of the users. The same results are noticeable for accessibility of official statistics where more than 60% of the users declare that accessibility is better today compared to the period before 2009 except for regional statistics (46.5%), balance of payment (54.2%), employment statistics (54.9%) and external trade (56.9%).

It is against these findings that it is recommended to the National Institute of Statistics of Rwanda and its Partners in the National Statistical System

- i) to sustain the excellent achievements attained in the production, dissemination and use of demographic and social sector statistics, balance of payments and monetary and financial statistics. This requires fostering excellent relations between line ministries, NISR, development partners and providers of high level statistical expertise. Providers of statistics merit a continuous special consideration to safeguard and improve the quality of data.
- ii) to develop strategies aiming to improve the timeliness, quality and accuracy of business, employment, regional and environment statistics. Although some initiatives and surveys are in the pipeline, these sectors need more concerted efforts from line ministries and agencies

under the coordination of the NISR to develop a comprehensive action plan for the production of regular reliable official statistics.

- iii) to strengthen the accuracy and un-biasedness of agriculture and fisheries statistics. The underway development of more appropriate methodology for crop assessment and improved collaboration between the MINAGRI, NISR, and development partners such as FAO and providers of statistical expertise are needed initiatives to achieve this objective.
- iv) to produce reliable and usable District statistics. The harmonization of data collection instruments and the design of national surveys with an aim to disaggregate data at district level merit strong support. District statisticians need to be trained in data processing and analysis to equip them with skills needed to detect errors, outliers and inconsistencies in the data they generate. To this end, they need means to acquire commercial statistical software or open source statistical packages such as R.
- v) to ensure that users are informed about the calendar of publication of official statistics and to organize workshops for users and potential users aiming at explaining the methodologies, methods and approaches used for the generation of data and statistical results;
- vi) To make sure that the publications, press releases of the National Institute of Statistics of Rwanda as well as the publications of the international organizations are user friendly and their respective websites better integrated.
- vii) To create a platform which could be used for posting official statistics produced by Ministries and other Government entities. This platform should be managed by NISR in order to ensure the quality of statistics uploaded and requires from NISR to put in place a framework for the validation of statistical results produced by third parties.
- viii) To contribute to the development of media and civil society capacity for the production and interpretation of basic statistics and hence generate information, stories and knowledge from statistical figures.
- ix) To increase awareness of the producers of official statistics on the importance for the Country, for policy and decision makers from different sectors, for researchers and opinion leaders, to access and use accurate and unbiased statistical data;
- x) To abide by international standards in the production of official statistics for reliability and comparability across countries;
- xi) To revisit the methodology used for informal cross-border trade aiming to capture trade volume and value of sensitive or less conventional traded goods;
- xii) To develop time series database and strengthen institutional capacities in forecasting and prediction;

- xiii) To make sure that at the end of a national survey, a census or any important publication, the National Institute of Statistics of Rwanda produces a user-friendly document for the general public summarizing the key findings;
- xiv) To create a database of users who access official statistical data via NISR and Ministries websites by suggesting them to register without necessary making it compulsory.

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## Annex. Questionnaire

Logos of the GOR and the National Institute of Statistics

Logos du Gouvernement Rwandais et de l'Institut National des Statistiques

### Statistics for Results Facility User Satisfaction Survey

#### Questionnaire

#### Enquête sur la Satisfaction des Utilisateurs des Statistiques Officielles

Questionnaire ID /\_/\_/\_/\_/\_/\_/\_/\_/  
ID du Questionnaire

Enumerator ID /\_/\_/  
Identifiant de l'Enqueteur

Date /\_/\_/\_/\_/\_/\_/\_/\_/\_/\_/

I. Please indicate what type of user you are or from which organization/institution you come from.

(Please put a cross in the box corresponding to the right answer)

*I. Veuillez indiquer quel type d'utilisateur vous êtes ou votre organisation/institution.*

*(Veuillez mettre une croix dans la case en face de la réponse correcte)*

I.1. Government ministry or agency / <i>Ministère ou Agence du Gouvernement</i>	
I.2. Parliament or Political organization / <i>Parlement ou Organisation Politique</i>	
I.3. National Bank, other financial authority / <i>Banque Nationale, autre autorité financière</i>	
I.4. Private bank, private financial institution, insurance company / <i>Banque Privée, Institution Financière Privée, Compagnie d'assurance</i>	
I.5. Other commercial company or enterprise / <i>Autre Compagnie ou Entreprise Commerciale</i>	
I.6. Private Sector Fédération, trade association, employers' or labour union / <i>Fédération du Secteur Privé, Regroupement industriel, syndicat patronal</i>	
I.7. Press and other media / <i>La presse et les autres media</i>	
I.8. Civil society (Church, Political Party, NGO, private individual) / <i>Société Civile (Eglise, Parti politique, ONG, Individu)</i>	
I.9. Research institution / <i>Institution de Recherche</i>	
I.10. University, college / <i>Université, Collège</i>	
I.11. International organization / <i>Organisation Internationale</i>	
I.12. Other (please specify) / <i>Autres (veuillez spécifier)</i>	

II.1. If you are from Government, please select the category that best describes your position.

*II.1. Si vous êtes du Gouvernement, veuillez préciser la catégorie qui vous décrit le mieux.*

a. Minister / <i>Ministre</i>	
b. Governor or Vice-Governor / <i>Gouverneur ou Vice-gouverneur</i>	
c. Permanent Secretary/ <i>Secrétaire Général</i>	
d. Director General or Deputy Director General or CEO / <i>Directeur General ou Directeur General Adjoint ou PDG</i>	
e. Executive Secretary / <i>Secrétaire Exécutif</i>	
f. Member of Parliament or Commissioner or Prosecutor or Judge / <i>Membre du Parlement ou Commissaire ou Procureur ou Juge</i>	

g. Agency Head or Mayor or Vice-Mayor / <i>Chef d'Agence, Maire ou Vice-Maire</i>	
h. Head of Department or Division / <i>Chef de Département or Division</i>	
i. Expert in a ministry or public institution / <i>Expert dans un ministère ou une institution publique</i>	
j. Advisor / <i>Conseiller</i>	
k. Other (please specify) / <i>Autre (veuillez spécifier)</i>	

II.2. If you are from the Private Sector and Media, please select the category that best describes your position?

*II.2. Si vous venez du Secteur privé et Média, veuillez sélectionner la position qui vous décrit le mieux.*

a. Chief Executive Officer or Director General / <i>Président Directeur General ou Directeur General</i>	
b. Agency Head / <i>Chef d'Agence</i>	
c. Director / <i>Directeur</i>	
d. Head of Department, Head of Division, Head of Unit <i>Chef de Département, Chef de Division, Chef d'Unité</i>	
e. Expert or Journalist / <i>Expert ou Journaliste</i>	
f. Advisor / <i>Conseiller</i>	
g. Other (please specify) / <i>Autre (veuillez spécifier)</i>	

II.3. If you are from Civil Society or International Organization, please select the category that best describes your position?

*II.3. Si vous êtes de la Société Civile ou d'une Organisation Internationale, veuillez sélectionner la catégorie qui vous décrit le mieux.*

a. Ambassador or Country representative or National coordinator / <i>Ambassadeur ou Représentant dans le pays ou Coordinateur National</i>	
b. Advisors / <i>Conseillers</i>	
c. Head of departments or Divisions / <i>Chef de Département ou Division</i>	
d. Experts / <i>Experts</i>	
e. Other (please specify) / <i>Autre (veuillez spécifier)</i>	

II.4. If you are from Education and Research sector, please select the category that best describes your position?

*II.4. Si vous êtes dans le secteur de l'Éducation et de la Recherche, veuillez choisir la catégorie qui vous décrit le mieux.*

a. Rector or Vice-Rector or DG or DDG / <i>Recteur ou Vice-Recteur ou DG ou DG Adjoint</i>	
b. Principal or Director or Dean / <i>Principal ou Directeur ou Doyen</i>	
c. Head of department / <i>Chef de Département</i>	
d. Researcher or Teacher / <i>Chercheur ou Enseignant</i>	
e. Other (please specify) / <i>Autre (veuillez spécifier)</i>	

## Section A: General Information about Relevance and Use of Official Statistics in Rwanda

### Section A : Informations Générales sur la Pertinence et l'Utilisation des Statistiques Officielles au Rwanda

0. Do you use statistics for your professional activities or for your business, produced by:

*Utilisez-vous les statistiques pour vos activités professionnelles ou pour vos affaires, produit par :*

1. The National Institute of Statistics of Rwanda? <i>L'Institut Nationale des Statistiques au Rwanda?</i>	1. Yes <i>1. Oui</i>	2. No <i>2. Non</i>	
2. The National Bank of Rwanda? <i>La Banque Nationale du Rwanda?</i>	1. Yes <i>1. Oui</i>	2. No <i>2. Non</i>	
3. The Ministries? <i>Les Ministères?</i>	1. Yes <i>1. Oui</i>	2. No <i>2. Non</i>	
4. The Rwanda Revenue Authority? <i>Office Rwandais des Recettes?</i>	1. Yes <i>1. Oui</i>	2. No <i>2. Non</i>	
5. Other Government entities? <i>D'autres Entités Gouvernementales ?</i>	1. Yes <i>1. Oui</i>	2. No <i>2. Non</i>	
6. International Organization (specify) <i>Organisation Internationale (préciser)</i>	1. Yes <i>1. Oui</i>	2. No <i>2. Non</i>	

⇒ **In case you do not use statistics produced by the above mentioned producers, please go to Q11. Otherwise, continue to Q1.**

⇒ **Si vous n'utilisez pas les statistiques produites par les sources mentionnées ci-haut, allez à la question Q11. Sinon continuez à la question Q1.**

If you use statistics produced by at least one of the above mentioned sources,

Q1. Which official statistics do you use regularly?

Q1. Quels sont les statistiques officielles que vous utilisez régulièrement ?

*(Please check off all relevant datasets / Veuillez tiquer toutes les réponses correctes)*

1.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>	
1.2. Price statistics / <i>Statistiques des prix</i>	
1.3. Public finance statistics / <i>Statistiques des finances publiques</i>	
1.4. Monetary and financial statistics / <i>Statistiques monétaires et financières</i>	
1.5. Balance of payments / <i>Balance des paiements</i>	
1.6. Business statistics (industry, trade, services, transport, energy) / <i>Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)</i>	
1.7. Employment statistics / <i>Statistiques de l'emploi</i>	
1.8. External trade statistics / <i>Statistiques du commerce extérieur</i>	

1.9. Income and poverty statistics / <i>Statistiques sur le revenu et la pauvreté</i>	
1.10. Demographic statistics / <i>Statistiques démographiques</i>	
1.11. Social sectors (health, education) / <i>Secteurs sociaux (santé, éducation)</i>	
1.12. Environment statistics / <i>Statistiques de l'environnement</i>	
1.13. Agriculture and fishery statistics / <i>Statistiques de l'agriculture et la pêche</i>	
1.14. Regional statistics / <i>Statistiques régionales</i>	
1.15. Other (Please specify) / <i>Autre (veuillez spécifier)</i>	

Q2. Where do you obtain those statistics from (national official statistics)?

Q2. *D'où est-ce que vous obtenez ces statistiques (Statistiques officielles) ?*

*(Please check off all relevant sources / Veuillez cocher toutes les réponses correctes)*

2.1. Official press releases or website of the National Institute of Statistics of Rwanda/ <i>Communiqué de Presse Officielle ou site web de l'Institut National des Statistiques du Rwanda</i>	
2.2. Publications of the National Institute of Statistics of Rwanda / <i>Publications de l'Institut National des Statistiques du Rwanda</i>	
2.3. Official press releases or website of National Bank of Rwanda / <i>Communiqué de Presse Officielles ou site web de la Banque Nationale du Rwanda</i>	
2.4. Publications of the National Bank of Rwanda / <i>Publications de la Banque Nationale du Rwanda</i>	
2.5. Official press releases or website of other public agency (specify institution) / <i>Communiqué de Presse Officielles ou site web d'une autre agence publique (spécifiez l'institution)</i>	
2.6. On request from the (Specify institution) / <i>A la demande de (spécifiez l'institution)</i>	
2.7. Private sector summaries and analyses / <i>Résumés et Analyses du secteur privé</i>	
2.8. Publications or websites of international organisations (e.g. IMF, UN, World Bank) / <i>Publications ou sites web d'organisations internationales (ex. FMI, ONU, Banque Mondiale)</i>	
2.9. Other sources (Please specify) / <i>Autre Sources (veuillez spécifier)</i>	

Q3. Do you refer to or make use of the official descriptions of the sources and methods to compile official statistics? / 1. Yes 2. No

Q3. *Vous référez-vous au ou utilisez-vous les descriptions officielles des sources et méthodes de compilation des statistiques officielles? 1. Oui 2. Non*

*(Please comment/ commentaires)*

Q4.1. For what purposes do you use official statistics? (Please check off all relevant uses)

Q4.1. *Pour quelles raisons utilisez-vous les statistiques officielles ? (Veuillez cocher toutes les réponses correctes)*

4.1.1. Analysis of current developments for short-term decision making / <i>Analyse du développement actuel pour des prises de décisions à court terme.</i>	
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4.1.2. Analysis of trends for longer-term policy formulation / <i>Analyse de la tendance pour les formulations politiques à long terme</i>	
4.1.3. Econometric model building and forecasting / <i>Formulation d'un modèle économétrique et de prediction</i>	
4.1.4. Research purposes / <i>Pour des travaux de recherche</i>	
4.1.5. General economic information / <i>Information sur l'économie en général</i>	
4.1.6. Other (Please specify) / <i>Autre (veuillez spécifier)</i>	

Q4.2. Do the available official statistics meet your priority data needs?

*Q4.2. Est-ce que les statistiques officielles disponibles satisfont vos besoins de données prioritaires?*

<p>1 = Not at all; 2=slightly well ; 3 = moderately well; 4= well ; 5 = Very well; 6 = No opinion Write the number corresponding to the right answer in the box.</p> <p><i>1 = Pas du tout; 2 = légèrement bien; 3 = assez bien; 4 = bien; 5 = Très bien; 6 = Pas d'opinion Ecrivez le nombre correspondant à la bonne réponse dans la case.</i></p>	
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4.2.2 If not, please indicate what data is not available to meet your priority needs. / *Si non, veuillez indiquer les données non disponibles pour satisfaire vos besoins.*

.....

Q4.3. To what extent do official statistics allow you to carry out the purpose mentioned under 4.1?

*Q4.3. Dans quelle mesure les statistiques officielles vous permettent-elles d'atteindre les objectifs mentionnés dans la question 4.1?*

<p>1 = Not at all; 2=slightly well ; 3 = moderately well; 4= well ; 5 = Very well; 6 = No opinion Write the number corresponding to the right answer in the box</p> <p><i>1 = Pas du tout; 2 = légèrement bien; 3 = assez bien; 4 = bien; 5 = Très bien; 6 = Pas d'opinion. Ecrivez le nombre correspondant à votre réponse dans la case</i></p>	
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**Section B: Information concerning Quality Aspects of Official Statistics in RWANDA**  
**Section B: Informations concernant les aspects de la qualité des statistiques officielles au Rwanda**

5. Data accuracy

*L'exactitude des données*

5.1. In your opinion, how sound and appropriate is the underlying methodology of official statistics?

(1=neither sound nor appropriate; 2=slightly sound and appropriate; 3=moderately sound and appropriate; 4= sound and appropriate; 5= highly sound and appropriate; 6 = No opinion)

5.1. *A votre avis, la méthodologie sous-jacente des statistiques officielles est-elle rigoureuse et appropriée ?*

*(1 = pas rigoureuse ni appropriée; 2=légèrement rigoureuse et appropriée; 3=Assez rigoureuse et appropriée; 4= rigoureuse appropriée; 5 = très rigoureuse et appropriée; 6 = Pas d'opinion)*

<b>Put a cross in the right box/ Mettre une croix dans la bonne case</b>	1	2	3	4	5	6
5.1.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>						
5.1.2. Price statistics / <i>Statistiques des prix</i>						
5.1.3. Public finance statistics / <i>Statistiques des finances publiques</i>						
5.1.4. Monetary and financial statistics / <i>Statistiques monétaires et financières</i>						
5.1.5. Balance of payments / <i>Balance des paiements</i>						
5.1.6. Business statistics (industry, trade, services, transport, energy) / <i>Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)</i>						
5.1.7. Employment statistics / <i>Statistiques de l'emploi</i>						
5.1.8. External trade statistics / <i>Statistiques du commerce extérieur</i>						
5.1.9. Income and poverty statistics / <i>Statistiques sur le revenu et la pauvreté</i>						
5.1.10. Demographic statistics / <i>Statistiques démographiques</i>						
5.1.11. Social sectors (health, education) / <i>Secteurs sociaux (santé, éducation)</i>						
5.1.12. Environment statistics / <i>Statistiques de l'environnement</i>						
5.1.13. Agriculture and fishery statistics / <i>Statistiques de l'agriculture et la pêche</i>						
5.1.14. Regional statistics / <i>Statistique régionale</i>						
5.1.15. Other (Please specify) / <i>Autre (veuillez spécifier)</i>						

5.2 In general, how unbiased and accurate do you consider official statistics to be for your purposes?  
 (1 = not sufficient; 2 = slightly sufficient; 3 = moderately sufficient; 4 = sufficient; 5 = highly sufficient, 6=No opinion)

5.2. *En général, comment appréciez-vous l'impartialité et l'exactitude des statistiques officielles pour vos besoins?*

(1 = pas suffisant; 2 = légèrement suffisante ; 3 = Assez suffisant e; 4 = suffisante ; 5 = très suffisante, 6=Pas d'opinion)

<b>Put a cross in the right box/ Mettre une croix dans la bonne case</b>	1	2	3	4	5	6
5.2.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>						
5.2.2. Price statistics / <i>Statistiques des prix</i>						
5.2.3. Public finance statistics / <i>Statistiques des finances publiques</i>						
5.2.4. Monetary and financial statistics / <i>Statistiques monétaires et financières</i>						
5.2.5. Balance of payments / <i>Balance des paiements</i>						
5.2.6. Business statistics (industry, trade, services, transport, energy) / <i>Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)</i>						
5.2.7. Employmentstatistics / <i>Statistiques de l'emploi</i>						
5.2.8. External trade statistics / <i>Statistiques du commerce extérieur</i>						
5.2.9. Income and povertystatistics / <i>Statistiques sur le revenu et la pauvreté</i>						
5.2.10. Demographic statistics / <i>Statistiques démographiques</i>						
5.2.11. Social sectors (health, education) / <i>Secteurs sociaux (sante, éducation)</i>						
5.2.12. Environmentstatistics / <i>Statistiques de l'environnement</i>						
5.2.13. Agriculture and fisherystatistics / <i>Statistiques de l'agriculture et la pêche</i>						
5.2.14. Regional statistics / <i>Statistiques régionales</i>						
5.2.15. Other (Pleasespecify) / <i>Autre (veuillez spécifier)</i>						

## 6. Timeliness

### 6. Respect des délais

6.1. In general, how satisfied are you with the frequency of the publication of official statistics for your purposes?

(1= not satisfied;2=slightly satisfied;3=moderately satisfied;4=satisfied; 5= highly satisfied; 6 = No opinion)

6.1.*En général, comment êtes-vous satisfait de la fréquence de publication des statistiques officielles pour vos objectifs ou vos besoins?*

(1 = pas satisfait, 2=légèrement satisfait ;3=Assez satisfait ; 4=satisfait ;5 = très satisfait ; 6 =Pas d'opinion)

<b>Put a cross in the right box/ Mettre une croix dans la bonne case</b>	1	2	3	4	5	6
6.1.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>						
6.1.2. Price statistics / <i>Statistiques des prix</i>						
6.1.3. Public finance statistics / <i>Statistiques des finances publiques</i>						
6.1.4. Monetary and financial statistics / <i>Statistiques monétaires et financières</i>						
6.1.6. Balance of payments / <i>Balance des paiements</i>						
6.1.5. Business statistics (industry, trade, services, transport, energy) / <i>Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)</i>						
6.1.7. Employmentstatistics / <i>Statistiques de l'emploi</i>						
6.1.8. External trade statistics / <i>Statistiques du commerce extérieur</i>						
6.1.9. Income and poverty statistics / <i>Statistiques sur le revenu et la pauvreté</i>						
6.1.10. Demographic statistics / <i>Statistiques démographiques</i>						

6.1.11. Social sectors (health, education) / <i>Secteurs sociaux (santé, éducation)</i>						
6.1.12. Environment statistics / <i>Statistiques de l'environnement</i>						
6.1.13. Agriculture and fishery statistics / <i>Statistiques de l'agriculture et la pêche</i>						
6.1.14. Regional statistics / <i>Statistiques régionales</i>						
6.1.15. Other (Please specify) / <i>Autre (veuillez spécifier)</i>						

**7. Dissemination practices**

**7. Pratiques de dissémination**

7.1 Do you know that there is a publicly disseminated calendar that announces in advance the dates on which many of the various official statistics will be disseminated?  
(1=Yes; 2=No; 3=Don't know)

7.1 Savez-vous qu'il y a un calendrier diffusé publiquement qui annonce à l'avance les dates auxquelles la plupart des différentes statistiques officielles seront diffusées?  
(1=Oui, 2=Non ; 3=Don't Know)

<b>Put a cross in the right box/ Mettre une croix dans la bonne case</b>	1	2	3
7.1.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>			
7.1.2. Price statistics / <i>Statistiques des prix</i>			
7.1.3. Public finance statistics / <i>Statistiques des finances publiques</i>			
7.1.4. Monetary and financial statistics / <i>Statistiques monétaires et financières</i>			
7.1.5. Balance of payments / <i>Balance des paiements</i>			
7.1.6. Business statistics (industry, trade, services, transport, energy) / <i>Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)</i>			
7.1.7. Employment statistics / <i>Statistiques de l'emploi</i>			
7.1.8. External trade statistics / <i>Statistiques du commerce extérieur</i>			
7.1.9. Income and poverty statistics / <i>Statistiques sur le revenu et la pauvreté</i>			
7.1.10. Demographic statistics / <i>Statistiques démographiques</i>			
7.1.11. Social sectors (health, education) / <i>Secteurs sociaux (santé, éducation)</i>			
7.1.12. Environment statistics / <i>Statistiques de l'environnement</i>			
7.1.13. Agriculture and fishery statistics / <i>Statistiques de l'agriculture et la pêche</i>			
7.1.14. Regional statistics / <i>Statistiques régionales</i>			
7.1.15. Other (Please specify) / <i>Autre (veuillez spécifier)</i>			

7.2. In your experience, are official statistics released on the dates announced?  
(1= Yes ; 2=No ; 3=Don't Know ; 4=Not Applicable)

7.2. D'après votre expérience, les statistiques officielles sont-elles publiées aux dates annoncées?  
(1=Oui ; 2=Non ; 3=Je ne sais pas ; 4=Non Applicable)

<b>Put a cross in the right box/ Mettre une croix dans la bonne case</b>	1	2	3	4
7.2.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>				
7.2.2. Price statistics / <i>Statistiques des prix</i>				
7.2.3. Public finance statistics / <i>Statistiques des finances publiques</i>				
7.2.4. Monetary and financial statistics / <i>Statistiques monétaires et financières</i>				
7.2.5. Balance of payments / <i>Balance des paiements</i>				

7.2.6. Business statistics (industry, trade, services, transport, energy) / <i>Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)</i>				
7.2.7. Employment statistics / <i>Statistiques de l'emploi</i>				
7.2.8. Externaltradestatistics / <i>Statistiques du commerce extérieur</i>				
7.2.9. Income and poverty statistics / <i>Statistiques sur le revenu et la pauvreté</i>				
7.2.10. Demographic statistics / <i>Statistiques démographiques</i>				
7.2.11. Social sectors (health, education) / <i>Secteurs sociaux (santé, éducation)</i>				
7.2.12. Environmentstatistics / <i>Statistiques de l'environnement</i>				
7.2.13. Agriculture and fisherystatistics / <i>Statistiques de l'agriculture et la pêche</i>				
7.2.14. Regional statistics / <i>Statistiques régionales</i>				
7.2.15. Other (Please specify) / <i>Autre (veuillez spécifier)</i>				

7.3. Is there enough information about revisions to official statistics to satisfy your needs?  
 (1=Yes      2=No      3=Don't know      4=Not applicable)

7.3. Y-a-t-il suffisamment d'information sur les révisions des statistiques officielles pour satisfaire vos besoins?  
 (1=Oui      2=Non      3=Je ne sais pas      4. Non Applicable)

<b>Put a cross in the right box/ Mettre une croix dans la bonne case</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
7.3.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>				
7.3.2. Price statistics / <i>Statistiques des prix</i>				
7.3.3. Public finance statistics / <i>Statistiques des finances publiques</i>				
7.3.4. Monetary and financial statistics / <i>Statistiques monétaires et financières</i>				
7.3.5. Balance of payments / <i>Balance des paiements</i>				
7.3.6. Business statistics (industry, trade, services, transport, energy) / <i>Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)</i>				
7.3.7. Employmentstatistics / <i>Statistiques de l'emploi</i>				
7.3.8. Externaltradestatistics / <i>Statistiques du commerce extérieur</i>				
7.3.9. Income and povertystatistics / <i>Statistiques sur le revenu et la pauvreté</i>				
7.3.10. Demographic statistics / <i>Statistiques démographiques</i>				
7.3.11. Social sectors (health, education) / <i>Secteurs sociaux (santé, éducation)</i>				
7.3.12. Environmentstatistics / <i>Statistiques de l'environnement</i>				
7.3.13. Agriculture and fisherystatistics / <i>Statistiques de l'agriculture et la pêche</i>				
7.3.14. Regional statistics / <i>Statistiques régionales</i>				
7.3.15. Other (Plasespecify) / <i>Autre (veuillez spécifier)</i>				

7.4. How easy is it for you to access official statistics?  
 (1 = very difficult; 2 = somewhat difficult; 3 = somewhat easy; 4 = very easy; 6 = No opinion)

7.4. Est-il facile pour vous d'accéder aux statistiques officielles?  
 (1 = très difficile; 2 = un peu difficile; 3 = assez facile; 4 = très facile; 6 = Pas d'opinion)

<b>Put a cross in the right box/ Mettre unecroix dans la bonne case</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>
7.4.1. National accounts (GDP) / <i>Comptes nationaux (PIB)</i>					
7.4.2. Price statistics / <i>Statistiques des prix</i>					

7.4.3. Public finance statistics / Statistiques des finances publiques					
7.4.4. Monetary and financial statistics / Statistiques monétaires et financières					
7.4.5. Balance of payments / Balance des paiements					
7.4.6. Business statistics (industry, trade, services, transport, energy) / Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)					
7.4.7. Employment statistics / Statistiques de l'emploi					
7.4.8. External trade statistics / Statistiques du commerce extérieur					
7.4.9. Income and poverty statistics / Statistiques sur le revenu et la pauvreté					
7.4.10. Demographic statistics / Statistiques démographiques					
7.4.11. Social sectors (health, education) / Secteurs sociaux (santé, éducation)					
7.4.12. Environment statistics / Statistiques de l'environnement					
7.4.13. Agriculture and fishery statistics / Statistiques de l'agriculture et la pêche					
7.4.14. Regional statistics / Statistiques régionales					
7.4.15. Other (Please specify) / Autre (veuillez spécifier)					

7.5.1 How easy is it for you to access information about official statistics that you use (explanatory notes, methodological descriptions, references concerning concepts, classifications, and statistical practice)?

(1 = very difficult; 2 = somewhat difficult; 3 = somewhat easy; 4 = very easy; 6 = No opinion)

7.5.1 Est-il facile pour vous d'accéder aux informations sur les statistiques officielles que vous utilisez (notes explicatives, descriptions méthodologiques, références concernant les concepts, les classifications, la pratique statistique)?

(1 = très difficile; 2 = un peu difficile; 3 = assez facile; 4 = très facile; 6 = Pas d'opinion)

<b>Put a cross in the right box/ Mettre un croix dans la bonne case</b>	1	2	3	4	6
7.5.1.1. National accounts (GDP) / Comptes nationaux (PIB)					
7.5.1.2. Price statistics / Statistiques des prix					
7.5.1.3. Public finance statistics / Statistiques des finances publiques					
7.5.1.4. Monetary and financial statistics / Statistiques monétaires et financières					
7.5.1.5. Balance of payments / Balance des paiements					
7.5.1.6. Business statistics (industry, trade, services, transport, energy) / Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)					
7.5.1.7. Employment statistics / Statistiques de l'emploi					
7.5.1.8. External trade statistics / Statistiques du commerce extérieur					
7.5.1.9. Income and poverty statistics / Statistiques sur le revenu et la pauvreté					
7.5.1.10. Demographic statistics / Statistiques démographiques					
7.5.1.11. Social sectors (health, education) / Secteurs sociaux (santé, éducation)					
7.5.1.12. Environment statistics / Statistiques de l'environnement					
7.5.1.13. Agriculture and fishery statistics / Statistiques de l'agriculture et la pêche					
7.5.1.14. Regional statistics / Statistiques régionales					
7.5.1.15. Other (Please specify) / Autre (veuillez spécifier)					
7.5.2 Is the above information on methodology sufficiently clear and at an adequate level of detail to be useful to you? (1 = Not at all; 2 = slightly well; 3 = moderately well; 4 = well; 5 = Very well; 6 = No opinion) <b>Write the right answer in the box.</b>					

7.5.2 Est-ce que L'information ci-dessus sur la méthodologie est suffisamment claire et à un niveau adéquat de détail pour vous être utile ? (1 = Pas du tout; 2 = légèrement; 3 =assez ; 4 = bien; 5 = Très bien; 6 = Pas d'opinion) <b>Ecrivez la réponse dans la case.</b>	
7.6 When consulting the website of National Institute of Statistics of Rwanda, do you find it easy to access statistical data?(1 = not at all; 2 = slightly easy; 3=moderately easy; 4 = easy; 5 = very easy; 6 = No opinion; 7 = Not Applicable)	
7.6 Lors de la consultation du site internet de l'Institute National de Statistiques du Rwanda, Trouvez-vous facile d'accéder aux données statistiques? (1 = pas du tout ; 2=légèrement facile; Assez facile; 4 = facile; 5 = très facile ; 6 = Pas d'opinion ; 7 = Non Applicable)	
7.7Are official statistics presented in an easy-to-understand way?(1 = not at all; 2 = slightly easy; 3=moderately easy; 4 = easy; 5 = very easy; 6 = No opinion)	
7.7 Les statistiques officielles, sont-elles présentées dans un format facile à comprendre ? (1 = pas du tout ; 2=légèrement facile; Assez facile; 4 = facile; 5 = très facile ; 6 = Pas d'opinion)	

## 8. Overall assessment

### 8. Evaluation globale

8.1 How do you assess the overall quality of official statistics in Rwanda?

(1= very low; 2=low; 3 = moderately high; 4 = high; 5 = very high; 6 = No opinion)

8.1 Comment évaluez-vous la qualité globale des statistiques officielles au Rwanda?

(1 = très basse; 2 = basse; 3 = Assez élevée ; 4 = élevée; 5 = très élevée ; 6 = Pas d'opinion)

<b>Put a cross in the right box/ Mettre un croix dans la bonne case</b>	1	2	3	4	5	6
8.1.1. National accounts (GDP) / Comptes nationaux (PIB)						
8.1.2. Price statistics / Statistiques des prix						
8.1.3. Public finance statistics / Statistiques des finances publiques						
8.1.4. Monetary and financial statistics / Statistiques monétaires et financières						
8.1.5. Balance of payments / Balance des paiements						
8.1.6. Business statistics (industry, trade, services, transport, energy) / Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)						
8.1.7. Employment statistics / Statistiques de l'emploi						
8.1.8. External trade statistics / Statistiques du commerce extérieur						
8.1.9. Income and poverty statistics / Statistiques sur le revenu et la pauvreté						
8.1.10. Demographic statistics / Statistiques démographiques						
8.1.11. Social sectors (health, education) / Secteurs sociaux (santé, éducation)						
8.1.12. Environment statistics / Statistiques de l'environnement						
8.1.13. Agriculture and fishery statistics / Statistiques de l'agriculture et la pêche						
8.1.14. Regional statistics / Statistiques régionales						
8.1.15. Other (Please specify) / Autre (veuillez spécifier)						

**9. Comparison of Official statistics produced before the start of NSDS in 2009 and today.**

**9. Comparaison des statistiques officielles produites avant le lancement du NSDS en 2009**

9.1 Did you use official statistics before 2009? 1. Yes	2.No (Go to 10)	
9.1.Utilisiez-vous les statistiques officielles avant 2009? 1. Oui	2. Non (Allez à 10)	

9.2 If yes, how do you assess the difference between the production of official statistics before 2009 and now? The production of official statistics today is :

1=worse 2= Not different 3. Better 4. No opinion

**Si oui, comment appréciez-vous la différence entre la production des statistiques officielles avant 2009 et aujourd'hui ? La production des statistiques officielles actuellement est :**

**1=Pire 2. Pas différente 3. Meilleure 4= Pas d'opinion**

Put a cross in the right box <i>Mettre une croix dans la bonne case</i>	Quality/Qualité				Availability/Disponibilité				Accessibility/Accessibilité			
	1	2	3	4	1	2	3	4	1	2	3	4
9.2.1. National accounts (GDP) / Comptes nationaux (PIB)												
9.2.2. Price statistics / Statistiques des prix												
9.2.3. Public finance statistics / Statistiques des finances publiques												
9.2.4. Monetary and financial statistics / Statistiques monétaires et financières												
9.2.5. Balance of payments / Balance des paiements												
9.2.6. Business statistics (industry, trade, services, transport, energy) / Statistiques sur les entreprises (industrie, commerce, service, transport, énergie)												
9.2.7. Employment statistics / Statistiques de l'emploi												
9.2.8. External trade												



11. If you do not use official statistics, what are the main reasons? (Please check all relevant responses)

11. Si vous n'utilisez pas les statistiques officielles, quelles en sont les principales raisons ? ( Cocher les reponses correctes)

11.1 Do not need them for my professional activities / N'en a pas besoin pour mes activités professionnelles	
11.2 Do not trust official statistics / N'a pas confiance dans les statistiques officielles	
11.3 Difficult to access official statistics / Accès difficile aux statistiques officielles	
11.4 Official Statistics related to my activities are not available / Les statistiques officielles relatives à mes activités ne sont pas disponibles	
11.5 Other reasons (specify) /Autres raisons (préciser)	

III. Other background information about the respondent

III. *Autres Informations générales sur le répondant.*

III.1. Are you female or male? 1. Male                      2. Female  Etes-vous femme ou un homme?                      1. Homme                      2. Femme	
III.2. When were you born, year? / Quand êtes-vous né, Année?	
III.3. What is your highest level of educational attainment? / Quel est le plus haut niveau d'éducation atteint?	
a. Lower secondary level / Tronc Commun (Secondaire)	
b. Upper secondary level / Section (Secondaire)	
c. Undergraduate studies at university/Etudes de premier cycle universitaire (A1 ou/or A0)	
d. Postgraduate degree at university – Master's degree / Maitrise (Université)	
e. Ph. D. or equivalent / Ph. D. ou équivalent	
f. Other levels (Specify) / Autres niveaux (préciser)	

Please indicate the name of your institution (facultative) / Veuillez indiquer le nom de votre institution

(facultative).....

Thank You for your assistance in completing this questionnaire

***Merci pour votre assistance en remplissant ce questionnaire***