

Federal Republic of Somalia
National Bureau of Statistics (NBS)

Analytical Survey Report

**SECOND USER
SATISFACTION
SURVEY 2025**

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Abbreviations

CBS	Central Bureau of Statistics
CSAT	Customer Satisfaction Score
CSI	Customer Satisfaction Index
CSO	Civil Society Organization
FGD	Focus Group Discussion
GIS	Geographic Information System
GoS	Government of Somalia
ICT	Information and Communication Technology
IDP	Internally Displaced Person
IDI	In-Depth Interview
IGAD	intergovernmental Authority on Development
IMF	International Monetary Fund
KII	Key Informant Interview
LGA	Local Government Authorities
MDA	Ministry, Department, and Agency
MoPIED	Ministry of Planning, Investment, and Economic Development
NDP	National Development Plan
NGO	Non-Governmental Organization
NSS	National Statistical System
NSO	National Statistics Office
QoS	Quality of Statistics
SDG	Sustainable Development Goal
SNBS	Somali National Bureau of Statistics
SoNADA	Somali National Data Archive
SPSS	Statistical Package for the Social Sciences
SSA	Sub-Saharan Africa
STATA	Data Analysis and Statistical Software (StataCorp)
ToR	Terms of Reference
UN	United Nations
UNDP	United Nations Development Programmed
UNFPA	United Nations Population Fund
UNICEF	United Nations Children’s Fund
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
USAID	United States Agency for International Development
USS	User Satisfaction Survey
WB	World Bank

Definition of Terms

Accuracy: accuracy refers to proximity of a set of measurements or computed value (estimates) averages to its true or accepted value.

Timeliness: This involves the capacity of delivering data to the right audience, in the correct format and at the precise/right time in addition to the relevance and freshness of data. It is a measure of how up to date the data is and how well it reflects the current state of affairs or trends in a particular phenomenon;

Access: Accessibility looks to measure the level of ease in acquiring data when needed, how long it is retained, and how access is controlled. It also refers to the ability to obtain or retrieve data, information, or resources for analysis or research purposes. It encompasses several aspects related to the availability and usability of data;

Frequency: this is the number of occurrences of a repeating event per unit of time. It is also occasionally referred to as temporal frequency for clarity. In statistics, the frequency or absolute frequency of an event is the number of times the observation has occurred/recorded in an experiment or study. These frequencies are often depicted graphically or in tabular form; and

Reliability: refers to the ability to not only accurately reflect the underlying reality but also its ability to reproduce the results again and again as required. This is essential as it builds trust in the statistical analysis and the results obtained.

Usefulness: this dimension looks to ensuring that data serves its intended purpose and provides valuable insights for decision-making, optimizing the efficiency and effectiveness of analytical processes. It involves aligning data with specific business objectives and priorities to deliver actionable insights.

Executive Summary

Introduction

The effectiveness of national statistics systems is critical for informed policymaking, development planning, and monitoring and evaluation of national and international development goals. In Somalia, decades of conflict and political instability have severely impacted the functionality and reliability of its National Statistical System (NSS). The data landscape in Somalia faces numerous challenges complex in nature making availability of data either non-existent or low quality. Additionally, due to the sensitivity of data on governance, peace, and security, MDA's may be reluctant to share. Furthermore, most of the data available often consists of one-off cross-sectional data not longitudinal, limiting measurements of crucial indicators. The data landscape in Somalia is marked by complexity, largely due to prolonged conflict and political instability, leading to severe constraints in data availability, quality, and dissemination.

The Somali government, via SNBS, received IDA funding for the SISEPCB Project to strengthen the NSS, M&E capacity, and economic policy planning. The second User Satisfaction Survey (USS 2025) assessed the progress since 2021, identified areas for improvement, and developed mechanisms for regular user-producer consultations. This includes establishing a framework for feedback, dialogue with users, and development of user satisfaction tools for ongoing use.

The effectiveness of national statistical systems (NSS) is crucial for policymaking, development planning, and monitoring national and international goals. In Somalia, decades of conflict and political instability have weakened the NSS, affecting its functionality, reliability, and coverage. The data landscape is fragmented, with limited availability and quality, especially in sensitive areas such as governance, peace, and security, where MDAs often hesitate to share information. Most available data are one-off, cross-sectional surveys rather than longitudinal, limiting their use for trend analysis and policy evaluation.

The main objective of USS 2025 is to assess user satisfaction with statistics produced by SNBS and MDAs under the SISEPCB project. Specific objectives include: assess data needs, satisfaction, and user perceptions of statistical products, advise on establishing a user-producer consultation framework, develop user satisfaction tools for consistent annual use, evaluate quality dimensions: accuracy, timeliness, coherence, comparability, accessibility, and metadata and enhance data literacy through training and targeted support for users.

The survey covered government, research, corporate, educational institutions, and the general public. Quantitative data captured factors affecting accuracy, reliability, timeliness, frequency, and accessibility while Qualitative data from KIIs and FGDs provided context, explanations, and best practice insights. The FGDs and KIIs were conducted with senior staff from planning, health, agriculture, livestock, marketing, community development, and education departments.

Key Findings- USS 2021 and USS 2025

The User Satisfaction Survey (USS 2025) shows moderate to strong confidence in the Somali National Bureau of Statistics (SNBS) and its statistical products, though several structural and operational gaps persist.

The analysis indicates a clear pattern of improvement in perceived statistical quality across multiple thematic domains. Statistically significant positive differences were observed in national accounts, price statistics, public finance data, business and labor statistics, demographic and social data, health and education statistics, agriculture, environment, and GIS/cartographic outputs. Conversely, the data also reveal areas where progress has been less consistent. Users reported accessing statistical products less frequently and experiencing reduced ease of data retrieval. Perceptions of reliability also declined modestly compared to the previous survey period. These results suggest that while technical production capacities continue to strengthen, dissemination practices and user engagement require further attention.

Overall, the findings present a balanced picture of a statistical system demonstrating technical advancement while still facing challenges in accessibility, communication, and user trust. The use of the Welch t-test strengthens the validity of these conclusions and ensures that differences are interpreted appropriately.

The 2025 survey shows a noticeable shift in how users perceive the relevance and use of SNBS statistics compared to 2021. The below are the key highlights:

- I. Overall satisfaction of the users in regards to SNBS and its services has generally improved from the initial 55% (2021) to now 78.6% (2025). This shows a significant increase in user satisfaction with SNBS statistics between 2021 and 2025, with more than a quarter-point improvement on a percentage scale.
- II. In 2025, national accounts, business statistics and education data are the most relevant, with the highest usage reported for academic research and legislation. This marks a change from 2021, when only 48% of users had ever used official statistics and those who used them relied mainly on data for policy design, planning and M&E. The increased use for research and legislative purposes in 2025 suggests a broader and more diverse application of SNBS data than reported in 2021.
- III. Access and engagement patterns also improved between the two surveys. In 2025, nearly half of all users learn about SNBS data through the website, and awareness of the release calendar increased compared to 2021, when only one-third knew such a calendar existed. However, barriers remain for example in 2025, high data access costs and limited data-sharing platforms were the dominant challenges, while in 2021, difficulties were mostly linked to outdated information, lack of awareness, limited dissemination channels, and difficulty using the website. User engagement in 2025 also strengthened, with 66% expressing interest in regular updates and structured consultation platforms higher than the already strong 90% interest in regular updates seen in 2021.
- IV. Perceptions of data quality improved significantly. In 2025, 82% rated SNBS data as good or very good, whereas in 2021 only 57% rated data quality as good. Trust in reliability also increased, with 84% reporting moderate to high trust in 2025 compared to mixed views in 2021, when concerns about errors, lack of coherence and poor-quality GIS/environment statistics were common. Nonetheless, timeliness remains a challenge in both years. In 2025, nearly half reported delays in release dates, aligning with 2021 findings where timeliness scored only 42% and many requests took more than a month or were not met at all.

- V. User interaction with the SNBS website shows improvement where the Website satisfaction in 2025 is generally positive, scoring between 3.6 and 3.8, and users describe it as visually appealing and easy to navigate. This is stronger than 2021, when one of the main reasons users avoided the website was poor or outdated content. The preferred channels remain consistent: websites, reports, and datasets were preferred both in 2021 and 2025, although dataset preference increased in 2025.
- VI. Service satisfaction also strengthened where upon examining 2025, service satisfaction scores ranged from moderate to high (3.0–3.4), especially for first-time user experience and services offered after data acquisition. In contrast, 2021 results showed overall satisfaction levels averaging 55% for quality, with much lower satisfaction for accuracy, frequency, disaggregation and metadata access. The 2025 survey indicates meaningful improvement across these dimensions, although clarity of analysis and ease of interpretation still need improvement.
- VII. The pattern of strengths and challenges shows continuity but with progress. In 2025, users highlight high reliability, credibility and broad coverage as strengths similar to 2021, but stronger. However, persistent challenges include data delays, inconsistent quality across sectors, and gaps in areas such as youth employment, gender and informal sector statistics. These echoed the 2021 concerns around low coherence, weak metadata access, and slow response times.
- VIII. Finally, trust and satisfaction significantly improved with 2025, 83% report high or moderate trust in SNBS statistics, and the overall Customer Satisfaction Index (CSI) stands at 69.2%. This represents a major improvement from 2021, when trust varied widely and many users expressed doubts about data coherence, accuracy and timeliness. Although accessibility and timeliness remain weak areas, the overall trajectory from 2021 to 2025 is strongly positive.

Conclusion and Recommendations

Summary Observations

The findings of the confirm that users have a moderate to high level of satisfaction with the quality, reliability, and usability of official statistics. Most respondents rated overall data quality positively (82%), citing reliability (84%), accuracy (70%), and timeliness (73%) as the strongest performance dimensions. The average satisfaction score of 3.9 out of 5, alongside a Customer Satisfaction Index (CSI) of 76.0%, places SNBS firmly within the High Satisfaction category an indicator of growing institutional credibility and user confidence.

Trust in official statistics continues to improve, with 83% of users expressing confidence in SNBS outputs. Respondents commended the Bureau's enhanced professionalism, broadening sectoral coverage, and the increasing visibility of its products, particularly through the SNBS website and social media platforms, which now serve as the primary data access points for 68% of users. These trends reflect SNBS's growing role as a credible producer of high-quality, policy-relevant, and internationally comparable statistics.

Key constraints include high data access costs (42.6%), limited data-sharing platforms (40%), and uneven dissemination practices that hinder equitable access to official statistics. Only 53% of users are aware of the publication calendar, and delays in updates continue to affect data timeliness. Users also noted significant gaps in disaggregated data particularly across gender, regional, and youth indicators along with limited coverage of the informal economy, higher education, and private sector performance.

Data utilization for decision-making remains limited where only 32% of respondents indicated that SNBS data informed their organizations' policies in the past year. The uptake is highest among academia and development partners but lower among government institutions and the private sector pointing to the need for stronger analytical capacity and policy integration mechanisms.

Furthermore, communication and engagement mechanisms remain underdeveloped. Although 66% of respondents expressed interest in regular SNBS updates and 59% had engaged in consultations, many described these interactions as overly technical and one-directional. Users called for more inclusive, interactive, and user-driven consultations, supported by ongoing training to enhance statistical literacy.

In summary, the 2025 USS portrays the SNBS as a credible, improving, and increasingly user-oriented institution that has made substantial progress in professionalization, reliability, and digital dissemination. However, realizing the vision of a fully responsive National Statistical System (NSS) requires addressing persistent challenges related to timeliness, accessibility, inclusivity, and engagement. Strengthening coordination with data producers, expanding open-data infrastructure, and building analytical capacity both within SNBS and among users will be essential to sustaining progress and advancing Somalia's evidence-based development agenda.

Specific Recommendations

Strengthen Communication and User Engagement: SNBS should institutionalize structured and continuous engagement through a National Statistics User Forum, combining quarterly virtual sessions with annual in-person meetings. These forums should focus on upcoming releases, methodology updates, and user feedback. Regular communication can be reinforced through monthly or bimonthly statistical newsletters and e-bulletins highlighting new products, release calendars, and simplified methodological briefs. All statistical publications should include concise executive summaries, standardized visuals, and one-page methodology notes. Monitoring indicators such as forum participation rates and user satisfaction with clarity should guide communication improvements.

Improve Data Quality, Timeliness, and Relevance: SNBS should enhance the predictability and regularity of data releases by strictly adhering to the annual Statistical Release Calendar. Periodic methodological reviews, independent data validation, and cross-sectoral quality audits will ensure accuracy and credibility. Expanding coverage in key thematic areas including labor markets, agriculture, business, energy, and health will increase relevance and support development planning.

Strengthen Metadata Documentation and Transparency: To reinforce data credibility, SNBS should standardize metadata presentation across all statistical products, including clear explanations of data sources, collection methods, and limitations. Engaging universities and civil society actors in data validation processes will improve trust. Publishing metadata alongside datasets and visual summaries will enhance usability for both technical and non-technical audiences.

Increase Data Accessibility and Usability: A comprehensive data dissemination strategy should ensure equitable access to official statistics for all users. The SNBS website and national data portal should be redesigned to provide intuitive navigation, sectoral categorization, and open-access formats (CSV, Stata, SPSS). Integrating interactive dashboards, mobile applications, and downloadable infographics will enhance user experience and promote data reuse.

Expand Capacity Building and Statistical Literacy: The Bureau should develop a national statistical literacy and training program for policymakers, journalists, researchers, and CSOs. This should include workshops, webinars, and public campaigns to enhance understanding and application of official data. Capacity development should also target line ministries to improve the quality of administrative data and integration into the NSS.

Enhance Coordination and Collaboration within the NSS: To minimize duplication and inconsistency, SNBS should establish a National Data Coordination Framework defining clear data-sharing protocols and standardized definitions. Regular inter-agency coordination meetings and joint validation sessions will improve coherence and ensure unified national reporting standards.

Strengthening Statistical Services and Data Access at the Federal level: SNBS should strengthen regional and district-level statistical offices that serve as local data hubs.

Improve Responsiveness and Client Service Delivery: A Client Service and Communication Unit should be established to handle user inquiries, manage data requests, and provide timely technical support. SNBS should publish a Service Charter outlining response timelines and user rights, supported by a digital tracking system for monitoring service delivery.

Invest in ICT, Innovation, and Data Infrastructure: SNBS must prioritize investment in modern data management systems, cloud storage, and interoperable databases. Upgrading the Somali National Data Archive (SoNADA) and adopting mobile and geospatial technologies will strengthen data collection and dissemination. Strong cybersecurity protocols should be instituted to protect data integrity.

Foster Transparency, Trust, and Accountability: SNBS should maintain transparency by publishing survey tools, methodological notes, and metadata for all official statistics. Proactive communication showcasing the use of data in policymaking and development outcomes will reinforce institutional credibility. A transparent and user-focused culture will solidify SNBS's role as the authoritative source of national data in Somalia.

CHAPTER 1: INTRODUCTION

1.1. Background Of The Study

Through the Somali National Bureau of Statistics (SNBS), the Federal Government of Somalia (FGS) has received a grant from the International Development Association (IDA) to finance the Somali Integrated Statistics and Economic Capacity Building (SISECB) Project. The project is executed by the Somali National Bureau of Statistics (SNBS). The aim is to strengthen the National statistical System, and the Monitoring and Evaluation (M&E) system. Accordingly, it will also improve the programming and analytical capacity of the government's macroeconomic and fiscal planning agencies, enabling them to regularly assess, analyze, and improve policy and program performance and results. More specifically, the project aims at achieving the following:

- a. Strengthening the national statistics system;
- b. Strengthening monitoring and evaluation capacity; and
- c. Building economic policy analysis and economic planning capacity. The proposed project will be funded jointly by the World Bank and other development partners.

The survey collected information on the level of satisfaction with the statistics produced by SNBS and MDA under the SISEPCB project. The results arising from this survey will be utilized to compare changes and performance improvements of the statistical system from the previous 2021 survey to identify areas where progress has been made and areas that still need to be addressed. This exercise will be done by an independent firm who has a lot of statistical experience.

In order for SNBS to effectively respond to the growing demand for statistics, there is a need to collect periodic feedback from data users. Due to the recognition of how statistical products and services depend on the extent to which users are satisfied, the survey aims at collecting information regarding the level of satisfaction with the statistics produced by SNBS and MDAs benefiting from the SISEPCB project. The survey will examine the extent to which the statistics are reliable and useful for their purpose. One of the key ways of determining whether stakeholders (users) are satisfied with the statistical products and services offered by SNBS is by conducting periodic User Satisfaction Surveys that help in determining the concerns and challenges that users face while accessing and using available statistics.

The data derived from the survey will assist SNBS in improving its strategy in ensuring that all the statistical users are getting the statistical information appropriate to their needs. The first user survey (USS 2021) revealed a satisfaction rate of 55%, thus the resulting data second user survey (USS 2025) will be utilized to compare changes and performance improvements made in the statistical system and service provision since the 2021 survey. The study identified areas where progress has been made and areas that still need to be addressed by looking at data needs, satisfaction levels, perceptions etc. Beyond assessing the current state and comparing it to the previous one, this assignment further established a framework for user-producer consultation which will create a mechanism for getting regular feedback, establish dialogue with users, methods for utilizing user feedback and development of user satisfaction tools that could be used regularly (yearly).

Somalia's National Statistics System and Data Landscape Situation Analysis

The effectiveness of national statistics systems is critical for informed policymaking, development planning, and monitoring and evaluation of national and international development goals. In Somalia, decades of conflict and political instability have severely impacted the functionality and reliability of its National Statistical System (NSS). This situation analysis evaluates the current structure of Somalia's NSS and identifies significant data gaps, emphasizing systematic challenges and proposing remedial strategies. The data landscape in Somalia faces numerous challenges complex in nature making availability of data either non-existent or low quality.

Additionally, due to the sensitivity of data on governance, peace, and security, MDA's may be reluctant to share. Furthermore, most of the data available often consists of one-off cross-sectional data not longitudinal, limiting measurements of crucial of indicators. The data landscape in Somalia is marked by complexity, largely due to prolonged conflict and political instability, leading to severe constraints in data availability, quality, and dissemination. Despite recent improvements, primarily driven by the establishment and empowerment of the Somali National Bureau of Statistics (SNBS) in 2020, significant challenges remain in the nation's ability to produce reliable, comprehensive, and timely data.

Current Status of Somalia's National Statistics System

Somalia's National Statistical System (SNSS) is anchored by the Somali National Bureau of Statistics (SNBS), established under the Somali Statistics Law (SSL) No. 24 of February 2020. The SNBS serves as the principal government entity mandated to coordinate statistical activities, collect and analyse data, disseminate official statistics, and oversee the development and implementation of the National Strategy for the Development of Statistics (NSDS). The second NSDS (NSDS II) outlines institutional reforms, data collection frameworks, and capacity-building initiatives intended to strengthen the statistical system.

Since its establishment, the SNBS has been working with Federal Member States (FMS) and Federal Government Ministries, Departments, and Agencies (MDAs) to expand statistical production and improve coordination. Progress monitoring is undertaken through quarterly and annual reports, as well as mid-term and terminal evaluations designed to track achievements, challenges, and lessons learned. The Somali National Bureau of Statistics (SNBS) functions as the principal agency responsible for producing and disseminating national official statistics. However, the institution's capability remains limited due to historical neglect, limited resources, and inadequate institutional capacities (UNDP, 2022). The SNBS's operational framework is guided primarily by the Somalia National Strategy for the Development of Statistics (NSDS), especially SNDS II, which has been effective since 2024. The SNDS II framework outlines institutional reforms, data collection frameworks, and capacity-building initiatives (SNBS, 2020).

The National Strategy for the Development of Statistics (NSDS II) is Somalia's second comprehensive roadmap for strengthening its national statistical system. Covering the period 2024-2029, the strategy builds on the gains and lessons from the first NSDS and seeks to modernize the production, coordination, and use of official statistics across government institutions. Developed under the leadership of the Somalia National Bureau of Statistics, NSDS II responds to longstanding challenges such as weak statistical infrastructure, fragmented data sources, limited technical capacity, and disruptions caused by decades of conflict. It places strong emphasis on improving the quality, timeliness, and accessibility of data to support evidence-based decision-making at both federal and state levels.

NSDS II prioritizes capacity building, including training statisticians, upgrading data systems, and strengthening institutional frameworks to ensure sustained and coordinated statistical development. It also aligns Somalia's statistical priorities with regional and global agendas, including the Sustainable Development Goals, while promoting collaboration among ministries, development partners, and data users.

26. The Somalia National Statistical System is anchored by the SNBS, established by the Somali Statistics Law (SSL) No.24 of February 2020. This bureau operates as the principal government agency responsible for coordinating statistical activities, collecting, analyzing, and disseminating official statistics, and managing the National Statistical System (NSS) (SNBS, 2023).

27. The SNBS has made notable progress since the creation of the SNBS. Several positive developments can be observed:

Improved Institutional Framework: The establishment of SNBS under a dedicated statistics law has created a clearer institutional mandate and strengthened the governance of national statistics.

Growing Partnerships and Coordination: Collaboration between SNBS, FMS, MDAs, and international partners has allowed for more structured statistical operations, supported capacity development, and enhanced alignment with national priorities such as

NDP-9. The SNBS collaborates and coordinates with regional, national and international partnerships, including FMS, MDAs, and multilateral agencies, to fulfil its legal mandate as the custodian of national statistics. Monitoring involves relevant actors and are undertaken to consistently track progress along the results framework to register achievements, challenges and lessons learned for improvement. Quarterly, and annual progress reports are regularly produced. In addition, mid-term review/evaluation and terminal review are undertaken to assess the relevance for SNSDS2.

Regular Monitoring and Reporting: The production of quarterly, annual, and evaluative reports reflects an emerging culture of performance monitoring and accountability within the statistical system.

Incremental Improvements in Data Availability: Although limited, data availability, it has improved due to targeted initiatives supported by development partners.

The SNBS has experienced substantial development since the establishment of SNBS, yet significant gaps remain. SNBS is mandated to coordinate statistical operations across various Federal Government Ministries, Departments, and Agencies (MDAs) and Federal Member States (FMSs). However, the existing statistical infrastructure faces challenges due to limited institutional capacities, inadequate physical and technological resources, and historical political instability (SNBS, 2024).

Governance statistics remain critically important, particularly aligned with the Ninth National Development Plan (NDP-9), focusing on political inclusivity, accountability, justice, and security (SNBS, 2023). Data availability in governance areas is improving, though it remains fragmented and highly dependent on administrative sources, facing issues of consistency, accuracy, and timeliness.

Somalia has not conducted a comprehensive national census since the 1970s, resulting in a reliance on outdated population projections. Demographic data collection efforts are sporadic and largely donor-funded, limiting consistent and reliable data availability (SNBS, 2024). Economic data, especially regarding GDP, sector contributions (agriculture, livestock, remittances), poverty, and employment rates, are inadequately detailed and infrequently updated. Though recent efforts have seen some improvement in GDP estimation methods, substantial gaps remain (SNBS, 2024). Data related to health, education, and welfare are fragmented and limited. The healthcare and education sectors lack systematic data collection and reporting, significantly impeding policy formulation and resource allocation effectiveness.

31. Somalia's data ecosystem includes diverse data sources, predominantly administrative data derived from government ministries, departments, and agencies (MDAs), such as the Ministry of Justice, Attorney General's Office, Federal Supreme Court, and Civil Service Commission. Survey and census data are collected periodically to fill gaps not covered by administrative sources, though the frequency and coverage remain limited. International and civil society organizations, including UN agencies, NGOs, and international financial institutions, also contribute significantly to the data landscape by providing periodic surveys, reports, and assessments.

1.2. Objectives of the Study

General objectives

The main objective of the survey was to collect information regarding the level of satisfaction with the statistics produced by **SNBS** and **MDAs** benefiting from the **SISEPCB** project. The below lists the specific objectives of this assignment:

- I. To assess data needs, satisfaction with the current state of official statistics produced by SNBS and the national statistics system, and perceptions of key users of the statistical products and services of national statistical service providers.
- II. 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 under the during the project implementation period.
- III. To develop user satisfaction framework tools that could be used consistently every year.
- IV. Evaluate Quality Dimensions:
 - » Measuring user perceptions of accuracy, timeliness, coherence, comparability, and accessibility;
 - » Gauging satisfaction with metadata, documentation, and explanatory notes.
- V. Enhance Data Literacy and Capacity Building, including Identifying areas where users need support in understanding or using statistics, and Tailor training, workshops, or explanatory materials to user profiles

1.3. Scope of Work

Under this assignment, the scope of work encompassed the designing and conducting of a customer satisfaction survey, using a standardized questionnaire, directed at customers/users of products/services. This was combined with qualitative interviews with key users (important stakeholders). The Users were classified into six categories of (i) public sector, (ii) media, (iii) research sector, (iv) general public, (v) private sector and (vi) international organizations. The survey and interviews considered customer satisfaction with the following dimensions of quality in mind: coverage, accuracy, reliability and timeliness. The methodology developed will calculate overall user satisfaction scores from the survey. It may break down these scores into:

- a. satisfaction with statistics from SNBS and other official statistics;
- b. satisfaction by category of users;
- c. satisfaction with the website, key publications and with other services;
- d. satisfaction with different statistical products (e.g. national accounts, CPI, population data, etc);
- e. satisfaction by the different quality dimensions.

1.4. Key Considerations

The final data set is expected to include about 100 respondents. This may be statistically limited to six diverse user categories (public sector, media, research, general public, private sector, international organizations).

The inclusion of specific indicators and KPIs or quality assurance measures (e.g., response rate thresholds, error margins, stakeholder validation sessions). This should be agreed upon during the inception phase of the assignment.

The data will be collected primarily in Mogadishu due to the concentration of the respondents' presence. This survey is currently targeting MDAs, UN Agencies, INGOs/LNGOs, media houses, financial institutions and enterprises, universities and research institutions as per the 6 categories required. The coverage of these groups may come with its limitations causing low response rates. To curb this, the below constitutes of our detailed mitigation strategy:

- i. Map and use institutional focal points:** HACOF will create a contact map/list of named focal points (email , phone + alternative, position) for each organization type and ask those focal points to introduce the survey internally. Where possible, we intend to use our existing formal relationships and request that partners cascade requests through internal mailing lists or staff meetings.
- ii. Tailor outreach messaging by category:** Our plan constitutes using introduction letters and contextualizing invitations that speak to each group’s interests, for example policy relevance for MDAs, programme learning for UN/INGOs, data access and citation for researchers, reputational/visibility benefits for media and financial institutions. We will ensure that there are personalized subject lines specific to our target audience showcasing relevance and importance of their participation in the study. We also aim to implement a structured follow-up schedule (pre-notification, initial invite, 2reminders at staggered intervals, final phone follow-up).
- iii. Offer flexible response modes and timing:** To effectively engage all the users we aim to provide multiple modes of participation. We will provide online forms, scheduled phone interviews, or in-person/virtual KII and allow respondents to choose time slots (scheduled calendar invites).
iv. Provide clear, succinct assurances on confidentiality and use: We will explicitly have protocols on who will have access to the raw data, how responses will be anonymized, and offer an option to review or redact sensitive answers
- iv. Oversample and prepare replacement rules:** HACOF will ensure oversampling and define clear replacement rules and minimum quotas per category, so representativeness is preserved if response falls short. In cases where non-response remains, we will treat it with rigorous diagnosis, documented statistical adjustments (weighting, imputation, calibration), and transparent reporting. We aim to ensure that we do not routinely “replace” non-responding units without documented rules and sensitivity checks replacements which can result in bias in the USS findings unless used under strictly controlled, reported conditions.
- v. Real-time monitoring and adaptive targeting:** Additionally, we will track response rates by category and where necessary reallocate field resources (phone calls, in-person visits) to lagging groups and consider short and targeted strategies to boost participation.
- vi. Non-response bias checks and weighting.** The mitigation plan will also involve applying post-stratification weights or targeted follow-ups for under-represented strata and document potential biases transparently in the report.
- vii. Non-response analysis & reporting:** In the final report we will include a dedicated non-response section that contains: response rates by user group and stratum, reasons for non-response, bias assessment, description of weighting/imputation methods, impact on key indicators (table: unadjusted vs adjusted estimates), and limitations/implications.

1.5. Structure of the Report

Official statistics in Somalia are produced and disseminated by a range of institutions, including the Somali National Bureau of Statistics (SNBS), sector ministries, regulatory agencies, and other public institutions. In addition, regional and international organisations routinely compile, analyse, and re-publish Somali statistical data for broader dissemination. As a result, users access statistical information through multiple channels and platforms, rather than relying on a single producer or source.

Findings from the User Satisfaction Survey (USS) 2025 confirm that, from the users' perspective, the primary concern is the extent to which available statistics meet their practical needs, rather than the institutional origin of the data. Users primarily assess statistics based on their relevance to specific thematic areas (such as population, gender, employment, education, or health), socio-economic sectors (including agriculture, livestock, trade, and public services), and the level of geographic disaggregation required (national, regional, district, or settlement level). Distinctions between data produced by SNBS, line ministries, or external organisations are generally of secondary importance, provided the statistics are perceived as credible, accessible, and timely.

This user perspective informed both the design of the USS 2025 questionnaire and the analytical framing of this report. Respondents were not asked to evaluate statistics separately by producing institution or administrative domain, as such distinctions are not typically made by users in their day-to-day work. Requiring users to differentiate between multiple data producers would likely have increased respondent burden and reduced the reliability of responses, particularly in cases where users access statistics through secondary platforms or compiled datasets.

Accordingly, the USS 2025 analytical approach focuses on users' overall experiences with official statistics and statistical services in Somalia, as encountered in practice. The analysis reflects how users interact with data across the national statistical system, rather than within institutional silos. This approach allows the findings to capture systemic strengths and weaknesses in data availability, quality, accessibility, and usability, and provides a more realistic assessment of user satisfaction.

The structure of this report reflects this user-centred framing. Following this introductory section, the report presents the background and rationale for conducting user satisfaction surveys of official statistics, drawing on international practice and lessons from comparable national statistical systems. The methodology chapter documents the USS 2025 survey design, sampling approach, data collection processes, quality assurance procedures, and satisfaction index construction. The results chapter presents and discusses users' assessments of official statistics across key quality dimensions, followed by an analysis of perceptions of statistical services and overall user satisfaction levels. The report concludes with a synthesis of key findings and practical recommendations aimed at strengthening the relevance, quality, and use of official statistics in Somalia..

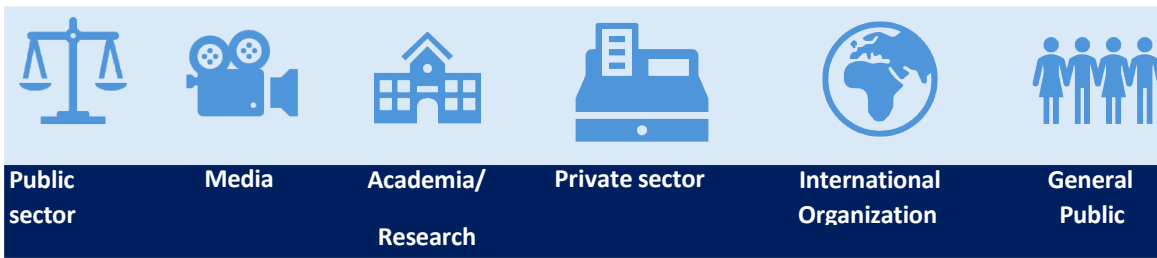
CHAPTER 2: RATIONALE FOR STATISTICS USER SATISFACTION SURVEY 2025

2.1.Rationale

In order for SNBS to effectively respond to the growing demand for statistics, there is a need to collect periodic feedback from data users. Due to the recognition of how statistical products and services depend on the extent to which users are satisfied, the survey aims at collecting information regarding the level of satisfaction with the statistics produced by SNBS and MDAs benefiting from the SISEPCB project. The survey will examine the extent to which the statistics are reliable and useful for their purpose. One of the key ways of determining whether stakeholders (users) are satisfied with the statistical products and services offered by SNBS is by conducting periodic User Satisfaction Surveys that help in determining the concerns and challenges that users face while accessing and using available statistics. Data derived from the survey will assist SNBS in improving its strategy in ensuring that all the statistical users are getting the statistical information appropriate to their needs. The first user survey (USS 2021) revealed a satisfaction rate of 55%, thus the resulting data second user survey (USS 2025) will be utilized to compare changes and performance improvements made in the statistical system and service provision since the 2021 survey. The study will identify areas where progress has been made and areas that still need to be addressed by looking at data needs, satisfaction levels, perceptions etc. Beyond assessing the current state and comparing it to the previous one, this assignment will go further into establishing a framework for user-producer consultation which will create a mechanism for getting regular feedback, establish dialogue with users, methods for utilizing user feedback and development of user satisfaction tools that could be used regularly (yearly).

The approach to the user satisfaction scoring will be through using the Likert scale which measures the attitudes/perceptions of the respondents on the subject matter. The Likert-scale uses a single- choice coded from 1- 5 typically. The rationale behind the use of this type of scale is its advantage in providing more granular information (highly detailed, specific, and individual data points) on respondents' attitudes/perceptions. Thus, we will be able to assess varying levels of agreement, importance, quality, and other similarly associated factors. We will be using the 5-scale point system where the responses will be scored against their corresponding scale. The tables below demonstrate the overall scoring categories dependent on its statement/question:

Likert Scale	Agree to Disagree	Satisfaction	Likelihood	Good to bad	Frequency
1	Strongly Disagree	Very dissatisfied	Very unlikely	Very poor	Never
2	Disagree	Somewhat dissatisfied	Somewhat unlikely	Poor	Rarely
3	Neither agree nor disagree	Neither Dissatisfied nor satisfied	Neither likely nor unlikely	Average	Sometimes
4	Agree	Somewhat satisfied	Somewhat likely	Good	Often
5	Strongly Agree	Very satisfied	Very likely	Excellent	Always



The sampling frame consisted of the 6 categories of i) public sector, (ii) media, (iii) research sector, (iv) general public, (v) private sector and (vi) international organizations. The frame also included a selected list of MDAs, including those participating in the implementation of the SISEPCB project. A list of respondents was developed in advance in order to ensure thorough representation of the sample frame that will rely on information provided by the MDAs, SNBS and HACOF's own assessment. To facilitate ease of contact, the list comprised of the respondent's names, organization, address (organization), contact information (email and phone number), and position. To obtain the sampling frame we contacted the various institutions to provide us with the list of departments/organizations from which we will sample. HACOF also worked closely with SNBS senior staff to identify: user groups; a suitable sampling frame to be used in sample selection; and the main institutions to be requested to participate and the people within these institutions who are likely to be approached during the interview.

2.1. The First Statistics User Satisfaction Survey, 2021

The First User Satisfaction Survey conducted by the Somali National Bureau of Statistics (SNBS) was a comprehensive assessment aimed at understanding the perceptions, experiences, and satisfaction levels of users of official statistics in Somalia. The survey, which is part of the Somali Integrated Statistics and Economic Planning Capacity Building (SISEPCB) project, provides a critical baseline for evaluating the effectiveness and responsiveness of Somalia's National Statistical System (NSS).

The survey employed a robust mixed-methods approach, combining quantitative surveys with qualitative key informant interviews (KIIs) and focus group discussions (FGDs). A sample of 257 institutions and individuals was targeted, with an impressive response rate of 87.2% (224 participants). These participants represented a diverse range of stakeholders including government ministries, the private sector, civil society, academia, the media, and international organizations. The data collection process used digital tools (ODK) to enhance efficiency and minimize errors. The findings reveal several important insights, firstly, only 48% of the respondents reported using official statistics, with the SNBS being the most cited source (37%). The most commonly used data types were business statistics, demographic statistics, and population estimates, while GIS and environmental statistics were the least used. The data was mainly used for policy design, planning, monitoring and evaluation, and market analysis.

User Satisfaction Survey (2025) Report

In terms of quality, a moderate level of satisfaction was reported: 55% rated the overall quality as good, while satisfaction levels were lower for timeliness (42%), accuracy (40%), frequency (40%), disaggregation (41%), and coverage (43%). This suggests that while SNBS has made significant progress in producing useful data, critical issues around responsiveness and granularity of data remain. Challenges related to accessibility and communication were also prominent. A third of users had difficulty accessing metadata, and had cited language barriers, lack of dissemination platforms, and low responsiveness as key issues. Although websites and reports were the primary access points, a notable portion of users found the SNBS website difficult to use or reported that needed information was missing or outdated. Furthermore, 24% of users either never received a response to data requests or waited more than a month, underscoring a need to improve the Bureau's responsiveness and delivery service.

Trust in SNBS-produced statistics was mixed, while over two-thirds expressed confidence, some cited issues of data incoherence and perceived poor quality in certain domains such as crime, judicial, and GIS statistics. The report also identified that some users avoid SNBS data due to lack of relevance or understanding of how to use statistics, reflecting gaps in statistical literacy and communication.

The conclusion highlights three main gaps: low awareness and usage of official statistics, low satisfaction with specific statistical products (especially metadata and accuracy), and delays or

CHAPTER 3: METHODOLOGY

3.1. Study Design and Approach

The design of the study and the developed methodology assessed the data needs, satisfaction with the current state of official statistics. The study also looked to examine the perceptions of key users of the statistical products and services provided. These include a review of relevant documents and collection of primary data. The study utilized a mixed method approach that collected, reviewed and analyzed both primary and secondary data (as relevant). This assignment also included methodological approaches considering the previous report in USS 2021 together with other available documentation that HACOF utilized to map out stakeholders/users that we will target as respondents. The approach took on descriptive and analytical frameworks involving the triangulation of both qualitative and quantitative data to enhance the validity and reliability of the research findings.

To ensure comparability of results, the methodology ensured synergy with the 2021 survey covering both public and private institutions as well as individuals who use statistical products and services produced by the SNBS and other MDAs. For the institutions, the survey targeted respondents who are heads of the research units of those institutions/organizations and analogous staff whose responsibilities included the use of statistical products. In the case of individual users, the questionnaires were administered to the selected individuals themselves.

The USS 2025 targeted diverse user groups, including government institutions, private sector,, academia, civil society, media, international organizations, and individual researchers. This ensures that feedback reflects a wide spectrum of expectations and use cases.

3.2. Study Areas

Among the intended users include but are not limited to Government, research institutions, international organizations, media, think 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

Additionally, HACOF collected primary data in a combination of qualitative and quantitative approaches. The qualitative approach entailed conducting key informant interviews (KIIs) and focus group discussions (FGDs) to generate qualitative data which will allow the study to capture the circumstances and context, which shape user satisfaction. The quantitative approach involved conducting structured survey interviews to collect quantitative data, which allow for quantifying the contribution of various factors to accuracy, reliability, timeliness of release, frequency of release, and ease of access. These face-to-face interviews were conducted by trained interviewers to solicit information from respondents about where they will visit the selected institutions and individuals in their offices using a structured questionnaire to conduct the interviews. To reduce interview time and non-response rates, all sampled institutions and individuals were notified prior to the administration of the questionnaires to solicit their cooperation.

3.3. Study Population

The sampling frame will consist of the 6 categories of i) public sector, (ii) media, (iii) research sector, (iv) general public, (v) private sector and (vi) international organizations. The frame will also include a selected list of MDAs, including those participating in the implementation of the SISEPCB project. A list of respondents will be developed in advance in order to ensure thorough representation of the sample frame that will rely on information provided by the MDAs, SNBS and HACOF's own assessment.

Table 1: Sample distribution per category and target groups

Category	Target groups
Public Sector	Government: line ministries, MDAs, Public Health and Education Facilities, health, finance, agriculture
Media	National and regional media houses, radio and television stations, online news platforms, press agencies, and independent journalists.
Research Sector	Academic institutions (universities and colleges), independent research organizations and think tanks, policy and development consultancies, and statistical training centers.
General Public	Individual citizens, students, educators, community leaders, and local interest groups seeking access to public data for awareness, education, or civic engagement, Civil Society
Private Sector	Banks, MFIs, SMEs, Professional bodies, Private financial institution, large corporations, commercial companies, banks, insurance companies, investment firms, trade associations, Chamber of commerce and professional bodies civil society organizations.
International Organizations	UN Agencies, INGOs, NGOs, bilateral and multilateral development partners, and donor agencies.

3.4. Sample Selection

Selection of Quantitative Respondents

The HACOF team in liaison with SNBS established a representative sampling frame entailing the Member of Parliaments, Head of Government Institutions and Departments, Regional Administrative Secretaries, Senior Officials at LGAs, Planners, Researchers, and Academicians around the public sector, media, research sectors, the business community, Non-Governmental Organizations, and international organizations. To obtain a representative sample, the team considered an ideal statistical formula for sample calculation along with consulting existing relevant data sets. A total of 115 sample respondents were reached during the survey.

Sampling Strategy

Sample size calculations¹: The sample formula will utilize the sample size calculations based on Sample Size for One Sample, Dichotomous Outcome that was also employed in the USS 2021. The formula ensures representativeness of the sample within the timelines, scope and limitations of the study. The total size will be 100 including a 15% non-response rate

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

Where:

N = target population

n = sample size required

E = absolute precision

Z = z-value at 95% confidence interval and 5% significance level

R = non-response rate of 15%

The table below showcases the sample distribution per category and target groups:

¹ Cochran, W. G. (1977). Sampling techniques (3rd ed.). New York: John Wiley & Sons. <https://pathology.my/edp2/sklo/One%20Dichotomous%20Variable%20Sample%20Size%20Calculation%20-%20Cochran.pdf>

Sample Replacement: Before commencement of data collection, HACOF developed a list mapping out all the target respondents inclusive of their respective categories, contacts, associated organizations/institutions etc. This list was oversampled to allow HACOF to replace any instances of non-response from a target respondent. Any case of non-response were communicated to the SNBS.

Selection of Quantitative Respondents

The Selection of Informants for Qualitative Data Collection was informed by the relevance and suitability of the informant in the provision of the information required to address research questions. Therefore, we applied non-probability sampling using techniques like snowballing and convenience sampling to identify respondents based on a series of professional networks and knowledge within the area of interest for this study. This type of selection also acted as a base for recruiting key informants for IDIs and participants for FGDs. Six FGDs were conducted out of targeted six in each area of study per region (composition entailed senior staff from planning, human resources, health, agriculture, livestock, marketing, and community development and education departments).

Type	Total
FGD	6
KII	18

3.5. Research Methods and Tools

Quantitative Methods and Tool: The Quantitative methods, and data collection involved the use of structured interviews using a questionnaire with mainly closed-ended questions and a few open-ended questions. This was administered to the selected samples from [Business Community](#), [Private Sector](#), [Some of the Head of Government Institutions and Departments](#), [International organizations and NGOs](#), [Senior Officials at MDAs](#), [Planners](#), [Researchers](#), [General Public](#) and [Academicians](#). The quantitative data enabled the quantification and prioritization of factors concerning [accuracy](#), [reliability](#), [timeliness of release](#), [frequency of release](#), and [ease of access](#).

Qualitative Methods and Tools: Qualitative data was generated using qualitative methods of data collection mainly In-Depth Interviews (IDIs) using an interview guide and focus group discussions (FGDs). On the one hand, one IDI was used to collect data from Member of Parliaments, Head of Government Institutions and Departments, Regional Administrative Secretaries, Senior Officials at LGAs, Planners, Researchers, and Academicians. The purpose of qualitative data was to get to the perspectives of users' satisfaction with accuracy, reliability, timeliness of release, frequency of release, and ease of access. Qualitative data not only explains the whys and how's of the aforementioned factors but also captures best practices and case studies for best user satisfaction.

3.6. Training

The USS 2025 Data collection training took a total of three days training sessions which took place in Mogadishu between the 17th to the 20th of September 2025. The team comprised of 6 enumerators and 4 Moderators as well as the HACOF Filed manager who all took part in the training. The rationale of the training was to enable the field team to have a thorough and contextual knowledge of the main concepts comprising the study and familiarize themselves with the questionnaire and qualitative guides. As part of the training sessions, the field team took part in mock interviews (inclusive of role playing) whose purpose was to enhance their understanding of the tool and to have a common understanding of the Somali translation of the terminologies during the data collection exercise.

3.7. Data Collection

A total of 6 teams carried out the data collection for a period of two weeks. Additionally, the study also reached out to several respondents via email, where HACOF got approximately 20 respondents for the online survey. The administering of the survey was mostly dependent on the preference of the respondents and availability; thus, some questionnaires were electronically (through emails) administered. Through SNBS, we obtained sector specific introduction letters, like government/MDAs, media, International organizations etc., which were sent together with email administered questionnaires, explaining the purpose of the survey to the target group and soliciting their participation in the survey. Furthermore, the table below shows the distribution of key informants:

Category	Key Informants	Sample	FGD
Public Sector	Ministry of Transport	2	1
	Ministry of health	2	
Media	Journalists	2	1
Research Sector	Daha University Lecturer	1	1
	Daha University Student	1	
	Academic Researcher	1	
General Public	Civil Society	1	1
	Private Individual	1	
Private Sector	Connect General LMTD	1	1
	TechZone solutions	1	
	Grand Plaza Hotel LTD	1	
International Organizations/NGOs	Windle International	1	1
	RAIA Development initiatives	1	
	Local NGO	2	

3.8. Study limitations

One of the main challenges encountered during the implementation of the User Satisfaction Survey (USS 2025) was the low response rate resulting from the reliance on an email-based client contact list provided by the Somali National Bureau of Statistics (SNBS). The contact database primarily consisted of institutional and individual email addresses compiled from SNBS dissemination records and partner correspondence. However, this approach presented several limitations:

- **Limited Reach and Inactive Contacts:** A significant proportion of the listed email addresses were outdated, inactive, or no longer in use particularly for government and development agency staff who had since changed positions or organizations. This limited the survey's ability to reach a representative cross-section of users.
- **Low Engagement with Email Surveys:** In the Somali context, email-based surveys typically yield low response rates due to limited digital literacy, low frequency of email use among public officials, and inconsistent internet connectivity in some regions. Consequently, many recipients did not open or complete the questionnaire.
- **High Non-Response Rate and Potential Bias:** The survey recorded a high non-response rate, which may introduce response bias, as those who did respond are likely to be individuals or institutions already engaged with SNBS or more comfortable using digital tools. This affects the representativeness of satisfaction levels across different user groups.
- **Limited Follow-Up Opportunities:** Because the contact information was limited to emails, the team had restricted capacity for follow-up reminders or alternative modes of engagement (e.g., phone calls or in-person visits). This further constrained overall participation and the diversity of feedback obtained.

3.9. Data Processing

The first step in this phase was to clean and process all survey data. This involved reviewing the dataset to identify and correct any errors, inconsistencies, or missing values. Data validation procedures were applied to ensure that the dataset was complete, accurate, and ready for analysis. Any surveys that did not meet minimum quality standards were flagged and, where necessary, excluded from the final dataset. Following data cleaning, satisfaction indices were calculated according to the methodology developed during the inception phase. This included computing overall satisfaction scores as well as disaggregated indices by user group, service category, or other relevant segmentation. The analysis applied the pre-established weighting and scoring formulas to ensure consistency and allow for meaningful comparison across different respondent groups.

All questionnaires, including those sent electronically for the survey, were returned for data processing. First, all the open-ended questions were coded, followed by data entry. Simultaneously, qualitative data from the stakeholder interviews were analyzed. A thematic analysis approach was used to review the interview transcripts, coding responses against key themes such as efficiency, accessibility, professionalism, responsiveness, and satisfaction drivers. This analysis helped to identify nuanced insights, emerging trends, and recurring issues that were not fully captured through quantitative survey responses.

Through the combined analysis of both quantitative and qualitative data, key trends, satisfaction gaps, and priority areas for improvement were identified. Patterns of dissatisfaction, high-performing service areas, and user suggestions for service enhancement were systematically documented. Where possible, the analysis highlighted correlations between specific service characteristics and overall user satisfaction levels. The findings from this analytical process were compiled into a draft analytical report containing preliminary results. This report presented an overview of satisfaction levels, analysis by user group and service type, interpretation of key qualitative findings, and initial recommendations for improving SNBS services. The draft report serves as the basis for discussions with SNBS stakeholders before the development of the final, fully validated report.

CHAPTER 4: FINDINGS FROM THE USER SATISFACTION SURVEY 2025

4.1. Introduction

As part of the USS 2025, this chapter provides details on the findings on the satisfaction of surveyed data users of official statistics in Somalia through the SNBS. The subsequent sub-topics go into findings on the user's perceptions of the quality, timeliness and usefulness of statistics, the quality of SNBS's data, the trust of users in the official statistics, frequency of submitting requests, and frequency of accessing the website among others.

4.2. Demographic Characteristics of Respondents

Overall, 115 respondents participated in the study out of which, the largest number of respondents (42 percent) were from the private sector at 36.5% followed by research sector (27.0%) occupying 23.5%. This is followed by the public sector (24) occupying 20.9%. The Media, the general public and International Organization sector had less respondents reporting at 3.4%, 6.1% and 6.1% respectively. The demographic profile of respondents reveals a diverse yet relatively young and professionally active sample. A large majority (82.6%) of participants were male, while females constituted 17.4%.

The majority of respondents (51.3%) had between one and five years of professional experience, while 33% had between six and ten years, suggesting a respondent pool dominated by early- to mid-career professionals. A smaller share reported longer work experience, with 11.3% having 11-15 years and only 4.4% having over 15 years. With regards to the areas of focus, education (22.5%) and private sector development and youth employment (15.2%) emerged as the most common fields of engagement, followed by environment and natural resources (9.6%), finance (7.9%), and health and transport (each 5.6%). Other sectors such as agriculture, governance, and social protection were also represented but at lower levels.

The age distribution further supports the youthful nature of the respondent group, with over half (51.3%) aged 35-44 years and a third (33%) aged 25-34 years. Only a small proportion (13.9%) were in the 45-54 age bracket, and a minimal share (1.7%) were under 25 years old. The level of educational attainment was relatively high, with most respondents holding a bachelor's degree (51.3%) or a master's degree (30.4%). A small number had secondary school (7.8%), diploma-level (5.2%), or doctoral (2.6%) qualifications, indicating a well-educated respondent base. Overall, the profile reflects a predominantly male, professionally active, and well-educated group, largely engaged in private and research sectors with strong representation from education and youth-related fields.

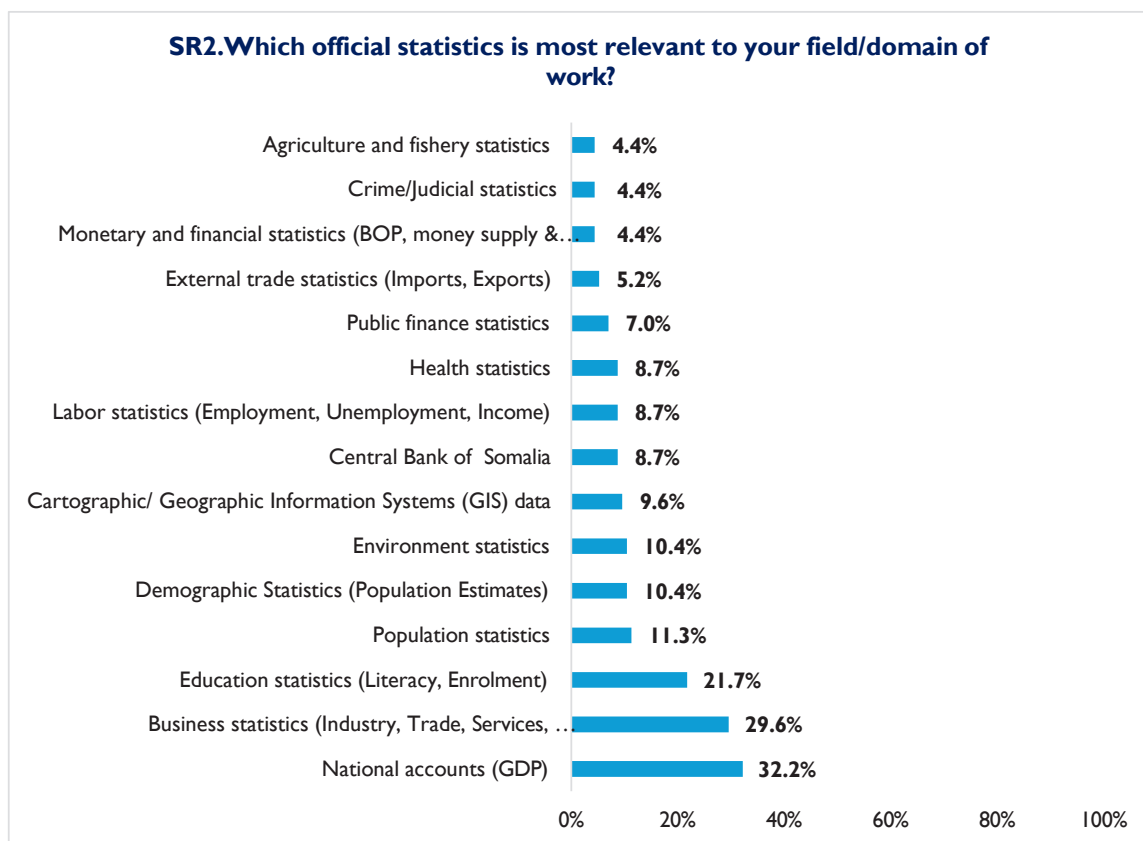
Table 2: Respondent Demographic Characteristics

Category	Frequency (n=115)	Percentage
Gender		
Male	95	82.6
Female	20	17.4
Sector/Organization Type		
Private Sector	42	36.5
Research/Academic Sector	27	23.5
Public Sector (Government Ministries/Agencies)	24	20.9
Media	8	7
International Organization / NGO	7	6.1
General Public	7	6.1
Years of Experience		
1-5 years	59	51.3
6-10 years	38	33.0
11-15 years	13	11.3
16-25 years	4	3.5
26-40 years	1	—
Primary Area of Focus		
Agriculture	9	5.1
Education	40	22.5
Energy	6	3.4
Health	10	5.6
ICT	6	3.4
Justice, Reconciliation, Law & Order	3	1.7
Transport	10	5.6
Urbanization & Rural Settlement	5	2.8
Water & Sanitation	8	4.5
Environment & Natural Resources	17	9.6
Governance & Decentralization	8	4.5
Finance	14	7.9
Private Sector Development & Youth Employment	27	15.2
Social Protection	9	5.2
Sport & Culture	6	3.4
Age Group		
35-44	59	51.3
25-34	38	33.0
45-54	16	13.9
Under 25	2	1.7
Highest level of Education		
Bachelor's degree	59	51.3
Master's Degree	35	30.4
Secondary School level	9	7.8
Under-graduate Diploma	6	5.2
Ph.D./Post Doctorate or Equivalent	3	2.6
Religious education	2	1.7
Post-graduate Diploma	1	—

4.3. Relevance and data usage among institutions and organizations

The survey looked into the relevance and data usage among institutions interviewed where the findings revealed that a significant portion of the respondents at 32.2% found National accounts (GDP) to be most relevant to their line of work followed by Business statistics (Industry, Trade, Services, Transport, and Energy) reporting at 29.6%. Also reporting at noteworthy levels are Education statistics (Literacy, Enrolment) at 21.7% and Demographics at 21.7%. Notably, environmental statistics (10.5%) were also reported to be among the most relevant with Agriculture and fishery statistics reported at the lowest (4.4%)

Figure 1: Statistics relevant to Users



The survey findings reveal a mix of purposes for which the respondents utilized the statistics. Majority of respondents use the statistics for academic/research purposes and preparing legislation both reporting at 22.6%. Additionally, a portion of the respondents reported using the data for decision making/programmer design, planning and M&E (13.9%) and market analysis (12.7%).

Figure 2: Purpose for Use

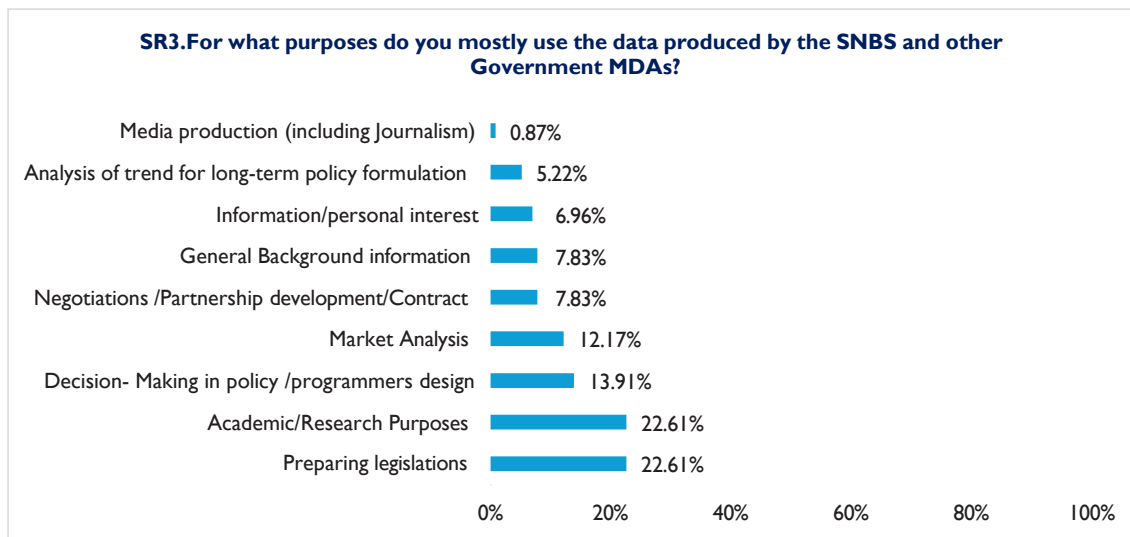


Table 3: Purpose for using Statistics

Purpose	Total	Public Sector (Government Ministries/Agencies)	Media	Research/Academic Sector	General Public	Private Sector	International Organization/NGO
Preparing legislations	22.6%	25.0%	12.5%	11.1%	28.6%	31.0%	14.3%
Negotiations /Partnership development/Control Negotiations	7.8%	20.8%	–	3.7%	–	7.1%	–
Academic/Research Purposes	22.6%	12.5%	–	63.0%	–	11.9%	14.3%
General Background information	7.8%	4.2%	25.0%	–	28.6%	7.1%	14.3%
Information/personal interest	7.0%	8.3%	12.5%	–	14.3%	9.5%	–
Re-dissemination of statistical data	–	–	–	–	–	–	–
Media production (including Journalism)	0.9%	–	12.5%	–	–	–	–
Market Analysis	12.2%	8.3%	–	3.7%	–	26.2%	–
Decision- Making in policy /programmers design, planning and M&E	13.9%	16.7%	12.5%	11.1%	28.6%	4.8%	57.1%
Analysis of trend for long-term policy formulation	5.2%	4.2%	25.0%	7.4%	–	2.4%	–

User Satisfaction Survey (2025) Report

The qualitative data indicates that official statistics from SNBS play a significant role in informing decision-making across different sectors. In the media sector, respondents emphasized that these statistics have directly guided editorial and strategic decisions over the past year. For example, labor and demographic data helped focus reporting on youth unemployment and urban migration, shaping investigative reports and public forums, while health statistics influenced coverage priorities during cholera outbreaks. Similarly, education and agriculture data informed the allocation of resources toward rural reporting and community engagement.

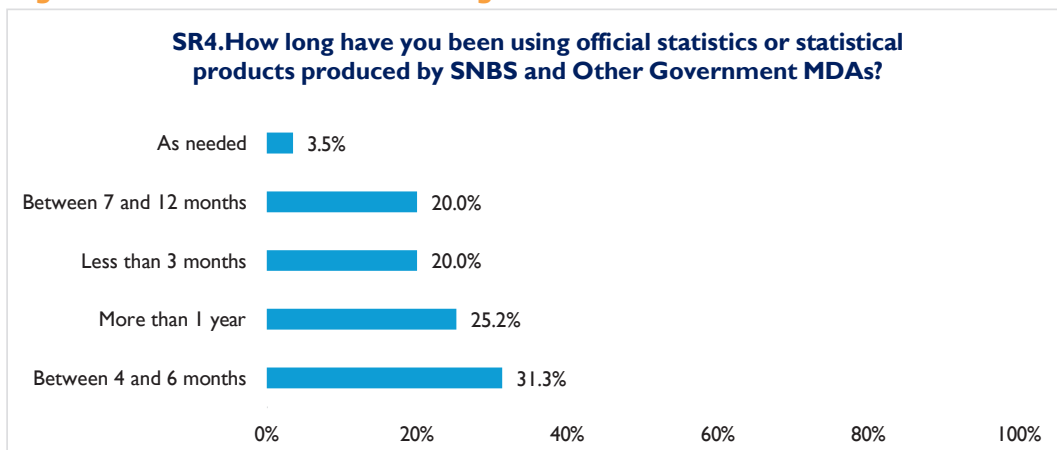
“Yes, official statistics from SNBS have directly informed several editorial and strategic decisions over the past year. For instance, labor and demographic data guided our focus on youth unemployment and urban migration, shaping a series of investigative reports and public forums. Health statistics influenced our coverage priorities during cholera outbreaks, while education and agriculture data helped us allocate resources toward rural reporting and community engagement. These statistics have been essential in aligning our content with national realities and amplifying voices that matter most”. - **KII Respondent (Media)**

“Yes, official statistics have been helpful in guiding academic decisions, especially in research projects and classroom discussions where we rely on data to support analysis and conclusions.” - **KII Respondent (Academia)**

The survey revealed respondents have been using official statistics or statistical products generated by the Somali National Bureau of Statistics (SNBS) and other government Ministries, Departments, and Agencies (MDAs). Most common usage duration was between 4 and 6 months (31.30%), indicating that nearly one-third of the respondents are relatively new users who have started engaging with official statistics recently. About one-quarter of respondents where there is a prevalence of equal proportions of mid-term and short-term users where both “Between 7 and 12 months” and “Less than 3 months” categories account for 20% each.

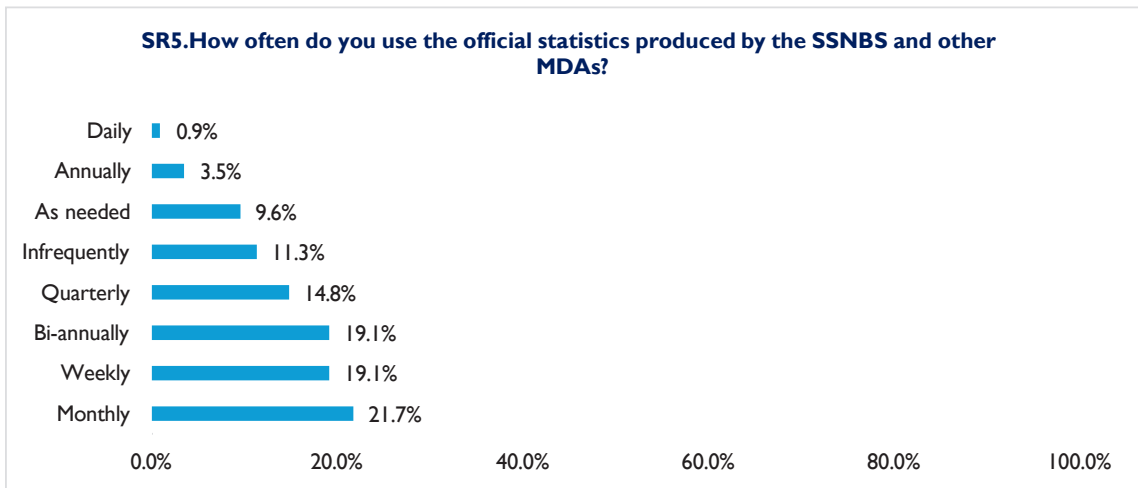
A combined 51.3% (31.3% and 20%) of respondents have been using official statistics for less than 6 months, implying a recent surge in engagement. This may correlate with improved visibility or accessibility of SNBS outputs (e.g., data portals, reports, or outreach campaigns). With a large proportion of relatively new users (under one year), there is an opportunity to strengthen users’ skills in data interpretation, visualization, and application to policy or program decisions.

Figure 3: Duration of statistics Usage



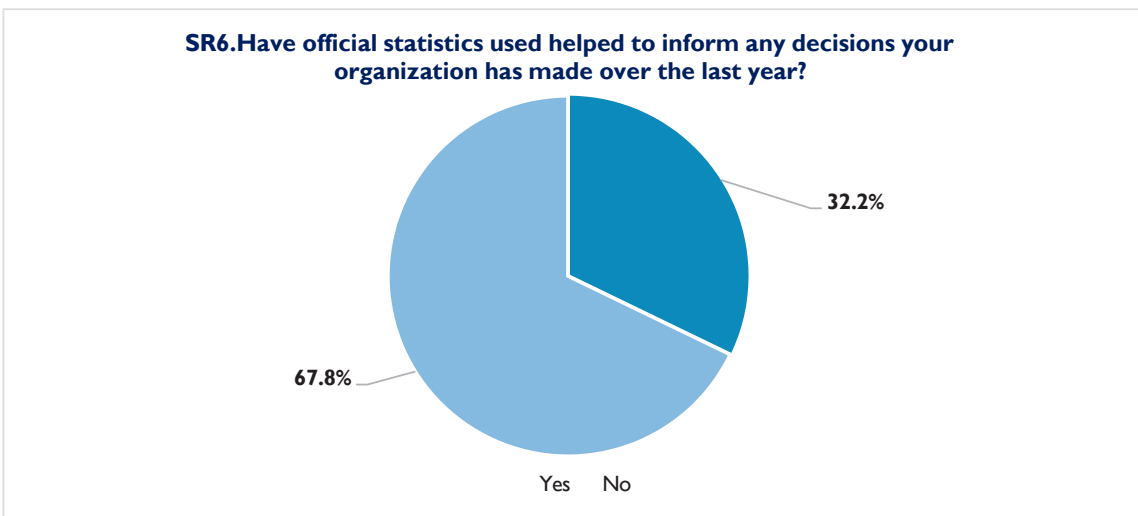
Furthermore, the survey aimed to measure the frequency for which statistics are used, monthly use reported at 21.7% of the total respondents with the public sector and private sector recording the highest numbers for the monthly frequency. This was also followed at equal prevalence (19.1%) by both frequency of bi-annual and weekly. Overall, the highest proportion in terms of frequency of statistical usage was on a monthly basis and was also common among the general public (42.9%) and private sector (26.2%). Notably, public sector reported more in weekly frequency at 41.7%.

Figure 4: Frequency of use



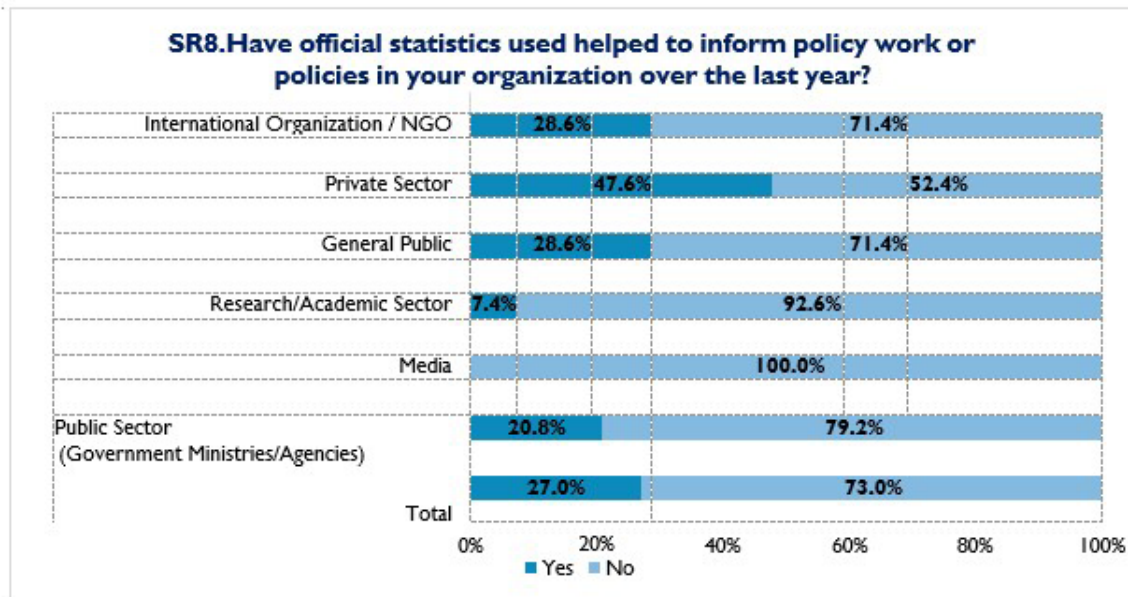
Conversely, 67.8% indicated no direct use of official statistics for decision-making while only 32.2% of respondents reported that official statistics produced by SNBS and other MDAs informed their organization’s decisions in the past year. This indicates a gap where SNBS data is accessed and recognized, but its translation into actionable decision-making remains limited. Furthermore, looking at the sector differences, the private sector demonstrates relatively the strongest engagement for decision making, likely linked to market, labor, and price indicators that directly influence business planning. This is followed closely by the public sector agencies indicating the integration of SNBS data in decision processes.

Figure 5: Decision making



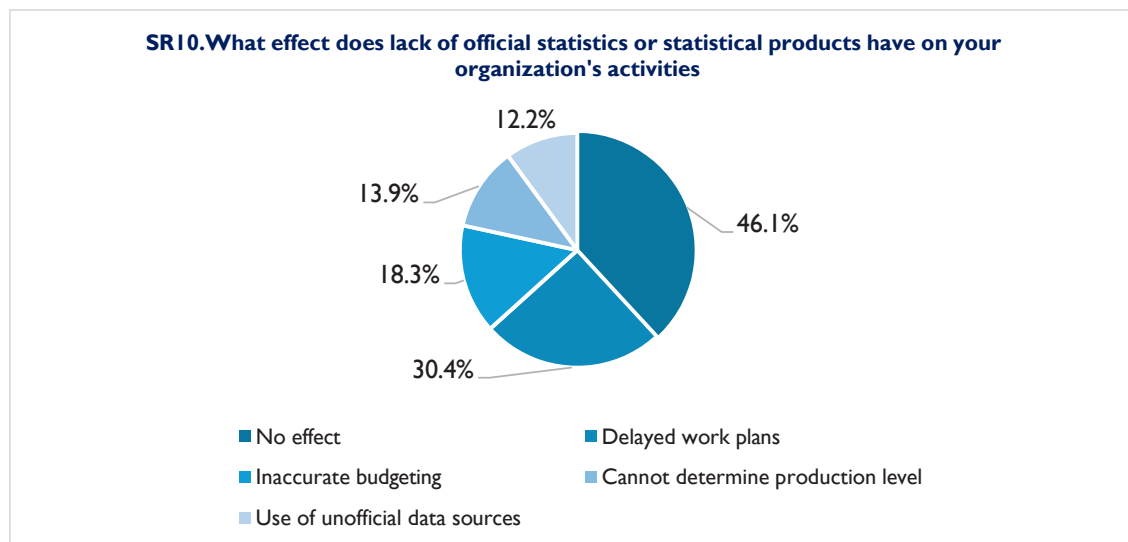
In regard to informing policy work or policies, overall, only about 27.0% of the respondents indicated that official statistics informed their organization’s policy work in the past year, a figure consistent with the above findings, showing limited policy uptake.

Figure 6: Inform policy work or policies



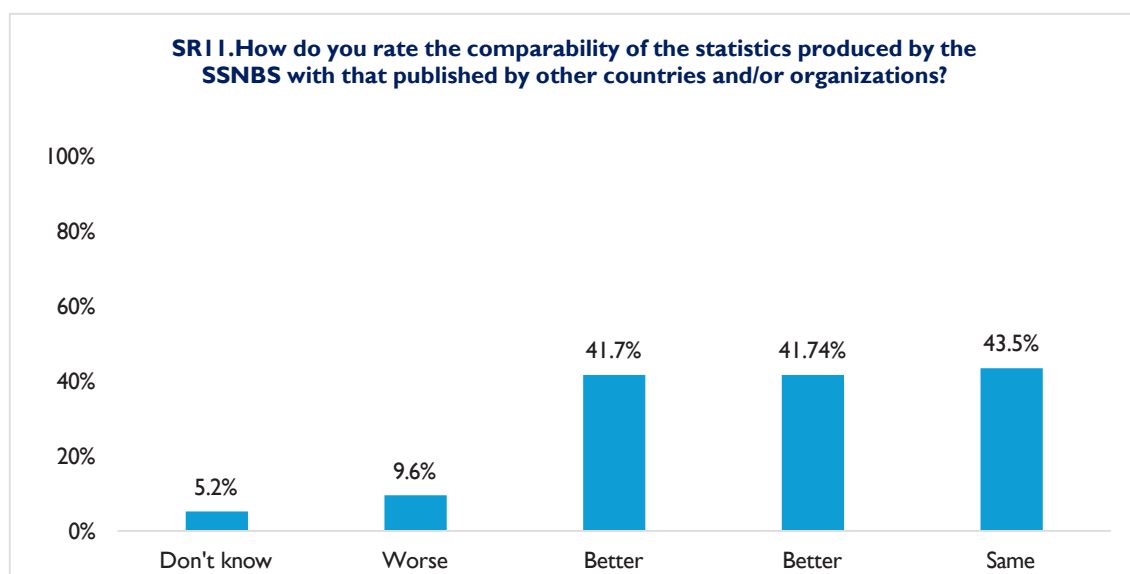
Similar trend to the decision-making findings, the private sector (47.6%) and public sector (20.8%) are among the highest with international organization/NGOs (28.6%) and general public (28.6%) also showing higher proportions in regard to how the SNBS data helps in informing work or policies within our organization.

Figure 7: Effect of lack of official statistics



Findings indicate that while nearly half of respondents (46.1%) reported that the lack of official statistics has no direct effect on their organization’s activities, a significant portion experiences operational disruption due to data gaps. About 30.4% cited delayed work plans, showing that limited data availability slows decision-making and implementation timelines. Furthermore, 18.3% reported inaccurate budgeting, and 13.9% indicated inability to determine production levels, both highlighting how data shortages undermine planning precision and performance monitoring. Additionally, 12.2% admitted relying on unofficial data sources, which raises concerns about data credibility and consistency.

Figure 8: Comparability with other countries and/or Organizations



A combined 85.2% of respondents rated Somali statistics as either better (41.7%) or the same (43.5%), indicating general confidence in the methodological alignment and data quality standards used by SSNBS. Only 9.6% viewed SSNBS data as worse, while 5.2% were unsure, suggesting limited exposure or understanding of international benchmarks. Similarly, the qualitative findings reflect a moderate level of satisfaction with the quality and usefulness of SNBS statistics, acknowledging their overall value but also pointing out limitations in comparability and standardization.

“I would rate it as moderate. The statistics are generally useful, but sometimes it is difficult to compare them directly with data from other countries because of differences in definitions, methods or reporting formats.” - **KII Respondent (Academia (Student))**

4.4. Data Quality Dimensions

Overall quality perception (aggregate)

Out of the 115 respondents, 114 responded with their positive or negative perception of the overall quality of statistics produced by SNBS. Overall, satisfaction to quality is positive with majority of the respondents rating it good (69.6%) and very good by (13 %) with similar distribution across the various sectors. Notably, 11% of the respondents reported the data to be Adequate. The satisfaction scores were based on a Likert scale of 1-5 where in total the overall quality of official statistics produced by SNBS satisfaction score is rate at an average of 3.9 out of 5, indicating a moderately strong level of satisfaction among users.

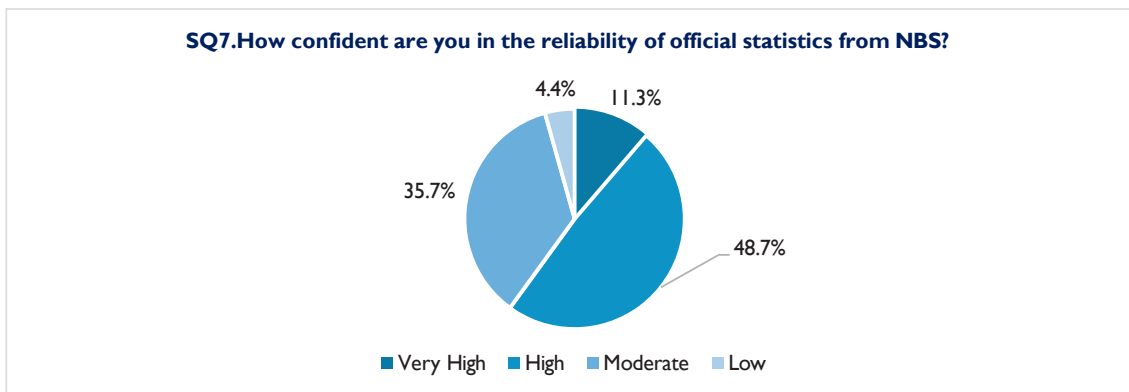
Table 4: Overall Satisfaction

Sector/Category	Satisfaction score	Poor	Adequate	Good	Very good
Total	3.9	5.2%	11.3%	69.6%	13.0%
Public Sector (Government Ministries/Agencies)	4.3	–	–	70.8%	29.2%
Media	3.9	12.5%	–	75.0%	12.5%
Research/Academic Sector	3.8	7.4%	11.1%	74.1%	7.4%
General Public	3.4	14.3%	28.6%	57.1%	–
Private Sector	4	–	16.7%	71.4%	11.9%
International Organization / NGO	3.2	28.6%	14.3%	42.9%	–

Quality Dimensionsgate)

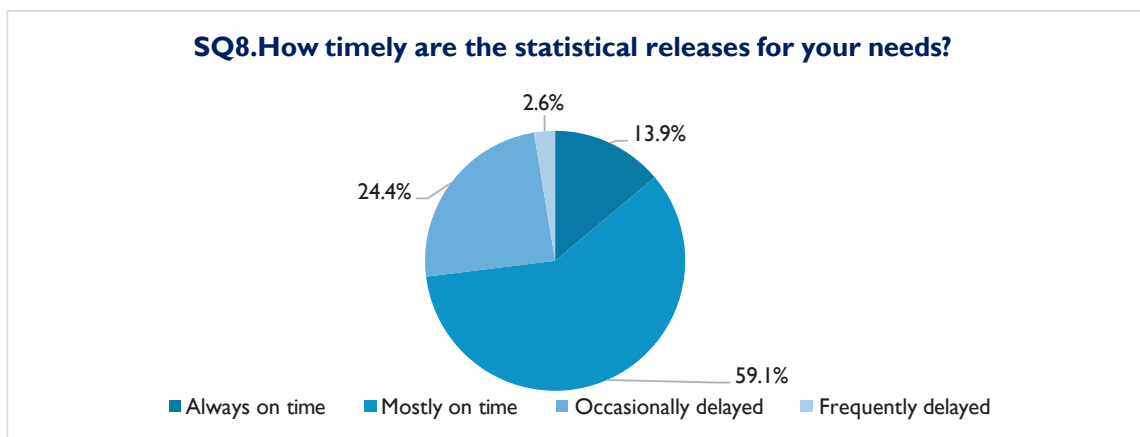
This survey sought to assess the users' perceptions across key quality dimensions, that is, accuracy and reliability, timeliness, coherency and accessibility.

Accuracy and reliability: Reliability: the survey findings also revealed that majority of the respondents (84.4%) in regards to the reliability of the official statistics from SNBS ranging majorly from high to moderate with more tending towards high at 48.7%. In addition, 11.3% of respondents reported a 'very high' confidence in the reliability of the statistics. Only 4.4% reported a low confidence level.



Timeliness: Majority half reported the release of official statistics to be 'mostly on time' (59.1%) while another significant number reported it to be 'always on time' at (13.9%). A quarter reported delays in varying ranges where the majority reported occasional delays at 24.4% and at a lesser rate of 2.6% as frequently delayed.

Figure 9: Timeliness

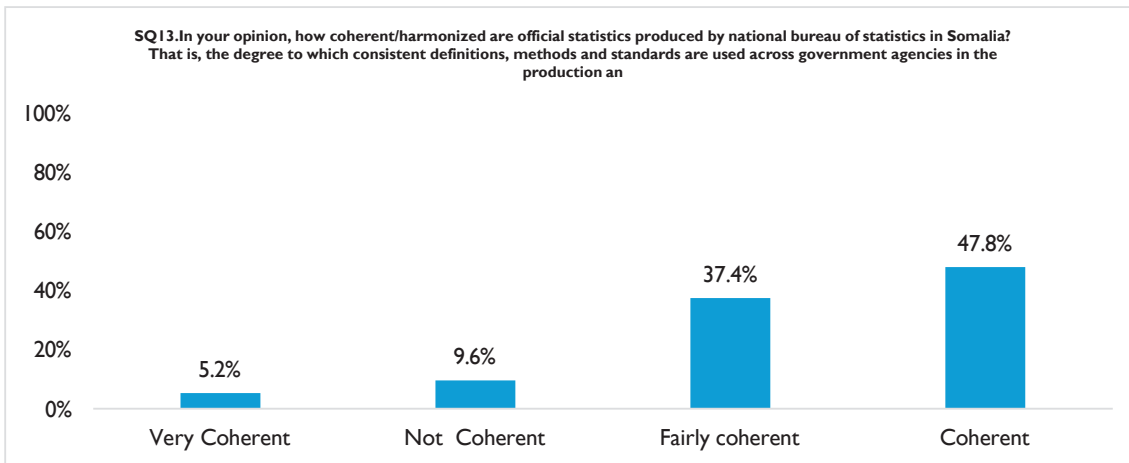


Coherence and comparability: Coherence/Harmonization: overall respondents found the official statistics to be coherent and consistent in in terms of definitions, methods and standards used across government agencies in the production and presentation of statistics. The specific findings reveal that majority found it to be coherent (47.8%) and

We cross-check with trusted sources like UN agencies (e.g., UNDP, WHO), international NGOs (e.g., Save the Children), academic studies, and local field reports. This helps us confirm accuracy, understand the context, and ensure the data reflects real conditions on the ground. If the SNBS data seems unclear or incomplete, we either clarify it through expert consultation or avoid using it to protect the credibility of our journalism. - **KII respondent (Local NGO)**

SNBS tries to follow consistent definitions and standards; sometimes, there are differences in how data is collected or presented across ministries and agencies. This can create small gaps or overlaps, which means we often have to reconcile figures before using them. - **KII respondent (Local NGO)**

Figure 10: Coherency and Harmonization



Accessibility and metadata: Accessibility is uneven. While some users can access publications and web-hosted reports, many report difficulties in locating specific datasets, extracting machine-readable tables, or obtaining sufficiently detailed metadata and methodological notes. Feedback on metadata and documentation indicates that users value a clear explanation of methods, sampling frames, and any revisions or rebasing (especially for series like GDP and CPI). Incomplete or sparse metadata decreases user's ability to assess fitness-for-purpose.

What is currently working?

While there is still room for improvement, we've observed growing consistency in definitions, methods, and standards used across government agencies, especially in key sectors like labor, health, and demographics. This level of harmonization has made it easier for us to interpret and integrate data into our reporting with greater confidence. - **KII Respondent (Media)**

4.5. Data User Perspective on SNBS Data Dissemination (Awareness)

Majority of the respondents reported to learning about the availability of the statistics through the website at 47.8% while 39.1% reported through Official statistics releases. Notably, social media was also reported by slightly more than a third of the users (36.5%) indicating potential to reach more data users.

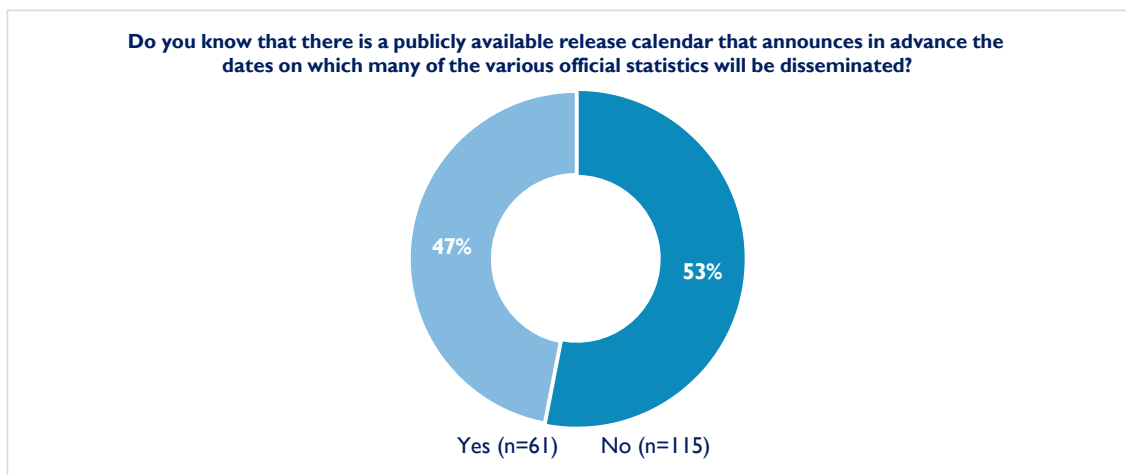
The dominant sentiment from the qualitative respondents was a lack of awareness of SNBS events and a feeling of insufficient consultation with users. Most respondents had not been invited to or were unaware of such workshops. Additionally, qualitative findings from the respondents who participated in the workshops found it too technical and with little room for dialogue between SNBS and the users. Respondents expressed little room for constructive dialogue where they can share feedback and needs as users due to the set-up of the workshops/trainings of note is the lack of focus in gathering user experiences and feedback.

I have participated in two. The experience is mixed. They are valuable for networking with government officials and other data producers. However, they are often one-way communications, they talk, we listen. There is little room for a genuine dialogue about our needs as users.”- **FGD Participant, Chamber of Commerce**

Yes, I attended one on the GDP census results. The data presented was useful, but the presentation was very technical. It felt more for statisticians than for business decision-makers. - **FGD Participant, Banker**

I am aware of the Somali National Data Archive (SoNADA) and have tried to use it . While it is a good concept, my experience was similar to the main SNBS website. I found it difficult to navigate and search effectively. The datasets are there, but the platform is not intuitive for a non-technical user. Downloading data in user-friendly formats like Excel was often not possible, which is a significant barrier for us.”- **KII Participant, Academia**

Figure 11: Awareness of publicly available release calendar



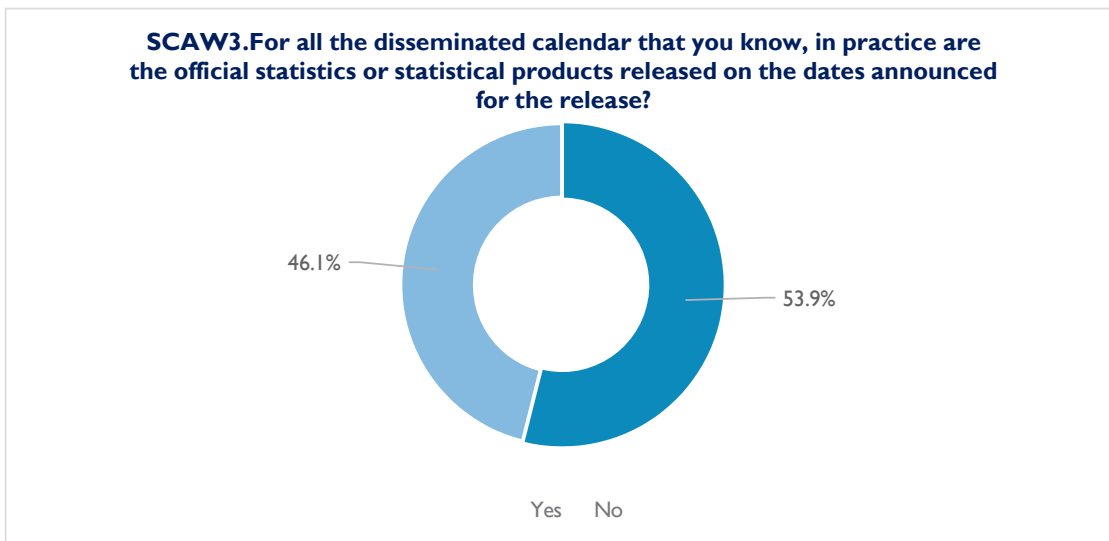
As part of NDSII strategic objective under Goal 62 aiming to enhance dissemination and archiving for official Statistics, SNBS aims to prepare an annual release calendar. Thus, USS 2025 interviewed respondents on their current awareness of the publicly available release calendar crucial to their outlook on reliability of SNBS. The quantitative findings revealed that slightly more than half of the respondents at 53% responded in the affirmative with 47% reporting not being aware. Compared to the USS 2021, where only a third of the participants were aware of the calendar, this highlights a positive trend where SNBS communication is reaching a wider audience.

Yes, I am aware that there is a publicly available release calendar. For example, the Consumer Price Index (CPI) data is released monthly. This calendar is helpful because it allows academics and other users to plan research and analysis. However, awareness of the calendar is still limited, as not all researchers or institutions regularly check the SNBS website or announcements. - **KII Respondent (Academia)**

Yes, I am aware that there is a publicly available release calendar that announces in advance the dates on which various official statistics are disseminated. However, I must admit that I do not regularly follow up on it, nor is it widely shared or promoted among users. - **KII Respondent (Civil Society)**

Awareness of the publicly available release calendar varied among respondents where some noted that the calendar is useful, particularly because it provides advance notice of releases such as the monthly Consumer Price Index (CPI) data, which helps researchers plan their analyses. However, an observed limitation in awareness of the calendar remains where knowledge of the release calendar but admitted that it is not regularly followed up or widely promoted among users. These findings suggest that while the release calendar serves as an important transparency and planning tool, greater visibility, communication, and user engagement are needed to enhance its utilization. Nonetheless, both qualitative and quantitative data revealed that there is limited knowledge of the calendar and timeliness of producing and publishing official statistics among the participants.

Figure 12: Timely release of known calendar releases



The findings indicate that slightly more than half of respondents (53.9%) affirmed that official statistics are released on the dates announced, while 46.1% reported inconsistencies in release timelines. This suggests that while the SSNBS demonstrates a reasonable level of adherence to its dissemination calendar, nearly half of users experience delays or irregular releases, reflecting moderate challenges in maintaining timeliness and predictability of statistical outputs.

Table 5: How do data users learn about the availability of official statistics or statistical products?

How do data users learn about the availability of official statistics or statistical products?	Frequency (n)	Percentage (%)
Official statistics releases	45	39.1
Websites and search engines	55	47.8
Public events or conferences	16	13.9
Social media	42	36.5
Publications or websites of international organizations (E.g. IMF, UN, WB)	15	13.0
By contact	9	7.8

Majority of the users reported websites through search engines (47.8%) as the main source of learning on official releases for statistics or statistical products, followed by Official statistics releases (39.1%) and social media (36.5%).

4.6. Data User Perspective on SNBS Data Dissemination (Accessibility)

Frequency of access

The data illustrates the frequency of access to the specified service or platform where a majority of respondents access it frequently, with 24.4% and 23.5% indicating “nearly every day,” followed by 20.9% also reporting similar frequency, suggesting consistent engagement across multiple response categories. Only 7.0% reported daily access, while 13.9% indicated less frequent use. A further 7.0% access the service less often, and 3.5% were uncertain (“don’t know”). Overall, the results indicate that while daily use remains limited, a substantial proportion of users engage with the service on a near-daily basis, reflecting strong but not universal utilization.

Table 6: Frequency of Access

Frequency	Percentage (%)
Everyday	7.0
Nearly every couple of days	20.9
Nearly every week	24.4
Nearly every month	23.5
Nearly every 3 months	13.9
Less often than every 3 months	7.0
Don't know	3.5

Ease of access

The data indicates respondents perceived ease of accessing or using official statistics with 46.1% describing it as “easy,” 40.9% and 2.6% as “very easy.” Conversely, only 10.4% reported finding it “difficult.” Notably 46.1% found it somewhat difficult suggesting certain limitations/challenges in accessing the data. These results suggest that while accessibility is generally satisfactory, there remains room for improvement in simplifying access and ensuring consistency in user experience across different groups.

Figure 13: Ease of Access

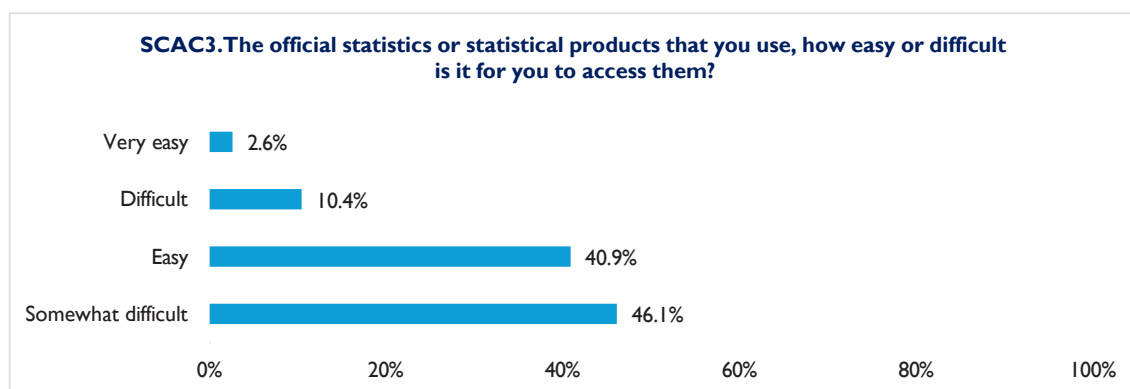


Table 7: Barriers to access

Type of Difficulty	Percentage (n=115)
Cost too High	42.6
Didn't know where to get information	13.0
Don't know if information exists	4.4
Limited data sharing platforms	40.0
Limited Disseminations procedures	20.9
Other	1.7

The main barriers to accessing official statistics are high costs (42.6%) and limited data-sharing platforms (40%), which together account for the majority of challenges reported by respondents. Additionally, limited dissemination procedures (20.9%) and lack of awareness on where to obtain information (13%) further constrain accessibility. Only 4.4% indicated that they were unaware such information exists, and 1.7% cited other reasons. Overall, this indicates that financial and infrastructural barriers remain the most significant obstacles to accessing official data.

Methods used to communicate with SNBS

The findings indicate that digital communication channels are the most commonly used methods for contacting SNBS. Visiting the SNBS website (39%) and using the official website for information access (38%) were the predominant approaches, reflecting a strong preference for online interaction. Traditional methods such as telephone calls (31%) and email communication (27%) remain relevant, but less dominant. Only 11% of respondents reported sending formal request letters, showing limited reliance on physical correspondence. Overall, the data suggests that engagement with SNBS is largely digital, emphasizing the importance of maintaining accessible and responsive online platforms to support user needs. (Check dataset)

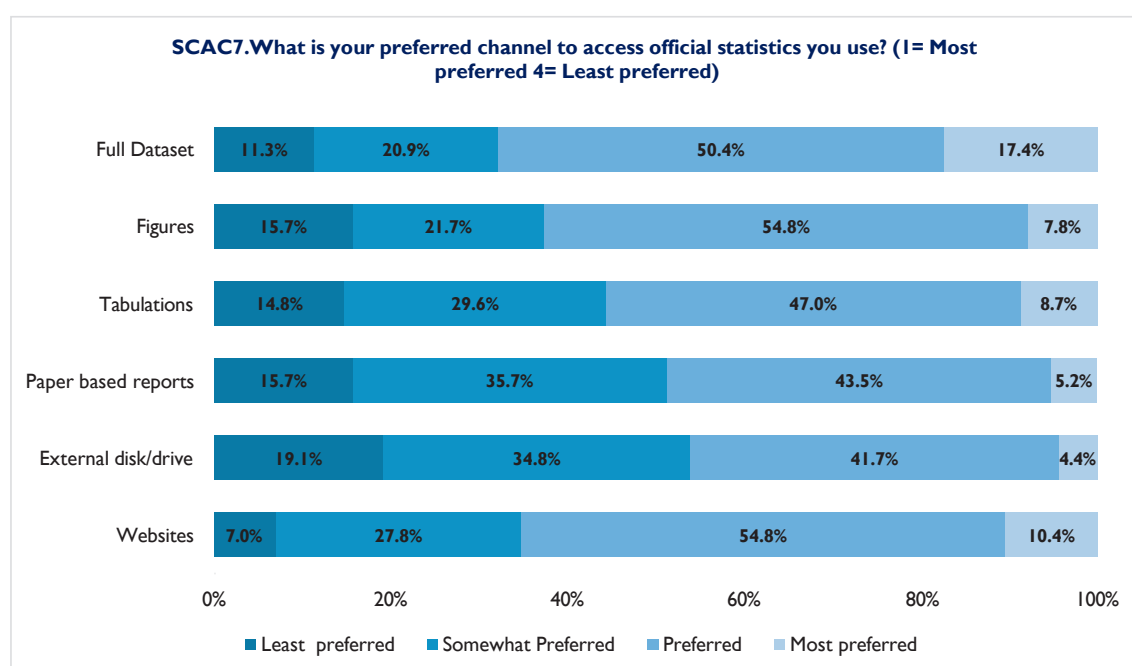
Timeframe for receiving requested statistics

The results indicate that the majority of respondents receive official statistics from SNBS within a reasonable timeframe. Over half (53.9%) reported obtaining data within one week or less, with 17.39% receiving it the same day and 36.5% within a week. A further 20.9% noted receiving the data within one to two weeks, while 11.3% experienced delays of three to four weeks. Only 7.0% reported waiting more than a month, and 1.7% stated their requests were not fulfilled. Another 7.0% indicated the question was not applicable. Overall, the data reflects generally efficient response times, though a minority of users still face extended delays that could benefit from process optimization.

Preferred Channels for Access

The data shows clear preferences among respondents regarding channels for accessing official statistics. Websites emerged as the most preferred medium, with a combined 65.2% rating them as either “preferred” or “most preferred,” indicating a strong inclination toward digital access. Full datasets also ranked highly, with 67.8% expressing preference, reflecting demand for comprehensive and manipulable data formats. Figures (62.6%) and tabulations (55.7%) followed closely, highlighting interest in visually and numerically summarized information. Paper-based reports (48.7%) and external drives (46.1%) were less favored, suggesting a gradual shift away from physical and offline formats. Overall, the results underscore a growing reliance on digital platforms and data-rich formats for accessing official statistics, aligning with global trends toward open data and online dissemination.

Figure 14: preferred channel to access official statistics



I would rate it as non-existent. For example, after the last business survey was released, we had specific questions about how they classified ‘small’ versus ‘medium’ enterprises. We sent two emails to the general contact address and received no reply. We had to interpret it ourselves, which undermines our confidence in the findings. - **KII Respondent (Chamber of Commerce)**

Table 8: How do you obtain official statistics (check all that apply)?

How do you obtain official statistics (check all that apply)?	Frequency	Percentage
Websites and/or data portals	96	83.5
Official request from the institutions(written)	19	16.5
Automated request (Providing identification and purpose of the request)	16	13.9
Under subscription from a list service	8	7.0
Published reports	25	21.7
Social media	1	0.9

Linking back to the findings on how the users learn of the availability of official statistics or statistical products where majority learn it through the website, the users reported at a majority of 83.45% that they acquire/obtain the official statistics through the website and/or data portals. Of note, are those that are reported obtaining the products through published reports (21.7%) and through request both official written (16.5%) and automated requests (13.9%).

The findings from the qualitative data also reflected the website being the primary method through which users access the data.

“Website for the Central Bank, website for SNBS. We used to rely on PDF reports, but now we look for datasets.”- **FGD Participant, Banker**

I usually obtain official statistics through websites or data portals. I search for the specific datasets I need, download them directly from the portal, and sometimes use filters or search tools to find the most relevant data. This method is convenient because it allows me to access data anytime without waiting for formal requests. - **KII Respondent, Academia**

Accessing official statistics and metadata is generally manageable, but not without challenges. While SNBS provides key data through its website and reports, some datasets are hard to locate or lack detailed metadata. Barriers include limited search functionality, unclear documentation, and occasional delays in updates. In some cases, statistics are published without sufficient explanation of methodology, making it harder to interpret or use confidently. Improved organization, clearer metadata, and more responsive communication would make access significantly easier. - **KII Respondent (Media)**

Gaps in accessibility

The findings reveal that access to official statistics is constrained mainly by systemic and structural barriers. The most significant challenge reported is the high cost of obtaining data (42.6%), indicating that affordability remains a key obstacle, especially for individuals and institutions with limited financial resources. This is closely followed by limited data-sharing platforms (40%), which points to weaknesses in the availability and accessibility of digital systems for disseminating official information. Additionally, limited dissemination procedures (20.9%) reflect institutional inefficiencies in ensuring that data reaches a broad range of users in a timely and user-friendly manner. A smaller proportion of respondents noted lack of awareness, with 13% not knowing where to obtain information and 4.34% unaware that such information even exists signifying a gap in communication and public engagement. The minor share of other reasons (1.7%) suggests that most challenges are institutional rather than individual. Overall, the data highlights that improving affordability, strengthening data infrastructure, and enhancing awareness and dissemination strategies are essential to align with international best practices on open and inclusive data access.

Table 9: Barriers to Accessing Official Statistics by Primary Affiliation (%)

Barrier	Total	Public Sector	Media	Research/Academic	General Public	Private Sector	International Organization / NGO
Cost too high	42.6	41.7	25.0	44.4	28.6	47.6	42.9
Didn't know where to get information	13.0	12.5	–	14.8	14.3	11.9	28.6
Didn't know information exists	4.4	4.2	12.5	7.4	–	2.4	–
Limited data sharing platforms	40.0	33.3	37.5	40.7	71.4	38.1	42.9
Limited dissemination procedures	20.9	16.7	25.0	11.1	42.9	21.4	42.9
Other	1.7	4.2	–	3.7	–	–	–

High cost (42.6%) remains the leading barrier overall, particularly for private sector (47.6%), research institutions (44.4%), and international organizations (42.9%), indicating that affordability challenges extend beyond individuals to institutional users. Limited data-sharing platforms (40.0%) also feature prominently, with the general public (71.4%) disproportionately affected highlighting weak public-facing infrastructure and the need for more inclusive dissemination systems.

The qualitative data indicates several gaps and challenges where respondents highlighted notable gaps in data on youth employment, higher education, and informal sector activities, emphasizing that more detailed and updated information in these areas would significantly enhance academic research and analysis. Access barriers were also a recurring theme. Media respondents reported difficulties in obtaining certain datasets due to limited online availability, lack of clear explanations or metadata, delays in updating statistics, and poor website navigation, which makes searching time-consuming. Unanswered requests for additional information further hindered efficient use of the data. Public sector respondents also noted challenges in accessing accurate income data, particularly for the private sector, which limits comprehensive analysis and evidence-based decision-making. These issues collectively underscore the need for improved data accessibility, completeness, and usability to support research, policy development, and strategic planning across sectors.

When official statistics are difficult to access, the main barriers I face include limited online availability of certain datasets, lack of clear explanations or metadata about how the data was collected, delays in updating statistics, and poor website navigation that makes searching time-consuming. Sometimes, requests for additional information go unanswered, which adds to the challenge. These issues make it harder to use the data confidently and efficiently in my work. - **KII Respondent (Media)**

Yes, particularly in the private sector, since accurate income data is not available. - **KII Respondent (Public sector)**

“Yes, there are gaps in statistics on youth employment, higher education, and informal sector activities. More detailed and updated data in these areas would be very helpful for academic research and analysis.” - **KII Respondent (Academia)**

We’ve had no much luck accessing relevant statistics in certain areas. While some data is available, we often find gaps in key sectors like informal employment, gender-disaggregated figures, and localized environmental data. Statistics on media access, digital literacy, and displacement trends are also limited. These gaps make it harder to produce deep, data-driven stories that reflect Somalia’s full reality. - **KII Respondent (Media)**

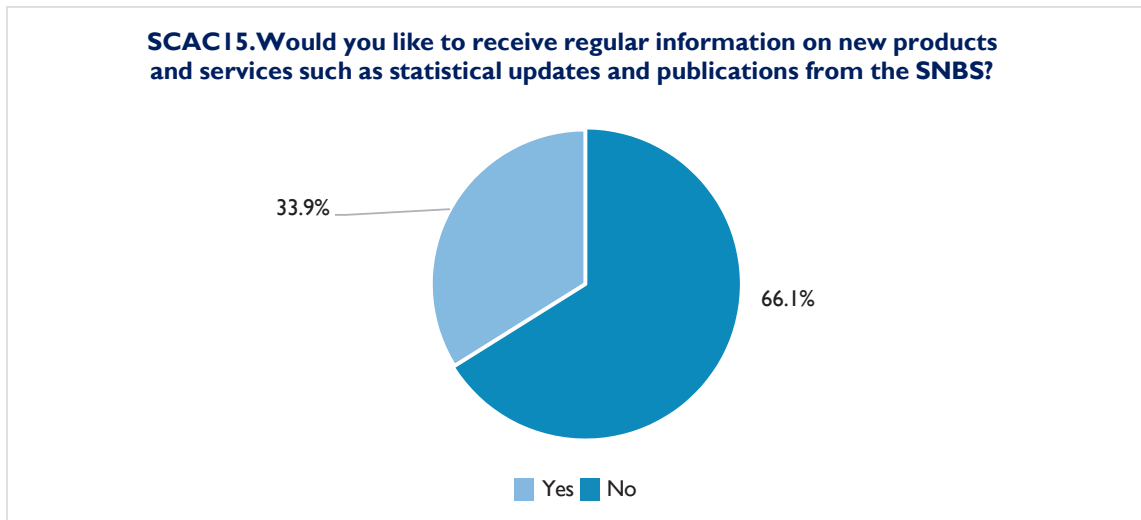
Findings indicate that websites (65.2%), figures (62.6%), and full datasets (67.8%) are the most preferred channels for accessing official statistics. Specifically, over half of respondents (54.8%) rated websites and figures as their preferred channel, while 17.4% rated full datasets as most preferred. In contrast, external disks/drives (53.9%) and paper-based reports (51.3%) were less favored, with a higher share of respondents rating them as somewhat or least preferred. Similarly, tabulations (55.7%) were moderately preferred but not the top choice.

Table 10: Preferred Channel for Access

Preferred Channel	Aspect	Percentage (n=115)
Websites	Least preferred	7.0%
	Somewhat Preferred	27.8
	Preferred	54.8
	Most preferred	10.4
External disk/drive	Least preferred	19.1
	Somewhat Preferred	34.8
	Preferred	41.7
	Most preferred	4.4
Paper based reports	Least preferred	15.7
	Somewhat Preferred	35.7
	Preferred	43.5
	Most preferred	5.2
Tabulations	Least preferred	14.8
	Somewhat Preferred	29.6
	Preferred	47.0
	Most preferred	8.7
Figures	Least preferred	15.7
	Somewhat Preferred	21.7
	Preferred	54.8
	Most preferred	7.8
Full Dataset	Least preferred	11.3
	Somewhat Preferred	20.9
	Preferred	50.4
	Most preferred	17.4

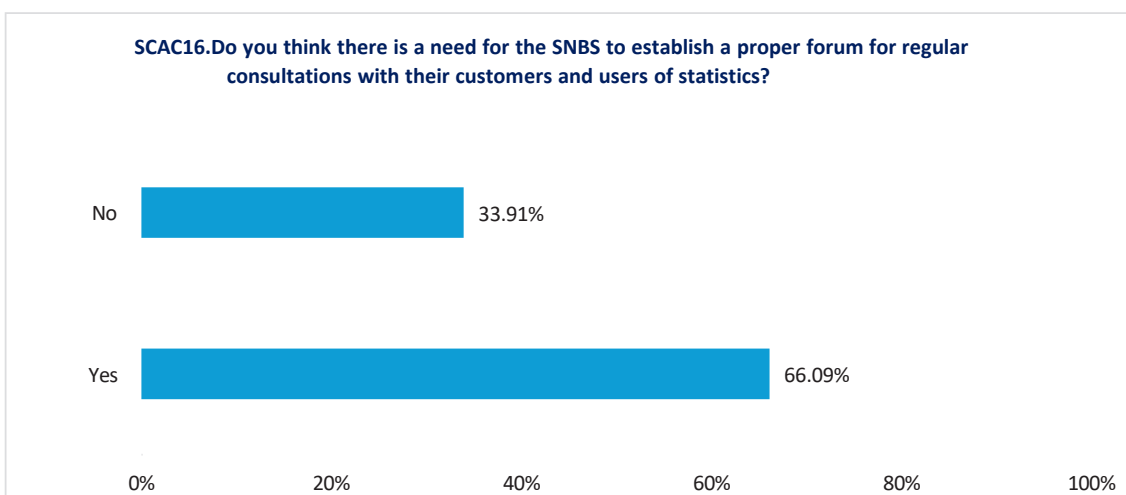
Interest in Receiving Regular Information from SNBS

Figure 15: Interest in receiving regular updates



Two-thirds of respondents (66.1%) expressed interest in receiving regular information from the Somali National Bureau of Statistics (SNBS) regarding new products, statistical updates, and publications. This strong level of interest demonstrates that users are eager to remain informed and engaged with SNBS outputs, reflecting a clear demand for consistent and proactive communication. However, a third (33.9%) indicated no interest, which may be attributed to limited awareness of the benefits of such updates, perceived irrelevance of the information to their work, or existing reliance on alternative data sources.

Figure 16: Need to establish a proper forum for regular consultations



Similarly, 66.1% of respondents believe there is a need for a structured user-consultation platform. This indicates that users want more active engagement and opportunities to influence the production and dissemination of statistics.

Participation in SNBS-organized Meetings/Seminars

Table 11: Participation in SNBS Organized Forums

Type of Engagement	Yes (%)	No (%)
To provide input/comment on planned surveys	59.1	40.9
To release new statistics	58.3	41.7
To review NSS operations/programmers	63.5	36.5
Other (specify)	2.6	97.4

A majority of respondents reported participation in events organized to review NSS operations and programmers (63.5%) and to provide input on planned surveys (59.1%), suggesting that SNBS has made notable efforts to include users in data production and program design processes. Similarly, 58.3% attended events related to the release of new statistics, reflecting growing transparency and interest in dissemination activities. However, the low participation in “other” engagements (2.6%) highlights that interactions remain largely confined to structured, formal events rather than broader or thematic consultations.

Attendance at Meetings by Other MDAs

Only one-third (32.2%) of respondents attended meetings organized by other government MDAs. This suggests limited inter-agency engagement on data sharing and consultation, underlining the need for better coordination across the national statistical system (NSS).

Ease of Understanding of Official Statistics

Overall, most respondents find SNBS products somewhat to moderately easy to understand (68.5% combined). However, only 30.7% rated them as easy or very easy, indicating a need to simplify data presentation through clearer visualization, simplified reports, or user guides.

4.7. Satisfaction and Access to Metadata

Overall, respondents find it moderately easy to access metadata across most official statistical domains, with mean scores ranging between 2.3 and 3.6. The highest ease of access is observed for Public Finance Statistics (mean 3.6), Health Statistics (3.5), and Environment Statistics (3.5), suggesting relatively well-documented methodologies and clearer metadata dissemination for these datasets. Similarly, National Accounts and Price Statistics (both 3.3) are viewed as reasonably accessible, reflecting stronger institutional systems around macroeconomic reporting.

In contrast, Crime/Judicial Statistics (2.3) and Cartographic/GIS data (2.9) record the lowest ease of access, indicating limited availability of metadata or weak dissemination practices in these areas. On the other hand, Labor (3.2) and Agriculture and Fishing Statistics (3.2) fall in the mid-range, suggesting partial accessibility but room for improved transparency and standardization. The relatively low share of “very easy” responses across categories highlights persistent challenges in user-friendly metadata systems, particularly for specialized datasets such as External Trade and Demographic Statistics (both 3.0).

Table 12: Access to Metadata

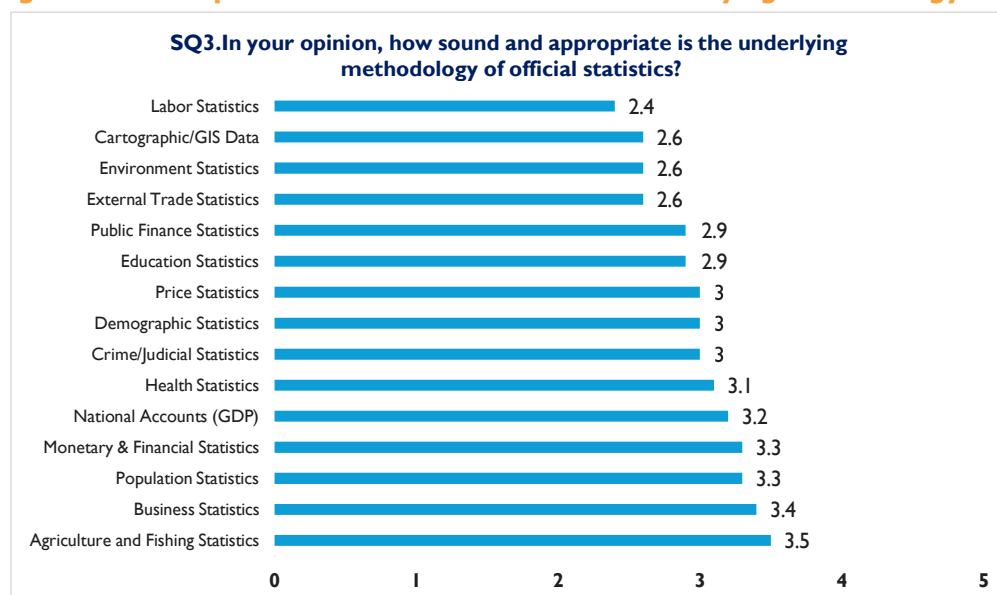
Type of Statistic	Very Difficult	Somewhat Difficult	Somewhat Easy	Easy	Very Easy	Do not Access	Mean Score
National Accounts (GDP)	8.1	10.8	32.4	37.8	10.8	—	3.3
Price Statistics	10.0	10.0	30.0	40.0	10.0	—	3.3
Public Finance Statistics	—	—	37.5	62.5	—	—	3.6
Monetary & Financial Statistics (e.g., BOP)	—	—	60.0	—	20.0	20.0	3.5
Business Statistics	2.9	5.9	44.1	38.2	5.9	2.9	3.4
Labor Statistics	—	20.0	40.0	40.0	—	—	3.2
External Trade Statistics	—	33.3	33.3	33.3	—	—	3.0
Demographic Statistics	—	25.0	50.0	25.0	—	—	3.0
Health Statistics	—	0.0	60.0	30.0	10.0	—	3.5
Education Statistics	4.0	24.0	40.0	24.0	8.0	—	3.1
Crime / Judicial Statistics	20.0	20.0	40.0	—	—	20.0	2.3
Environment Statistics	—	8.3	41.7	41.7	8.3	—	3.5
Agriculture & Fishing Statistics	—	—	80.0	20.0	0.0	—	3.2
Cartographic / GIS Data	9.1	27.3	36.4	18.2	9.1	—	2.9
Population Statistics	—	15.4	38.5	38.5	7.7	—	3.4

Sound and appropriate methodology

Overall, respondents’ perceptions of the soundness and appropriateness of statistical methodologies vary widely across thematic areas. The results show moderate confidence in most domains, with average scores generally between 2.6 and 3.5. The highest-rated domains are Agriculture and Fishing Statistics (mean = 3.5), Business Statistics (3.4), and National Accounts (GDP) (3.2), indicating stronger confidence in methodologies that support economic analysis. On the other hand, Labor (2.4), Environment (2.6), Cartographic/GIS (2.6), and External Trade (2.6) received relatively low ratings, suggesting perceptions of weaker methodological frameworks or limited data robustness in these areas.

Sectors such as Health (3.1), Education (2.9), Public Finance (2.9), and Population Statistics (3.3) fall in the middle, implying moderate but uneven confidence. Overall, the findings reflect that while economic and population-related statistics are seen as relatively reliable, technical and environmental domains require methodological strengthening and improved data quality assurance.

Figure 17: Perceptions on the soundness of the underlying methodology



Access to metadata

The access to metadata for official statistics is rated as moderately easy, with most mean scores ranging between 3.0 and 3.6. Respondents find it easiest to access metadata for Public Finance Statistics (mean = 3.6), Monetary and Financial Statistics (3.5), Health Statistics (3.5), and Environmental Statistics (3.5). This suggests relatively well-documented methodologies and supporting information for these data domains.

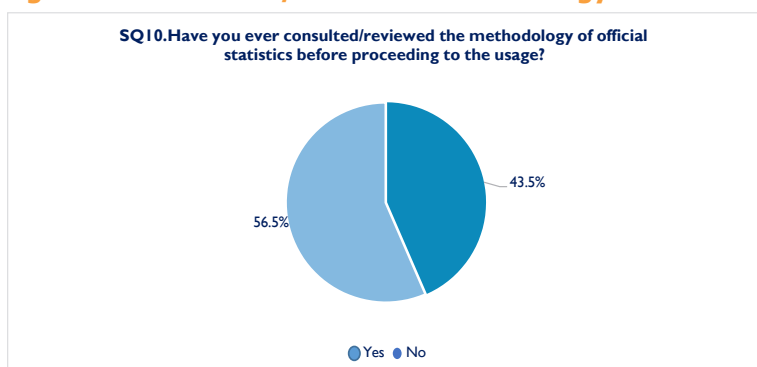
In contrast, metadata for Crime/Judicial Statistics (2.3) and Cartographic/GIS Data (2.9) is perceived as difficult to obtain, highlighting limited transparency or accessibility. Sectors such as Business (3.4), Population (3.4), and Agriculture and Fishing Statistics (3.2) reflect moderate ease of access, while Labor, Demographic, and Education Statistics hover around 3.0-3.2, indicating some challenges but not significant barriers. Overall, respondents demonstrate greater comfort accessing metadata in economic and social domains than in justice or geospatial sectors, which remain data-scarce and less standardized.

Table 13: Different statistics and their metadata accessibility

	Statistical Domain	Mean Score	Interpretation
1	Public Finance Statistics	3.6	Most accessible metadata
2	Monetary & Financial Statistics (e.g., BOP)	3.5	Very easy access
3	Health Statistics	3.5	Very easy access
4	Environment Statistics	3.5	Very easy access
5	Business Statistics	3.4	Moderately easy
6	Population Statistics	3.4	Moderately easy
7	National Accounts (GDP)	3.3	Moderately easy
8	Price Statistics	3.3	Moderately easy
9	Agriculture and Fishing Statistics	3.2	Somewhat easy
10	Labor Statistics	3.2	Somewhat easy
11	Education Statistics	3.1	Moderate access
12	External Trade Statistics	3.0	Average ease
13	Demographic Statistics	3.0	Average ease
14	Cartographic/GIS Data	2.9	Difficult access
15	Crime/Judicial Statistics	2.3	Most difficult access

The results reveal that a majority of users (56.5%) rely on official statistics without first reviewing the underlying methodology, while 43.5% undertake methodological review before use. This pattern suggests that data usage is primarily driven by accessibility and practical needs rather than technical validation, implying that many institutions may prioritize timeliness and usability over methodological rigor. Consequently, the findings point to a utilization-oriented culture, where official statistics are trusted and applied directly, reflecting both confidence in SSNBS outputs and limited institutional emphasis on methodological assessment.

Figure 18: Consulted/Reviewed Methodology before Usage



User Satisfaction Survey (2025) Report

The qualitative data further reveals that users of official statistics carefully consider the methodological rigor before relying on the data for decision-making. Respondents indicated that they review aspects such as sample size, data collection processes, frequency of updates, and the credibility of sources. When the methodology is unclear or the data appears unreliable, they take additional steps to verify the information, such as cross-checking with other credible sources. If, after verification, the data still seems inaccurate or inadequate, respondents refrain from using it to inform decisions, highlighting a cautious and evidence-based approach to utilizing official statistics. This practice reflects an emphasis on data quality and reliability as critical prerequisites for informed decision-making across sectors.

Yes, I always review the methodology before relying on official statistics. I look at factors such as the sample size, data collection process, frequency of updates, and sources used. If I find the methodology unclear or the data unreliable, I cross-check with other credible sources before making any decisions. If the information still seems inaccurate, I avoid using it to guide business actions. - **KII Respondent (Private Sector- Business Community)**

“Yes, I sometimes verify SNBS data with other sources, such as reports from international organizations like the UN, World Bank, or UNICEF. I do this to ensure the data is accurate, up-to-date, and reliable for my research and academic assignments.” - **KII Respondent (General Public)**

4.8. Data User's Overall Satisfaction with SNBS

Overall, user satisfaction with the Somali National Bureau of Statistics (SNBS) products and services appears moderate to high, with mean scores ranging between 3.0 and 3.4. The highest satisfaction was recorded for services after data acquisition (3.4) and first-time use experience (3.3), where nearly half of respondents (47.8%) expressed satisfaction. This suggests that users appreciate post-access support and the usability of SNBS services.

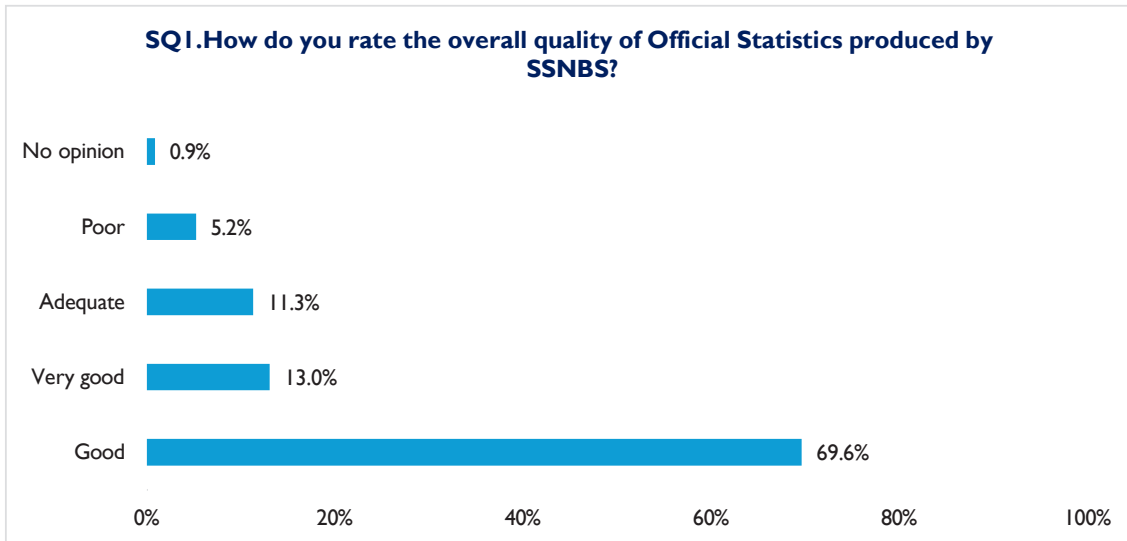
Similarly, processes in accessing statistics (40.9% satisfied) and the duration between request and delivery (42.6% satisfied) scored reasonably well, indicating that access mechanisms and responsiveness meet user expectations to a fair degree. However, relatively lower satisfaction was observed in the quality of analysis and interpretation (3.0) and the ease of reading and understanding products (3.1). This implies that while data is accessible, users may find analytical clarity and interpretation insufficient.

Table 14: Satisfaction with Aspect of Statistical Services

Aspect of Statistical Services	Not Satisfied (%)	Slightly Satisfied (%)	Moderately Satisfied (%)	Satisfied (%)	Highly Satisfied (%)	Mean Score
Processes in accessing official statistics	0.9	27.8	27.8	40.9	2.6	3.2
Duration between request and availability	3.5	20.9	27.0	42.6	4.4	3.2
Level of detail of information provided	3.5	24.4	27.0	35.7	9.6	3.2
Product easy to read and understand	5.2	24.4	27.0	39.1	5.2	3.1
Quality of analysis/interpretation	5.2	32.2	22.6	35.7	4.4	3.0
Usefulness of product/service	2.6	27.8	31.3	33.9	3.5	3.1
First-time use experience	1.7	16.5	32.2	47.8	1.7	3.3
Services after data acquisition	3.5	14.8	25.2	45.2	9.6	3.4

Findings indicate a strongly positive perception of the overall quality of official statistics produced by SSNBS. A majority of respondents (69.6%) rated the statistics as good, while an additional 13.0% considered them very good, bringing total positive ratings to over 82%. Only a small fraction (5.2%) viewed the quality as poor, and 11.3% found it merely adequate. With an average score of 3.9, these results suggest that most users view SSNBS data as reliable, credible, and of improving quality, reflecting growing confidence in the institution's statistical production processes and adherence to quality standards.

Figure 19: Overall quality of Official Statistics Produced



Satisfaction with statistical products

The satisfaction data indicates moderate to high approval of official statistics provided by SNBS, though responses cluster around neutrality. The majority of respondents expressed neutral or satisfied views across all indicators, showing a generally positive but cautious perception of data quality. Specifically, relevance (56.5%) and accuracy (49.6%) received the highest satisfaction levels, suggesting users view the statistics as largely fit for purpose and factually dependable. Reliability follows closely, with 53.9% of respondents either satisfied or very satisfied, showing trust in the consistency of SNBS outputs. However, accessibility shows slightly weaker satisfaction at 40.9%, with 53% remaining neutral, implying that while data may be reliable, barriers such as platform usability or dissemination channels may limit ease of access. Timeliness is the weakest area, with only 39.1% satisfied and 51.3% neutral, highlighting persistent delays in data release or updates.

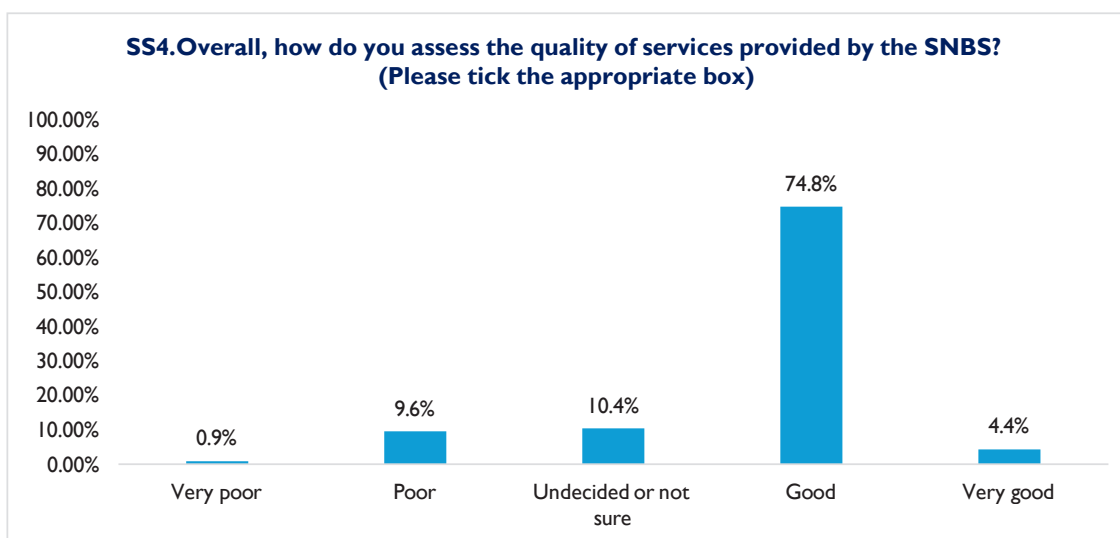
Table 15: Quality Dimensions

Dimension	Aspect	Percentage (n=115)	Mean Score
Accuracy	Very Dissatisfied	0.9	3 . 5
	Dissatisfied	0.0	
	Neutral	49.6	
	Satisfied	48.7	
	Very Satisfied	0.9	
Reliability	Very Dissatisfied	0.0	3 . 5
	Dissatisfied	5.2	
	Neutral	40.9	
	Satisfied	47.8	
	Very Satisfied	6.1	
Accessibility	Very Dissatisfied	0.9	3 . 4
	Dissatisfied	5.2	
	Neutral	53.0	
	Satisfied	33.9	
	Very Satisfied	7.0	
Relevance	Very Dissatisfied	0.0	3 . 6
	Dissatisfied	4.4	
	Neutral	39.1	
	Satisfied	51.3	
	Very Satisfied	5.2	
Timeliness	Very Dissatisfied	2.6	3 . 3
	Dissatisfied	7.0	
	Neutral	51.3	
	Satisfied	38.3	
	Very Satisfied	0.9	

Satisfaction with quality of Services

When asked to evaluate the overall quality of services provided by the SNBS, the majority of respondents expressed positive perceptions. A significant 74.8% rated the services as good, while 4.4% considered them very good, indicating that nearly four in five respondents hold a favorable view of SNBS's service delivery. Meanwhile, 9.6% of respondents rated the services as poor, and a minimal 0.9% as very poor, reflecting limited dissatisfaction among users. About 10.4% remained undecided or unsure, suggesting that some respondents may have had limited interaction or insufficient information to form a clear opinion. The overall mean satisfaction score of 3.7 (on a scale of 1 to 5) further confirms a generally high level of satisfaction with SNBS services.

Figure 20: Quality of services



Satisfaction with Methods for Disseminating Statistical Products

The accessibility of data received the strongest approval, with 56.5% of respondents satisfied or very satisfied and no reported dissatisfaction. This indicates that users find SNBS dissemination tools such as websites and reports largely user-friendly and accessible. The relevance of dissemination channels recorded 39.1% satisfaction and a high neutral response (56.5%), suggesting that while the existing platforms are functional, they may not fully align with users preferred or most effective communication channels.

The timeliness of updates remains moderate, with 46.1% satisfied or very satisfied and 8.7% dissatisfied, reflecting that data updates and releases are perceived as somewhat delayed or irregular.

Table 16: Satisfaction with Methods for Disseminating Statistical Products

Dimension	Aspect	Percentage (n=115)	Mean Score
Accessibility of data	Very Dissatisfied	0.0	3.6
	Dissatisfied	0.0	
	Neutral	43.5	
	Satisfied	49.6	
	Very Satisfied	7.0	
Relevance of dissemination channels	Very Dissatisfied	0.0	3.4
	Dissatisfied	4.4	
	Neutral	56.5	
	Satisfied	35.7	
	Very Satisfied	3.5	
Timeliness of updates	Very Dissatisfied	0.9	3.4
	Dissatisfied	7.8	
	Neutral	45.2	
	Satisfied	39.1	
	Very Satisfied	7.0	

Disaggregation

The highest satisfaction is observed for Public Finance Statistics (3.5) and Business Statistics (3.4), where respondents appreciated the detailed breakdown and usability of data for planning and analysis. Similarly, National Accounts (3.2) and Price Statistics (3.2) also performed well, reflecting strong confidence in macroeconomic data coverage. In contrast, Monetary and Financial Statistics (2.8), Labor Statistics (2.8), and Health Statistics (2.8) recorded relatively lower satisfaction levels, pointing to gaps in sectoral disaggregation or user accessibility.

Table 17: Satisfaction by Type of Statistics

Type of Statistics	Not Satisfied (%)	Slightly Satisfied (%)	Moderately Satisfied (%)	Satisfied (%)	Highly Satisfied (%)	Mean Score
a. National Accounts (GDP)	2.7	35.1	10.8	37.8	13.5	3.2
b. Price Statistics	–	30.0	20.0	50.0	–	3.2
c. Public Finance Statistics	–	12.5	37.5	37.5	12.5	3.5
d. Monetary & Financial Statistics	–	40.0	40.0	20.0	–	2.8
e. Business Statistics	–	20.6	26.5	41.2	8.8	3.4
f. Labor Statistics	10.0	30.0	30.0	30.0	–	2.8
g. External Trade Statistics	–	16.7	83.3	–	–	2.8
h. Demographic Statistics	–	25.0	50.0	25.0	–	3.0
i. Health Statistics	10.0	20.0	50.0	20.0	–	2.8
j. Education Statistics	4.0	28.0	24.0	40.0	4.0	3.1
k. Crime/Judicial Statistics	20.0	20.0	20.0	40.0	0.0	2.8
l. Environment Statistics	–	25.0	41.7	25.0	8.3	3.2
m. Agriculture & Fishing Statistics	–	–	100.0	–	–	3.0
n. Cartographic / GIS Data	–	36.4	27.3	27.3	9.1	3.1
o. Population Statistics	–	30.8	38.5	30.8	–	3.0

Satisfaction by Quality Dimensions

Across all quality dimensions, users expressed moderate-to-high satisfaction (mean=3.5). The most consistent strengths were found in core economic and demographic datasets, while sectoral and thematic domains particularly Gender, Energy, and Food Security require targeted improvements in clarity, coverage, and accessibility.

Relevance of Statistical Products: Across all domains, satisfaction with relevance was high, averaging between 3.4 and 3.6. The Labor, Food Security, and Leading Economic Indicators domains received the highest mean scores (3.6), showing strong alignment with users' needs. In contrast, Gender and Energy & Infrastructure statistics had slightly lower satisfaction (3.4), suggesting that users perceive limited applicability or timeliness in these areas.

Table 18: Relevance of Statistical Products

Statistical Domain	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean
Population & Housing Census	0.9%	0.9%	47.8%	50.4%	0.0%	3.5
Migration & Tourism	1.7%	4.4%	42.6%	47.8%	3.5%	3.5
Gender Statistics	0.9%	13.0%	32.2%	48.7%	5.2%	3.4
Civil Registration & Vital Stats	0.9%	5.2%	37.4%	52.2%	4.4%	3.5
Labor Statistics	0.9%	5.2%	34.8%	48.7%	10.4%	3.6
National Accounts, CPI & Inflation	0.9%	4.4%	39.1%	51.3%	4.4%	3.5
Leading Economic Indicators	0.9%	4.4%	33.0%	53.9%	7.8%	3.6
Trade Statistics	0.9%	8.7%	33.0%	50.4%	7.0%	3.5
Environmental & Climate Statistics	1.7%	2.6%	40.0%	50.4%	5.2%	3.5
Food Security & Nutrition	0.9%	4.4%	40.9%	44.4%	9.6%	3.6

Clarity of Statistical Products: The clarity of SNBS outputs is generally positive, with mean ratings of 3.5-3.6 across most domains. Respondents rated Population & Housing, Civil Registration, and Price Indices as particularly clear. However, domains such as Gender and Food Security Statistics had relatively lower clarity scores (3.4), possibly due to insufficient explanatory notes or metadata accompanying the datasets.

Table 19: Clarity of Statistical Products

Statistical Domain	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean
Population & Housing Census	0.9%	4.4%	33.0%	57.4%	4.4%	3.6
Migration & Tourism	3.5%	6.1%	39.1%	44.4%	7.0%	3.5
Gender Statistics	2.6%	12.2%	30.4%	51.3%	3.5%	3.4
Civil Registration & Vital Stats	0.9%	5.2%	33.0%	54.8%	6.1%	3.6
Producer Price Indices	1.7%	1.7%	38.3%	53.0%	5.2%	3.6
Industry Statistics	1.7%	5.2%	34.8%	51.3%	7.0%	3.6
Environmental & Climate Statistics	1.7%	3.5%	41.7%	41.7%	11.3%	3.6
Water & Natural Resources	0.9%	3.5%	38.3%	47.8%	9.6%	3.6
Energy & Infrastructure	0.9%	2.6%	46.1%	43.5%	7.0%	3.5
Food Security & Nutrition	1.7%	4.4%	46.1%	43.5%	4.4%	3.4

Comprehensiveness of Statistical Coverage: Respondents rated comprehensiveness positively, averaging 3.5-3.6 across domains. The National Accounts and Producer Price Indices datasets were viewed as most comprehensive. Lower ratings for Industry and Food Security Statistics (3.4-3.5) indicate perceived data gaps or limited disaggregation (e.g., by region or gender).

Table 20: Comprehensiveness of Statistical Coverage

Statistical Domain	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean
Population & Housing Census	0.9%	3.5%	35.7%	55.7%	4.4%	3.6
National Accounts, CPI & Inflation	2.6%	4.4%	33.0%	54.8%	5.2%	3.6
Producer Price Indices	1.7%	7.0%	28.7%	58.3%	4.4%	3.6
Trade Statistics	0.9%	4.4%	39.1%	48.7%	7.0%	3.6
Environmental & Climate Statistics	0.9%	4.4%	40.9%	43.5%	10.4%	3.6
Labor & Vital Statistics	0.9%	4.4%	39.1%	52.2%	3.5%	3.5
Agriculture & Food Security	1.7%	3.5%	45.2%	45.2%	4.4%	3.5
Industry Statistics	1.7%	6.1%	46.1%	39.1%	7.0%	3.4

Usability of Statistical Products: The usability dimension showed greater variability. While domains such as labor, Trade, and Producer Price Indices achieved high usability (mean = 3.6), others like Energy & Infrastructure (3.3) and Population Census (3.4) lagged behind. Respondents cited challenges in data accessibility and manipulation, indicating the need for enhanced digital tools and user interfaces.

Table 21: Usability of Statistical Products

Statistical Domain	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Mean
Population & Housing Census	3.5%	7.8%	40.0%	43.5%	5.2%	3.4
labor Statistics	1.7%	3.5%	37.4%	46.1%	11.3%	3.6
Producer Price Indices	0.9%	5.2%	32.2%	53.9%	7.8%	3.6
Leading Economic Indicators	0.9%	5.2%	37.4%	49.6%	7.0%	3.6
Trade Statistics	1.7%	4.4%	39.1%	45.2%	9.6%	3.6
Agriculture Statistics	0.9%	5.2%	40.0%	45.2%	8.7%	3.6
Energy & Infrastructure	0.9%	7.0%	54.8%	34.8%	2.6%	3.3

Trust in Quality

The majority of the respondents were at 83.48%. leaned towards a tendency of trusting SNBS statistics revealing high confidence in the statistical services offered by them. Approximately over 15% reported little to no trust.

Table 22: Level of Trust Frequency (%)

Level of Trust	Frequency (%)
Trust them greatly	22.6
Tend to trust them	60.9
Tend not to trust them	14.8
Distrust them greatly	0.9
Don't know	0.9

The qualitative data suggests a cautiously growing trust in official statistics produced by SNBS and other government MDAs. Media respondents noted that improvements in data transparency, methodology, and accessibility over the past few years have increased confidence in using these statistics for editorial planning and public reporting. Despite these gains, there is an emphasis on the need for continued dialogue and verification, particularly in areas with limited data coverage or where field realities may differ. Trust is therefore described as being built on consistency, openness, and collaboration between data producers and users.

The official statistics produced by SNBS and other government MDAs. Over the past few years, we've seen improvements in data transparency, methodology and accessibility, which have increased our confidence in using these statistics for editorial planning and public reporting. However, we still encourage continued dialogue and verification, especially in areas where data coverage is limited or where field realities may differ. Trust is growing, but it's built on consistency, openness, and collaboration between data producers and media stakeholders. - **KII Respondent (Media)**

To improve the perceived trustworthiness of official statistics in Somalia, I recommend that SNBS clearly explain how data is collected, release updates regularly, involve independent reviewers like universities and NGOs for validation, engage with users such as media and researchers through consultations, and present data in simple, accessible formats using visuals and summaries. These steps would help build public confidence and allow media organizations like ours to rely on official data with greater clarity and credibility. - **KII respondent (Local NGO)**

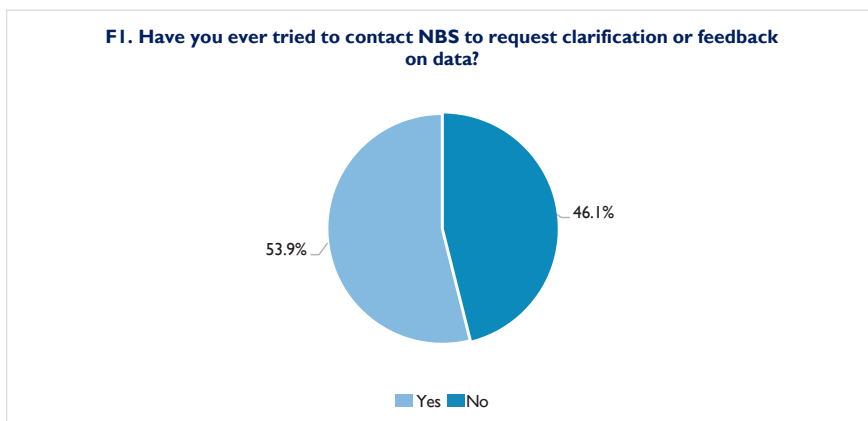
The statistics are generally reliable and follow established methodologies, but sometimes data is delayed, incomplete, or lacks local-level detail, so we do not fully rely on it without cross-checking with other sources. - **KII respondent (Local NGO)**

4.9. Data User Perspective on Statistical Services

Request for clarification or feedback on data

When asked whether respondents had ever tried to contact the Somali National Bureau of Statistics (SNBS) to request clarification or feedback on data, 46.1% indicated that they had reached out to the institution, while a slightly higher proportion, 53.9%, stated that they had not. This indicates that nearly half of the respondents have taken the initiative to seek clarification or engage with SNBS regarding data-related issues, suggesting a moderate level of user engagement and interest in data accuracy or interpretation.

Figure 21: Contact with SNBS



User Satisfaction Survey (2025) Report

Specifically, 49.1% reported being satisfied, while 7.6% were highly satisfied. A combined 56.6% thus held a positive view of SNBS's responsiveness to user inquiries. On the other hand, 15.1% were moderately satisfied, 24.5% were slightly satisfied, and 3.8% were not satisfied.

Table 23: Satisfaction level with Responsiveness

Satisfaction level	Percentage (n=53)
Not satisfied	3.8
slightly satisfied	24.5
moderately satisfied	15.1
Satisfied	49.1
highly satisfied	7.6

Training or Guidance Using Official Statistics

Figure 22: Received training or guidance on using official statistics



The results indicate that 39.1% of respondents reported that their organizations had received training or guidance on how to use official statistics, while a majority (60.9%) stated that they had not received such support. A large majority of respondents (69.6%) expressed willingness to participate in future capacity-building initiatives organized by SNBS. Meanwhile, 27% indicated no interest, and a small proportion (3.5%) were undecided.

Figure 23: Willingness to participate in future capacity-building initiatives



The qualitative data highlights recommendations for improving the quality of services provided by SNBS. Respondents suggested holding regular consultation meetings with the business community to better understand their needs and priorities. Strengthening collaboration between SNBS and key private sector actors, such as hotels, was recommended to streamline processes and address sector-specific challenges more effectively. Additionally, investing in capacity-building programs for SNBS staff was emphasized as a means to ensure more professional, efficient, and responsive service delivery to the private sector. Collectively, these measures are seen as critical for enhancing the relevance, usability, and responsiveness of official statistics for business and economic decision-making.

To improve the quality of services provided by the NBS, we recommend holding regular consultation meetings with the business community to better understand our needs. Enhancing collaboration between NBS and hotels can help streamline processes and address challenges more effectively. Additionally, investing in capacity-building programs for NBS staff will ensure more professional, efficient, and responsive service delivery to the private sector. – **KII Respondent (Private Sector- Business Community)**

Users Perception on SNBS Strengths

The most frequently cited strength of SNBS is its reliability and credibility (24.4%), with respondents emphasizing that its data are official, accurate, and trustworthy for policymaking, research, and business decisions. This is followed closely by support for evidence-based decision-making (19.1%), demonstrating users’ appreciation for SNBS data as a foundation for planning and performance monitoring. Many respondents also value SNBS’s broad sectoral coverage (15.7%), noting that data span key areas such as population, education, health, and the economy. The presence of professional expertise, quality control, and methodological rigor reinforces perceptions of SNBS as a competent, technically sound institution.

Table 24: Users Perception on SNBS Strengths

Theme	Frequency (n=115)	Percentage
1. Reliability and Credibility of Data	28	24.4
2. Support for Decision-Making / Evidence-Based Planning	22	19.1
3. Wide Sectoral Coverage	18	15.7
4. Professional Expertise and Institutional Capacity	10	8.7
5. Quality Assurance and Methodological Rigor	9	7.8
6. Accessibility, Timeliness, and Dissemination	8	7.0
7. Capacity Building and Collaboration	7	7.0
8. Transparency and Accountability	5	4.4
9. Contribution to National Development and Awareness	4	3.5
10. No Comment / Negative or Neutral	4	3.5

The most frequently mentioned challenge is data quality, accuracy, and consistency (20.8%). Respondents highlighted instances of incomplete or outdated information, methodological weaknesses, and discrepancies between data sources. Closely following is timeliness (16.7%), where delays in survey releases and outdated statistics were cited as a major barrier to data usefulness.

Table 25: Frequent Challenges

Theme	Frequency	Percentage
1. Data Quality, Accuracy, and Consistency Issues	25	20.8
2. Timeliness and Frequency of Data Releases	20	16.7
3. Accessibility and Usability of Data	18	15.0
4. Limited Coverage / Data Gaps	14	11.7
5. Capacity Constraints (Staff and Users)	13	10.8
6. Low Awareness and Communication	10	8.3
7. Insufficient Funding and Resources	6	5.0
8. Coordination and Institutional Gaps	5	4.2
9. Lack of Disaggregation / Gender and Regional Gaps	4	3.3
10. No Challenge / Positive or Neutral	5	4.2

Comparative findings of Strengths versus Challenges

Dimension	Strengths Identified (SRU3)	Challenges Identified (SRU4)	Interpretation / Gap Analysis
Data Quality and Reliability	Frequently praised for <i>accurate, reliable, and trustworthy</i> data; seen as credible compared to other sources.	Concerns over <i>inconsistency, incomplete data, and lack of validation</i> in some datasets.	Stakeholders recognize progress in reliability but stress need for improved <i>quality control and data verification systems</i> .
Relevance and Coverage of Topics	Users appreciate the <i>breadth</i> of data topics (economic, demographic, social) and efforts to expand coverage.	Noted <i>data gaps</i> in certain regions and sectors, especially <i>rural/insecure areas and gender-disaggregated data</i> .	Strength lies in thematic diversity, but coverage and inclusivity remain uneven.
Professionalism and Institutional Credibility	NBS viewed as <i>professional, technically capable, and improving over time</i> .	Reports of <i>capacity gaps</i> limited staff skills, need for training, and insufficient resources.	Institutional credibility is high, but human resource and technical capacity need reinforcement.
Accessibility and Dissemination	Publications and reports widely recognized and referenced; official website and social media noted as information sources.	Users face <i>difficulty accessing raw data, limited data formats, poor user-friendliness, and language barriers</i> .	Awareness exists, but accessibility must shift from PDFs to <i>open, user-friendly, machine-readable platforms</i> .
Timeliness and Regularity	Some respondents appreciate <i>scheduled releases and consistency</i> of major surveys.	Others cite <i>delays and outdated statistics</i> , especially in fast-changing sectors.	Mixed perception NBS meets planned timelines for flagship surveys but lags on continuous, real-time updates.
Coordination and Partnerships	Stakeholders mention <i>collaboration, with ministries and international partners</i> as a positive trend.	Weak <i>institutional coordination and data overlaps</i> between agencies highlighted.	Coordination mechanisms exist but require clearer leadership, data-sharing protocols, and role definitions.
Communication and Awareness	Some users noted improvement in <i>visibility and media presence</i> .	Low <i>user awareness</i> and weak <i>feedback loops</i> persist; limited outreach to non-technical users.	<i>Awareness efforts</i> are improving but remain <i>supply-driven</i> rather than <i>user-driven</i> .
Capacity Building and Responsiveness	Users value NBS training workshops and responsiveness to feedback.	<i>Demand for more frequent training, user-oriented support, and specialized capacity-building programs</i> .	Users welcome NBS engagement but desire <i>regular, sector-specific training and follow-up support</i> .

Users' suggestions on how to improve statistical products and services

The analysis of user comments and suggestions revealed eleven key themes, with the most prominent being the need to improve data timeliness and regular updates (16.5%), followed by enhancing data accessibility and usability (14.8%) and improving data quality, reliability, and disaggregation (13.9%). Respondents emphasized that delays in releasing statistics, limited user-friendly platforms, and inconsistencies in data undermine effective decision-making. Other notable themes included capacity building and training (11.3%), strengthening communication and engagement with users (10.4%), and broadening data coverage and thematic scope (8.7%), reflecting a strong demand for more inclusive and responsive statistical services. Additionally, participants called for improved collaboration with stakeholders (7.8%), investment in ICT infrastructure and digitalization (5.2%), and efforts to promote public awareness and use of statistics (4.3%). Institutional strengthening and staff motivation (3.9%) and linking data with policy and research (3.0%) were also highlighted as areas needing attention. Overall, the findings underscore users' desire for timely, accessible, and high-quality data, alongside stronger engagement, coordination, and capacity development to enhance the relevance and impact of SNBS outputs.

Table 26: Users' suggestions

Theme Code	Frequency (%)
1. Improve Data Timeliness and Regular Updates	16.5
2. Enhance Data Accessibility and Usability	14.8
3. Improve Data Quality, Reliability, and Disaggregation	13.9
4. Capacity Building and Training	11.3
5. Strengthen Communication and Engagement with Users	10.4
6. Broaden Data Coverage and Thematic Scope	8.7
7. Collaboration and Coordination with Stakeholders	7.8
8. Improve ICT Infrastructure and Digitalization	5.2
9. Promote Awareness and Use of Statistics	4.3
10. Institutional Strengthening and Staff Motivation	3.9
11. Policy and Research Linkages	3.0

4.10. Data User Perspective of SNBS Website/Portal

Overall, users rated the SNBS website favorably, with average scores ranging between 3.6 and 3.8, reflecting good levels of satisfaction with visual appeal, ease of use, content relevance, and accessibility. A large majority of respondents (72.2%) agreed that the website is visually appealing, with only a small proportion disagreeing (9.7%) or strongly disagreeing (4.2%). Ease of use and accessibility received the highest satisfaction, with 70.8% agreeing and 11.1% strongly agreeing that the website is easy to navigate and access information. Only 6.9% expressed disagreement, while 11.1% were undecided, yielding an average score of 3.8. Regarding content currency, 54.2% agreed and 18.1% strongly agreed that the website contains up-to-date information, while 19.5% either disagreed or strongly disagreed. A smaller group (8.3%) was undecided. The average score of 3.7 reflects that most users perceive the website's information as current, though some see room for improvement.

In terms of ease of finding information, 65.3% agreed and 13.9% strongly agreed that they can usually find the information they need. Only 12.5% disagreed, while 8.3% remained unsure. The average score of 3.8 highlights a strong positive perception of information accessibility.

Table 27: Perception on SNBS Website

Website Evaluation Item	Strongly Disagree	Disagree	Undecided/Not Sure	Agree	Strongly Agree	Mean Score
Website is visually appealing	4.2	9.7	9.7	72.2	4.2	3.6
Website is easy to use and to access information	1.4	5.6	11.1	70.8	11.1	3.8
Website contains up-to-date information	4.4	15.3	8.3	54.2	18.1	3.7
You can usually find the information you want	5.6	7.0	8.3	65.3	13.9	3.8

Access to website

The data shows that a majority of respondents (62.6%) accessed the SNBS website within the past 12 months, while 37.4% did not. This indicates a relatively strong level of user engagement with the institution’s online platform, though over one-third of respondents remain inactive. The findings suggest that while the SNBS website serves as a key access point for official statistics, there is still potential to enhance outreach and awareness to increase usage among less-engaged stakeholders.

Satisfaction with website

The evaluation of the SNBS website demonstrates generally positive user perceptions across all assessed aspects. A majority of respondents agreed that the website is visually appealing (72.2%), easy to use and access information (70.8%), and contains up-to-date content (54.2%). Similarly, 65.3% indicated that they can usually find the information they need. Mean scores ranged between 3.6 and 3.8, reflecting overall satisfaction and functional adequacy. However, a small proportion of users expressed disagreement particularly regarding the website’s timeliness (15.3%) and visual appeal (9.7%) suggesting that periodic updates and design enhancements could further strengthen user experience and alignment with international data dissemination standards.

Ease of navigation

The results indicate that most respondents find navigating the NBS website moderately easy. A combined 73.6% rated the site as “somewhat easy,” “easy,” or “very easy,” with 38.9% selecting “somewhat easy” and 29.2% “easy.” However, 26.4% experienced some level of difficulty, including 9.7% who found it “very difficult.” The mean score of 3 reflects an overall neutral-to- positive user experience, suggesting that while navigation is generally manageable, there remains room for improvement in website organization and accessibility to ensure a more seamless and user-friendly interface.

The qualitative data highlights challenges in accessing official statistics from SNBS. While the website is functional, users reported difficulties with navigation, clarity, and timely updates, which can hinder efficient use of the data. These findings suggest a need for improved website functionality, clearer guidance, and more consistent communication to enhance the accessibility and usability of official statistics for all stakeholders.

User Satisfaction Survey (2025) Report

As students, we often find the SNBS website confusing, so it takes time to find the statistics we need. Some data don't have clear explanations, which makes it hard to understand. We also don't really know how to use official requests or subscriptions. Sometimes the information is spread across different pages, and we don't always know when new statistics are released. – **FGD Respondent (Academia- Student)**

"...the site is functional but needs improvement in speed, navigation and regular updates." – **KII Respondent (International NGO)**

4.11. Customer Satisfaction Index (CSI)

The Customer Satisfaction Index (CSI) provides a quantitative measure of the overall satisfaction of users with the services of the Somali National Bureau of Statistics (SNBS). It consolidates user perceptions across multiple service dimensions namely reliability, accuracy, timeliness, accessibility, and comparability to offer an aggregate view of institutional performance and user confidence. In computing the Customer Satisfaction Index (CSI), it was first essential to determine the relative importance users place on the five key quality dimensions of official statistics accuracy, reliability, timeliness of release, relevance, and accessibility. This step ensured that the CSI reflects not only users' satisfaction levels but also the weight each parameter carries in shaping their overall perception of data quality.

The CSI was computed by averaging the satisfaction scores across the five key performance dimensions assessed in the User Satisfaction Survey (USS 2025). Each dimension was rated by respondents on a Likert scale ranging from 1 (Very Dissatisfied) to 5 (Very Satisfied), and the percentage satisfaction levels were derived from the frequency of positive responses (i.e., ratings of "Satisfied" or "Very Satisfied").

Table 28: Customer Satisfaction Index

Dimension	Customer Satisfaction Score (CSAT)	CSI
Reliability	3.5	$\frac{3.46 \times 100}{5} = 69.2\%$
Accuracy	3.5	
Timeliness	3.4	
Accessibility	3.3	
Relevance	3.6	

The computed CSI signifies (69.2%) indicates a moderate to high satisfaction level. This suggests that users are generally satisfied with the quality and usefulness of SNBS official statistics, though there is still room for improvement, particularly in timeliness and accessibility, which scored slightly below the other dimensions.

4.12. Comparative Analysis of User Perceptions (2021 vs. 2025)

A comparative statistical analysis was undertaken to assess changes in user perceptions of official statistics across the two survey periods. The comparison employed independent sample mean difference testing using the Welch t-test, given the two survey waves differ in sample size. This method was selected because the two survey waves differ in both sample size and variance, and the Welch procedure provides a more reliable estimate of statistical significance under these conditions. The test compares mean scores across the two survey periods for each indicator, allowing the study to determine whether observed differences represent meaningful shifts in user perceptions rather than random variation. All tests were two-tailed with a 95% confidence threshold ($p < 0.05$).

Overall, the results indicate a mixed pattern of progress, with areas of improvement alongside areas requiring further strengthening. Respondents in Wave 2 reported higher scores on overall quality of official statistics, with statistically significant improvement in several thematic areas including Public Finance, Business Statistics, Environment Statistics, and Cartographic/GIS data. These findings suggest a growing recognition of the SSNBS's technical outputs.

Across thematic domains (National Accounts, Prices, Demographics, Health, Education, Trade, Agriculture, Business), improvements were observed in several areas, but many did not reach statistical significance. These non-significant results should not be interpreted as negative; rather, they indicate that user perceptions remained broadly stable between the two waves. Taken together, the findings highlight important achievements in selected data domains, while also pointing to the need for continued strengthening of trust, communication, and user engagement.

Table 29: Comparative Analysis

Theme / Indicator	Wave 1 Mean	Wave 2 Mean	Mean Difference	p-value
Overall Quality				
SQI. Overall quality of official statistics	2.75	3.93	+1.18	–
Quality of Thematic Statistical Domains				
National Accounts (GDP)	2.73	3.00	+0.27	0.054
Price Statistics	2.60	2.90	+0.30	0.288
Public Finance	2.70	3.25	+0.55	0.046
Monetary & Financial Statistics	2.62	2.60	–0.02	0.954
Business Statistics	2.57	2.91	+0.34	0.033
Labor Statistics	2.56	2.50	–0.06	0.853
External Trade	2.53	2.33	–0.19	0.580
Demographic Statistics	2.59	2.83	+0.24	0.355
Health Statistics	2.56	2.90	+0.34	0.256
Education Statistics	2.66	2.85	+0.19	0.274
Crime/Judicial	2.26	2.60	+0.34	0.452
Environment	2.32	2.85	+0.52	0.042
Agriculture & Fishing	2.44	2.80	+0.36	0.381
Cartographic / GIS	2.37	2.91	+0.54	0.050
Use of Statistics & Trust				
Trust in SSNBS statistics	0.69	0.84	+0.14	0.010
Reliability of statistics	4.37	3.67	–0.70	–
Ease of Access & Frequency of Use				
Frequency of accessing statistics	4.37	3.35	–1.02	–
Ease of accessing statistics	2.60	2.37	–0.23	0.029
Website Assessment				
SNBS website accessed in last 12 months	0.58	0.64	+0.05	0.423
Website visually appealing	3.94	3.67	–0.27	0.078
Website easy to use	3.88	3.87	–0.01	0.958
Website up-to-date	3.77	3.69	–0.07	0.694
Easy to find needed information	3.72	3.77	+0.05	0.757

CHAPTER 5: Conclusion & Recommendations

5.1. Conclusion

The findings of the User Satisfaction Survey (USS 2025) reveal an overall moderate to high level of satisfaction among users of official statistics produced by the Somali National Bureau of Statistics (SNBS). Most respondents rated the quality of official statistics positively (82%), with reliability (84%), accuracy (70%), and timeliness (73%) emerging as the strongest dimensions. The average satisfaction score of 3.9/5 underscores an improving level of confidence in SNBS's capacity to produce credible, methodologically sound, and policy-relevant data. A further 85% of respondents viewed Somali statistics as comparable to or better than international datasets, confirming user confidence in SNBS's adherence to recognized standards and harmonization efforts.

Trust in official statistics is also on the rise, with 83% of users expressing trust in SNBS data and services. Respondents praised the Bureau's growing professionalism, broad sectoral coverage, and the increasing visibility of its statistical products. These positive perceptions are reinforced by strong institutional credibility and improvements in dissemination tools, notably the SNBS website and social media channels, which now serve as the main access points for 68% of users.

However, the results also expose persistent institutional and systemic challenges. Key limitations include high data access costs (42.6%), limited data-sharing platforms (40%), and uneven dissemination practices, which continue to constrain the equitable use of statistics. Although over half of users (53%) are aware of the SNBS release calendar, delays in publication and inconsistent update frequencies remain barriers to data reliability and timely utilization. Similarly, users cited gaps in disaggregated data particularly along gender, youth, and regional lines and the absence of granular data on informal employment, higher education, and private sector performance.

While satisfaction with the quality, coherence, and usability of SNBS data is generally high, the translation of statistics into practical decision-making remains limited. Only 32% of respondents reported that SNBS data informed their institutional policies or decisions in the past year, indicating a critical gap between data production and applied use. Users in academia and the private sector continue to rely on SNBS statistics for research and market analysis, yet there is still low uptake among policymakers and planners, primarily due to accessibility barriers and limited analytical capacity.

Moreover, while 66% of respondents expressed interest in receiving regular SNBS updates and 59% participated in meetings or consultations, qualitative feedback reveals that such engagements often lack two-way communication and remain overly technical. Participants called for more interactive, user-driven consultations and capacity-building opportunities to enhance statistical literacy and strengthen data interpretation skills.

The results point to a sound foundation in data accessibility but highlight the need for diversification of dissemination platforms and more consistent updates to enhance engagement and responsiveness to user needs.

Overall, the results demonstrate that while access to metadata is generally improving, it remains uneven across statistical domains. Thus, strengthening standardized metadata documentation, user-oriented online platforms, and inter-agency coordination would enhance data transparency and usability in line with UN and World Bank standards on open data governance.

A significant number of respondents acknowledged that the Somali National Bureau of Statistics (SNBS) has made notable progress in recent years. Several users commended improvements in the quality, reliability, and scope of official statistics, noting that SNBS data are increasingly used for research, planning, and policy formulation. Comments such as “SNBS has improved” and “The data is reliable and helpful for decision-making” reflect growing trust in the institution. However, many respondents coupled this recognition with calls for continued modernization and sustained quality enhancement to consolidate public confidence.

In summary, the USS 2025 findings portray the Somali National Bureau of Statistics as a credible, improving, and increasingly user-oriented institution that has made notable progress in data production, reliability, and outreach. However, to consolidate these gains, SNBS must address challenges related to timeliness, accessibility, user engagement, and inclusivity. Strengthening institutional coordination, expanding open data infrastructure, and building technical capacity both within SNBS and among data users will be vital to achieving a more responsive and sustainable National Statistical System capable of meeting Somalia’s evolving development data needs.

Summary of Key findings

Finding Category	Key Findings and Insights
Overall Satisfaction Levels	Overall user satisfaction with SNBS statistics is moderate to high, with an average score of 3.9 out of 5. Over 83% of users trust SNBS outputs, indicating growing institutional credibility and confidence in data quality and usability.
Perceptions of Data Quality and Reliability	84% of users rated SNBS data as reliable, 70% as accurate, and 73% as timely. Accuracy was the most valued attribute, followed by reliability and accessibility. Users recognized methodological improvements but requested stronger validation and consistency.
Comparability and International Standards	85% considered SNBS data comparable to international standards. Harmonization has improved, especially in demographic, health, and education statistics. However, labor, informal economy, and environmental statistics remain underdeveloped.
Data Accessibility and Availability	67.8% of respondents access SNBS data online. Barriers include cost (42.6%) and limited sharing platforms (40%). While the SNBS website is the main access point, users requested simplified interfaces, downloadable formats, and better metadata documentation.
Awareness of Release Calendar	Only 53% of respondents were aware of the SNBS statistical release calendar. Lack of awareness and delayed publications reduce predictability and timeliness. Improved communication of release schedules was strongly recommended.
Use and Application of SNBS Statistics	32% of users reported direct use of SNBS data for planning and decision-making. Usage is highest in academia, media, and international organizations, and lowest among MDAs and private actors. Users requested more contextualized sectoral data.
Institutional Strengths and Credibility	SNBS is widely viewed as a credible and improving institution, recognized for professionalism and data reliability. Its visibility has improved through online dissemination and collaboration with development partners.
Key Challenges Identified	Main challenges include data timeliness, limited disaggregation, weak coordination with MDAs, and low user engagement. Fragmentation of datasets and duplication of collection efforts remain barriers to system coherence.
Communication and User Engagement	Engagement with SNBS has increased through meetings, media, and workshops, yet remains irregular and unstructured. 59% of users reported some engagement but requested permanent feedback channels and more participatory consultation mechanisms.
Metadata, Formats, and Documentation	Metadata is available but often incomplete or unclear. Users prefer SPSS, Stata, and CSV formats. There is a need for standardized documentation and consistent labeling of datasets to enhance usability and transparency.
Capacity and Responsiveness	SNBS staff demonstrate professionalism, but response times to data requests vary widely from same-day responses to over one month. Users recommended a dedicated client service unit and improved query tracking systems.
Public Trust and Perception	Public trust in SNBS is high (over 83%), but delayed data updates or limited access erode confidence. Maintaining transparency in release schedules and highlighting data impact stories would strengthen trust further.
Inclusivity and Disaggregation	Persistent data gaps exist in gender, youth, disability, and regional breakdowns. Users emphasized the need for broader disaggregation aligned with SDG and WGQ frameworks to promote inclusive policy analysis.
Technological Infrastructure and Innovation	The shift to digital systems is ongoing but uneven. Users urged for full digitization of legacy datasets, adoption of mobile data collection, and investment in data security and ICT infrastructure. Expansion of SoNADA was highlighted as essential.
Future Outlook	SNBS is seen as a growing and reform-oriented institution. Users acknowledge steady progress in data quality and visibility, while emphasizing the need for sustained capacity building, modernization, and structured user engagement to achieve a fully responsive NSS.

5.1. Conclusion

a. Communication needs

- To enhance engagement with official statistics, it is recommended that SNBS establish a structured User Forum, combining quarterly virtual sessions with an annual in-person meeting. This forum aims to convert the 66.09% of users expressing interest into regular participation, with agendas covering upcoming statistical releases, methodology briefings, and opportunities for user feedback.
- There is need to establish regular communication can also be strengthened through a concise statistical bulletin or e-newsletter, issued monthly or bimonthly. This publication should highlight new products, provide brief methodological notes, and include practical “how-to” guidance, directly addressing the demand for consistent updates.
- Improving the clarity of outputs is essential, particularly given that 65.5% of users reported only slight or moderate ease in understanding current releases. Each statistical product should include a one-page executive summary, standardized visual templates, and a short downloadable “methodology brief” tailored for non-technical users.
- Inter-agency coordination should be strengthened by co-hosting joint data forums with relevant MDAs, inviting cross-sector participation, and issuing an annual calendar of MDA data events to subscribers. Beyond standard release and review meetings, SNBS should also consider broader engagement activities such as sector-specific training, user-driven hackathons, and data-use clinics that demonstrate practical applications of statistics.
- Finally, uptake and effectiveness should be monitored using simple indicators such as newsletter open rates, forum attendance, and user satisfaction with clarity, with

b. Data Quality, Timeliness, and Relevance

A recurring theme was the need to improve the timeliness and regularity of data releases. The findings reveal that some key indicators/reports/publications are sometimes published with delays, limiting their usefulness for real-time decision-making. There were also calls for improving accuracy, ensuring methodological consistency, and increasing the frequency of updates to reflect the rapidly changing economic and social conditions in Somalia. Additionally, users emphasized expanding sectoral and thematic coverage especially in areas such as business statistics, agriculture, fisheries, energy, and health to better support planning and sustainable development efforts.

c. Metadata

The respondents also provided recommendations to further strengthen the credibility of official statistics. These include clearly explaining data collection processes, releasing regular updates, involving independent reviewers such as universities and NGOs for validation, engaging users through consultations, and presenting data in accessible formats with visuals and summaries. Such measures are seen as crucial for building public confidence and enabling media organizations and researchers to rely on official data with greater clarity and credibility. While statistics are generally regarded as reliable and methodologically sound, challenges remain, including delayed releases, incomplete datasets, and limited local-level detail, which necessitate cross-checking with other sources before the data can be fully used for decision-making. Overall, the findings indicate that trust in official statistics is increasing, but it remains conditional on transparency, user engagement, and consistent quality.

d. Data Accessibility and Usability

One of the strongest areas of feedback is centered on data accessibility where many respondents found it difficult to access or navigate available datasets. Thus, the need for the development of user-friendly digital platforms such as interactive dashboards, mobile applications, and open data portals that allow for easy data visualization, download, and reuse. Users also could benefit from simplified summary briefs, fact sheets, and policy notes targeting non-technical audiences, alongside the publication of detailed datasets and metadata for researchers. The findings also provide insights to where the website functionality could be improved such as improved navigation, and to also be structured by sector or theme which will improve search functionality and downloadable content.

Although digital access to SNBS data has increased, accessibility challenges persist, including high costs, poor internet infrastructure, and the absence of user-friendly dissemination tools. To overcome these barriers, the SNBS should implement a comprehensive data dissemination strategy that ensures equitable access to official statistics for all users, regardless of location or technical capacity.

The national data portal and SNBS website should be redesigned to facilitate intuitive navigation, multilingual access, and availability of datasets in multiple formats such as CSV, Stata, and SPSS in accordance with the Open Data Charter principles. Integrating interactive data visualization tools and downloadable infographics would enhance usability and appeal to non-technical audiences. Furthermore, metadata and methodological notes should be systematically embedded alongside datasets to ensure transparency and replicability of analysis.

e. Capacity Building and User Engagement

There was broad support for capacity development both among data users. The respondents emphasized the importance of training and guidance for researchers, ministries, and civil society organizations on how to use and interpret official statistics effectively. Several suggested regular workshops, webinars, and user surveys to strengthen engagement and ensure that SNBS products align with user needs. Capacity-building efforts should also target data providers in line ministries, equipping them with the necessary skills to generate and manage high-quality data for integration into the National Statistical System.

Statistical literacy remains a significant barrier to the effective use of official statistics. While the SNBS has improved its visibility, a substantial proportion of potential users remain unaware of available products and their applications. To enhance data use and public trust, the SNBS should launch a national awareness and literacy program targeting policymakers, journalists, researchers, and civil society actors.

This initiative could include targeted training workshops, online tutorials, and public outreach campaigns through media and educational institutions. Simplified statistical summaries, infographics, and thematic bulletins should be published regularly to translate complex findings into actionable insights for decision-makers and citizens alike.

f. Coordination, Collaboration, and Communication

The respondents highlighted the need for stronger coordination between SNBS, government ministries, NGOs, and the private sector. Improved collaboration was seen as essential for ensuring data consistency, avoiding duplication, and promoting wider use of official statistics. Several also stressed enhancing communication with media outlets and creating a designated contact point for journalists to improve responsiveness. Others called for public awareness campaigns to encourage citizens and organizations to use official statistics in planning, advocacy, and research.

Thus, effective user engagement is essential to ensure that the production of statistics is responsive to national needs. The findings reveal that while users appreciate SNBS's growing professionalism, mechanisms for sustained engagement remain limited. It is therefore recommended that the SNBS institutionalize a permanent User-Producer Forum, serving as a structured platform for dialogue, consultation, and feedback with government entities, academia, civil society, the private sector, and development partners. Such a forum should be complemented by regular sectoral consultation workshops and annual user satisfaction surveys, enabling the Bureau to track evolving user needs and integrate this feedback into data planning, dissemination, and capacity-building priorities. These efforts will not only strengthen accountability but also reinforce SNBS's role as a learning and adaptive institution.

g. Strengthening Data Quality, Timeliness, and Coverage

The credibility of the SNBS depends on its ability to produce high-quality, reliable, and timely data across all thematic domains. Although users rated the quality of SNBS statistics positively, concerns remain regarding publication delays and uneven sectoral coverage. To address this, the Bureau should institutionalize a strict publication schedule anchored in an annually publicized Statistical Release Calendar, with clear accountability mechanisms to ensure adherence. Enhancing the internal data validation framework through peer reviews, methodological audits, and cross-sectoral data verification would improve accuracy and comparability.

Expansion of statistical coverage is also necessary, particularly in emerging sectors such as labor and employment, gender equality, ICT, environmental management, and informal economy dynamics. These areas remain underrepresented yet are central to evidence-based policy formulation. Greater efforts should be made to disaggregate data by sex, age, disability status, and geographic location, thereby aligning national data production with global development and inclusion agendas such as the SDGs.

h. Improving Coordination within the National Statistical System (NSS)

The efficiency and credibility of Somalia's statistical system depend on the effective coordination between SNBS and sectoral Ministries, Departments, and Agencies (MDAs). Current weaknesses in data-sharing, duplication of efforts, and methodological inconsistencies undermine the coherence of national statistics. To address these challenges, SNBS could develop and enforce a National Data Coordination Framework that defines clear roles, responsibilities, and protocols for data production and sharing. Harmonizing data collection tools and adopting standardized definitions across MDAs would enhance consistency and comparability. Additionally, establishing regular inter-agency statistical coordination meetings will foster alignment and joint validation of sectoral data, thereby ensuring that official statistics reflect a unified and authoritative national picture.

i. Enhancing Responsiveness and Client Service Delivery

The responsiveness of statistical institutions is a key indicator of their efficiency and credibility. The survey findings highlight concerns over delayed responses to data requests and inconsistent client communication. To respond to this, SNBS could establish a dedicated Client Service and Communication Unit responsible for managing requests, providing technical assistance, and maintaining an open communication line with users. Additionally, introducing a service charter that outlines expected response times, delivery standards, and feedback procedures will strengthen institutional accountability. As well as developing a real-time tracking system for user requests submitted online, ensuring that queries are addressed promptly and transparently.

j. Investing in ICT, Innovation, and Data Infrastructure

The investment in data management technologies, cloud storage systems, and interoperable databases would facilitate secure data exchange between government agencies. In digitizing legacy datasets and establishing an upgraded Somali National Data Archive (SoNADA) will preserve institutional memory and ensure continuous access to historical data. Furthermore, integrating real-time data collection through mobile and geospatial technologies can improve the efficiency and reliability of future surveys and censuses. To safeguard these systems, the Bureau must also develop and enforce data protection and cybersecurity protocols that comply with international standards.

k. Fostering Transparency, Trust, and Accountability

As Trust is the foundation of effective statistical systems, the SNBS should continue to promote transparency by routinely publishing methodological notes, survey instruments, and detailed metadata. Public release calendars should be maintained and updated consistently to demonstrate predictability and openness. Additionally, SNBS should communicate the impact and application of its data products highlighting how official statistics have informed policy decisions, national planning, and development outcomes. This proactive communication will strengthen user confidence and reinforce the Bureau's legitimacy as the central authority on data in Somalia.

