



Federal Republic of Somalia
Somalia National Bureau of Statistics

Analytical Survey Report

First User Satisfaction Survey

December 2021

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Executive Summary

Background

1. User satisfaction survey is aimed at understanding the overall satisfactions of the different users of official statistics produced by Somalia's national statistics system, especially the Somalia National Bureau of Statistics. The purpose of this user satisfaction survey was to assess the quality, satisfaction, usage, coverage, sources, awareness, accessibility, demand responsiveness, and the trustworthiness of official statistics produced by the NSS of Somalia and to find the obstacles and challenges that the data users experience while finding information.

Methodology

2. A mixed methodological approach was employed involving triangulation of both qualitative and quantitative approaches targeting different users of official statistics. Quantitative data was obtained from institutions that interact with data from SNBS in order to measure quality, satisfaction, usage, coverage, sources, awareness, accessibility, demand responsiveness and trustworthiness of official statistics produced by the NSS of Somalia while qualitative data was collected through key KII and FGDs to deeply understand the obstacles and challenges that the data users experience while finding information. A sample of 257 institutions and individuals were selected for the survey, and 224 structured interviews were conducted yielding a response rate of 87.2%. 2 FGDs and 24 KIIs were also conducted across different users of official statistics. Quantitative data collection was done using handheld devices (Android-enabled mobile phones), eliminating delays in data entry and reducing data entry errors.

Key Findings

- i. Overall, users' satisfaction with official statistics with respect to quality is encouragingly at (55%). However, users were relatively less satisfied with the timelines (42%), accuracy (40%), frequency (40%), disaggregation (41%) and coverage (43%).
- ii. About one-fifth of the respondents who requested official statistics from SNBS have had their requests never met or did not get a response after more than a month; (10%-request was not met, 14% request was met after a period of more than one month, 14% got response the same day request was made, 33% received response within a week, 18% within 1 – 2 weeks and 12% within 3 – 4 weeks).
- iii. The most common statistics ever used are business statistics (Industry, Trade, Services, Transport, and Energy), demographic statistics and population estimates are the commonly used statistics (13%) while the least used ones are cartographic/ geographic information systems (GIS) (2%), and environmental statistics (3%).
- iv. Majority (28%) of users utilize the data for decision-making in policy /program designs, planning, M&E as well as for market analysis.
- v. More than half (57%) of the surveyed participants reported that the quality of official statistics produced by SNBS is good.
- vi. About 18% of the targeted survey participants did not know official statistics existed.
- vii. Over 90% of the users would like to receive regular information on new products and services such as statistical updates and publications from the SNBS.

Table 1. Overall satisfaction with Official Statistics

Type of official statistics	Overall quality	Timeliness	Accuracy	Frequency	Disaggregation	Coverage
National Accounts	69	39	37	38	42	44
Price Statistics	57	42	40	42	45	45
Public Finance Statistics	67	43	43	40	42	42
Monetary and financial statistics	59	40	44	41	41	39
Business Statistics	57	41	44	38	42	42
Labor Statistics	56	44	41	44	42	43
External trade statistics	54	42	40	42	43	44
Demographic statistics	57	47	44	44	45	44
Health statistics	56	48	47	45	43	48
Education statistics	63	49	45	46	46	49
Crime/Judicial statistics	40	33	31	34	35	36
Environment statistics	42	40	33	37	34	42
Agriculture and fishing statistics	51	41	35	40	41	44
Cartographic/GIS data	43	35	34	35	41	40

1. Introduction

1.1 Background

3. National statistics are an essential component of policymaking: they provide evidence needed to design policies that meet the needs of citizens, to monitor outcomes and to hold governments to account. Data and policy are closely related. In the words of Mo Ibrahim: “Without data, governments drive blind.” However, there is evidence that the capacity of Somalia government to make data-driven policy remains limited due to a wide data and policy gaps.
4. Recently, the issue of providing high-quality data has captured the attention of statistical organizations, and National Statistical Offices (NSOs) have taken steps to improve the quality of their products (data and services provided) in order to meet users’ needs and expectations. In Somalia, there has been an increase in the use of data in recent times by individuals and institutions for various reasons. Users of statistical products and services include public institutions, the private sector, students, parliamentarians, civil society organizations, NGOs, the media, research and training institutions, and the broader public. The growing demand for statistics underlines the importance that users attach to Statistics and therefore, the urgent need to strengthen the NSS to be able to produce a variety of Statistical products to meet demand.
5. With such massive increase in data demand and usage, it is important to embark on periodic assessment of data production systems to determine whether the needs of users are met. Morgenstern and Marker (1997) posit that a user satisfaction survey is a useful tool that can be used to determine users’ definition of quality and their perception of specific products and services. Thus, the Federal Government of Somalia together with the development partners wanted to increase data production coverage and data utilization through the SNBS. It is against this backdrop that SNBS designed to implement the first user satisfaction survey to be the point of reference of the level of satisfaction of users of official statistics and statistical products and services.
6. Improvements in volume, quality and scope of the data production and usage is necessary for the Somali Government to have sufficient basis for making informed policy decisions and monitoring the implementation of plans and guidelines, most notably the National Development Plan 9 (NDP-9).
7. Beyond the improvement in terms of capacity, quality and scope of data production, functional MDAs are also vital for the implementation of sustainable projects and programs to achieve smart and measurable results.
8. In the field of official statistics, user satisfaction surveys are conducted in order to device to what extent the supply and quality of official statistics satisfy the needs of users. Hence, these surveys are used as tools for examining the 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 orienting informed discussions and debate within the media. Results of such analysis can then be used by statistical authorities for the formulation of actions which might be undertaken to increase the awareness of statistics, explain their potential and enhance usage.

1.2 Somalia National Statistics System and Data Gap Situation Analysis

9. Despite a growing consensus on the need for a well-functioning national statistical system, many developing nations lack the robust and long-term national statistical systems required to support the development agenda. Increasing data demand is crucial in aiding cooperation and prowess of the different stakeholders involved in the development agenda of the different development sectors in creating long-term statistical capability and national commitment to strengthening evidence-based policymaking.

10. There is a growing recognition that effective and efficient governance necessitates a variety of policy instruments as well as a battery of primarily development measurement. This is mostly required by decision makers for program design, input measurement, implementation, performance monitoring, and output, result, and impact evaluation.
11. Quantitative and qualitative data subsets fall under the umbrella of what is known as NSS. The framework is made up of a logical, integrated set of facts that quantifies a country's economic, social, and developmental position at any given point of time. Statistical capacity development programs seek to boost demand for statistics and statistical analysis in national policymaking, civil society, and public discourse.
12. A lot of uncoordinated data production has been ongoing in Somalia since the collapse of the central government of Somalia in 1991 but successive governments recognized that a lot of data gap remains untapped, thus FGS reaffirmed that much still remains to be done to deliver a demand responsive data. Concerted and coordinated actions are required to make more effective use of statistical data to support poverty reduction policies and programs and to strengthen and sustain the capacity of statistical systems. To answer the wide range of data demand in Somalia, a collective responsibility to support production, compilation, dissemination and use of official statistics, the Somali Government secured World Bank funding, through the Somali Integrated Statistics and Economic Planning Capacity Building (SISEPCB) Project hosted by the SNBS. The project aims at strengthening the country's national statistics system, the monitoring and evaluation (M&E) system, and improving programming and analytical capacity of the government's macroeconomics and fiscal programming agencies to enable them to regularly assess, analyze and improve their public policies and programs performance and results. Specifically, the project aims at: (1) Strengthening the national statistical system; (2) Strengthening monitoring and evaluation capacity; and (3) Building economic policy analysis and economic planning capacity.

1.3 About the User Satisfaction Survey

13. Improvements in volume, quality and scope of the data production and usage was necessary for Somali Government to have sufficient basis to make informed policy decisions and monitor the implementation of plans and guidelines, most notably the National Development Plan 9 (NDP—9). Beyond the improvements in capacity, quality and scope of data production, functional MDAs are also vital for the implementation of sustainable projects and programs to achieve smart and measurable results. The purpose of this user satisfaction survey was to assess the quality, satisfaction, usage, coverage, sources, awareness, accessibility, demand responsiveness and the trustworthiness of official statistics produced by Somalia's NSS, and to identify obstacles and challenges data users experience in accessing information. The results of the survey will be used as a baseline for monitoring and evaluation of performance improvements of the statistical system during the project implementation period and beyond. The survey objectives included:

Main Objective	Specific Objectives
a. Developing a national statistical system which is responsive to user needs and which engages users more in the planning, governance and monitoring and evaluation of statistical services.	<ol style="list-style-type: none"> i. To assess data needs, satisfaction with the current state of official statistics produced by SNBS and the national statistical system, and perceptions of key users of the statistical products and services of national statistical service providers. ii. To determine how easy or difficult it was to access official statistics and accompanying metadata. iii. To advise on the establishment of a framework for user-producer consultations, including a mechanism for soliciting regular feedback on user satisfaction, dialogue with users and a mechanism for utilizing user feedback for planning, implementation and monitoring and evaluation of improvements during the project implementation period. iv. To develop user satisfaction framework tool that could be of regular use in future.

1.4 Scope and Limitations of the survey

14. The survey targeted MDAs, UN Agencies, INGOs/LNGOs, media houses, financial institutions and enterprises, universities and research institutions. The coverage of this target group was limited to the federal level and therefore institutions and other entities in FMS were not interviewed. Additionally, survey implementation timelines were limited to only a month and for most of the institutions booking had to be done way in advance. The survey was conducted towards the end of the year, hence a number of institutions especially the UN agencies and NGOs did not respond to requests to participate in the survey.
15. To minimize infection risks associated with the prevailing COVID-19 pandemic, all preventive measures, procedures and guidelines set by the Ministry of Health to curb disease spread (wearing of face masks for all study participants and research assistants, observing social distancing of 1.5 meters apart during interviews, handwashing and referrals of participants and research assistants who present symptoms of Covid-19 for testing) were exercised during data collection. The research teams were equipped with information on how and where to call in case of exposure or symptoms of COVID-19 or notice participants with symptoms requiring professional support for appropriate referral. The training included focused sessions and practical exercises on COVID-19 prevention. In addition, all enumerators were competent locals who could administer the tools in a language that is clear and comprehensible to the respondents.

2. Survey Methodology

2.1 Survey design

16. A single-stage stratified sample design was utilized to calculate the sample size for the different data users based on data usage of each users' sector.

$$n = p(1 - p) \left(\frac{Z}{E} \right)^2$$

Considering the above-mentioned formula (Sample Size for One Sample, Dichotomous Outcome), the quantitative sample size of the first user satisfaction survey of Somali Integrated Statistics and economic planning capacity building project was about 257 individuals from different sectors,

where:

n	=	minimum sample size required for the USS
p	=	proportion of users satisfied with products from other borrowed literature
E	=	Margin of Error (absolute precision)
Z	=	z-value at 95% significance

This means that, $p = 0.642$ $d = 0.05$ and $z = 1.96$.

17. The sampling frame for this USS survey contained 367 users from which the sample of 257 was extracted. To obtain the sampling frame, contacts were made with the various institutions to provide the list of their departments/organizations. Based on the limited number of government institutions, civil societies, UN-agencies/ INGOs/ NGOs, academicians and media in the sampling frame, a census was conducted for these categories while sampling was only done among the private sector institutions.

Table 2. Summary of the sampling frame versus the sample

Target group	Institutions initially Proposed	Institutions Provided in the Sample Frame	Institutions Sampled for data collection
Government officials (Ministries, Departments, and Agencies)/ National Bank, other Government financial authority	80	45	45
Civil societies	30	0	-
Private sector/Professional bodies/Private Bank, Private financial institution, Insurance company/Other commercial company or enterprise	190	275	165
UN-agencies/INGOs/NGOs	13	32	32

Target group	Institutions initially Proposed	Institutions Provided in the Sample Frame	Institutions Sampled for data collection
Academicians	80	11	11
Media	30	4	4
Total	423	367	257

2.2 Assessment approach

18. The USS survey adopted a mixed method approach involving qualitative and quantitative methods of data collection. The approaches were descriptive and analytical involving the triangulation of both qualitative and quantitative data to enhance the validity and reliability of the research findings. Primary data gathering methods were employed with a list of institutions was provided by SNBS.
19. The survey targeted Planning Statistics directors/ officers, Research officers and statistical officers working in the ministries and autonomous agencies, executive and programme officers from NGOs, reporters and editors from media houses, program/planning, research and strategy officers from corporations and private institutions, country representative, head of divisions and monitoring and evaluation officers from the international organizations as well as United Nations and local organizations. For academia, the deans and associate deans of faculties were eligible to participate in the interview.

2.3 Data Collection, analysis and management process

20. The user satisfaction survey utilized three data collection approaches in collecting the quantitative data which included online self-filling interviews, face to face and telephonic interviews. An intensive 2-days training session was conducted for the enumerators in order to build a shared understanding on the objectives of the needs assessment and orient the team on the survey tools which they would be administering. Communication was sent beforehand to all participating stakeholders and all methods available for interviews highlighted. A semi-structured tool was used to carry out the interviews and incorporated both open and closed-ended questions. All verbatim responses were used to enhance the quantitative findings. The survey questionnaire was programmed and administered electronically using Open Data Kit (ODK)¹ which allows data entry screens with skip patterns and data/value ranges to ensure that the data is consistent at the point of interview. To enhance quality of data, the evaluation team debriefed on key issues related to the tools/instruments, reviewed completed interviews and uploaded the day's surveys onto a remote secured server at the end of each day.

2.4 Coverage

21. A total of 257 institutions and individuals were selected in the sample, of which 224 responded to the survey, yielding a response rate of 87.2%. The difference between the selected and completed interviews occurred mainly because 12.8 percent of the selected units declined to take part in the survey. The survey yielded the following samples for the different users of official statistics:

¹<https://getodk.org/>

Table 3. Sample size distribution

Organization/ Institution	Samples selected for interview	No of Interviews conducted
Private sector/Professional bodies/Private Bank, Private financial institution, Insurance company/Other commercial company or enterprise	165	113
Government (Ministries, Departments, and Agencies)	29	52
UN/INGOs/NGOs	32	17
Press and other media	4	16
Higher learning Institution/Research institutions	11	14
Civil society (political party, unions, human rights bodies or organization)	0	7
Banks and other financial institutions	16	5
Total	257	224

2.5 Data processing, analysis and interpretation

22. At data cleaning level, merged data was then investigated using SPSS v26 for validity and accuracy before being exported for statistical data analysis. A codebook (reference manual of all variables) was generated. Data entry and analysis was conducted using the statistical package for social sciences (SPSS) software version 26. Data was first cleaned by removing any cases that are outside the inclusion criteria, and identifying responses that were improbable (outside the normally expected range) or impossible. This involved simple univariate frequencies of questions chosen to reflect desired analyses as per survey objectives. Descriptive statistics was used to determine frequencies and percentages for different variables of interest. Results were then presented using graphs, tables and pie charts.

2.6 Management of qualitative data

23. Qualitative interviews were conducted in local Somali language, translated, transcribed and typed into Microsoft word. Analysis for the qualitative data entailed open coding and progressive categorization of emerging issues into themes based on inductive (where analytical categories were derived gradually from the data) and deductive approaches (where ideas from the interview schedule shaped the coding scheme). Final analysis was organized around a description of the main issues identified relating to the survey objectives.

2.7 Data quality assurance

24. The use of handheld devices for data collection eliminated the need for manual data entry; thereby reducing data entry errors. At field level the quality control team facilitated daily data reviews with the research team for the filled questionnaires to ensure completeness, consistency and validity, upon which the research assistants concerned were involved in ensuring identified discrepancies were corrected. Additionally, close supervision was maintained at all times between project manager, supervisors and field teams. Considerable care was taken in trying to achieve the desired response rate and obtain complete and good quality data.

25. At entry level, completed questionnaires were first examined for possible inconsistencies before submission, ensuring a 100% verification. Validity and rigor was enhanced during the interpretative analysis through a series of feedback sessions with members of the evaluation team.

2.8 Ethical considerations

26. The implementation of the survey was done in strict compliance with human subjects' ethical requirements thus:

- i. **Informed consent:** For all participants, the survey team implemented a policy of informed consent.
- ii. **Voluntary participation:** Respondents were informed of their rights to refuse participation or withdraw from the assessment at any point and that this would not affect the services provided by SNBS in any way.
- iii. **Privacy and confidentiality:** The information provided as part of these interviews and discussions was not linked to any specific respondent in the final report and all information provided was kept confidential and used solely for limited purposes of the survey.
- iv. Only general identifying information (organization name and gender if reported voluntarily) was utilized. Any information that could directly identify a respondent was omitted.
- v. Only members of the core survey team had access to the raw data. Prior to the start of the survey, the research team led by the lead consultant committed to abide by the principle of confidentiality.

3. Survey Findings

3.1 Socio-demographic characteristics of Statistics Users

27. At sampling level, 257 participants were sampled to participate in the survey, however only 224 participants gave consent while the rest declined to participate. Out of the 224 participants interviewed, (87.2% response rate), majority (95.1%) were male. The reason for having an overwhelming majority of male participants is because the survey mainly targeted departmental heads, majority of whom were men. About 2 out of every 5 interviewed participants had between 5-9 years of experience. In terms of level of education, most of participants had attained university level education and above. More than half of the survey participants were from the private sector followed by government MDAs. Among the government institutions that participated in the survey, the respondents were mainly director general or their deputies while those from the private sector were majorly head of departments or program managers as illustrated in the summary table below.

Table 4. Demographic Characteristics of the respondents

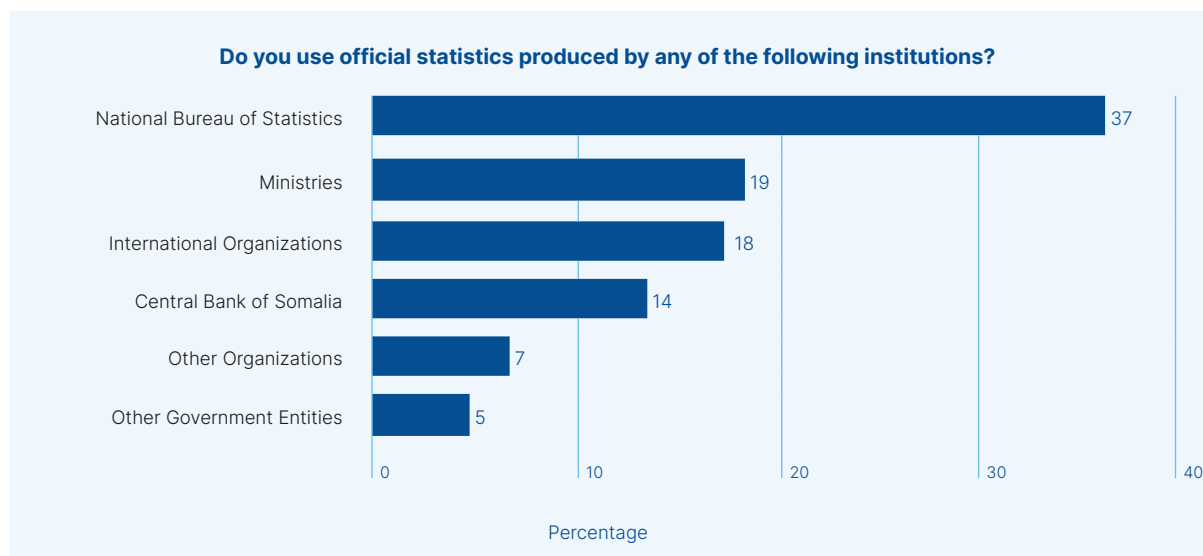
Demographic Characteristic	Response category	Total	Percent
Gender	Male	213	95
	Female	11	5
Years of experience	0-4 years	85	38
	5-9 years	88	39
	10-14 years	32	14
	15-19 years	6	3
	20 + years	13	6
Highest level of education attained	Secondary School	6	3
	Under-graduate Diploma	7	3
	Bachelor Degree	93	42
	Post-graduate Diploma	13	6
	Master's Degree	99	44
	Ph.D./Post Doc or Equivalent	6	3

Demographic Characteristic	Response category	Total	Percent
Type of organization or institution	Government	52	23
	National Bank, other Government financial authority	4	2
	Private Bank, Private financial institution, Insurance company	1	0
	Other commercial company or enterprise	51	23
	Private sector federation, trade associations, professional association	62	28
	Press and other media	16	7
	Civil society (political party, unions, human rights bodies or organization)	7	3
	Higher learning Institution, University, college	14	6
	UN/INGO/NGO	17	8
Respondents' primary sector(s) of focus	Agriculture	47	10
	Education	21	5
	Energy	32	7
	Health	36	8
	ICT	19	4
	Justice, Reconciliation, Law & Order	28	6
	Transport	14	3
	Urbanization & Rural Settlement	22	5
	Water & Sanitation	35	8
	Environment & Natural Resources	20	4
	Governance & Decentralization	23	5
	Finance	34	7
	Private Sector Development & Youth Employment	39	8
	Social Protection	18	4
	Sport & Culture	72	16
	Total		224

3.2 Relevance and data use

28. Government, research institutions, corporations, educational institutions, and the general public are among the intended users of official statistics. Each of these groupings or individuals has distinct statistical information requirements. The 2021 user satisfaction survey inquired about the kind of official statistics or statistical products that respondents previously used or are currently utilizing that are produced by various entities. From the survey findings, only 48% of the surveyed institutions reported that they have ever used official statistics produced by different governmental and non-governmental entities while the 52% reported that they don't use any statistics, majority of those who said they do not use statistics were from the private sector.
29. Of the 48% of the respondents who confirmed they have ever used official statistics, 37% commonly use official statistics produced by the SNBS followed by 19% who use data from the different government MDAs.

Figure 1. Major producers of official statistics

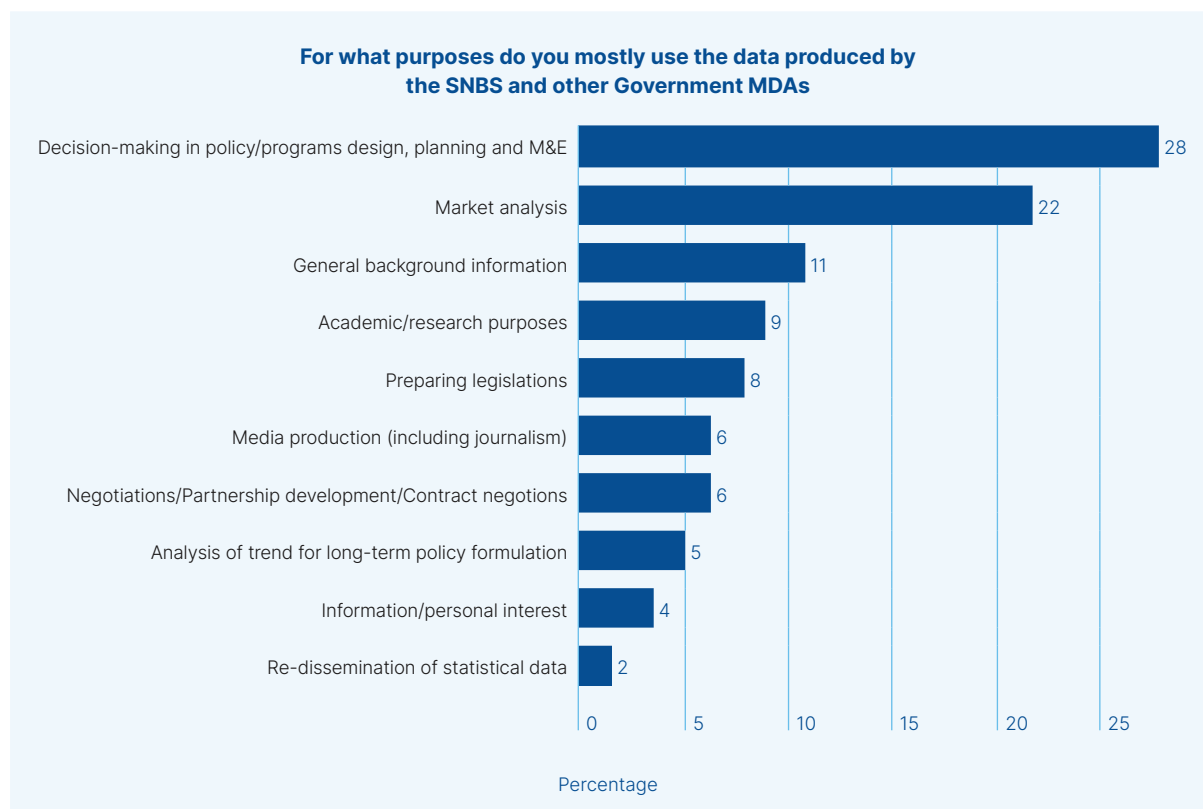


“[...] There is a livestock development strategy developed by us and FAO. There is also livestock treatment strategy and the veterinary code. These are policies and plans we have in place. For demographic statistics we use is from FSNU survey.”

~ FGD - Participant

30. Users of statistics have different purpose for the official statistics use. From the survey findings, 28% of the statistics users use the data for decision-making in policy /programmes design, planning and M&E, while 22% reported that they use official statistics for market analysis. In addition, we have users who access the data for general background information, academic/research purposes, preparing legislations and media production (including Journalism), among others.

Figure 2. Purposes for which the data produced by the SNBS and other Government MDAs is used



“[...] We use official statistics to make decisions on matters of business regulations, investment techniques, tax and taxation.”

~ KII - Private sector

31. The most common statistics ever used is business statistics (Industry, Trade, Services, Transport, and Energy), demographic statistics and population estimates are the commonly used statistics (13%) while the least used ones are cartographic/ geographic information systems (GIS) (2%), and environmental statistics (3%). Other statistics that are commonly used include national accounts (GDP), public finance statistics and Central Bank of Somalia, among others.

“[...] I would say almost all of the official statistics are relevant to our organization at some level but the most important ones are labour, health and education statistics.”

~ KII - NGO

“[...] Demographic Statistics (Populations) this is the statistic that we normally use since it’s our major focus and it describes our Durable Solutions Units.”

~ KII - INGO

“[...] Most relevant statistics include external trade statistics, business statistics, GDP statistics, GIS statistics and currently the health statistics due to the coronavirus situation.”

~ FGD - Participant

32. The users were asked how long they have been using official statistics. About a third (28%) of participants mentioned they were using official statistics produced by the SNBS and other government MDAs for more than 1 year. The other significant number of users (27%) were using statistics on need basis. When comparing the statistics produced by the SNBS with that published by other countries and/or organizations, most of the participants reported that that of SNBS is better. However, 6% mentioned that statistics produced by the SNBS is worse.

Table 5. Comparability of the statistics produced by the SNBS with that published by other countries and/or organizations

How do you rate the comparability of the statistics produced by the SNBS with that published by other countries and/or organizations?	Percent
Better	43
Same	29
Worse	6
Don't know	23

“[...] Most of the third world countries are more advanced in terms of quality of statistical products than Somalia. For example, Kenya and Ethiopia, business people access statistical products at the comfort of their home or the place of work. Those countries cannot be compared to our country where even the publishing of statistics is delayed.”

~ KII - Private Sector

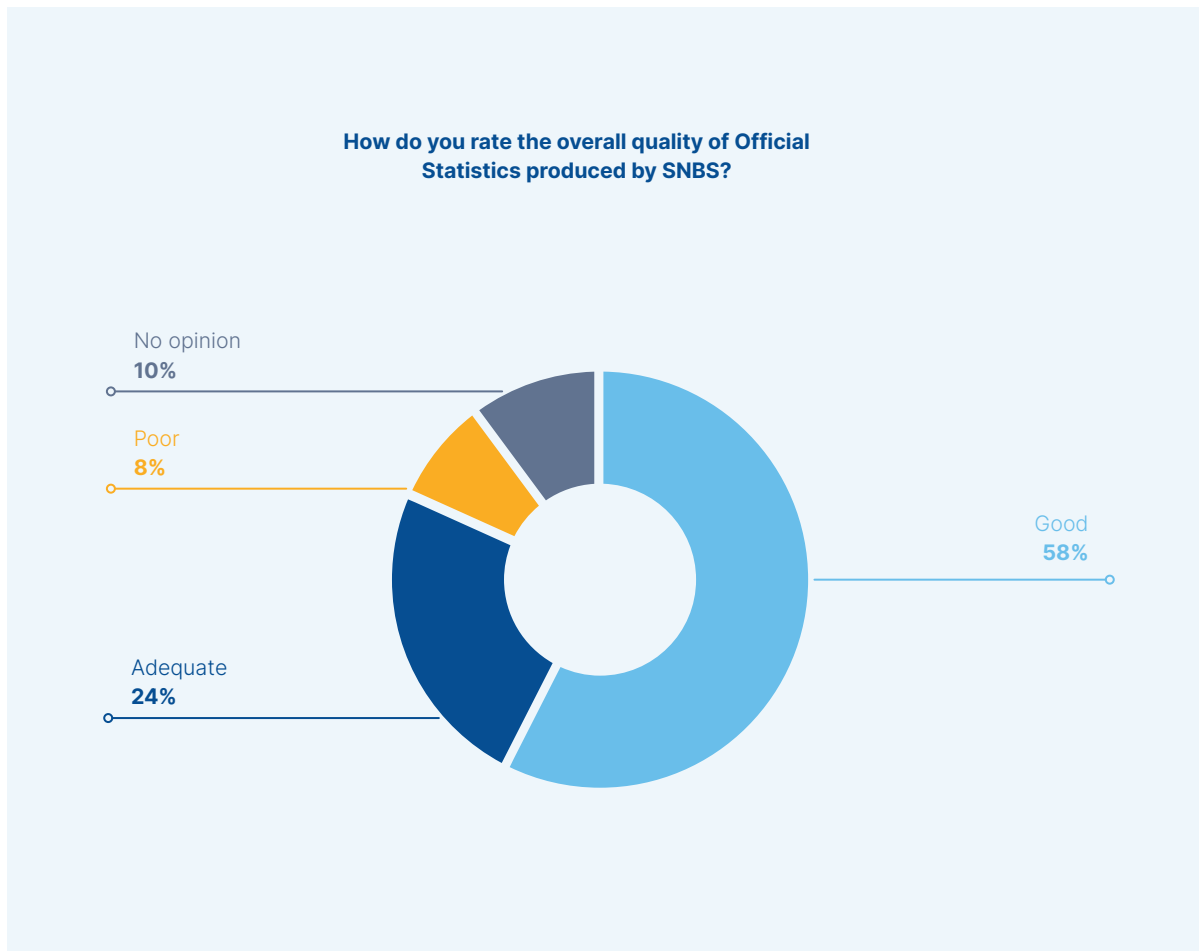
33. From the surveyed users, only 28% had used official statistics before 2017 (the launch of NSD1 activities). Among this group of users who had used official statistics before 2017, 68% reported that there has not been much improvement. Looking at the trust of the statistics produced by the SNBS, more than two thirds expressed confidence in the information while one-fifth of the participants do not trust the statistics. In terms of coherence/harmonization of official statistics produced by SNBS, most participants reported that the data was coherent. However, some of the users reported that the statistics are not coherent.

“[...] Whenever the statistics are published, they have errors because at times the due process of producing the information was ignored, they are not coherent.”

~ KII-Private Sector

34. In terms of quality of data, more than half (57%) of the surveyed participants reported that the quality of official statistics produced by SNBS is good while about a fifth reported that the statistics were adequate. Health, education, price, business and external trade statistics were reported to have good quality.

Figure 3. Overall quality of official Statistics produced by SNBS



35. On the other hand, 8% of the participants reported that the statistics produced by SNBS are of poor quality. Some of the statistics reported to have poor quality included GIS statistics.

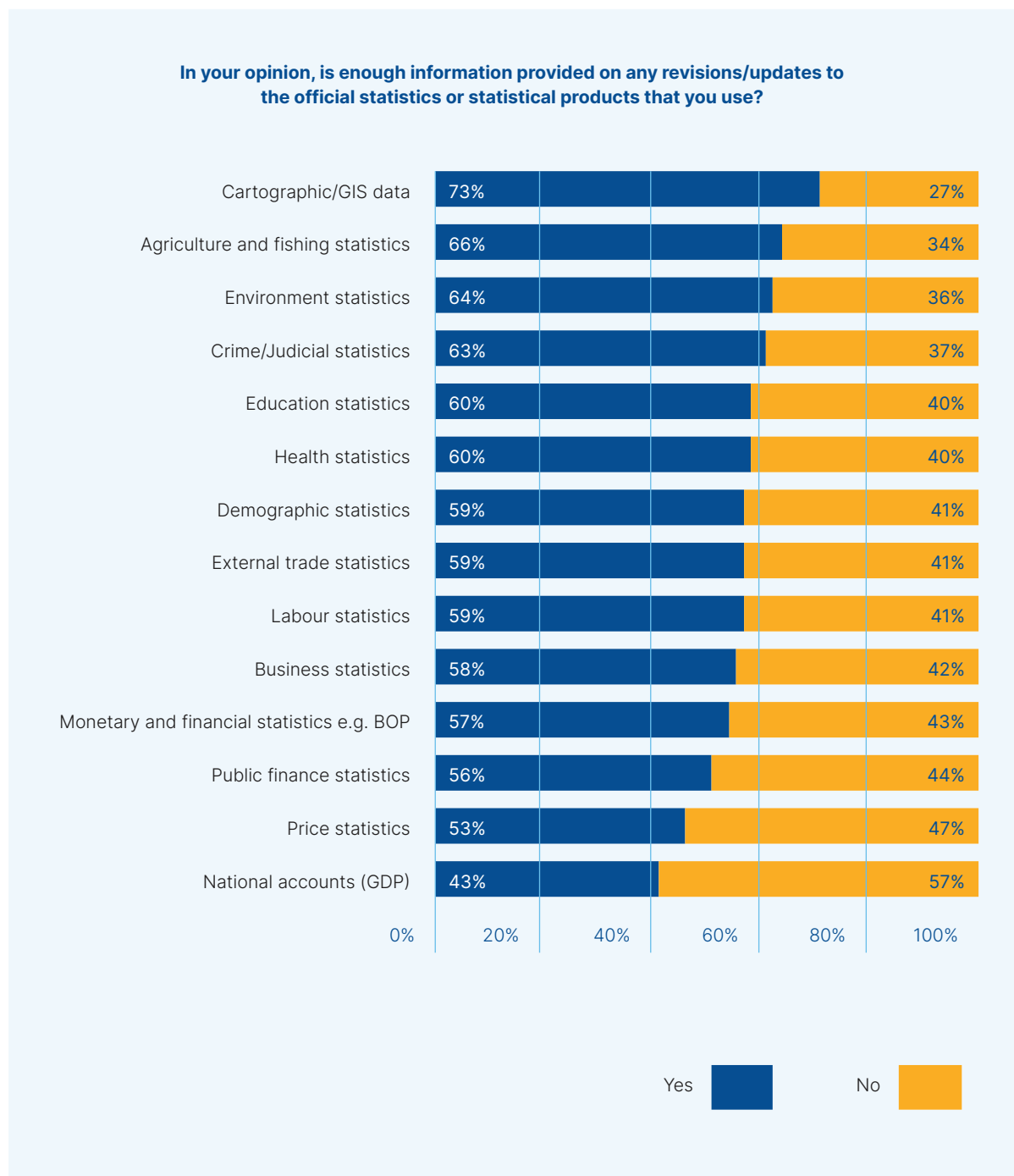
“[...] Honestly speaking I would say all these statistics produced in the country are all poor.”

~ FGD - Participant

“[...] My ministry uses the GIS data and I would say it is of poor quality.”

~ FGD - Participant

36. Most of the surveyed participants reported that enough information is provided on any reviews/updates to the statistical products. Most of the information provided on any revisions/updates were mentioned across national accounts (GDP), price statistics, and public finance statistics, among others.

Figure 4. Overall quality of official Statistics produced by SNBS

37. Thirty six percent of respondents who were not using any official statistics reported that the main reason for non-use was that their professional activities do not need the statistics. However, there is need to improve trust among the 15% of non-users who simply avoid the statistics because they do not have trust in them. Additionally, there is need to create awareness on the importance of data to the 16% non-users who have no clue on how to use statistics for their work.

Table 6. Reasons for Non-use of Official Statistics

Reasons for Non-Use of Official Statistics	Percent
Do not need them for my professional activities	36
Official Statistics related to my activities are not available	33
Do not trust official statistics	15
I do not know how to use statistics for my work	16

38. Some of the methods suggested to improve trust of the official statistics include having SNBS team readily available to respond to users' queries on regular basis. Other suggestions to improve SNBS services included provision of data from remote areas where most of the organizations cannot reach.

“[...] SNBS should add staff who are always there to respond to people’s queries or contact people or set an automatic robot that can answer all related questions. They should publish significant reports on the front page of the website dashboard.”

~ KII - Private Sector

“[...] I would suggest that SNBS gets us data from remote areas where it may be hard for us to access information on statistics.”

~ KII - NGO

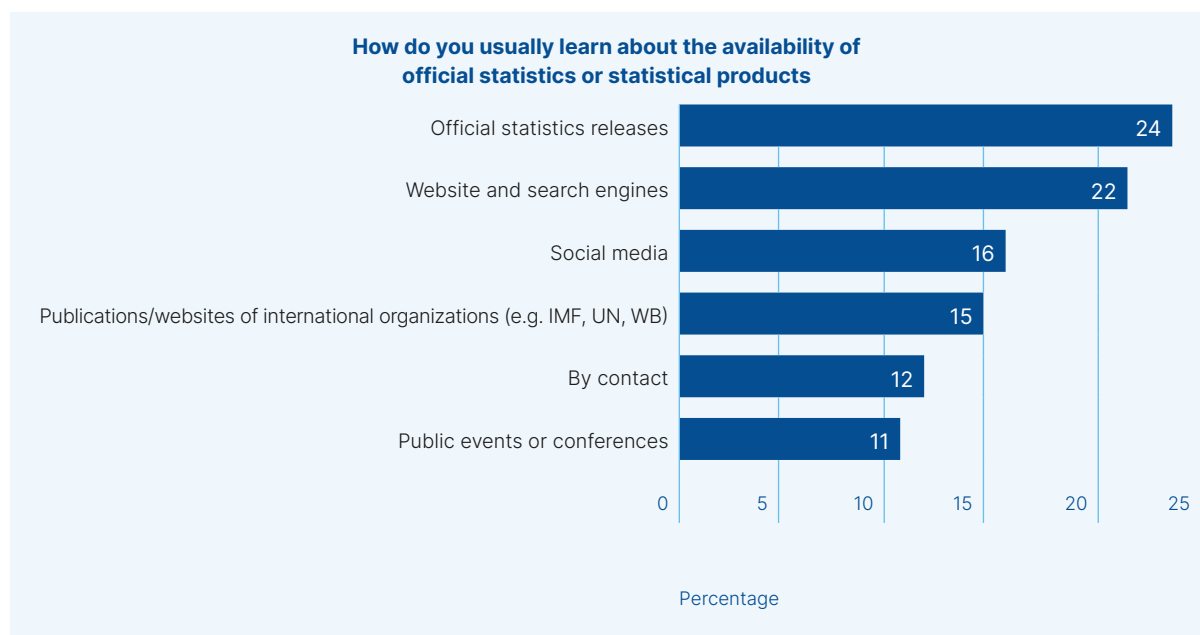
“[...] Locate or establish the national statistics for areas that we do not have access like Kismayo, Garowe, Baidoa and Jowhar.”

~ KII - INGO

3.3 Data communication and dissemination preferences

39. With regard to awareness of release calendar of statistics dissemination, only a third of the participants were aware of such calendar. Two thirds of the participants who were aware of the dissemination calendar reported that, in practice, the official statistics or statistical products are not released on the dates announced for the release. Consistency needs to be maintained in order to raise trust among the users.

40. A fifth of the participants learn about the availability of official statistics or statistical products through the official statistics releases.

Figure 5. Availability of official statistics or statistical products

41. In terms of accessing the official statistics, majority of the users obtain statistics from websites and/or data portals as well as from published reports with a third of the participants accessing the data nearly every month. Other ways of obtaining official statistics included published reports, official request from the institutions (written), automated request (providing identification and purpose of the request) and through under subscription from a list service.

Table 7. Sources of official statistics

How do you obtain official statistics	Percent
Websites and/or data portals	37
Published reports	27
Official request from the institutions(written)	22
Automated request (Providing identification and purpose of the request)	8
Under subscription from a list service	6

42. With regard to obtaining the official statistics two in every five participants reported that it was difficult to access the official statistics. Some of the reasons attributed to difficulties in accessing data include; limited data sharing platforms (48%), did not know information exist (18%), high cost of obtaining the data (11%), did not know where to get information (11%) and limited disseminations procedures (11%).

“[...] Access to the statistics is very difficult because of the choice of language used which is mainly English. People know how to read and understand the meanings but I would suggest to use the language spoken by most people here-Somali for ease of proper understanding.”

~ KII - Private sector

“[...] Convert the data into our language, the Somali and enable access to information and statistics from remote areas.”

~ KII-NGO

“[...] Since the statistics are normally written in English, there is need to translate to Somalia language for easy understanding to the respective users.”

~ KII - INGO

43. On average, about a third of users reported that they had difficulty in accessing the metadata of the official statistics they use. However, 36.5 per cent of users said it was either easy or very easy to access the metadata on the official statistics or statistical products that they use. Specifically, more than half of users reported that the metadata on Education (45%), Price (42%), Public Finance (42%) and Health (42%) statistics were either easy or very easy to access. On the other hand, the metadata on Crime/Judicial (38%), external trade (37%) and environment (36%) were the most difficult or somewhat difficult to access.

Table 8. Respondents' level of access to metadata on Official Statistics / products

Types of Official Statistics Used	Degree of Access to Metadata					
	Very Difficult	Somewhat Difficult	Somewhat Easy	Easy	Very Easy	Don't have access
National Accounts (GDP)	7	18	23	27	13	12
Price Statistics	7	23	13	32	9	15
Public Finance Statistics	10	23	12	28	14	13
Monetary and financial statistics e.g., BOP	7	28	19	21	12	13
Business Statistics	10	23	22	21	10	13
Labour Statistics	15	20	12	30	10	13
External trade statistics	11	26	16	26	11	10
Demographic statistics	13	22	19	24	11	11
Health statistics	11	18	19	28	14	11
Education statistics	7	19	17	28	18	11
Crime/Judicial statistics	18	20	15	19	10	18
Environment statistics	17	19	19	20	13	12
Agriculture and fishing statistics	12	23	23	21	8	12
Cartographic/GIS data	11	22	19	22	9	17

44. Most of the users prefer to access official statistics through the websites. During the past 12 months, most of the users contacted the NBS 2 – 5 times to obtain or enquire about official statistics. Among those who contacted SNBS, majority (42%) did so through SNBS Website, 26% emailed SNBS Head, 23% telephoned SNBS Head and 8% sent request letter to SNBS Head office.

Table 9. Preferred channel to access official statistics

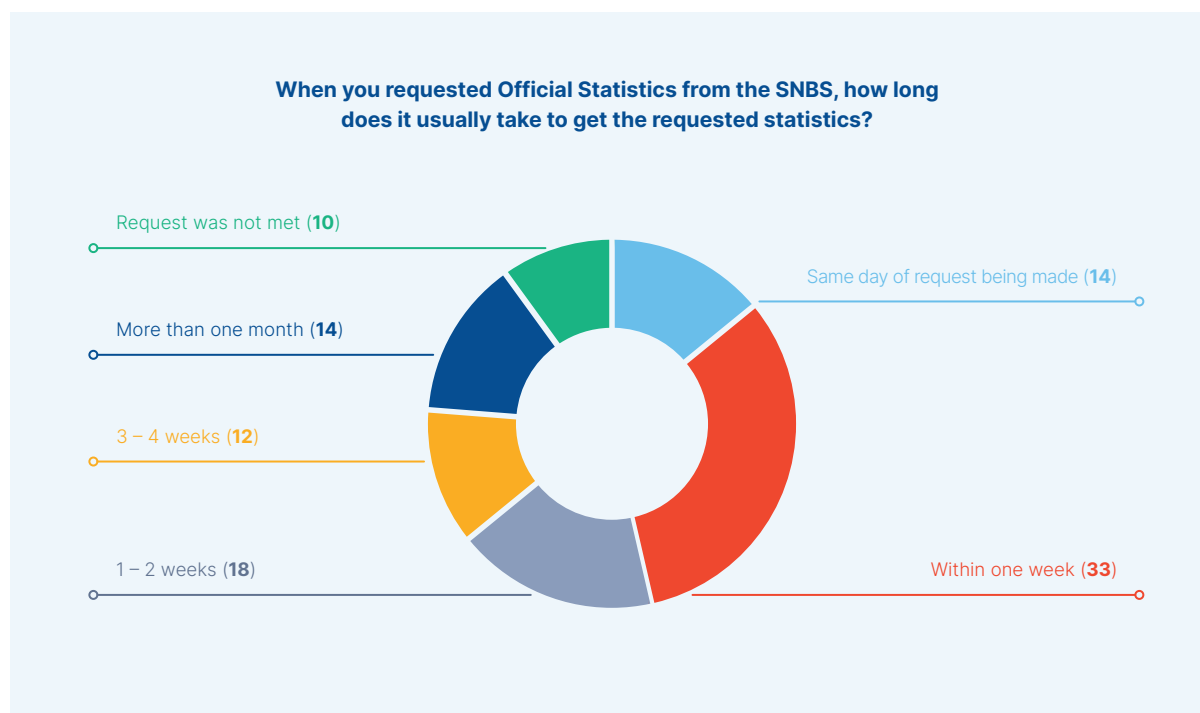
Preferred channel to access official statistics	Most preferred	Preferred	Somewhat Preferred	Least preferred
Websites	26	32	18	24
External disk/drive	23	29	23	25
Paper based reports	20	37	20	22
Tabulations	17	31	23	30
Figures	15	23	27	35
Full dataset	13	19	27	41

“[...] Website, paper-based reports, figures and full databases are most preferred.”

~ KII - Private Sector

45. With regard to responsiveness of the SNBS team, the participants were asked the amount of time it usually takes to get the requested statistics. Majority (47%) of the users reported that they received the requested statistics within one week. However, 24% of requests were never met or they got the response after more than a month and this needs to be addressed.

Figure 6. Amount of time it usually takes to get the requested statistics



“[...] Yes, we face some challenges in accessing data. For instance, when you request official statistics and drop an email to the concerned party it might take 3 days for them to reply or they may not respond to you at all. This usually causes delays in our planning.”

~ KII - INGO

46. Among the users who did not access the SNBS website in the last one year, they reported that there was no need to access the website (30%), while 24% reported that required information was not available. Over 90% of the users would like to receive regular information on new products and services such as statistical updates and publications from the SNBS. Majority (91%) of the users think that there is a need for the SNBS to establish a proper forum for regular consultations with their customers and users of statistics. With respect to improving the quality of services provided by the SNBS, the users suggested that there is need for SNBS to engage other government institutions especially productive sectors and also allow relevant line ministries to take pivotal role in the implementation of the assessments while SNBS takes the lead in the supervision and monitoring of data quality. More than three quarters of the users reported that the official statistics or statistical products that they have ever used were presented in an easy-to-understand way.

Table 10. Main reason for not accessing the SNBS website

What is the main reason for not accessing the website?	Percent
Required information was not available	24
Its content in relation to my needs is very poor	19
Websites contains outdated information	13
Difficulty using the website	8
Website layout is very poor	6
No need to use the website	30

3.4 Overall User Satisfaction in Official Statistics

47. Ultimately, the goal of SNBS is to provide excellent customer service. Users Satisfaction Score (CSAT¹) was used to measure the quality of the products and services provided. Overall, users' satisfaction with official statistics with respect to overall quality is encouraging (55%). However, users were relatively less satisfied with the timelines (42%), accuracy (40%), frequency (40%), disaggregation (41%) and coverage (43%). Across the different user's crime, judicial, agricultural and fishing statistics were reported to have a low satisfaction. With regard to ease of access to the metadata of the statistics (sources, explanatory notes, methodological description, and references concerning concepts, classifications, and statistical practice) as well as accuracy of official statistics the users also had a low satisfaction. Excellent satisfaction was reported with the SNBS website, overall quality of official statistics or statistical products and ease of reading and understanding products of official statistics. From the survey findings, majority of the participants strongly agreed that the SNBS website is visually appealing and easy to use and access information therein.

¹A CSAT Score is a value that reflects how a user feels about a specific contact/product/service.

Table 11. Overall satisfaction with Official Statistics

Type of official statistics	Overall quality	Timeliness	Accuracy	Frequency	Disaggregation	Coverage
National Accounts	69	39	37	38	42	44
Price Statistics	57	42	40	42	45	45
Public Finance Statistics	67	43	43	40	42	42
Monetary and financial statistics	59	40	44	41	41	39
Business Statistics	57	41	44	38	42	42
Labor Statistics	56	44	41	44	42	43
External trade statistics	54	42	40	42	43	44
Demographic statistics	57	47	44	44	45	44
Health statistics	56	48	47	45	43	48
Education statistics	63	49	45	46	46	49
Crime/Judicial statistics	40	33	31	34	35	36
Environment statistics	42	40	33	37	34	42
Agriculture and fishing statistics	51	41	35	40	41	44
Cartographic/GIS data	43	35	34	35	41	40

“In our offices we have no independent department for statistics and therefore getting metadata is sometimes hard.”

~ FGD - Participant

48. Some of the reasons reported among the users who reported a dissatisfaction with the SNBS services included; no enough details were provided about the statistics, data being outdated, users needed to make a lot of assumptions/used as proxy, data/information was not useful and the style of presentation not suitable.

Table 12. Main reason for dissatisfaction with SNBS service(s)

Why were you not satisfied with the service(s)?	Percent
Not enough details were provided	38
Data was outdated	19
Needed to make a lot of assumptions/used as proxy	18
Data/information were not useful	14
Style of presentation not suitable	10

4. Conclusion and Recommendations

4.1 Conclusion

49. Overall, 48% of the respondents said that they have ever used official statistics and 37% of them confirmed that they commonly use official statistics produced by the SNBS. This survey showed low user satisfaction with crime, judicial, agriculture, fishing, ease of access to metadata (sources, explanatory notes, methodological description, and references concerning concepts, classifications, and statistical practice) and accuracy of official statistics. Statistics on national accounts (GDP), public finance statistics, health, education and labor had the highest user satisfaction rate. Excellent satisfaction was reported for the SNBS website, overall quality of official statistics or statistical products and ease of reading and understanding products of official statistics.
50. Assessment findings pointed to three gaps that need to be addressed in order to improve future user satisfaction surveys:
- i. Low awareness among the survey users on where to find official statistics. Statistics literacy is still very low with more than half of the targeted participants not using any official statistics in their day to day work.
 - ii. The overall low satisfaction with some of the official statistics and products {crime, judicial, agriculture, fishing, ease of access to the metadata (sources, explanatory notes, methodological description, and references concerning concepts, classifications, and statistical practice) and accuracy of official statistics}.
 - iii. Unmet user's needs –requests for official statistics never met or responses given after more than a month.

4.2 Recommendations

51. Based on the survey findings, the following recommendations are made for improvement of current and future user satisfaction assessments:
- i. Improve First Response Time (FRT)-Improve on time taken to get the statistics once the users request for it. Users want to receive quick responses and keeping them waiting around will make them less likely to give a great satisfaction score. No user would rate SNBS well if they request the statistics and wait for more than one month to receive feedback.
 - ii. Create awareness on the importance of official statistics- more than half of the targeted participants reported not to use any official statistics in their day to day work and about a fifth mentioned that they did not know that official statistics exist. Social and mass media are important channels for creations of awareness in improving uptake of official statistics. Conduct trainings, seminars and workshops with different sector e.g. NGOs, universities and other non-governmental organization for the public to know more about statistical products and their use.
 - iii. Set up a real-time dashboard and automate processes- this will ensure all users are able to track any updates/revisions to the official statistics. The dashboard can be incorporated within the SNBS website for ease of access. Ensure all the necessary official statistics are reachable by a click of a button. There is need to enhance data dissemination and sharing platforms so that the users may obtain adequate information.
 - iv. Meet user's expectations-Users are likely to have certain expectations of the services SNBS provides. In order to keep users happy and avoid frustration, give them access to information they need to be aware of, and what they can expect so they're not in the dark. To also make it public the different formats in which the statistics are available and downloadable in the users' preferred formats.

5. Annex: Sampling Frame & Survey Tool



Microsoft Excel Worksheet



Microsoft Word Document



Federal Republic of Somalia
Somalia National Bureau of Statistics

