

SURVEY REGARDING STATISTICAL DATA AND INFORMATION USERS LEVEL OF SATISFACTION WITH THE EXISTING SOURCES OF INFORMATION

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Collection of data on the left bank of the Nistru: SIGMA EXPERT

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SUMMARY

This report is elaborated based on the quantitative and qualitative data collected on both sides of the river Nistru.

In particular were performed 914 face-to-face interviews on the right bank of the river Nistru and 346 – on the left bank of the river Nistru. 6 focus groups were organized – 3 on each bank, with the mass media, NGOs and researchers. 20 in-depth interviews were carried out – 10 on each side of the river Nistru, each with 2 representatives of the public authorities, 2 representatives of the academic sector and researchers, 2 representatives of the civilian society, 2 entrepreneurs and 2 journalists.

The goal of the survey was in emphasizing the state of affairs and evaluating the existing work capabilities of the data users, as well as identifying gaps in the knowledge and work capabilities with information of the data users. The present report will offer necessary information in elaborating a training program for these users from both banks of the river Nistru.

This summary offers the comparative analysis of the survey results on both banks of the river Nistru.

Particularities of statistical information and data use

The intensity of statistical information and data use by user segments. It may be found that both the users from the right bank, and the users from the left bank use to a greater extent information from news and analytical reports for professional purposes, rather than statistical information.

In average, *statistical information* is used **daily** by 29% on the right bank and by 26% on the left bank. **In total** (regardless of the frequency of use) this information is used on the right bank by 98% and on the left bank – by 89%.

At the same time information such as *news and analytical reports* is used more often: 64% of the right bank users use them **daily** and 75% of the left bank users too.

It is noticed that from the perspective of *statistical information* use the most active users on the right bank are the representatives of the mass media (35% daily use), being closely followed by think-tanks and researchers (34.9%), international organizations (33.3%), central public authorities (33.1%), enterprises (32%), and embassies (31%). At the end of the list are found the local public authorities (15%) and educational institutions (20%).

On the left bank is noticed a different situation. The most active users are NGO representatives – 64% use *statistical information* daily (however the small number of respondents in this category must be noted – 11 persons, which could influence the representativeness of this answer for the total of NGOs). On the second place with 34% daily usage are the think-tanks and researchers, being followed by enterprises with 27% and media with 23%. In the end of the list is found, just like in the case of the right bank, the de facto local administration.

At the chapter of use of *news and analytical reports, regulatory framework*, at the top of the rating appear the mass media (on both banks), in the case of the right bank – international organizations, and in the case of the left bank – the de facto central administration which is on the first place, before the mass media.

Types of information. At the top of types of information used on both banks are news (used by 89% in the case of the right bank and 95% in the case of the left bank) and analytical reports (76% right bank and 70% left bank). Further in the top is statistical information from the socio-demographic, economic, and education domains (used by 50-59% on the right bank and 56-62% on the left bank).

Means of information. As noticed the data users have different levels of training in the domain of statistical information and data processing, they have different needs and different level of depth in the subject. This is what influenced the source where they search for the statistical information and data. As is noticed, both on the right

bank and on the left bank in the first place for all types of information and data appear search engines and electronic media. It must, though, be noted the fact that the source where certain information is searched for may not also be its producer, for example, through the search engine the user may find the data published on the website of the statistical service or on the site of a ministry; a similar situation is noticed also in the case of the mass media which often take information produced by other organizations and institutions and publish them.

In the case of the right bank is noticed a more active usage of sources like ministries and public institutions, NBS for searching statistical information and analytical reports. In the case of the left bank the information of the de facto executive branches and of the Statistical Service is less actively used in the search of the information analysed in the questionnaire. Another major difference is noticed in the level of use of sources like international organizations (searching in these sources of statistical information analysed in the questionnaire in the case of the right bank constitutes 12-20% unlike 1-7% in the case of the left bank), NGOs (8-29% for the right bank and 1-8% for the left bank), research institutions (9-22% for the right bank and 1-6% for the left bank). Nevertheless, at the level of aggregated analysis is noticed that all these sources are being accessed practically to an equal extent for professional purposes both by the users from the right bank, and by the users from the left bank, however, probably, in the case of the left bank in these sources the users from the left bank search for general reports or some informative notes, while the users from the right bank – statistical information.

As it could have been expected, on both banks the open sources (published online or on paper) are used by more users than submitting formal inquiries for obtaining the data.

Presentation form. In the case of the right bank preference is given to the figure tables (83%), being followed by analytical reports (79%), diagrams and charts (65%). In the case of the left bank reports are in the first place with 73%, being followed by figure tables (66%), diagrams and charts (43%).

Opinion about the existing sources of information. At this chapter the differences between the two banks are significant. In the case of the right bank, the most appreciated sources are the international organizations (3.31 points out of 4), being followed by ministries and public institutions (3.19 points), National Bureau of Statistics (3.17 points) and research institutions (3.17 points). The last places in the rating are occupied by the electronic media (3.06) and traditional media (2.97). As is noticed the amplitude in the case of this rating is 0.34 (difference between the maximum value and minimum value). The arguments in favour of the information offered by international organizations were related to the data objectivity and transparency. The media occupies the last places in the rating mostly for the reason of reduced scores at such chapters as “trust”, “accuracy”, “punctuality”, “coherence and comparability”. At the same time, these sources were the most appreciated for “accessibility” and “clarity”.

In the case of the left bank, on the top places are the electronic media (3.18 points), online search engines (2.93), traditional media (2.85), and at the end of the list – the international organizations (1.80) and NGOs (1.60). international organizations and NGOs obtained lower scores for all the analysis criteria. The amplitude in this case constitutes 1.58. Analysing the general averages per criteria is noticed that they are quite modest (1.84-2.15 unlike 2.95-3.44 in the case of the right bank), this fact could denote a lower satisfaction of the users from the left bank with the existing sources of information, compared to the level of satisfaction of the users from the right bank.

Use of statistical information and data from the left bank of the Nistru by the users from the right bank of the Nistru. *Statistical information* from the left bank of the Nistru is accessed for professional purposes by 25%, but the frequency of access is quite reduced – in average 4% access this information weekly, 5% - monthly, 6% - quarterly and 10% - once in 6 months and rarer. The most active in this respect are the embassies (in general access for this segment is 62%) and international organizations (52%). The least active – the local public authorities, who access statistical information from the left bank of the Nistru to a very low share – 3%.

Other types of information (besides statistical information) from the left bank of the Nistru are used to approximately the same extent – 29% use them. Again the most active users are the embassies (69%) and international organizations (57%)

Regarding the level of easiness of finding information is noticed that there are some difficulties and for the users it is the most complicated to find statistical information from the ITC domain (61% find them with difficulty) and those regarding investments (61% find them with difficulty).

The use of statistical information and data from the right bank of the Nistru by the users from the left side of the Nistru. The users from the left bank of the Nistru manifest more interest towards the *statistical information* from the right bank of the Nistru: 48% use them. In the case of NGOs (which, however, are few in the sample – 11 respondents) is noticed the highest share of users in general and the highest share of daily users in particular (82% and 45% accordingly). After the NGOs follow the think-tanks and the researchers. The least about statistical information from the left bank of the Nistru are interested the enterprises (37% usage).

News and analytical reports regarding the right bank of the Nistru are used for professional purposes by 55%. NGOs access this information the most often – 82% access them daily, 9% – monthly.

The largest amount of interest among the users from the left bank arouses the socio-demographic and economic information. As it is noticed, the statistical information they need is found quite easily.

Need for additional training regarding the application domains and the way of use of the statistical data. Users from both banks rather consider that they do not need any additional training in the domain of application of statistical data (the share of those willing to follow such a training on the right bank constitutes 38% and on the left bank – 36%). This result could be explained by the fact that at the moment the majority of users do not realize what value could offer to their works a more complex analysis of the statistical data on one hand, and on the other hand this is explained by the fact that their works are accepted with the level of analysis they are capable of at the moment, thus the low level of the culture of statistical data use per economy also dictates the low requirements for the users in general.

It is noticed that the most interested in following additional training in the case of the right bank of the Nistru are the employees with managerial positions in the local public authorities (65%), being followed by the employees of the international organizations (57%), the media, NGOs, researchers and think-tanks.

In the case of the left bank we are speaking about teachers from the post-school institutions (53%), employees at TV channels and radio stations (47%), researchers (47%).

Duration of trainings for data users. Those willing to undergo additional training from the right bank of the Nistru noted that they would be willing to offer a day for this activity (31%) or 2-3 days (27%), preferring this training to take part in the second half of the week (35%) or at the weekend (36%). The users from the left bank of the Nistru would prefer this course to last not more than a few hours (36%), preferring to offer to this activity days from the weekend (33%) or the beginning of the week (22%).

Although the majority of those willing would prefer to not pay personally for this training, there some who would accept this idea (27% in the case of the right bank and 12% in the case of the left bank).

The topics of interest for user trainings. At the level of topics that the users are interested in there are no major differences, although the users from the RBN were a little more detailed in offering answers. In particular, the users would like to be taught:

- Sources of accessible statistical data
- Techniques and methods of data analysis and interpretation

- The way of presenting the results of the statistical data analysis
- Use of simpler and more complicated software in the statistical data analysis.

The users from the left bank indicated topics like:

- a course of statistics, econometrics and big data
- interactive instruments for data presentation and use
- application domains and the way of using statistical data
- new methods of data collection that are being used in international practice
- statistical data processing and systematization
- gender statistical data processing
- statistical data interpretation.

INTRODUCTION

The present survey was carried out by the company Magenta Consulting for the Program “*Support to Confidence Building Measures*” of the United Nations Development Programme, in partnership with Sigma-Expert from Tiraspol.

i.1 Goal and objectives of the survey

The goal of the survey consisted in highlighting the state of affairs and evaluation of the existing capabilities of the data users, as well as the identification of gaps in knowledge and work capabilities with statistical information of the statistical information and data users. The present report will provide necessary information in elaborating a training program for these users from both banks of the river Nistru.

i.2 Applied methodology

The data presented in this report were collected via combining the quantitative and qualitative method.

For the **qualitative survey** were conducted 6 focus groups and 20 in-depth interviews.

	Right bank of the Nistru		Left bank of the Nistru	
	Focus groups	In-depth interviews	Focus groups	In-depth interviews
Local public authorities for RBN and de facto local and central authorities for LBN		2		2
Academic environment and researchers	1	2	1	2
NGOs and think-tanks	1	2	1	2
Enterprises		2		2
Mass-media	1	2	1	2
Total	3	10	3	10

The interviews and focus groups had a duration of 1 and 2 hours and were conducted according to a moderation guide. For the left bank of the Nistru was applied a very similar guide, but with some differences related to administrative details.

For the **quantitative survey** were carried out 2 surveys with the statistical data users.

Method of data collection: PAPI (Paper Assisted Personal Interviews).

A survey was carried out on the right bank of the Nistru and another – on the left bank of the river Nistru. The questionnaires were very similar, excepting some rewording for the left bank related to the administrative particularities and the lack of two questions studying the perception of the NBS statistical data users.

In this research was chosen a non-probabilistic rational selection sample, based on previous research regarding the opinion of NBS data users. In the conditions of lack of data regarding the incidence, it was not possible to elaborate a quota sample, and other limitations did not allow carrying out a probabilistic survey on a larger sample of users which could offer both incidence and the results relevant for the goals of the survey. The risk of having a small incidence conditioned to choose a sample that contained exclusively statistical data users of any type¹.

¹ Further by „statistical data” (if not specified otherwise) is meant: statistical information from the domain of justice, referring to population, healthcare, workforce and wages, level of life of the population, education and science, population and social protection, gender statistics, data

In order to present a variety of opinions, was pursued the goal to ensure a minimal quota for the basic segments indicated by the client. Thus, below is presented the planned sample with black figures and *the realized one with italic font*.

Segment of respondents	RBN	LBN	Selection of respondents
Central public administration	150 <i>160</i>	25 <i>20</i>	Department heads and main specialists who use the statistical data for professional purposes.
Local public administration	<i>75</i>	<i>17</i>	Specialists in economy or finances (or other specialists) who use the statistical data for professional purposes.
- Raion level	20	5	
- Locality level	50	15	
Public and private enterprises	160 <i>165</i>	65 <i>117</i>	Directors or specialists in marketing or finances (or other specialists) who use the statistical data for professional purposes.
NGOs and think-tanks	100 <i>114</i>	60 <i>25</i>	Any employees who use statistical data for professional purposes.
Teachers from colleges and higher education institutions	100 <i>116</i>	50 <i>49</i>	Primarily were interviewed teachers and students who use statistical data for professional or study purposes at faculties and specialties, such as: <ul style="list-style-type: none"> - Sociology - Statistics - Economy - Law - Tourism - Faculties of medicine - Other faculties and specialties recommended by the educational institutions.
Students from colleges and universities	70 <i>70</i>	45 <i>46</i>	
Journalists	50 <i>60</i>	25 <i>35</i>	Were interviewed representatives from: <ul style="list-style-type: none"> - TV - Newspapers and magazines - Radio - Online news platforms
Researchers	80 <i>81</i>	55 <i>36</i>	Researchers from the Science Academy and from research institutions who use statistical data for professional purposes.
International organizations	50 <i>60</i>	5 <i>1</i>	Employees who use statistical data for professional purposes.
Embassies and consulates	20 <i>13</i>	0 <i>0</i>	Employees who use statistical data for professional purposes.
Total	850 <i>914</i>	350 <i>346</i>	

i.3 Limits and barriers of the research

An important barrier in carrying out this survey is related to the lack of incidence of users from various segments, thus, the applied sample in this survey is a non-probabilistic rational selection one.

Being carried out on both banks of the river Nistru this survey presumed the study of the users' satisfaction with various types of information and not only regarding statistical data and information. In some questions when the

regarding dwellings, culture and sport, business and entrepreneurship, industry, external and internal commerce, prices, finances, macroeconomic indicators, investments, constructions, transport, tourism, IT&C and mail, energy resources, statistics from the domain of geography and environment, statistics regarding agriculture. Namely this statistical data was included in the lists from the questionnaire.

delimitation of these two types of information was possible, a separate analysis was performed, in other situations is explicitly established that the results represent both the users' opinion about statistical data, and their opinion regarding information of a different nature, such as news (economic, social, cultural, political), reports, printed, electronic or online analyses, and the regulatory framework. In the report for the situations where it was referred only to the previously enumerated statistical data/information, is written "statistical data/information", and in the case it is spoken both about statistical data and information like news, reports and regulatory framework, is noted "statistical information and data".

This way of structuring the questionnaire by taking into account both general information and statistical data was motivated by the fact that the level of access to data for different segments of users varies, as well as the users' capabilities. This structuring of the questionnaire limits on one hand the interpretation of answers exclusively for the statistical data in some cases, but at the same time, presents a larger approach of the subject. Thus, from the analysis of the results may be noticed the fact that several users while getting informed for their professional purposes turn to a variety of sources, not only to the figures published by the NBS or ministries and public institutions.

In the report the mass media as a source of information and data, as well as the search engines as a source often differ from the other sources of information and data. This observation is an important one, but it must be analysed with caution. Thus, although mass media is the source several respondents get informed from, still mass media is not always the producer of the published information – it happens that this information is taken by a mass media source from the websites of public institutions and ministries or from other news websites. Thus, the respondent will report the source where he/she found certain information, and will not necessarily pay attention to the entity that has generated the information in question. This limitation is at the same time a strong point of this survey, because it reflects the sources from which the data users get information and demonstrates the fact that oftentimes namely the mass media and the search engines are the first source for searching, even if there are certain official providers of the respective data.

In the report is not analysed the degree of complexity of the work with statistical data that is performed by each segment. Thus, it could appear contrary to expectations that the mass media is proven to be the most intensive user of statistical data. It is important to take into account the specifics of the activity of this segment of users, their work needing to search and process a very large amount of information. As was mentioned by one of the participants in the focus group, the goal of the journalist is in delivering a large **amount** of interesting news. Thus, it is important to understand which sides of the use of statistical data were analysed during this research.

In the case of the left bank of the river Nistru is noticed that that instead of the 60 questionnaires planned with the NGO and think-tank segments were carried out 25 interviews. This data must be analysed carefully.

ABBREVIATIONS

NAWE – National Agency for Workforce Employment (RO: ANOFM)

ANOVA – Analysis of variance

NAER – National Agency for Energy Regulation (RO: ANRE)

CPA – Central Public Authority

LPA – Local Public Authority

NBM – National Bank of Moldova (RO: BNM)

NBS – National Bureau of Statistics (RO: BNS)

BOP – Public Opinion Barometer

NCFM – National Commission for Financial Markets (RO: CNPF)

CIS – Commonwealth of Independent States

EBRD – European Bank for Reconstruction and Development

IMF – International Monetary Fund

IOM – International Organisation for Migration

IPP – Institute for Public Policies

ITC – Informational Technologies and Communication

MFAEI – Ministry of Foreign Affairs and European Integration (RO: MAEIE)

MIA – Ministry of Internal Affairs (RO: MAI)

RBN – right bank of the Nistru river

ME – Ministry of Economy

MF – Ministry of Finance

MLSPF – Ministry of Labour, Social Protection and Family (RO: MMPSF)

LBN – left bank of the Nistru river

NDI – National Democratic Institute

DK/NR – Don't know/No response

NGO – Nongovernmental Organization

OSCE – Organization for Security and Co-operation in Europe

PR – Public Relations

SCBM - Support to Confidence Building Measures

SPSS – Statistical Package for the Social Sciences

UNDP – United Nations Development Project

UNFPA – United Nations Population Fund

UNICEF – United Nations Children's Emergency Fund

EU – European Union

WB – World Bank

**RESULTS OF THE SURVEY FOR THE RIGHT BANK OF THE RIVER
NISTRU**

CHAPTER I: PARTICULARITIES OF THE USE OF INFORMATION AND DATA

1.1 Frequency of use of statistical data and other types of information

In the research were studied such segments of statistical information and data users, like:

- **Central public authorities**, which use this information and data with the goal to study the situation in the process of taking some decisions, strategies, plans, legal documents.
- **Local public authorities**, which use this data and information with the goal to plan the development of the raion/locality, to elaborate argumentation in case they want to apply for a grant, etc.
- **NGOs**, which use data and information with the goal to plan their activity and interventions, to argue the necessity of funds, with the goal to evaluate the efficiency of the interventions that took place, etc.
- **Researchers**, who use statistical data in order to have a database of empirical data which argues the scientific research and reports produced by them.
- **Mass media**, which is an important supplier of information for the entire society and use a variety of information and data for studying the current situation, to select information that could be retrieved or processed for the subsequent placing in their own edition.
- **Educational institutions**, which were considered in this survey as a segment using the statistical information and data for educational purposes – in order to analyze based on empirical data how phenomena that correspond to the studied theories take place.
- **Private enterprises** entered this survey for the reason that both owners, and the employees could use the data and information with the goal to elaborate strategies, plan the activity of the company, analyze opportunities for new investments and evaluation of the success of products that have already been launched on the market.
- **International organizations**, which use information and data with the goal to evaluate the local situation in order to elaborate subsequent interventions, elaborate new projects for tenders to select local implementers, with the goal to report about their own activity.
- **Embassies**, which keep into account the macroeconomic situation and apply the data in preparing reports.

Within the mass media segment is noticed the highest share of daily users of statistical data (35%). During the analysis of the frequency of use of all the types of data and information that were suggested to the respondents is found a similar tendency – thus, in this segment is noticed the highest share of those who use news, printed reports and analyses, regulatory framework (in total the share of daily users of all this information in this segment constitutes 92% - compared to 61-86% within the other segments).

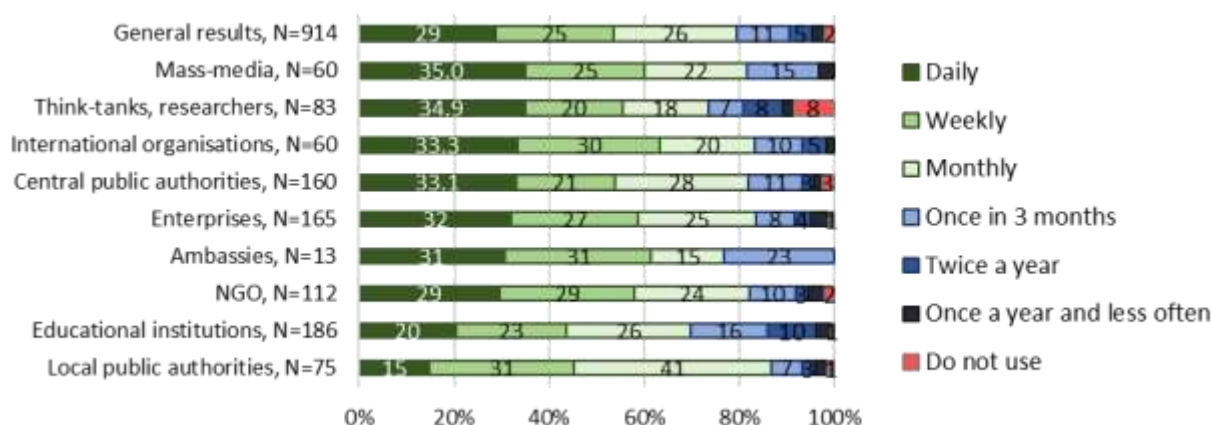
At the analysis of the shares related to at least daily use of statistical data, is noticed that the greatest share is registered in the segment of international organizations and embassies (63%). It is noticed that for the segment of educational institutions is characteristic a rarer use of statistics, and for the segment of NGOs, think tanks and researchers – the greatest share of non-users (5%). The segment of central and local public authorities registers the highest share of “monthly” use of statistical information – 32%.

It is worth mentioning the fact that that this chart does not reflect the depth of the statistical information analysis by each segment, as well as they do not reflect the source from which the statistical data originate. Thus, while the level of complexity of statistical information analysis by the researchers segment is often the highest (statistical analysis software is applied, the principle of selection of the data sources are strictly adhered to), but the permanence of the research subjects and the duration of the complex statistical analysis, writing of reports manifests through the lower frequency of search and use of statistical data. At the same time in the case of the mass media segment, is noticed a higher frequency of use of statistical information, which is explained through the need to

generate large amounts of news. This segment of users is in permanent search of new information, although they do not always perform certain in-depth analysis of the reported topics.

Another aspect that is worth mentioning is related to the specifics of the statistical information each segment works with. Thus, the definition of “statistical information” applicable for the segment of scientific researchers is very different from the definition of this notion in the rest of segments. Scientific researchers, particularly those who work in specific research institutions (in the domain of geography, biology, seismology, medicine – other domains than economy) very rarely work with data produced by NBS and more often with data from observation that were gathered by branch ministries and institutions in the domain during decades. For this segment the observation performed individually and the analysis of statistical data from this observation (for example the volume of precipitations, tendencies in growing a certain culture, etc.) is very typical. Unlike this segment, the other segments work more often with statistical data generated by other institutions, including NBS.

Fig. 1.1: Frequency of use of statistical data for professional purposes based on users segment, %

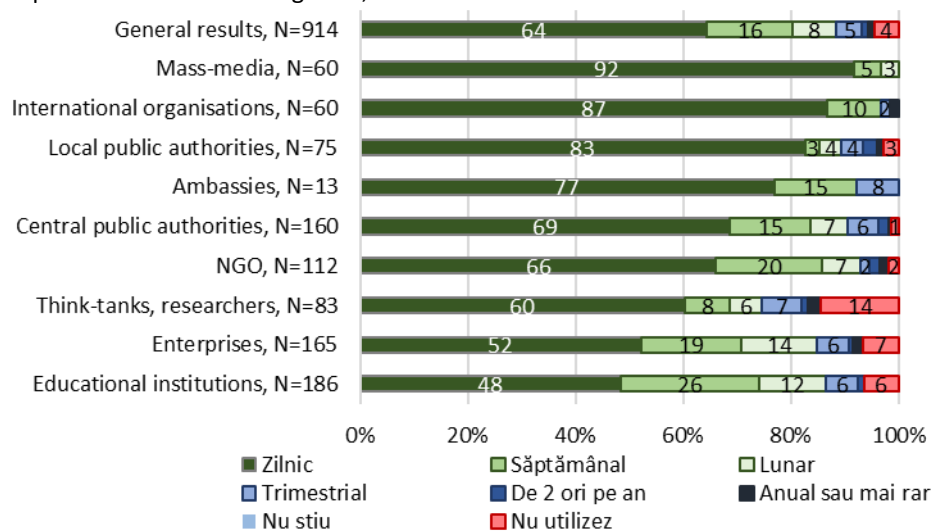


**In order to present this chart was considered the maximum frequency from question 2A (thus, if the respondent uses at least one type of the enumerated statistical data with the frequency “daily”, he was attributed the value “daily”, etc.).*

Analyzing the totalized level of use of information such as news, analytical reports and regulatory framework, is noticed the fact that the mass media is the most intensive user of this type of information (92% of the interviewees use at least one type of this information daily). The educational institutions use the least this information for professional purposes).

Probably, one of the reasons for which the mass media appears on the position of leader is the fact that its specific line of activity – to inform the population requires searching, filtering, processing and redistributing a large amount of information. A part of the mass media works quite a lot with other mass media and retrieves the existing news, publishing them in their editions mentioning the source, which also contributes to the high level of use of information like news, analytical reports and regulatory framework. International organizations who gathered a share of 87% of daily users of the mentioned information use it intensively due to the need of producing monitoring reports for the situation in the region, to prepare certain local projects and to take decisions related to the activity of the institution.

Fig. 1.2: Frequency of use of information such as news, analytical reports, regulatory framework for professional purposes based on users segment, %



* In order to present this chart was considered the maximum frequency from question 2A (thus, if the respondent uses at least one type of the enumerated statistical data with the frequency "daily", he was attributed the value "daily", etc.).

1.2 Types of used information and data

The analysis of the types of information and data used in the last 2 years in the professional activity/studies, as well as the analysis of the frequency of accessing this information is presented as too complex and requires to apply some techniques of data reduction. For this consideration, was applied the factorial analysis, which helped to highlight four larger categories of information and data according to the frequency of their access (the table with the factors resulting from the analysis is presented in [Annex 1](#)):

- 1) Factor 1, which represents the group of **social statistics**, includes the following types of information:
 - Gender statistical information
 - Healthcare statistical information
 - Statistical information regarding social protection of the population
 - Statistical information regarding education and science
 - Statistical information regarding the level of life of the population
 - Statistical information from the domain of culture and sports
 - Statistical information regarding the population
 - Statistical information regarding the workforce and wages
- 2) Factor, 2 which presents the group of statistics related to **business and economy**, includes the following information:
 - Statistical information regarding external and internal trade
 - Statistical information regarding business and entrepreneurship
 - Statistical information regarding prices
 - Statistical information regarding finances
 - Statistical information regarding industry
 - Statistical information regarding macroeconomic indicators (including GDP)
 - Statistical information regarding investments
- 3) Factor 3, which presents the group of statistics related to **nature and some specific economic activities**:
 - Statistical information from the domain of geography and environment

- Statistical information regarding agriculture
 - Statistical information regarding transports
 - Statistical information from the domain of energy resources
 - Statistical information regarding constructions
- 4) Factor 4, which contains information from the domain of **justice, reports and news** includes:
- Regulatory framework
 - Printed, electronic or online reports, analyses
 - Statistical information from the domain of justice
 - News (economic, social, cultural, political)

Analyzing the relationship between these groups of information/data and the segments of users, is found that:

- Information with social character is most often accessed by the mass media, international organizations and institutions and NGOs.
- Statistical information regarding entrepreneurship and economy is most often accessed by embassies and consulates, after which follow the enterprises.
- Statistical information regarding the environment, agriculture, constructions and transports is most often accessed by the mass media, after which follow the scientific research institutions.
- News, regulatory framework, analytical reports and statistical information from the domain of justice are most often used by the local public administration, after which follow international organizations and institutions and mass media.
- Mass media is the most intensive user for several types of information and data, which is explained through the need to cover a wide range of subjects in the process of generation of journalistic materials.

At the analysis of the specific interests among each of the segments, may be noted the fact that:

1. For the segment of officials from the CPA the highest interest is represented by the information from the 4th group and the lowest interest – information from the 1st group (social statistics). For LPA are characteristic the same findings, but in this segment the indicators are more emphasized.
2. For the segment of educational institutions is noticed under average interest for all 4 categories of information and data, but still these users access a bit more for purposes of teaching/studying the statistical information from the 1st category and the most rarely – information from the 4th group.
3. For the mass media segment the greatest interest is noticed for the 3rd group and 1st group of data, and the lowest – for the statistical information from the 2nd group.
4. Enterprises most often are interested in statistical information from the 2nd group and the least – in information from the 4th group.
5. NGOs most often access information attributed to the 1st group and the most rarely – those from group 2.
6. Think-tanks and consulting companies most often access information from the 4th group and the most rarely – statistical information from the 1st group.
7. Scientific research institutions most often access statistical information from the 3rd group and the most rarely – from the 2nd group.
8. International organizations and institutions most often access two groups of information and data – the first and the fourth. The most rarely accessed in this segment is the statistical information from the third group.
9. Embassies and consulates most often access statistical information from the domain of business and economy and the most rarely – social statistics.

Table 1.1: Types of information and data used in the last 2 years in the professional/study activity based on users segment, %

	Central public authorities, N=160	Local public authorities, N=75	NGO, N=112	Think-tanks, researchers, N=83	Educational institutions, N=186	Mass-media, N=60	Enterprises, N=165	International organisations, N=60	Ambassies, N=13	General results, N=914
News (economical, social, cultural, political)	93	95	97	65	84	97	86	100	100	89
Reports, printed/ electronic or online analytical papers	91	91	81	74	61	97	56	93	92	76
Legislative framework	61	80	57	23	25	75	25	67	62	46
Statistical information regarding workforce and salaries	59	77	68	25	44	83	61	85	69	59
Statistical information regarding education and science	52	53	73	48	63	88	39	82	85	59
Statistical information regarding population	63	79	74	34	45	88	39	87	77	58
Statistical information regarding prices	57	67	53	36	43	75	71	65	77	57
Statistical information regarding population level of living	58	59	77	28	42	82	43	87	77	55
Statistical information regarding macroeconomic indicators	59	27	53	35	42	75	48	70	100	50
Statistical information regarding finances	56	75	58	29	29	67	48	58	85	50
Statistical information regarding health protection	51	43	71	27	37	83	41	73	46	49
Statistical information regarding business and entrepreneurship	53	29	58	23	35	70	60	67	85	49
Statistical information in the sphere of social protection	50	60	73	23	29	90	33	82	77	49
Statistical information regarding investments	54	52	54	30	26	77	47	63	85	47
Statistical information in the sphere of justice	59	61	59	17	25	83	36	67	58	46
Statistical information on gender	53	23	64	22	32	88	30	82	85	45
Statistical information regarding internal and external trade	51	23	43	23	32	77	48	52	92	43
Statistical information regarding culture and sports	46	51	59	22	34	73	31	50	62	43
Statistical information regarding ITC	54	25	52	24	25	77	38	68	46	42
Statistical information regarding agriculture	47	55	41	47	26	82	22	47	85	41
Statistical information regarding industry	48	13	46	34	25	67	41	45	85	39
Statistical information regarding geography and environment	39	19	51	59	28	75	25	43	54	39
Statistical information regarding tourism	41	18	53	10	27	80	44	43	62	38
Statistical information regarding housing	43	36	41	19	23	68	38	53	46	37
Statistical information regarding energy resources	40	51	44	38	16	75	25	47	77	37
Statistical information regarding transport	39	43	42	18	17	73	39	35	67	36
Statistical information regarding constructions	40	23	34	11	16	67	37	43	62	32

**In order to present this table were summed up the answers related to different frequencies of use in order to see if the respondent uses in general a certain type of data (thus, were not taken into account only those who do not use this types of information at all).*

1.3 Goals for using the information and data

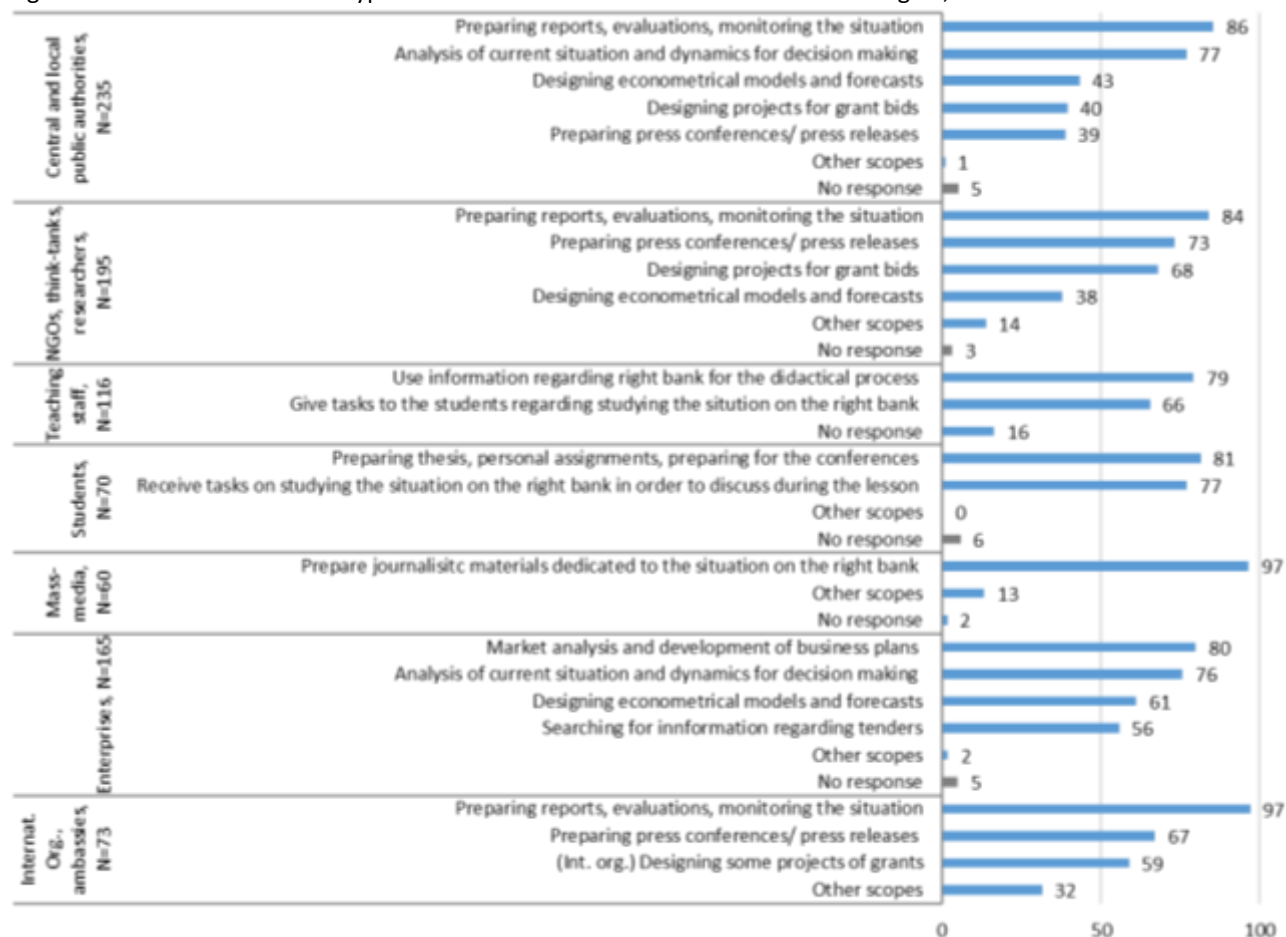
In the case of public authorities, the main goal for which information and data is used is related to preparing reports, evaluations, circumstance monitoring and analysis of the current situation and of the dynamic in order to take decisions (86%), besides this the public authorities need the statistical information and data in order to analyze the current situation and to take certain decisions (77%).

In the case of NGOs, think-tanks and researchers, the main goal is also related to preparing reports, evaluations, monitoring the situation (84%), after which follows preparing conferences and press communiqués (73%), as well as developing projects for grant tenders (68%).

Teachers use the respective information and statistical data, in general, in the teaching process (79%), as well as in order to elaborate certain tasks for the students (66%), and the students turn to this information, first of all, for writing theses or individual papers (81%), and also in order to prepare for discussions during classes (77%).

Enterprises use statistical information and data in the analysis of the market and development of business plans (80%), analysis of the current situation for taking decisions (76%), developing prognoses (61%). In the case of international organizations and embassies, the main goal is reporting, preparing evaluations and monitoring (97%).

Fig. 1.3: Level of use of various types of information and statistical data² based on goal, %



² In this chart are presented the answers referring to all the 27 types of statistical information and data.

1.4 Means of information where statistical information and data is searched for

The analysis of the top of means of information demonstrates that the most often the interviewees turn to two different sources of information – electronic media and search engines, after which follow ministries and public institutions together with NBS. Further come International organizations and traditional media.

This result represents the source where the data in question is searched for/found and it must not be confused with the origin of data (or the institution that generated them). For example, certain data generated by a ministry or by the NBS could be taken over, transformed, mentioned in an article in the electronic mass media, which is accessed by the user or the user could get to this data by inputting certain keywords in an online search engine. Thus, in the analysis of this table it is important to keep into account the fact that the figures do not present the top of statistical data producers (such as NBS, for example), but they represent the top of destinations where certain statistical information and data is being searched and found (such as search engine).

The data from this table support the hypothesis regarding the way of searching statistical information and data: quite often the users do not know where they could find the data they need and prefer to search for this information via a search engine. At the same time, the online search engine offers a great variety of options at the request of the user and he/she can select the information that seem more relevant or are presented in a format that is convenient for him/her. At the same time, accessing the other top source – electronic mass-media³, the users of information and statistical data often run into statistical information and data they need. It may be presumed that thus is manifested the selection of certain journalistic material according to the area of interest of the user, in the process of general information and not quite the targeted search of certain data.

For example, a specialist in the domain of energy resources will access the news portals and will naturally pay special attention to the news related to his/her area of interest, and will pay less attention to the subjects from other branches. On one side he intentionally gets informed about the latest events in his professional domain, on the other side he simply wants to be abreast with the current affairs and possibly, initially entered the portal only to read articles that will attract his/her attention.

The NBS is highlighted as a leader in providing statistical data regarding the population (although at this chapter is quite large the share of those who search this data via search engines: 55% - in the case of NBS and 46% - in the case of search engines), data regarding the population level of life – 50% (in this case, on the second place is the information provided by the electronic media with 44%), statistical information regarding macroeconomic indicators – 49% (such data is also searched via search engines – 39% and in the electronic media – 37% or via ministries and public institutions – 34%), gender statistics – 46% (here many search also with the help of search engines – 44%).

In general, it is noticed that for several categories of statistical information that are published and structured on the NBS website, the NBS is, however, not the main source. In particular, this is the case of statistical data from the domain of tourism (28% for NBS, 52% - online search engine and 53% - electronic mass media) and of statistical data from the ITC domain (28% for NBS, 52% online search engine and 53% - electronic mass media), of geographic and environment (34% for NBS, 53% online search engines and 48% - electronic mass media), business sector (30% for NBS), education and science (36% - NBS), justice (27% for NBS). This fact may be the result of not knowing that this data may be found at NBS or of higher availability of data in other sources.

In general, it is noticed that users do not encounter difficulties in finding information and data they do not need. Besides the category of news (85% find this information easily), analytical reports (61% find this information easily) and the regulation framework (61% find it easily), the most easy is to find information related to the statistics from

³ For the answer “electronic mass media” in the questionnaire was offered the explanation in brackets – “information and news websites, radio/TV websites, social networks”.

the domain of culture and sports (60% find it easily), that of education and science (59% find it easily). The most complicated is to find statistical data referring to investments (16% find it with difficulty) and commerce and industry (14% respectively – find it with difficulty), dwellings (13% find it with difficulty) even in the case of these types of data, the majority indicated that this data is easily or very easily found. It is found that there is no clear leader of the rating, as there is no obvious last place occupier (the chart for the question referring to the easiness of finding necessary information may be analyzed in [annex 3](#)).

Table 1.2: Means of information where different types of information and data are searched, N=914, %

	Electronic media	Traditional media	Ministries/ public	National	International Organisations	Nongovern	Research institutions,	Search engines	Other websites	Other	NR
News (economical, social, cultural, political)	86	55	26	19	23	17	16	55	0	0	0
Reports, printed/ electronical or online analytical papers	49	11	49	38	29	23	27	46	1	1	1
Legislative framework	37	15	48	15	12	11	10	40	2	1	4
Statistical information in the sphere of justice	36	10	51	27	15	11	9	41	0	0	3
Statistical information regarding population	37	17	30	55	20	15	19	46	1	1	3
Statistical information regarding health protection	41	17	39	37	20	14	13	42	1	1	4
Statistical information regarding workforce and salaries	41	15	33	43	15	13	14	43	1	0	3
Statistical information regarding population level of living	44	20	26	50	20	15	17	40	0	1	4
Statistical information regarding education and science	45	23	45	36	20	17	20	49	1	1	4
Statistical information in the sphere of social protection	40	18	39	43	19	15	16	38	1	1	3
Statistical information on gender	39	19	28	46	29	29	17	44	1	1	4
Statistical information regarding housing	39	13	24	36	12	8	10	43	1	1	3
Statistical information regarding culture and sports	48	25	35	26	15	14	12	47	1	1	3
Statistical information regarding business and entrepreneurship	48	19	33	30	20	15	16	48	1	1	2
Statistical information regarding industry	43	17	31	36	17	11	13	44	1	1	5
Statistical information regarding internal and external trade	46	18	33	40	21	9	12	41	2	1	2
Statistical information regarding prices	48	20	27	35	14	12	13	42	1	1	4
Statistical information regarding finances	40	16	44	31	16	11	13	39	1	1	4
Statistical information regarding macroeconomic indicators	37	14	34	49	18	12	14	39	1	1	4
Statistical information regarding investments	44	16	36	30	21	14	14	41	1	0	4
Statistical information regarding constructions	44	16	27	31	14	11	9	40	0	1	3
Statistical information regarding transport	50	17	32	31	15	11	11	39	1	1	2
Statistical information regarding tourism	50	18	26	28	18	12	13	49	0	0	3
Statistical information regarding ITC	53	17	35	28	16	15	14	52	0	1	1
Statistical information regarding energy resources	50	20	38	34	18	12	15	42	1	1	4
Statistical information regarding geography and environmen	48	21	31	34	22	20	22	53	1	1	3
Statistical information regarding agriculture	45	23	46	40	20	16	20	38	1	1	5

In the qualitative research was discovered that, to a large extent, the search approach differs according to how experimented the user is. Thus, in the case when the person has been using the same data for a long time, he/she knows exactly where he/she can find necessary quality data and access it from the first source. Quite frequently, these are the websites of ministries and public institutions or NBS. In case the user does not know that the data he/she needs may be found in a certain place, he/she turns to the search engine and through it gets to the analytical reports, articles or the primary source of information.

From the discussions with different segments may be found that the most versed in the domain of data accessing appear to be the journalists, representatives of NGOs and of international organizations. These experts know what types of data exist, where they are available, the level of detail they may expect from each source. In other segments, particularly in the segment of researchers from state institutions, in the academic segment, it is noticed that these persons most often search for information via search engines, if it is not related to their main research subject.

Several researchers work with experimental statistical data or with specific statistical data that are collected for years via observation. Meteorological or geological data represent an eloquent example in this respect. Exception are the researchers working in the economic domain – these persons work intensively with the NBM data, a little rarer with the NBS data.

At the same time with the researchers from the specialized institutions, the users of data quite often access all the necessary information online. In case they do not find what they need, they can make an official request.

As was noticed in the focus group with the **journalists**, they always search for new information and they need large amounts of this information. Thus, the most often they turn to open sources, in particular – to information placed online. Formal requests are rare. In this respect, the participants told they were not satisfied with the attitude of several state institutions, which “*delay*” or evade offering an answer to the asked question or the submitted request.

Among the ministries and public institutions, whose information is used, the most often were mentioned: MLSPF, Ministry of Economy, Ministry of Finance, Ministry of Justice, Ministry of Internal Affairs, National Bank of Moldova, Cadastre, State Registration Chamber, National Commission for Financial Markets, Customs Service, Border Police, NAWA, Ministry of Healthcare, Ministry of Education, NAER. Some persons also mentioned the government portal for open data (www.date.gov.md), the unique portal for courts – www.instante.justice.md.

Out of the mass media sources was spoken in particular about such publications like *Logos Press*, *Business Class*, and *Capital Market*.

Among the means of information of the international organizations were listed: UNICEF, World Bank, IOM, UNDP, UNFPA.

Among the think-tanks and private research companies were enumerated: IPP, IDIS “Viitorul”, Expert-Grup, ADEPT, IMAS, CBS-Axa. The journalists mentioned the portal www.budgetstories.md which presents infographics elaborated by Expert-Grup.

In the qualitative research, was created the impression that several users do not know about all of the statistical information sources from the country and turn to those they found personally (for example, during the interview, the representative of a company listed several sources of used data, but never mentioned the NBS; at the question of the interviewer he mentioned he did not access the NBS website and when he accessed it right during the interview, he found out that it seemed quite useful). This supposition was confirmed later by the users themselves, when in the focus group was raised the question about the preferred subjects for training in the domain of statistical data use and several persons showed interest in finding out a full list of trustworthy sources of statistical data from Moldova.

Analyzing the types of means of information according to the segment the respondent belongs to, it may be noted that journalists use a variety of sources for searching information for professional purposes – electronic media (100% of the journalist use it), search engines (90%), traditional media (75%), information available online from ministries and public institutions (65%), NGO data published on the internet (43%), statistical data published on the NBS website (42%). A similar behaviour also is noted in the case of international organizations. There is noticed a difference between the central and local public authorities – the central authorities more often turn to official requests for information from ministries, institutions or public agencies (39%), than local authorities (9%), which is also explained through their different activity. The information published on the internet offered by the research institutions is most often solicited by the research institutions themselves (51% compared to 3-30% in the other segments), either due to the fact that these organizations know the other institutions and their products, or because the other categories of users are less familiar with the researchers’ work and its use for their professional activity.

As it could have been expected, open sources are at the top of usage, the data offered by request are less used. In the case of data by request, most often the users turn to ministries and public institutions (19% in general) for data on demand and rarer to NGOs (7%), NBS (7%) and international organizations (7%).

In the case on NBS data, it is noticed that the data existing in public access are the most used by the mass media (42%), and the data offered by request are the most often solicited by enterprises (15%) and educational institutions (12%).

Table 1.3: Information sources used at least weekly according to categories of respondents, N=914, %

	Central public authorities, N=160	Local public authorities, N=75	International organizations, N=60	Mass-media, N=60	Think-tanks, researchers, N=83	Educational institutions, N=186	NGOs, N=112	Enterprises, N=165	Embassies, N=13	Total, N=914
Electronic media	86	96	90	100	87	82	79	77	92	85
Search engines	77	89	92	90	87	75	84	72	85	80
Traditional media	59	83	58	75	70	63	46	56	54	62
Ministries information/public agencies information on web/in media	66	41	55	65	43	24	53	25	85	44
Published Information in the internet/offered by NGOs	24	9	50	43	13	17	29	15	15	22
Published Information in the internet/offered by international organisations	26	8	45	17	25	15	21	20	31	21
Published Information in the internet/offered by research institutions	16	3	25	30	51	19	20	15	15	20
Statistical data published on web page of NBS	24	9	22	42	19	17	9	14	23	18
Official/formal requests to ministries/public institutions or agencies	39	9	13	25	10	15	9	20	8	19
Official/formal requests to research institutions	3	1	3	12	12	10	4	12	0	7
Official/formal requests to NGOs to obtain info. and data	6	3	3	13	0	11	7	11	0	7
Official/formal requests to these international organisations	8	3	5	0	4	8	4	16	8	7
Solicitări oficiale/formale către BNS pentru obținerea inf. statistice	3	0	7	5	0	12	4	15	0	7
Other information means	1	0	7	2	0	2	1	0	31	2

The factorial analysis allows the grouping of information and data from various sources into 3 categories according to the frequency of use of these sources (details are found in [annex 4](#)):

- 1) Information and data offered by request
- 2) Official information and data that exists in public access
- 3) Information from the electronic and traditional mass media, search engines

Analyzing the result according to segments of users, it is noticed that a more frequent use of the information offered by request is characteristic to the mass media segment, after which follow enterprises, central public authorities. The most rarely this is done by embassies, which as could be noticed from the other results show a greater interest in macroeconomic data and other general data, which exist in open access.

The data existing in open access are most frequently accessed by international organizations and embassies, after which follow the mass media and think-tanks, researchers. The most rarely this information are accessed by enterprises, local public authorities and educational institutions.

The information from mass media and search engines are the most frequently accessed by the local public authorities, after which follow the mass media. The most rarely this information is accessed by enterprises.

Table 1.4: Frequency of use of different ways of information, N=914, %

	Daily	Weekly	Monthly	Quarterly	Twice a year	Annually or rarely	Do not use
Electronic media	67	17	5	2	1	1	7
Search engines	64	16	7	3	1	1	9
Traditional media	35	26	11	4	2	3	18
Ministries information/public agencies information on web/in media	18	25	24	11	2	3	16
Published Information in the internet/offered by NGOs	9	13	17	13	7	7	33
Published Information in the internet/offered by international organisations	9	13	19	13	7	6	33
Published Information in the internet/offered by research institutions	8	13	22	12	5	9	31
Statistical data published published on web page of NBS	5	13	27	18	6	7	23
Official/formal requests to ministries/public institutions or agencies	5	14	15	10	5	7	45
Official/formal requests to these international organisations	3	5	8	7	5	7	66
Official/formal requests to NGOs to obtain info. and data	2	6	8	10	4	6	64
Official/formal requests to research institutions	2	6	11	8	3	8	62
Official/formal requests to NBS to obtain statistical information	1	6	8	11	6	10	58
Other information means	1	1	1			0	97

1.5 Form of presentation of statistical information and data

At general level, the most solicited form of use of information and data are the tables with figures (83%), followed by reports and informative notes (79%). Diagrams and charts are used by the fewest (65%). It is noticed that the majority of segments obtain certain data also on the phone (42% at the level of the general sample), but this appears not to be the case of educational institutions (22%) and enterprises (26%). The most clear are the preferences of the local public authorities – this segment uses reports and informative notes (71%), followed by data offered in oral form (68%) and tables with figures (64%). These results could be explained through the fact that public authorities operate with certain types of statistical information that originate from certain pre-established sources, in a form that does not change in time.

The greatest variety of forms is used by the think-tanks and researchers, central public authorities, international organizations and NGOs. In the case of embassies is noticed a similar situation, but this data must be carefully analyzed because the number of respondents is small.

Table 1.5: Forms of presentation of statistical information used by the analyzed segments, %

	Central public authorities, N=160	Local public authorities, N=75	NGOs, N=112	Think-tanks, researchers, N=83	Educational institutions, N=186	Mass-media, N=60	Enterprises, N=165	International organizations, N=60	Embassies, N=13	Total, N=914
Tables with figures	89	64	76	99	87	67	82	83	92	83
Reports, notes	86	71	89	95	73	62	67	98	100	79
Charts and graphs	73	27	78	84	65	52	54	82	77	65
Orally - for instance on the p	49	68	36	65	22	55	26	50	100	42
Interactive tools	53	13	55	64	35	18	35	47	23	41
Infographics	45	12	49	65	28	28	32	65	77	39
Other	2	5	3	7	1	7	1	12	23	4
No answer	1	0	0	0	1	0	0	0	0	0

Speaking about the format in which respondents prefer to access the information, the majority mentioned tables and informative notes. Out of 11 respondents of the in-depth interviews, 5-6 (think-tank, online publication, LPA, lectors) use regularly primary statistical data in order to make their own analyses in various domains.

A few persons said they liked to work with charts too, because based on them it is easier to see the evolution and may be made the comparison on different categories (years or other). Less than half of the respondents use the online table wizard. To the journalists, as a segment, is characteristic the reduced time for searching information and, often, while searching for news subjects, prefer to work with charts, from which they can understand if it is possible to transform the information into news. Also, the representatives of mass media said they would like the charts to be complemented by texts/explanatory notes, the data to be extended per years, presented for several categories. Referring to the charts from the NBS website, the participants expressed that “*they are sad*”, of poor quality, which cannot be retrieved, it looks “*soviet*”. Some participants mentioned the fact that they are not familiar with some options from the internet/Google (infogr.am, Drive solutions) which generate various charts correlated with other data; may also be obtain the distribution per different regions. As a positive example the participants mentioned the charts placed by Agora.md. At the same time, it is worth mentioning that in the focus group with the NGO, one of the participants said he recently noticed some charts on public interest topics in a newer format on the NBS website.

Regarding the charts, one of the respondents (representative of the local public authorities) said he did not have complete or even very little trust in them. The respondent thinks that the charts may be easily used to manipulate the public opinion. According to his opinion, in one of the regional mass media sources he, recently noticed the results of a survey in the form of a chart, which indicated on the rating of political parties. According to his opinion, that chart was distorting the reality, visually presenting the information to the advantage of the client of this article – the share of one party appeared larger than the share of another, although in figures there was no difference, or it was very insignificant. Some of the users, particularly in the segment of researchers and the NGO segment, who perform in depth analyses, **regret the lack of access to some databases** they could extract from all the type of data at the level of detail that is necessary for them.

CHAPTER II: OPINION ABOUT THE SOURCES OF INFORMATION

The information and data supplied by the international organizations were, in average, the highest appreciated – 3.31 points out of maximum 4 points. On the second place, with 3.19 points is the information offered by the ministries and public institutions. The NBS statistics, with 3.173 points is a little ahead of the information and data offered by the research institutions, which were in average, evaluated with 3.166 points. The general average is of 3.17 points. Thus, the information and data offered by the NGOs and the mass media were appreciated under the average.

Analyzing the results more in detail, it is noticed that in general, the most highly appreciated aspect of the information and data is accessibility (3.44 points), followed by clarity (3.36). The weak points of the information and data accessible to local users are related to the accuracy of this information (2.95) and coherence and comparability (3.00). The punctuality and level of trust have also obtained low marks.

Fig. 2.1: Average appreciation of sources according to the evaluation criteria of information and data, points (1=min, 4=max)

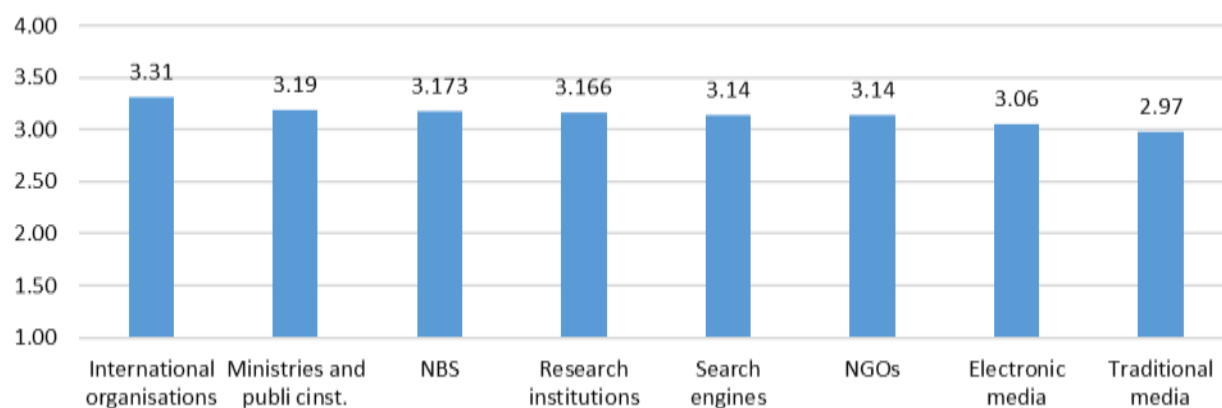
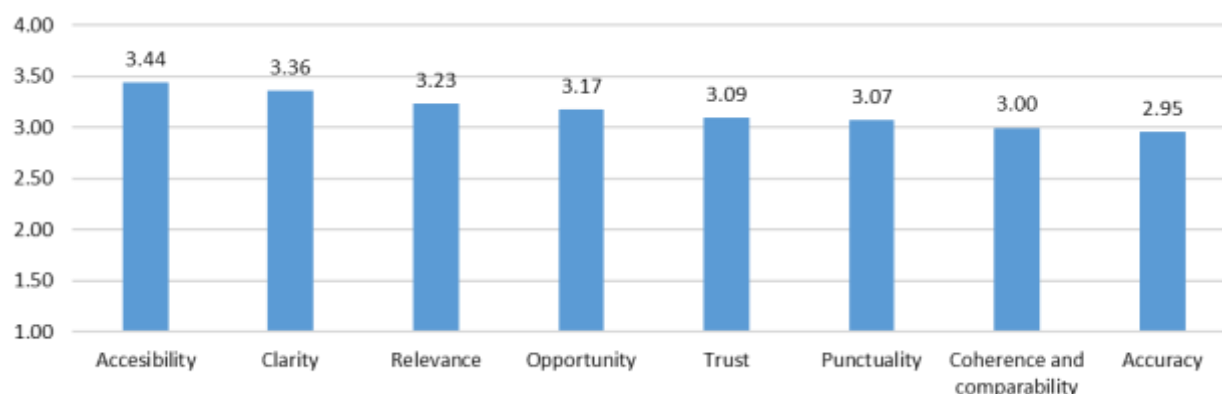


Fig. 2.2: Average per each criterion of appreciation of information and data from various sources, points (1=min, 4=max)



The following table presents the average scores given by each segment to the sources of information analysed according to the analysis criteria. Thus, the higher the average score, the better the segment in question appreciated information from the sources enumerated from the point of view of credibility, accuracy, punctuality, clarity, opportunity, coherence, comparability, their accessibility. The central public authorities appreciated with high scores the information originating from international organizations and ministries (3.32), public institutions and agencies (3.27), besides these the local public authorities appreciate highly the information originating from NBS (3.23) and research institutions (3.21). NGOs very highly appreciate the information of the international organizations (3.40) and the information generated by other NGOs. a similar situation is noticed in the case of think-tanks and researchers according to the score offered for them on the first place are the research institutions, followed by international organizations. And international organization in their turn appreciated the most highly namely the information originating from the international organizations (3.49). in the case of educational institutions the local sources are in the first place – ministries/public institutions (3.25) and NBS (3.25). Mass media put in the first place NBS (3.29).

Although in the analysis of answers is noticed a connection between the segment of users and the higher appreciation of the source that is closer to the segment of users (international organizations appreciate the most highly information offered by international organizations, for example), but this should not be a reason to worry because in the questionnaire was used a separate scale for each source and each criterion, thus the respondents were not asked to make a comparison between various sources and place them in ascending order and were not asked to make any other type of comparisons. This result is natural, once knowing better the ins and outs of the process of collection and generation of information that is subsequently offered to the data users, the representatives of various segments are tempted to highly appreciate the information that comes from other representatives of their segment and vice versa, not being familiar with the way of work of the other organizations, they appreciate poorer the information generated by them.

Table 2.1: Level of appreciation of various information sources according to the segment of the user, points (1=min, 4=max)

Source	Central authorities, N=160	Local authorities, N=75	NGO, N=112	Analytical centers, researchers, N=83	Educational institutions, N=186	Media, N=60	Companies, N=165	International organizations, N=60	Embassies, N=13	Total, N=914
International organizations	3,32	3,24	3,40	3,58	3,20	3,31	3,03	3,49	3,54	3,31
Ministries/public agencies	3,27	3,23	3,16	3,23	3,25	3,12	3,05	3,07	3,09	3,19
National Bureau of Statistics	3,13	3,23	3,20	3,08	3,25	3,29	3,09	3,21	2,91	3,17
Educational institutions	3,04	3,21	3,10	3,69	3,14	3,12	3,03	3,13	3,14	3,17
NGO	3,02	3,07	3,23	3,19	3,20	3,19	3,02	3,26	3,08	3,14
Search engines	3,00	3,05	3,23	3,24	3,21	3,09	3,15	3,13	3,11	3,14
Electronic media	2,87	2,88	3,08	2,89	3,25	2,97	3,20	3,02	3,20	3,06
Traditional media	2,76	2,86	2,89	2,70	3,24	3,01	3,19	2,84	3,03	2,97

2.1 Level of trust in information sources

It is noticed that the highest trust is manifested towards the information and data offered by international organizations (3.4 points out of a maximum of 4), after which follow ministries and public institutions, NBS and research institutions (3.2 points), NGOs occupy the third place with 3.1 points. Analysing the disaggregated results per user segments, it is noticed that NBS presents the most trustworthy source for the educational institutions (3.4) and enterprises (3.2 points).

Table 2.2: Level of trust in various sources of information based on the users segment, points (1=min, 4=max)

		Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914	
		Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N
Trust	Media electronică	2.7	222	2.7	178	3.1	177	2.8	60	3.0	144	2.8	70	2.8	851
	Media tradițională	2.6	205	2.5	150	3.1	159	2.8	59	3.0	116	2.5	58	2.8	747
	Ministere/instituții sau agenții publice	3.4	222	3.2	176	3.3	144	3.0	59	3.1	109	3.0	69	3.2	779
	Biroul Național de Statistică	3.2	219	3.2	156	3.4	132	3.2	58	3.2	106	3.1	60	3.2	731
	Organizațiile internaționale	3.4	156	3.5	151	3.3	106	3.3	55	3.1	88	3.5	64	3.4	620
	Organizațiile nonguvernamentale (ONG)	3.0	150	3.1	149	3.2	111	3.0	56	3.0	82	3.2	61	3.1	609
	Instituțiile de cercetare de stat sau private	3.1	149	3.4	159	3.2	121	2.9	58	3.1	95	3.1	54	3.2	636
	Motoare de căutare online	2.9	213	2.9	176	3.1	173	2.8	60	3.1	142	2.9	70	3.0	834

Within the focus group with journalists, the participants mentioned that the most credible sources are those of the donors and of the international organizations. However, one of the participants said that he cannot have total trust in these sources for the reason that the named organizations want to present the "story of success of Moldova". In the focus group with the NGOs representatives was discussed about the fact that there is trust in the data of international organizations for the reason that this data is presented by institutions with a good reputation, which is what generates the trust in the data.

Out of the local NGOs, the journalists said they trusted in the data published by some of them. "it is visible that these NGOs have high standards, and if they present data compared to that of the NBS, they explain the differences". It may be noticed that the trust in the surveys carried out by certain organizations is constituted out of some personal observations too, for example, participation as a respondent and the return phone call from the company in order to verify the interviewers performance.

2.2 Level of relevance of the information obtained from various information sources

Relevance – extent to which the information satisfies the informational needs of the user, is useful.

At the chapter *relevance*, international organizations obtained the highest score – 3.4 points. It is worth mentioning that here a high result was registered by the electronic media (3.2), its relevance being appreciated particularly by the educational institutions (3.3) and enterprises (3.3). NBS accumulated a general score of 3.3, being particularly appreciated by the mass media.

Table 2.3: Level of relevance of the information obtained from different sources of information based on the users segment, points (1=min, 4=max)

		Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914	
		Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N
Relevance	Media electronică	2.9	215	3.1	177	3.3	177	2.9	55	3.3	142	3.1	69	3.1	835
	Media tradițională	2.8	200	2.8	147	3.2	158	2.9	55	3.2	115	2.8	57	3.0	732
	Ministere/instituții sau agenții publice	3.4	219	3.4	175	3.2	143	3.2	58	3.0	109	3.3	69	3.3	773
	Biroul Național de Statistică	3.3	218	3.4	155	3.2	131	3.4	58	3.1	106	3.4	60	3.3	728
	Organizațiile internaționale	3.3	157	3.7	147	3.3	104	3.4	53	3.1	89	3.7	64	3.4	614
	Organizațiile nonguvernamentale (ONG)	3.1	144	3.4	147	3.3	107	3.2	56	3.1	82	3.4	61	3.2	597
	Instituțiile de cercetare de stat sau private	3.2	145	3.5	157	3.2	119	3.2	57	3.0	94	3.2	53	3.3	625
	Motoare de căutare online	3.0	211	3.3	176	3.2	170	3.0	57	3.2	142	3.2	69	3.1	825

NGO representatives highlighted the high level of generalization of the data, when there is no disaggregated data per subjects of interest (were brought examples related to the statistics regarding various types of disabilities per ages, statistics from the domain of justice, statistics referring to NGOs and its disaggregation, the lack of information about the number of persons who turned to lawyers disaggregated per age categories). As one of the participants expressed herself, “This is the political will for such data to be missing, but without this data is not possible an efficient planning of the organization’s activity”. Another important aspect is related to restricting access to certain information on the pretext that the Law regarding the protection of data with personal character stipulates so. In this respect, an example was the unsuccessful attempt of an NGO to obtain the statistics of persons with disabilities from the representatives of the medical system.

The journalists from the focus group brought an example of source, that in their opinion, is very good. They spoke about a socio-political research which is carried out regularly and whose results appear in the form of a brochure. The arguments in favour of the usefulness of this research were related to a large number of studied indicators, existence of tables in which the results are presented in dynamics taking into account the history of the research, existence of tables and charts in the report.

In the focus group with the NGOs, one of the participants insisted on the idea that NBS should present more data similar to those from BOP. At the moderator’s question related to the different character of the BOP, compared to the data from NBS, the respondent did not react and continued to present arguments in favour of his opinion. From this point of view, may be presumed that, at the moment, there is no clarity regarding the mission of NBS in the vision of the general public and, in particular, in the vision of statistical data users. This idea is deduced also from the insistence of a journalist, who suggested the NBS to publish its data with captivating titles, that could attract the journalists (“and not simply the *statistics of cereals*”). None of the participants contradicted him, and nobody emphasized the problem of unbiased presentation of the data of public interest.

2.3 Level of accuracy of the data obtained from various information sources

Accuracy – extent to which estimates correspond to real values.

At the chapter *accuracy*, the highest marks were also given to information and data obtained from international organizations (3.3 points, in average). The lowest marks were given to the mass media (2.6 points).

Table 2.4: Level of accuracy of the information obtained from various sources based on the users segment, points (1=min, 4=max)

		Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914	
		Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N
Accuracy of information	Media electronică	2.4	211	2.5	173	2.9	175	2.4	59	2.8	139	2.5	66	2.6	823
	Media tradițională	2.3	193	2.5	145	2.9	156	2.7	59	2.9	113	2.4	56	2.6	722
	Ministere/ instituții sau agenții publice	3.1	214	3.1	173	3.3	142	3.0	59	3.1	108	2.9	67	3.1	763
	Biroul Național de Statistică	3.0	212	3.1	154	3.3	127	3.1	57	3.2	104	3.0	58	3.1	712
	Organizațiile internaționale	3.3	152	3.4	146	3.2	102	3.3	55	3.1	86	3.5	62	3.3	603
	Organizațiile nonguvernamentale (ONG)	3.0	141	3.2	148	3.1	108	3.1	56	3.1	81	3.0	60	3.1	594
	Instituțiile de cercetare de stat sau private	3.1	140	3.3	158	3.0	119	3.0	55	3.0	94	3.0	52	3.1	618
	Motoare de căutare online	2.6	204	2.9	174	2.9	170	2.6	55	2.9	141	2.7	67	2.8	811

Some official statistical information **raise doubts**, for example, as one of the journalists noticed, on the market is noticed that businesses from the domain of alimentation (restaurants) are decreasing, and the official information shows another situation. Such comments were also offered regarding the economic-financial information related to enterprises from Moldova (as the participants told, they know the statistical forms via which this information is collected and they have doubts regarding the quality of their filling in, and besides this the enterprises do not wish to declare correct figures related to the financial indicators).

Some information is **not updated**. Thus, was brought the example of MLSPF data about the number of parental leaves offered in the last years, but the information available was for 2012.

Comparing with the official data, the journalists highlighted the quality of data offered by the private research companies and think-tanks, which have a more “modern, European” approach and offer current data.

2.4 Level of opportunity of the information obtained from various sources of information

Opportunity – the extent to which information is available to users in the period when it remains useful for its main purposes.

The most highly was appreciated the level of opportunity of statistical data and information obtained from international organizations. Here it is worth mentioning that in the case of enterprises, the marks are different compared to the other segments – these users gave the lowest marks namely to the leader and gave higher marks to the information from mass media.

Table 2.5: Level of opportunity of the information obtained from various sources of information based on the users segment, points (1=min, 4=max)

	Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914		
	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	
Opportunity of information	Media electronică	3.0	213	3.1	177	3.2	176	2.9	58	3.2	141	3.2	68	3.1	833
	Media tradițională	2.9	197	2.8	148	3.2	156	2.8	58	3.2	113	2.9	54	3.0	726
	Ministere/ instituții sau agenții publice	3.2	220	3.2	176	3.3	142	3.1	59	3.1	109	3.1	68	3.2	774
	Biroul Național de Statistică	3.2	215	3.1	156	3.3	128	3.3	58	3.1	106	3.1	59	3.2	722
	Organizațiile internaționale	3.3	154	3.5	148	3.3	103	3.4	55	2.9	89	3.4	63	3.3	612
	Organizațiile nonguvernamentale (ONG)	3.0	142	3.2	147	3.2	109	3.2	56	3.0	82	3.2	59	3.2	595
	Instituțiile de cercetare de stat sau private	3.1	145	3.4	159	3.3	116	3.2	57	3.0	94	3.3	52	3.2	623
	Motoare de căutare online	3.0	207	3.3	175	3.2	172	3.1	59	3.1	139	3.1	67	3.2	819

Although in the case of the qualitative research the participants were explained the criterion of opportunity, all discussions were however centred on the level of punctuality of the sources of information.

2.5 Level of punctuality of the information obtained from various sources of information

Punctuality – the extent to which is respected the schedule of publication of data established officially.

At the chapter of *punctuality*, the top position belongs to the international organizations (3.2 points), NBS having the lowest score. It is noticed that enterprises and educational institutions had different opinions compared to the other segments – in their opinion, mass media is more punctual in offering statistical information and data. It may be presumed that in this case, these respondents referred to the fact that these sources publish the information up to date.

Table 2.6: Level of punctuality of the data obtained from various sources of information based on the users segment, points (1=min, 4=max)

	Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914		
	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	
Punctuality	Media electronică	2.7	212	2.9	175	3.4	172	2.9	60	3.3	143	3.1	66	3.0	828
	Media tradițională	2.7	193	2.7	146	3.3	155	2.9	59	3.3	115	2.9	54	3.0	722
	Ministere/ instituții sau agenții publice	3.1	220	3.0	172	3.2	140	3.0	57	3.1	109	2.8	66	3.1	764
	Biroul Național de Statistică	2.9	217	2.8	154	3.1	128	3.0	57	2.9	105	3.0	56	2.9	717
	Organizațiile internaționale	3.3	148	3.4	144	3.2	99	3.2	52	3.0	88	3.4	60	3.2	591
	Organizațiile nonguvernamentale (ONG)	3.0	136	3.0	138	3.1	103	3.1	56	3.0	81	3.2	58	3.1	572
	Instituțiile de cercetare de stat sau private	3.0	139	3.4	149	3.1	113	3.1	57	3.0	93	3.1	51	3.1	602
	Motoare de căutare online	2.9	201	3.2	166	3.2	166	3.0	56	3.1	140	3.2	64	3.1	793

In the process of qualitative data collection, was revealed the fact that the most suggestions for improvement were addressed to the NBS at the chapter of punctuality and were mainly related to the delayed offer of the census data. This subject was approached by respondents without any suggestions from the moderator. In each focus group there were several persons who claimed that the census data should have been published long ago. At the moderator's question if someone had seen any schedule of data publication, the respondents answered negatively.

In general may be noted that in the appreciation of punctuality the users do not analyse certain schedules of data publication, but appreciate this criterion according to their own expectations, to the rapidity of appearance of similar information in other sources.

2.6 Level of accessibility of the information obtained from various information sources

Accessibility – the extent to which information is easily obtained by those who need it and in the requested format (paper, file, CD, Internet).

At the chapter of *accessibility*, the most highly appreciated were the search engines – 3.6 points together with the electronic media (3.6), followed by the traditional mass media (3.5). It is worth mentioning the fact, that at this chapter, the mass media segment evaluated NBS quite highly compared to other segments (3.6 compared to 3.2 – 3.5).

Table 2.7: Level of accessibility of the obtained information from various sources based on the users segment, points (1=min, 4=max)

	Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914	
	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N
Media electronică	3.6	220	3.7	177	3.6	177	3.8	59	3.5	144	3.7	69	3.6	846
Media tradițională	3.4	201	3.5	149	3.5	159	3.6	59	3.4	116	3.4	55	3.5	739
Ministere/ instituții sau agenții publice	3.3	217	3.4	176	3.2	142	3.4	59	3.2	109	3.2	68	3.3	771
Biroul Național de Statistică	3.3	216	3.5	155	3.3	129	3.6	57	3.2	106	3.3	59	3.3	722
Organizațiile internaționale	3.3	151	3.5	149	3.1	104	3.4	54	3.1	89	3.4	63	3.3	610
Organizațiile nonguvernamentale (ONG)	3.1	145	3.4	149	3.1	109	3.3	55	3.0	82	3.3	61	3.2	601
Instituțiile de cercetare de stat sau private	3.0	144	3.4	158	3.0	119	3.3	58	3.0	95	3.2	52	3.1	626
Motoare de căutare online	3.5	209	3.8	174	3.6	172	3.8	60	3.4	141	3.7	67	3.6	823

During focus groups was noticed that journalists use at large the **NBS** data, know their diversity and often work with them, know what variety of data is offered online. A similar situation is noticed in the case of some NGOs and some research institutions. All these could be arguments in favour of the high mark given to the NBS by the representatives of these segments. Nevertheless, discussing about statistical data the journalists cannot obtain, practically the discussion began with the topic of the census.

Speaking about other types of data that are not available, were mentioned the following:

- economic profile of businesses (economic and financial data for enterprises);
- information regarding the turnover – from ME, MF, NBS.

At the same time, was discussed the fact that there are **institutions which do not keep a record at all**, an example of this kind is the Mother and Child Centre. Some ministries do not have data on the main categories of their profile. This is the case of the Defence Ministry, but also of other ministries (the explanation brought by the participants of the NGO focus group was related to the changes that took place in the Government, the political instability from the last years).

In the focus group with researchers in seismology, and those from the Botanical Garden was mentioned that there are ministries and public institutions (as example being the Ministry of the Environment, the Hydro-Meteo service, the Ministry of Agriculture) which keep a large part of statistical data in printed form (for example, chemical tests, which determine the quality of water in probes), thus those who need to observe a certain dynamic, must spend a lot of time in the archive of the institution and to take notes about all the data, because they are not allowed to make a copy of the documents of in interest. (*“Many officials hold the data as if it were their own property”*, in this respect it was also spoken about the expectation of *“in formal remuneration”* for obtaining information).

In the NGO group was mentioned about the fact that several types of data are offered by the NBS only by request, and are not displayed on the website, which could be revised.

In the focus group with the **journalists**, was discussed about the opportunity to improve the capacity of press officers which answer the phone from the state institutions – was mentioned the fact that sometimes it is difficult to get hold of the necessary person, someone unprepared answers in his/her place etc. In particular, was spoken about the NBS. When data from NBS is requested, the solicitant is not directly refused, but sometimes they are *“evasive”*. Through this, the respondent specified that the press officer from NBS does not have a friendly attitude, the personnel answers without enthusiasm; some of the participants declared they have the impression that NBS *“hides the information”*, delays sending data, for various reasons.

According to the opinion of respondents, ministries do not offer up to date information, *“they recur in not presenting answers to requests”*, motivating that the requests are not submitted *“according to model”* or that the presented information is outdated. At this chapter, as positive models were brought the Border Police and Customs Service, which answer promptly.

2.7 Level of clarity of the information obtained from various sources of information

Clarity – how simple is the information to understand.

Evaluation of information and data, from the point of view of their clarity, vary between segments. Thus, for the public authorities, the information offered by ministries/public agencies and institutions is the most clear – 3.4 points. In the segment of NGOs, think-tanks and researchers, the highest score was given to international organizations – 3.5 points. The same situation is noticed also in the case of international organizations – 3.6 points. Educational institutions considered that the information and data from traditional mass media is the simplest to understand – 3.5 points. The entrepreneurs also opted for the traditional media – 3.4 points. Journalists offered the highest marks to 3 sources – electronic and traditional mass media and search engines – 3.6 points.

Table 2.8: Level of clarity of the information obtained from various sources of information based on the users segment, points (1=min, 4=max)

		Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914	
		Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N
Clarity	Media electronică	3.2	212	3.4	178	3.4	177	3.6	59	3.3	144	3.4	69	3.4	839
	Media tradițională	3.2	195	3.4	148	3.5	158	3.6	59	3.4	116	3.4	56	3.4	732
	Ministere/ instituții sau agenții publice	3.4	215	3.3	176	3.3	141	3.5	59	3.0	109	3.3	68	3.3	768
	Biroul Național de Statistică	3.3	212	3.3	155	3.2	131	3.5	58	3.1	105	3.3	60	3.3	721
	Organizațiile internaționale	3.3	148	3.5	149	3.2	104	3.3	54	3.0	87	3.6	64	3.3	606
	Organizațiile nonguvernamentale (ONG)	3.1	140	3.4	149	3.3	109	3.5	56	3.0	80	3.4	61	3.2	595
	Instituțiile de cercetare de stat sau private	3.2	140	3.5	158	3.2	118	3.4	57	3.0	95	3.3	52	3.3	620
	Motoare de căutare online	3.3	207	3.5	176	3.4	172	3.6	57	3.2	142	3.4	67	3.4	821

Evaluating the level of clarity of the information and data from NBS, the participants of the focus groups said that, in general it is clear. But the group of researchers specified that in some texts presented by NBS there are mistakes

which give the impression that the texts were translated via Google Translate, after they were written by Russian-speaking persons.

According to the opinion of the majority of respondents, it would be good if some of the data presented by NBS and public institutions were accompanied by descriptions, to be clearer, more understandable to users, “because it is about the evolution of the situation in the country and this interests everyone”. For this reason, according to the opinion of the participants, NBS may be appreciated as a source of interpretable data, which is an important drawback in offering data for “*general consumption*”, meaning for citizens.

2.8 Level of coherence and comparability of the information obtained from various sources of information

Coherence and comparability – supposes that coherent information may be combined in a valid way and used together; exists a coherence between two or several types of information which makes possible to make some comparisons in time, between geographical areas or between other domains.

At this chapter, just as in the other cases, the information and data supplied by international organizations were evaluated the most positively, although, in general, this criterion was poorly appreciated by all segments. Comparing the results of different segments of users, it is noticed that on the case of enterprises, the higher marks were given to the mass media and less for other information providers.

Table 2.9: Level of coherence and comparability of the information obtained from various sources based on the users segment, points (1=min, 4=max)

		Central and local public administration, N=235		NGO, think-tanks and researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat. Org., embassies, N=73		Overall results, N=914	
		Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N
Coherence and comparability	Media electronică	2.5	205	2.5	176	3.1	175	2.5	57	3.2	141	2.7	70	2.8	824
	Media tradițională	2.5	188	2.2	148	3.1	156	2.7	57	3.2	113	2.6	57	2.7	719
	Ministere/ instituții sau agenții publice	3.2	209	2.9	177	3.3	137	3.0	54	2.9	109	2.9	69	3.1	755
	Biroul Național de Statistică	3.1	142	2.9	132	3.1	92	3.1	49	2.8	79	3.1	56	3.0	550
	Organizațiile internaționale	3.3	145	3.3	150	3.1	100	3.2	50	3.0	89	3.4	63	3.2	597
	Organizațiile nonguvernamentale (ONG)	3.0	136	3.0	150	3.3	107	3.1	51	3.0	82	3.1	60	3.1	586
	Instituțiile de cercetare de stat sau private	3.1	135	3.3	159	3.3	116	3.0	54	3.1	96	3.0	52	3.2	612
	Motoare de căutare online	2.9	196	3.0	174	3.1	170	2.8	56	3.1	140	2.8	68	3.0	804

In the focus group with the journalists, the persons who spoke negatively of the comparability of NBS data mentioned that the data from NBS tables may not be easily combined and cannot be extracted for comparisons. The data do not contain subcategories or important categories of indicators, on various topics of major importance (as example being the number of divorces from the number of marriages, for a certain period of time). Those who gave a higher score claimed that the data from the categories they use may be compared.

The participants in different focus groups referred positively to the information presented by the NBM, Ministry of Finance, NCFM. It was mentioned that data appear with a certain periodicity, are presented uniformly and are clear.

2.9 Opinion of users regarding NBS

In general, the evolution of NBS was appreciated positively by the statistical data users – thus, the current mark exceeds the mark with which was appreciated the activity of the Bureau 3 years ago (with 0.07 points).

Table 2.10: Opinion of users about the extent to which the NBS fulfils its mission, points (1=min, 4=max)

	Central and local public authorities, N=235		NGOs, think-tanks, researchers, N=195		Educ. Inst., N=186		Mass-media, N=60		Companies, N=165		Internat.org., embas., N=73		Overall results, N=914	
	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N	Media	N
Now	3.04	234	2.77	185	2.85	138	2.87	60	2.87	141	2.79	68	2.89	826
3 years ago	2.99	224	2.67	172	2.65	126	2.94	50	2.72	135	2.65	66	2.78	773

*It is worth mentioning that both questions were asked in the current survey.

Being asked to mention the positive aspects related to NBS, the respondents indicated the following:

- NBS offers a **variety of data** stored together, being the universal provider of statistical data
- NBS provides data **regularly**
- According to researchers, NBS works **operatively**
- In the last years, **increased the number of provided data categories**
- The data is presented in **more modern form than before**
- Data produced by NBS is **publicized** more than before
- In the opinion of researchers, **the NBS website is simple and accessible**, comfortable to use (the opposite to this opinion was encountered in the NGO segment, when was discussed the fact that the NBS website is not comfortable to use and the users encounter difficulties in searching the information they need on the website)
- Several years ago they began publishing **quarterly bulletins**
- NBS has **necessary mechanisms to accumulate data** with a large volume and its processing
- NBS is a useful **data source at macro level**, all placed in one source
- NBS increased the number of the types of reports that may be delivered by economic agents and institutions via e-reporting

Nevertheless, in general, users are not satisfied with the activity of NBS at the moment. Particularly, was spoken about:

- A small number of **indicators** per chapters of statistical data. As an example was mentioned that in the compartment dedicated to culture and sports, there are very many indicators that are not being presented.
- **Outdated forms** (“*soviet*”) used for data collection, lack of certain issues that are of interest for the general public at the moment, presence of subjects that are not relevant for the present, poor disaggregation of record categories, when a significant share is included in *others* instead of having a sufficient number of categories.
- **High level of data aggregation** and lack of access to the disaggregated data. About this aspect was spoken the most during the focus group with the NGO representatives.
- **Slow and inefficient search engine** and complicated process of search: “*it is not simple at all to work with the NBS data, you need to browse a lot, to go from link to link. The data somehow seem to be there, but stay there, like in a swamp*” (journalist from an online publication). Another comment was that the website is not “*user-friendly*” – the user should be able to reach the information he/she needs in maximum 3 clicks.
- **Delayed publication** of information related to general public interest (such as the information about the number of population). The slow rhythm of updating data for certain categories.
- At the analysis of NBS data, compared to data originating from other sources, are noticed **differences, for which there is no explanation found.**
- **Doubts related to the accuracy of certain data categories:** migration, exports, number of population, turnover, wages.

- **Unwillingness to collaborate with the press**, which is manifested through the lack of an effort to present the data attractively and in an interesting way in order to attract the attention of journalists, but also, at the same time, reduced receptivity to requests coming from the mass media through mail or phone.
- **Lack of sufficient experience of the employees** in the work with organizations and companies that come with requests for information.
- **The outdated website needs modernization in presenting** statistical information, charts with unattractive format. An example to follow, according to journalists, is the website budgetstories.md, which presents info charts that are interesting to follow.
- The titles of information and news could be more attractive for journalists.
- **Absence of older data** in several categories of information (information older than 2000) or its non-harmonization with the current information.
- **Absence of indicators that could include the left bank and the right bank and could compare the situation from RM to CIS and the EU.**
- Several types of **data are offered by request and are not presented on the site.**
- **Slow rhythm of digitalization of reporting** of the economic agent and organizations by NBS, necessity to bring the forms on paper and stay in the queue until they are stamped.
- Due to the fact that in the territorial offices of the NBS there are older computers or there are tables without computers, is created the impression that **this institution is not a modern one and the level of endowment is a poor one.**

The expert from a think-tank said that, *“once there are no unique criteria for collecting and presenting the statistical data, between institutions oftentimes appear discrepancies in presenting the data and mistakes in their interpretation accordingly. It would be good if NBS could integrate the data of all the public institutions, through separate contracts between NBS and those institutions”*. Here, as example was referred to Î.S. Cadastru.

In order to solve this problem, the expert suggested that *“within the NBS should exist a **Common centre for storing data**. Even if such a Centre and the development of this mechanism of collaboration is expensive, it will recover the investment, because the demand is high and access to primary data on different categories is very high”*. The respondent from the think-tank launched the initiative to organize a meeting between experts and NBS in order to set the subject of common interest for collection, analysis, integration and data presentation. The representative of the online publication had the same initiative.

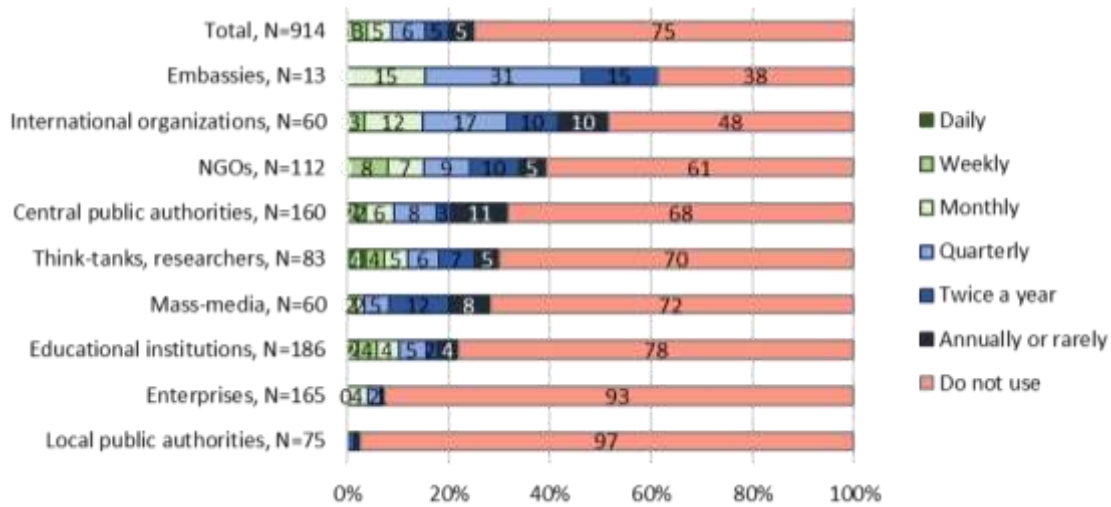
In conclusion, while the journalists spoke a lot about the NBS website, which they regularly visit, **researchers** mostly referred to the NBS yearbooks (a reason being that not all the researchers have a computer or can work with it) or said they got to the NBS information via searching on Google.

CHAPTER III: INFORMATION FROM THE LEFT BANK OF THE NISTRU RIVER

3.1 Degree of use of information from the left bank of the Nistru river

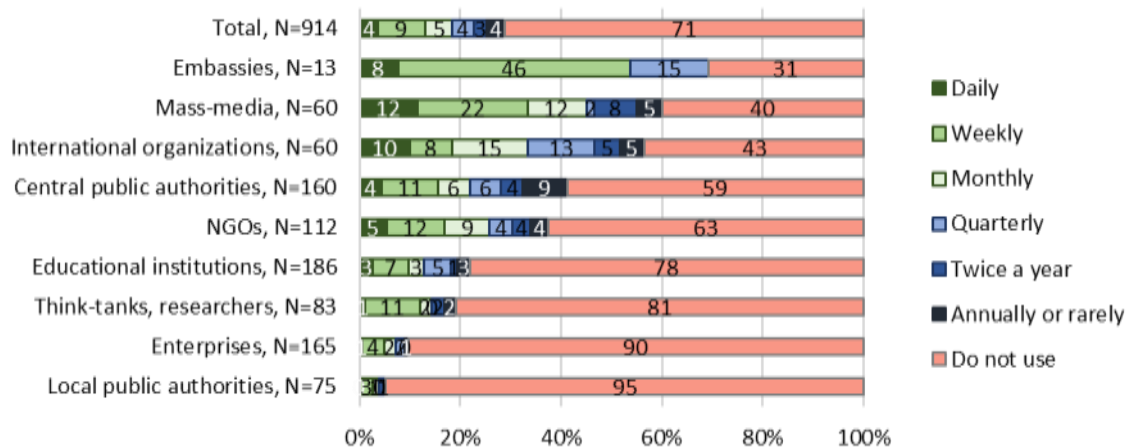
In general, the majority of respondents do not use statistical data from the left bank of the Nistru river (75%). The highest level of use of this information is noticed in the case of embassies (but it is worth noticing the small number of respondents in this category), being followed by the international organizations. The lowest interest for this data comes from the local public authorities (97% do not use statistical data related to the left bank of the Nistru river). It is worth mentioning that a more intensive use (from the perspective of the high share of respondents registered for the options “daily” and “weekly”) is noticed in the segment of NGOs (8%), think-tanks and researchers (8%), educational institutions (6%).

Fig. 3.1: Degree of use of statistical information from the left bank of the Nistru river, %



Regarding the level of use of news, analytical reports and of the regulatory framework from the left bank of the Nistru, it is noticed that it is higher than the degree of statistical data use, but not by much – 4 p.p. But another important aspect is related to the intensity of accessing the information specified above. Thus, statistical information is accessed rarer than analytical reports, news and regulatory framework. Again, in quality of leader is highlighted the segment of embassies (69% use these types of information about the left bank of the Nistru for professional purposes). In second place is the mass media which reported the use of this information to a rate of 60%. On the third place from the perspective of use are international organizations with 57%. Local public authorities do not use this type of information for professional purposes either.

Fig. 3.2: Degree of use of news, analytical reports and regulatory framework from the left bank of the Nistru, %



In the qualitative research, was mentioned that a barrier discouraging users to search statistical information and data related to the left bank of the river Nistru is related to the fact that this data is insufficient, difficult to verify and of poor quality, incomplete. As the journalists signaled in the focus group, the information from the left bank is hidden under the pretext of “*state secret*”. From the words of this segment, may be concluded that there is ambiguity regarding which data from the left bank of the Nistru may be published, and which data may not be published. For this reason, some time ago, some journalists were named *persona non-grata* in this region.

A single journalist from the group tried to access the website of the de facto public authority responsible for the economic domain on the left bank of the Nistru, but he declared he did not trust this source. A few persons from different groups claimed that the locals do not turn to official statistical data either, because they do not trust it. At the same time, NBS does not offer information for the left bank of the Nistru.

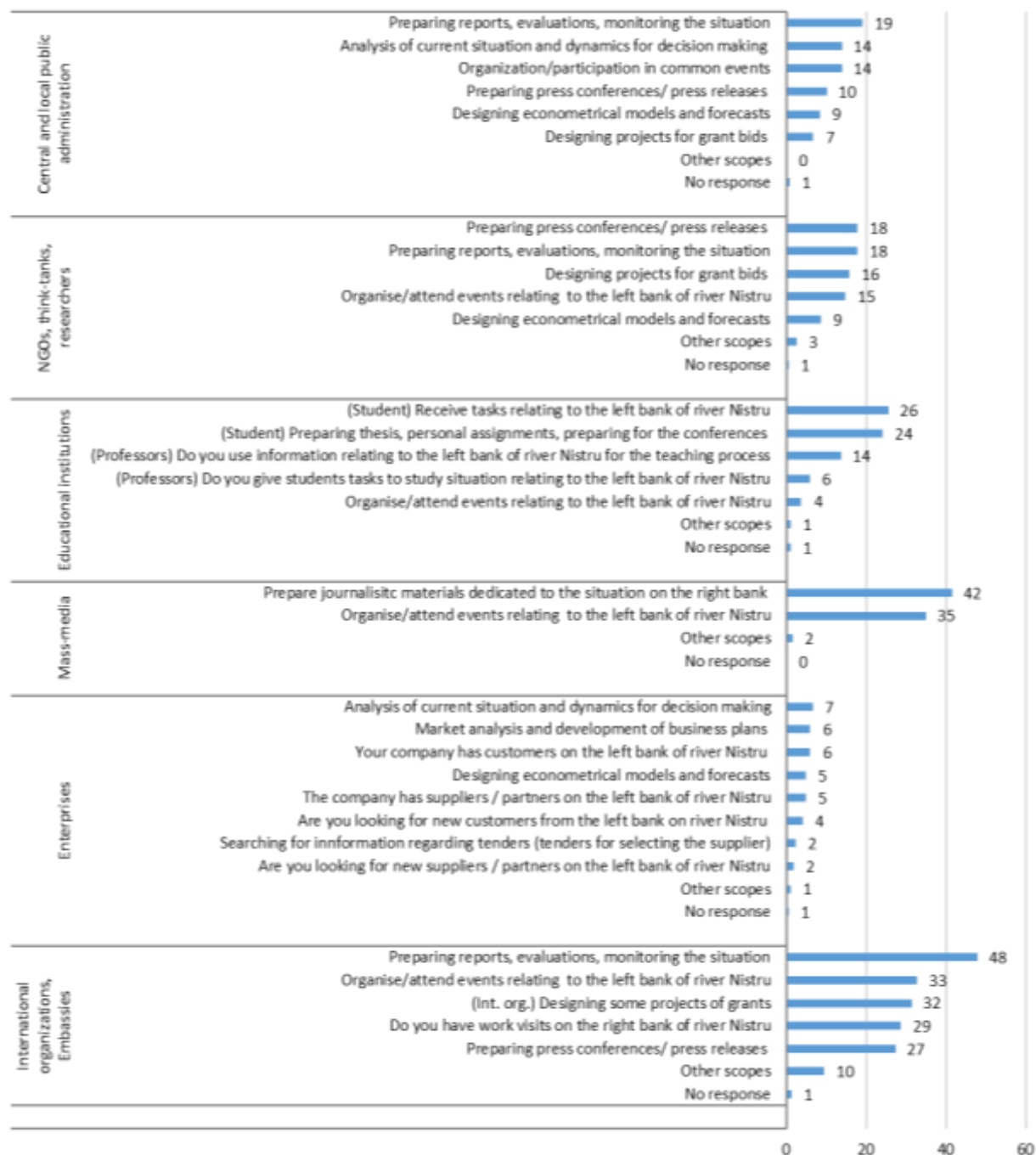
Some of the respondents mentioned that there was, however, the possibility to find some information from the sources from the Russian Federation or the publication CIS Statistics. Also, is used data from Eurostat in order to extract information related to excise which “*are missing at us*”. Two of the experts expressed their opinion that it would be very useful if the NBS signed an agreement with the authorities that produce data and are on the left bank of the Nistru.

However when this data is needed, “*we turn to persons of reference/professional colleagues from the region*”. But even in this case, some of the respondents mentioned that even their persons of reference from the other bank of the Nistru need an official request in order to get various data.

3.2 Goals for using data from the left bank of the Nistru river

The main goals for which the statistical information and data from the left bank of the Nistru river is being used is related to preparing reports and evaluations, monitoring the situation, as well as organizing some events with common participation and the analysis of the current situation and dynamics for taking decisions.

Fig. 3.3: Goals for using statistical information and data from the left bank of the Nistru river by the users from the right bank of the Nistru river, %



In the qualitative research the subject presented above was discussed pretty little for reasons that users often do not even search for the data from the left bank of the Nistru, because they did not find them in the past or got convinced that they cannot trust this data. At this chapter were obtained two more detailed answers from the mass media and NGOs, which are presented below.

In the focus group with the journalists, it was mentioned that the NBS publishes data with the note that information from the left bank of the Nistru are not presented and the journalists try to cover this gap by searching for this data on their own. *“You cannot say you cannot say Moldova without integrating the data from the left bank of the Nistru, because this region is quite large and cannot be neglected”*. But the problem often is related to the incompatibility and impossibility to combine information from the left and right banks of the Nistru.

In the case of NGOs the main goal is in implementing common projects with the left bank of the Nistru, in some cases the implementation becomes easier once partnerships with NGOs from the left bank of the Nistru exist. The data is analysed for *“planning the following interventions in the region, analysis of changes we follow for annual or project reporting”*.

3.3 Types of information and data used from the left bank of the Nistru river

Besides news, the greatest interest regarding data from the left bank of the Nistru river, is demonstrated towards printed, electronic or online reports and analyses. The most and more frequently are used printed reports and analyses, as well as statistical data regarding the population and level of life of the population.

When making the factorial analysis (table with the saturations for each factor is found in [annex 5](#)) is noticed that 4 groups are outlined. In the first group according to saturations entered such categories like:

- 1) Commerce statistics
- 2) Macroeconomic statistics
- 3) Finance Statistics
- 4) Industry statistics
- 5) Investments statistics
- 6) Business statistics
- 7) Price statistics
- 8) Agriculture statistics

The greatest interest towards the statistical information from group 1 is noticed in the case of embassies.

In the second group entered such data like:

- 1) Tourism statistics
- 2) Culture and sports statistics
- 3) Constructions statistics
- 4) Statistics from the domain of geography and environment
- 5) Transports statistics
- 6) Energy resources statistics
- 7) ITC domain statistics
- 8) Statistics regarding dwellings

Statistical information from this group is interesting for NGOs, think-tanks and researchers, educational institutions.

In the third group entered:

- 1) Regulatory framework
- 2) Statistics related to population
- 3) Statistics from the domain of justice
- 4) Gender statistics
- 5) Printed, electronic or online reports, analyses
- 6) Population social protection statistics

This information and statistical data are first of all interesting for international organizations.

In the fourth group entered:

- 1) Statistics regarding healthcare
- 2) Statistics regarding the workforce and wages
- 3) Statistics regarding the level of life of the population
- 4) Statistics regarding education and science

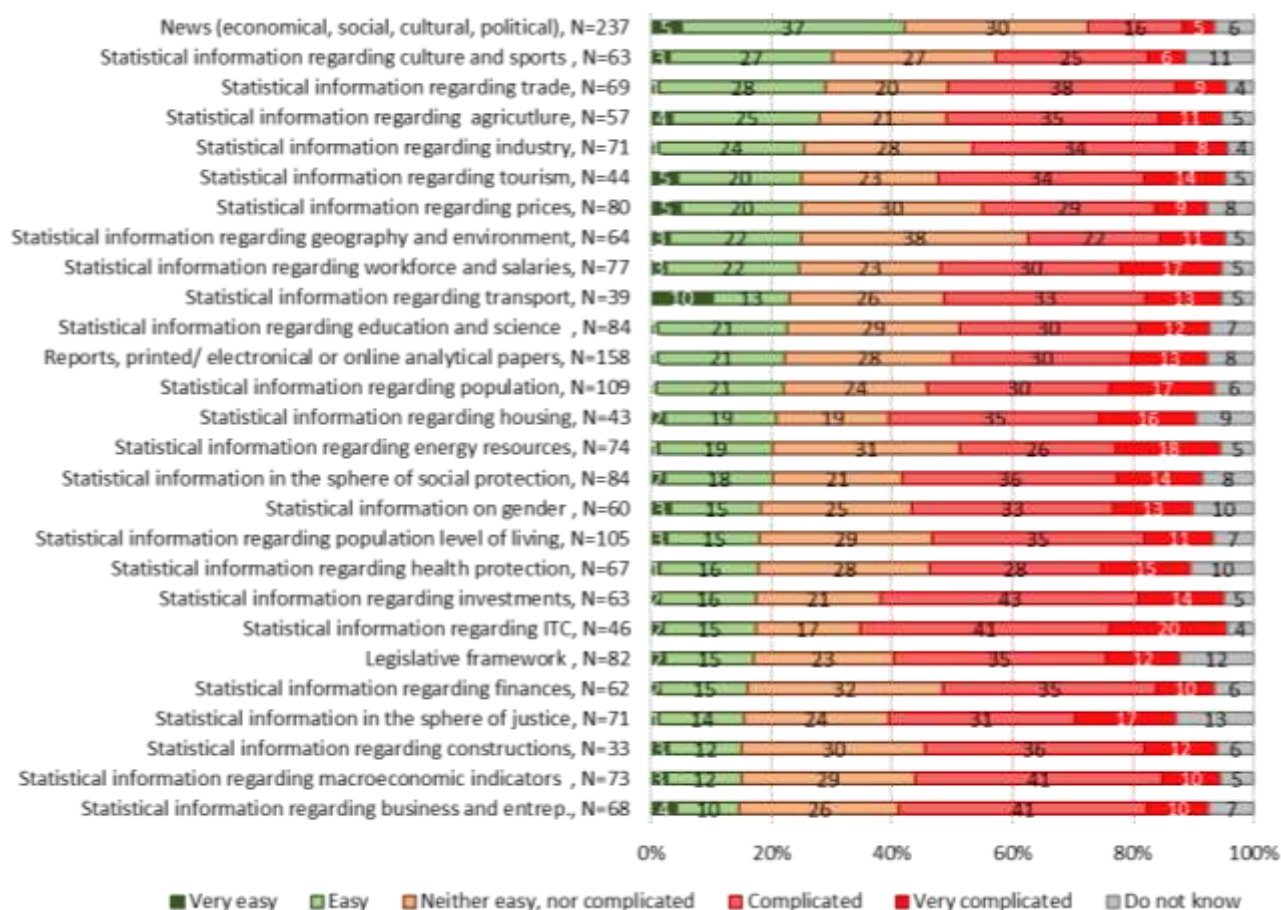
This information is first of all interesting for entrepreneurs, after which follow educational institutions, think-tanks and researchers.

Table 3.1: Types of data used based on users segments, %

	Central and local public administration, N=235	NGOs, think-tanks, researchers, N=195	Educational institutions, N=186	Mass-media, N=60	Enterprises, N=165	International Org., Embassies, N=73	Overall results, N=914
News (economical, social, cultural, political)	24	26	22	60	9	55	26
Reports, printed/ electronical or online analytical papers	19	15	11	42	2	49	17
Legislative framework	10	10	4	22	1	23	9
Statistical information regarding population	10	14	8	22	2	37	12
Statistical information regarding population level of living	10	12	10	15	4	33	11
Statistical information regarding education and science	5	12	13	13	1	19	9
Statistical information in the sphere of social protection	6	13	8	13	2	29	9
Statistical information regarding prices	7	8	8	15	7	18	9
Statistical information regarding workforce and salaries	6	7	7	17	4	26	8
Statistical information regarding energy resources	5	12	6	22	1	16	8
Statistical information regarding macroeconomic indicators	6	9	6	13	1	27	8
Statistical information in the sphere of justice	9	8	7	12	1	16	8
Statistical information regarding industry	6	10	5	15	2	21	8
Statistical information regarding trade	6	8	5	13	3	25	8
Statistical information regarding business and entrep.	7	8	6	12	1	22	7
Statistical information regarding health protection	6	8	7	13	1	19	7
Statistical information regarding geography and environment	6	13	7	10	0	7	7
Statistical information regarding culture and sports	6	10	8	10	0	10	7
Statistical information regarding investments	5	9	5	17	1	19	7
Statistical information regarding finances	5	6	6	12	4	19	7
Statistical information on gender	6	8	6	12	1	16	7
Statistical information regarding agriculture	5	9	5	12	1	12	6
Statistical information regarding ITC	6	6	4	10	1	7	5
Statistical information regarding tourism	3	8	4	13	0	5	5
Statistical information regarding housing	4	5	5	13	1	7	5
Statistical information regarding transport	3	6	4	10	1	7	4
Statistical information regarding constructions	3	4	4	10	0	7	4

In general it is noticed that the data related to the left bank of the Nistru are more complicated to find than the data from the right bank of the Nistru. The greatest difficulties appear in finding statistical information from the ITC domain (61% find them with difficulty), business and entrepreneurship (51%), investments (57%), macroeconomic indicators (51%), statistics referring to dwellings (51%).

Fig. 3.4: Degree of easiness of finding statistical information and data, %



CHAPTER IV: NEED FOR ADDITIONAL TRAINING

In broad lines, the information and data users do not consider they need additional training (58% answered negatively) in the domain of statistical data application and use. Nevertheless the detailed analysis of results per segment demonstrates that there are those who would enjoy such an opportunity:

- Employees with management position in the local public authority (65% offered a positive answer)
- Employees of institutions/international organizations (57%)

In the case of a few segments, the share of those interested and the share of those who would not like such training are equal:

- Employees and experts within think-tanks, consulting companies
- Employees of online portals and/or news agencies
- Employees from the editorial staff of newspapers/magazines

Certainly it would not be appropriate to carry out such training exclusively for the segment of embassy employees. At the same time, probably, it would be complicated to organize a group of persons from within enterprises who would be interested in this activity, as well as a group of teachers who would appreciate such training.

Table 4.1: Interest towards training regarding the domains of application and way of use of statistical data, %

		N	No	Yes	Do not know	Total
Overall results		914	58	38	4	100
Central and local public authorities	Employee with administrative function in a central public authority / preture	45	51	44	4	100
	Employee with execution/service function in a central public authority / preture	115	58	35	7	100
	Employee with administrative function in a local public authority	26	35	65	0	100
	Employee with execution or service function in a local public authority	49	57	43	0	100
NGOs, think-tanks, researchers	Employee of a non-governmental organization	112	52	44	4	100
	Employee, expert in a think-tanks , consulting company, etc.	2	50	50	0	100
	Researcher at a research institution	81	48	51	1	100
Educational institutions	Student / MA / PhD	70	51	41	7	100
	Teacher in a college, university, academy, etc.	116	74	20	6	100
Mass-media	Employee at TV and / or radio	32	59	41	0	100
	Employee at a web portal and / or news agency	18	50	50	0	100
	Employee at a newspaper / a magazine	10	40	40	20	100
Enterprises	The owner and/or head of an enterprise	35	51	43	6	100
	Employee of an enterprise / company, specify the activity/occupation	130	72	25	4	100
International org., Embassies	Employee of an international organization / institutions	60	42	57	2	100
	Employee of the embassy / consulate	13	85	15	0	100

From the analysis of qualitative data may be concluded that data users could show more interest for such training if they saw an agenda of the course and if they knew that as teachers notorious persons would be invited, with experience in the domain.

In general, those interested would be ready to offer between 1 day and 2-3 days for additional training.

Table 4.2: Availability of time for training regarding the domain of application and way of use of statistical data, %

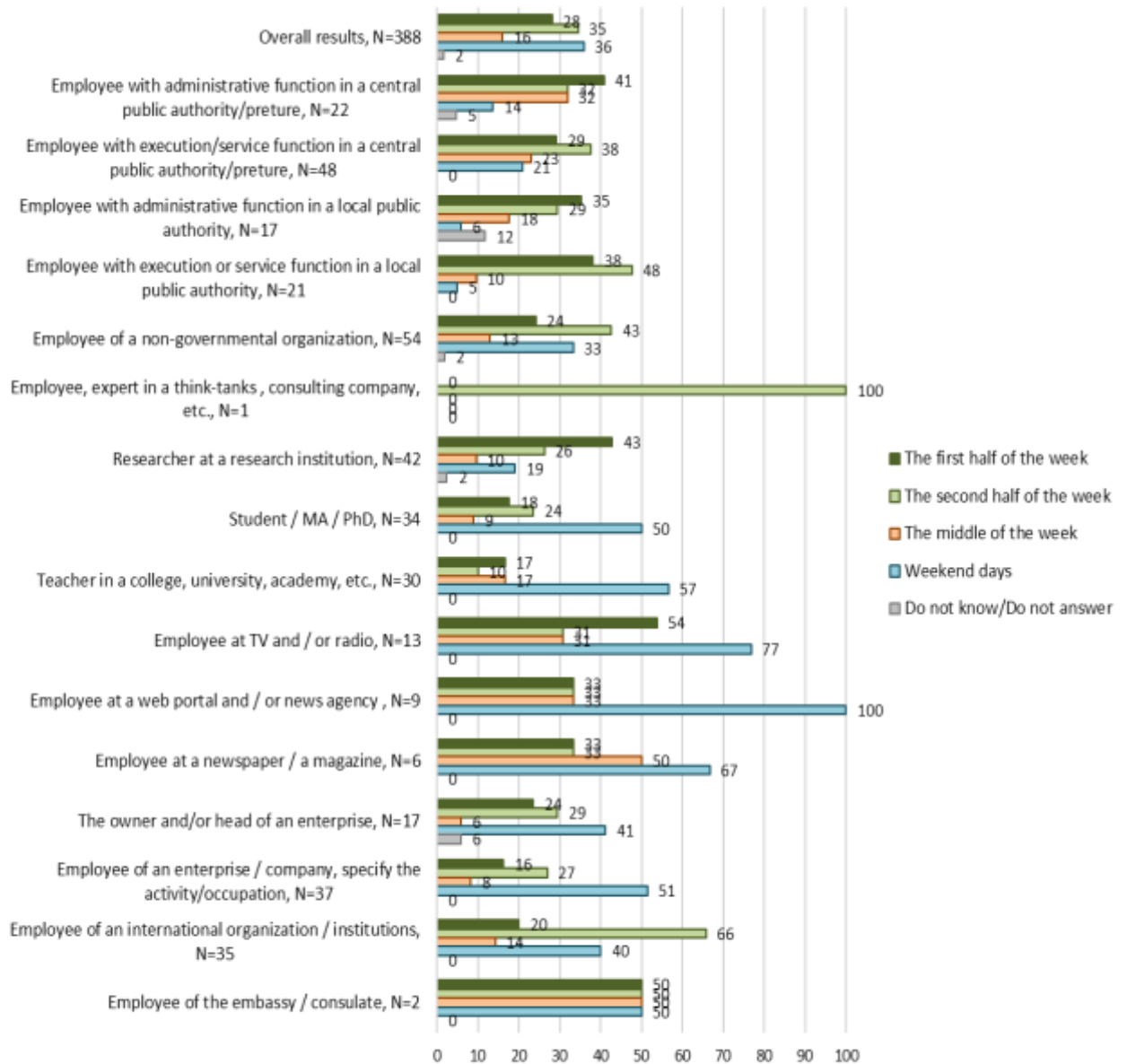
		N	Several hours	One day	2-3 days	A week	2-3 weeks	More than 2-3 weeks	No response	Total
Overall results		388	20	31	27	15	4	2	1	100
Central and local public authorities	Employee with administrative function in a central public authority / preture	22	14	27	41	14	0	0	5	100
	Employee with execution/service function in a central public authority / preture	48	17	19	38	19	6	2	0	100
	Employee with administrative function in a local public authority	17	6	71	18	6	0	0	0	100
	Employee with execution or service function in a local public authority	21	14	62	19	5	0	0	0	100
NGOs, think-tanks, researchers	Employee of a non-governmental organization	54	17	30	35	13	2	4	0	100
	Employee, expert in a think-tanks , consulting company, etc.	1	0	100	0	0	0	0	0	100
	Researcher at a research institution	42	7	14	29	33	14	2	0	100
Educational institutions	Student / MA / PhD	34	32	18	21	18	9	3	0	100
	Teacher in a college, university, academy, etc.	30	43	30	13	10	3	0	0	100
Mass-media	Employee at TV and / or radio	13	38	15	31	15	0	0	0	100
	Employee at a web portal and / or news agency	9	0	67	22	11	0	0	0	100
	Employee at a newspaper / a magazine	6	0	83	17	0	0	0	0	100
Enterprises	The owner and/or head of an enterprise	17	18	35	24	12	0	6	6	100
	Employee of an enterprise / company, specify the activity/occupation	37	32	46	14	8	0	0	0	100
International org., Embassies	Employee of an international organization / institutions	35	14	23	40	17	0	6	0	100
	Employee of the embassy / consulate	2	50	0	0	50	0	0	0	100

At the analysis of days suitable for training, it is important to also take into consideration the number of those willing from each category. Thus, in the case training for international organizations and local public administration would be organized, it would be suitable for it to be set in the second half of the week (48% - for local public administration and 66% - for international organizations).

Training for the mass media would be best to take place during weekend days.

This idea was promoted also in the focus group. The participants, in particular, suggested there should be two full days of training.

Fig. 4.1: Preferred period of the week for performing training in the domain of statistics, %

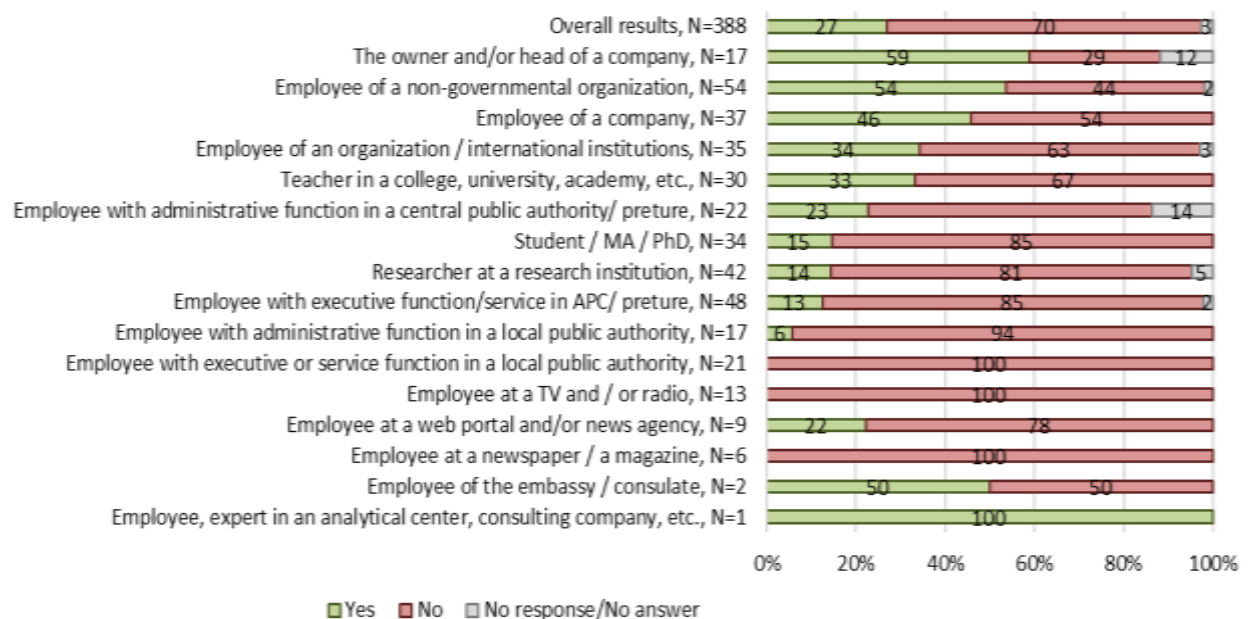


The users of statistical information and data interested in participating in training, to a large extent, would not agree to pay on their own (70%), although there are those who would attend such training if it were paid (59% in the case of the segment of owners of some enterprises, 54% in the segment of NGO employees, 46% in the case of enterprise employees).

In the focus group with the journalists, all the participants mentioned they would like not to pay for this training, although, in the case in this training would be taught the application of some design software, they would be ready to pay. One of the participants told that, if the training would train the participants about the method of work with the data of a certain organization (how certain tables, charts, etc. are read), then this organization should offer it free of charge (an example of this kind of training was organized some time ago by the World Bank). If the training would train the participants how to correctly and efficiently process statistical data, they would be ready to pay for this training on their own.

The way the discussion on this topic went led to the idea that in the conditions when respondents do not know what exactly would such a training include, they cannot estimate, how much they would agree to pay and if, in general, they would agree to go to such a paid training.

Fig. 4.2: Willingness to pay on their own for participating in training regarding the domain of application and way of use of statistical data, %



From the analysis of qualitative data is created the impression that the statistical data users cannot say what are the gaps in their knowledge related to the use of data. They got to a certain way of work with statistical data on their own mistakes and, in broad lines, consider that they have enough knowledge.

The highest interest was rather manifested for the open data sources and not for the methodology of statistical data processing or other subject.

Among other subjects may be listed:

- Techniques and methods of data interpretation
- The analysis of complex statistical data, analysis of data sets
- Use of the SPSS software for data processing
- Use of Pivot Tables in working with statistical data

- Ways of presenting statistical results – charts, info charts, sources helping with the design of the graphical presentation (such as infogr.am)
- Analysis techniques for survey data – how to highlight things that are worth to be paid attention, how not to miss something important, principles for the creation of charts based on the results of a survey – when a chart should be created and when should simply be formulated a totalization phrase, without graphical presentation.
- Explanation on deciphering banks financial indicators.

Analyzing the work process with statistical data, may be identified the following categories of knowledge:

1. Knowledge of statistical data sources (open sources and paid sources, knowledge of primary sources and source where processed information may be obtained).
2. Knowledge of statistical data collection particularities (existence of primary and secondary data, difference between them, advantages, what institutions from Moldova are primary sources for what types of data. An interesting affirmation in this respect was the following opinion of an expert from a think-tank, which demonstrates a poor idea about the work method of the NBS at the moment: "it would be good for the NBS to rely more on surveys. Surveys are very necessary because they offer a truthful picture of the situation. Statistics based on surveys is more credible").
3. Knowledge of criteria based on which is determined whether the given statistical data is trustworthy, if it is correct and comparable, if the accuracy of data is of a corresponding level.
4. Knowledge of the basics of statistical analysis and of key terms in this domain (share, average, median, majority, etc.).
5. Knowledge of some deeper concepts of statistical analysis and types of statistical data (ANOVA, regression, correlation, etc.).
6. Knowledge of computer application for the analysis of data (from simple use of Excel to present some charts based on existing tables, to the use of Pivot Tables and up to the application of more complicated statistical analysis packages (SPSS, Statistica-7 etc.).

Each segment is characterized by different needs. Thus, as was identified in the case of the researchers segment, the endowment of public research institutions is poor, and the average age of the workers is advanced, which results in not knowing the basics of computer use, not to mention its application for the analysis of statistical data. These users could benefit from training on quite simple topics, even related to the way of accessing statistical data from various websites (for example creation of a request for information on the NBS website).

In the case of journalists, which are very preoccupied with the way the result of their work will look, a training on the topic of design and results presentation would matter a lot. In this respect they would accept to pay for such a training with the inclusion of subjects related to the creative presentation of data. At the same time, they do not deny the importance of training related to the interpretation of a survey's results in order to avoid possible mistakes.

At the question about the preferences regarding **trainers**, the journalists indicated in the focus group that they would appreciate a training conducted by an expert from the World Bank or UNDP, with vast experience in working with statistical data. Along the way, the participants remembered with gratitude the trainings organized by one of the research companies, when the basics of working with statistical data were explained. As a journalist expressed her opinion, an impartial trainer that is not employed in the public sector from Moldova could present the data unbiased, would not insist on the idea that NBS or another organization is the best source of information.

At the chapter of trainings, journalists spoke several times about the usefulness of some **trainings for the press officers** from state institutions, because at the moment, the collaboration with many of them may be improved.

CONCLUSIONS. RIGHT BANK OF THE NISTRU

Use of statistical data

According to the results of the research, at the moment, **mass media** is the most intensive user of statistical information and data, using it the most frequently, turning to a larger number of sources with increased frequency. The specifics of this segment however, consists in limited documentation. An opposite example would be represented by the **international organizations, some researchers, NGOs** which deepen in some specific topics, searching for detailed statistics, with a high degree of disaggregation. It is worth mentioning that, in general, the level of statistical information use is relatively similar in the analysed segments and constitutes 29-35% of daily usage.

The least active users of statistical information are the **educational institutions** (20% access this information daily) and the **local public authorities** (15% access it daily). Among teachers is, however, noticed a higher degree of use than among the students.

Because this survey did not delimit the typology of statistical data, under incidence got both users of statistical data of the type published on the NBS website, and the users who use statistical data of a different nature. Thus, in the case of researchers, there is a number of experts who work with statistical data which have an observation character and are produced by institutions working in the domain. A typical example would be the Hidro-Meteo Service.

For the reason that the users' goal differs, the **usage behaviour**, is also varied. In particular, may be noticed that **journalists** need a larger amount of statistical information with different thematic in order to select some interesting facts that would captivate the general public. They produce a large number of news and process high volumes of primary information, preferring for these reasons, to turn to that data that is structured, trends being presented in charts or tables with some explanation or interpretation. A model of information that is highly appreciated by journalists as source of data for news is the BOP produced by IPP. The advantages of this source are in the high amount of information with disaggregation on various criteria, with the history of evolution of tendencies presented on the waves of the research in annexes. Other sources used by this segment are: the NBS website, websites of ministries, state departments and institutions, websites and documents published by international organizations. It is noted that the latter source enjoys special trust from this segment.

As one of the journalists expressed during the focus group, there is **a higher trust in international experts** because they are considered more unbiased in presenting what is happening in Moldova than the local experts or the local producers of statistical data, because they are interested in presenting the data subjectively. This segment most often does not have time to file requests to obtain certain data and prefers to work with data existing in sources with open access. At the same time, the past experiences of collaboration with several ministries and public institutions were less pleasant (as an exception was brought the example of the Border Police which is polite and offer data in short periods of time). Thus, was spoken about the fact, that at the moment, in several ministries and public institutions, the **press officers** are persons who do not help the journalists obtain the data they need, but, rather, find excuses and explanations in order not to offer the necessary data. In the qualitative research was spoken about the need of a training for the press officers from governmental institutions.

The segment of international organizations, researchers, NGOs, who work more time on documents and projects, deepen in some thematic, preferring to have access to the databases (if existing), otherwise they work with the data that is made available. It is worth mentioning the fact that, at least in the case of the researchers segment, there is a division at level of research subject, which leads to division also from the perspective of used sources. Thus, some experts, preoccupied with economic or social topics, have a larger number of sources (similar to the ones used by journalists), others, who work on specific topics, to a large extent may either work with the statistics produced by themselves from experimental data, or with statistics collected by the respective ministries.

While some researchers deepen and make more complicated research, working with various types of statistical analysis, applying statistical analysis software, others work more with the data that were already processed and are presented by other institutions in the form of charts and tables. At the same time, there is a third segment that cannot use a computer and works, mostly, with other types of analyses, preferring to turn to the printed data sources (alternative to the NBS website in this case being its yearbooks).

In broad lines, the specifics of the domain, presumes that a quite high amount of data used by this segment is retrieved from ministries and public agencies. The potential of improvement from the perspective of this segment regarding statistical data is related to outlining a well-established process of data production in different domains, digitalization of statistical data in the case of some ministries, filling in databases with data older than 2010, but it would be perfect – data older than 2000 and offering it to public access. It was also spoken about the unwillingness of some institutions to provide certain statistical information on the ground that it would be against the Law regarding the protection of data with a personal character. It was mentioned about the fact that in some ministries there are strict rules referring to statistical data – it is found in the archive only on paper, it does not exist in digitalized form for public access, and the data solicitors must copy them manually, due to the absence of copiers, and photographing this information is forbidden (as a few participants in the focus group mentioned, each new specialist must pass through the process of manual copying because, although this data is already digitalized by older generations, as well as by the ministry workers, the data is not offered for public access).

Source. While more experienced users know to a great extent where they can find certain information and go directly to the main source, those who do not know exactly where the data they need is located, search it via the search engines. In rest, as it could have been expected, the open sources, the internet represent the first destination where the necessary data is searched for. In case of need, the users turn with requests to the producers of statistical data.

National Bureau of Statistics

Practically all the users, for certain needs, turn to the data of the National Bureau of Statistics. Among the advantages of this data is mentioned the presence of macroeconomic data, regular data production, the existence of the website and of a large amount of data. Some users noticed that recently has increased the number of data categories for which exists open information on the NBS website, besides it, has begun the production of some periodic bulletins.

It may be noted that, in broad lines, **the perception towards the National Bureau of Statistics** is that this institution is insufficiently funded, which is demonstrated through the fact that the website looks outdated, the presented charts have a design that could be modernized, and in the territorial offices not all the employees have computers, and the existing computers are already outdated. Another complaint was related to the “soviet” statistical forms which, in many cases, must be brought in printed form or handwritten, and at their presentation, the person who brought them must stay in the queue until the NBS employee stamps them. On the other hand, several were of the opinion that these forms contain questions that no longer are actual (they collect information that is not so valued today and do not collect others, more important; cumulate important categories in “other” etc.).

In its turn related to the forms is also the dissatisfaction of the users regarding the low number of indicators presented for some categories of information, the low level of disaggregation of these indicators into different criteria – gender, age, etc. At the same time, was spoken about the too high level of aggregation of some data into too vast categories, based on which cannot be made a precise analysis. An important dissatisfaction is related to the lack of older data that could be accessed online, in a format adjusted to current data.

Once each ministry produces its own statistical data, a few users came up with the idea of creating **a common centre for storing information**, which would come from the NBS and ministries/agencies/public institutions so that all of the information could be accessed from a common point, to be harmonized and be uniformly structured. Another idea suggested also during the survey – to create a search engine for statistical data from Moldova.

Use of information from the left bank of the Nistru

The use of statistical information and data from the left bank of the Nistru is low. The reasons brought by the users are related to the lack of data, the high level of “*secrecy*”, impossibility of verification of the quality of existent data, distrust in the objectivity of the presented data (this data supports the official position, but is not exact and correct). A higher level of statistical data use is noticed in the case of the embassy segment (use of 62%), international organizations (52%), NGOs (49%). The local public authorities practically do not access this information (97% do not use it). In the segment of enterprises the access of this data is also low (93% do not access it).

Analysing the use of information such as news, analytical reports, regulatory framework, is noticed that in the top appear embassies (with a level of use of 69%), followed by the mass media (60%) and international organizations (57%). The second segment makes efforts to present the situation per country, including the left bank of the river Nistru, trying to compile data from various sources; journalists run into the problem of incoherence or incomparability of this data. For the reason that in open access exists a modest quantity of the information of interest, quite often users turn to alternative ways of finding information – through the partners from the left bank, who either file official requests in their own name, or search for information via alternate ways.

Gaps in the knowledge of data users and thematic of potential trainings

Regarding the gaps in the knowledge of statistical data users and their wish to participate in some thematic trainings, it may be concluded that not all are aware of the fact that they have omissions in their knowledge and, accordingly, not all are interested in such trainings. There are segments that still are more interesting – first of all we are speaking about the employees with management positions in the local public authorities, representatives of international organizations. It is important to mention however, that in the quantitative research, the question about the wish to participate in such training did not foresee the offer of explanations regarding the curriculum, which could influence the offered answers. As was noticed in the qualitative research, several users would be interested in participating in such trainings, but everything would depend on the thematic. A solution in this situation would be to elaborate a program that would presume a set of lessons that would approach a number of subjects, from simple to complicated with the possibility of selecting the lesson the participants would attend. In general it is noticed that the following topics would be of interest for users:

- The variety of open sources for statistical data with the list of websites and publications where statistical data are found, a short presentation of each source.
- Efficient use of statistical data via search engines, triangulation of data and judgment of the level of credibility of the source.
- Public opinion surveys – questionnaire (correct asking of questions), error margin, sample, interpretation of the results of surveys.
- Presentation of the results of the survey – choosing the suitable graphical form of presenting the results. For journalists, particularly, would be useful a lesson referring to the design of charts and info charts.
- Use of Excel in processing statistical data – Pivot Tables.
- Initiation in basic statistics.
- Use of SPSS in processing statistical data, types of analysis of the statistical data – ANOVA, regression analysis (these topics would be interesting, to a great extent, for researchers).
- Training on the topic of statistical data interpretation.
- Users from the domain of research based on experimental data spoke about trainings in modelling and simulating models of different types of processes (for ex. bio-ecological).

A set of suggestions was related to the topics of data offered by the NBS: work with macroeconomic indicators, interpretation of data from the domain of education, workforce, level of life, energy balance, data from the domain of environment, social entrepreneurship, commerce, migration, information from the census.

Analysing some opinions about the performance and mission of the National Bureau of Statistics, probably, a training or presentation of the NBS would be useful to present its specifics, difference between the data offered by NBS and the data collected through public opinion surveys, argumentation of the reasons for which the NBS data are trustworthy, presentation of the schedule data publication, in general, and of the census, in particular. It is noticed that the potential of the NBS website is not well enough known by the target-audience – some persons do not know the existing categories, others – the exiting indicators or how they could be quickly accessed.

Regarding the format of organization of these trainings, it is noted that several users would appreciate if they would take place at the **weekend** in the form a training/**seminar** or if they were a **webinar**, online **tutorials**. Several persons suggested the creation of a statistical data usage **guide**.

**RESULTS OF THE SURVEY FOR THE LEFT BANK OF THE RIVER
NISTRU**

CAPITOLUL V: PARTICULARITIES OF THE USE OF INFORMATION AND DATA

5.1 Frequency of use of statistical data and other types of information

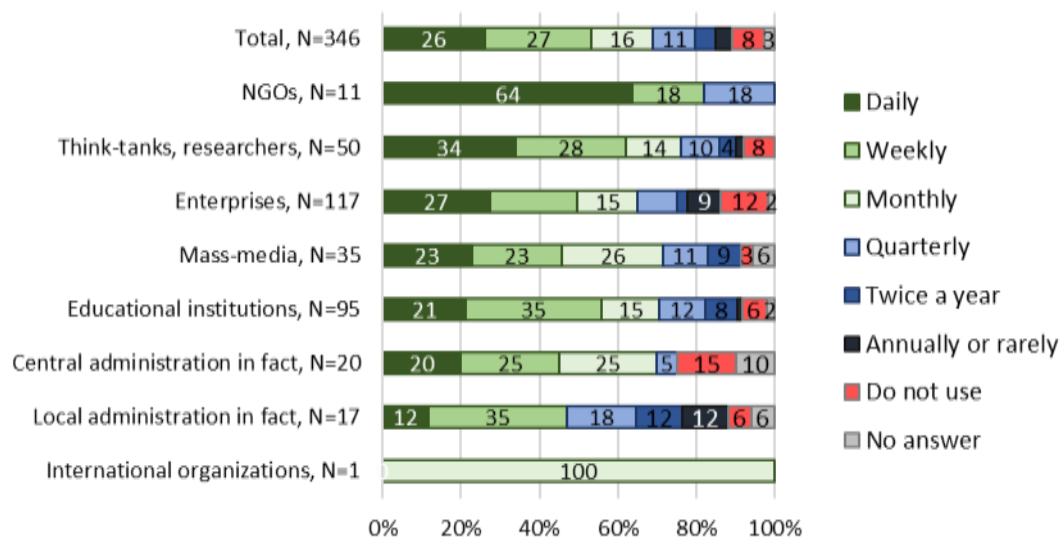
For the left bank of the Nistru were taken into account segments similar to the ones from the right bank:

- **De facto central authorities.**
- **De facto local authorities.**
- **NGOs.**
- **Researchers.**
- **Mass-media.**
- **Educational institutions.**
- **Private enterprises.**
- **International organizations.**
- Embassies were not included in the research.

The argumentation of including the segments described above is the same as in the case of the right bank of the Nistru (details are found in subchapter 1.1).

Statistical information are used the most by the NGOs (the number of respondents in this segment is small – 11 persons and the data related to this segment must be analysed carefully) – 64% use it daily. Follow the think-tanks and researchers – with 34%, enterprises with 27%.

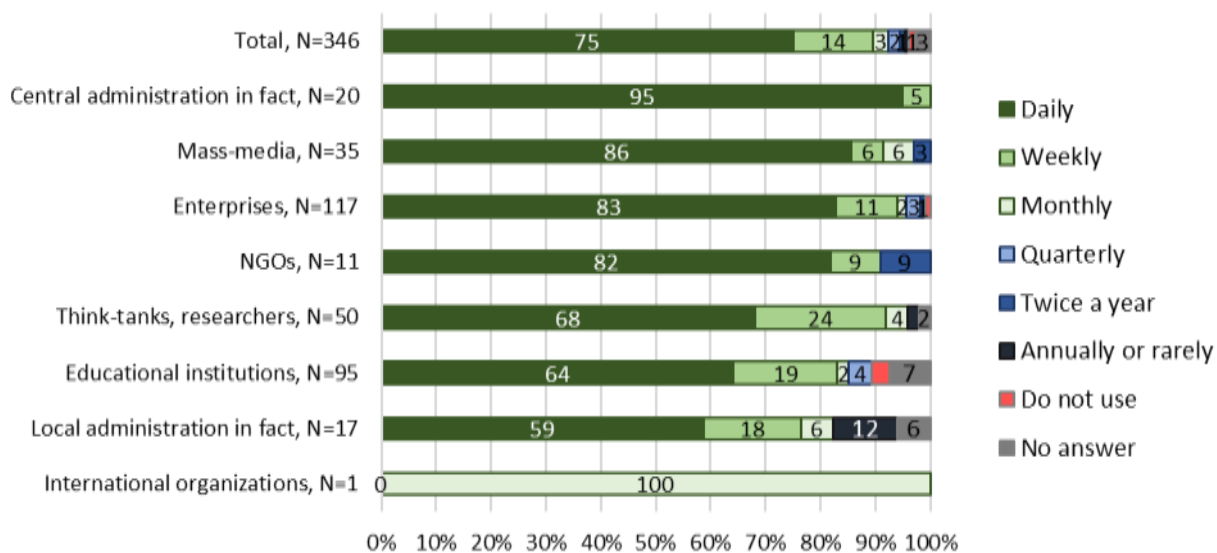
Fig. 5.1: Frequency of use of statistical data for professional purposes based on users segment, %



* In order to present this chart was considered the maximum frequency from question 2A (thus, if the respondent uses at least one type of the enumerated statistical data with the frequency "daily", he was attributed this value).

In general, information, such as news, analytical reports and regulatory framework is accessed more often, than statistical information, this 75% of the interviewees use them daily. The highest percentage of daily users is noticed in the segment of the de facto central administration (95%), followed by the mass media with 86%, enterprises with 83%, NGOs with 82%.

Fig. 5.2: Frequency of use of information such as news, analytical reports, regulatory framework for professional purposes based on users segment, %



* In order to present this chart was considered the maximum frequency from question 2A (thus, if the respondent uses at least one type of the enumerated information with the frequency "daily", he was attributed the value "daily", etc.).

5.2 Types of used information and data

Similarly to the analysis of data from the right bank of the Nistru, was performed the factorial analysis which resulted in the following groups of answers:

- 1) Group 1 attracts the greatest interest of the NGOs, think-tanks and researchers, as well as the educational institutions, and includes the following types of statistical information that are not related to economics:
 - a) Statistical information from the domain of geography and environment
 - b) Statistical information from the domain of tourism
 - c) Statistical information regarding transports
 - d) Statistical information regarding education and science
 - e) Statistical information from the domain of ITC
 - f) Statistical information from the domain of energy resources
 - g) Gender statistical information (regarding the situation of women and men)
 - h) Statistical information from the domain of culture and sports
 - i) Statistical information from the domain of social protection of the population
 - j) Statistical information regarding healthcare
- 2) Group 2, attracts the greatest interest of the de facto local authorities, think-tanks and researchers and enterprises, includes the following types of **economic-financial** information
 - a) Statistical information regarding external and internal trade
 - b) Statistical information regarding business and entrepreneurship
 - c) Statistical data regarding finances
 - d) Statistical information regarding prices
 - e) Statistical information regarding investments
 - f) Statistical information regarding the industry
 - g) Statistical information regarding constructions
 - h) Statistical information regarding macroeconomic indicators
- 3) Group 3, which is the most interesting for the de facto central authorities and mass media, includes the following types of information:
 - a) Regulatory framework
 - b) Printed, electronic or online reports, analyses
 - c) Statistical information regarding the level of life of the population

It is worth mentioning that the variable “news” was quite different and did not enter the main 3 factors. It is noticed a difference between the groups that outlined in the factorial analysis for RBN and LBN. A possible explanation of this fact is related to a smaller number of organizations which use statistical data on the LBN, which could result in the need to enlarge the range of information that is processed by the same persons, while on the RBN there is a certain specialization of users.

Analyzing the distribution of frequencies, is noticed that the de facto central administration manifests the greatest interest towards statistical information regarding finances (55%), statistical information regarding the level of life of the population (55%) being followed by statistical information regarding the population social protection (50%), statistical data regarding education and science (50%) and statistical information regarding agriculture (50%).

The de facto local authorities access the most information from the domain of trade (76%), finances (76%), prices, justice and dwellings (71% each).

NGOs are mainly interested in statistical information regarding education and science, ITC (91% each).

The think-tanks and researchers are first of all interested in information regarding the workforce and wages, statistics regarding the level of life of the population, statistics of Education and science (70% each), statistics of business and entrepreneurship, population (68% each).

The educational institutions manifest the greatest interest towards information regarding the population (62%), regarding education and science (59%), statistics regarding healthcare and statistics from the domain of geography and environment (56%).

Mass media registered the highest shares for categories like statistics regarding healthcare and statistics regarding the workforce and wages (80%), statistics regarding the level of life of the population and from the domain of population social protection (77% each).

In the case of enterprises is noticed a higher interest towards the statistical information regarding the workforce and wages, business and entrepreneurship (62%), prices, level of life of the population (60% each).

Regarding types of information other than statistical ones, is noticed that news enjoy the greatest interest from all segments, being followed, almost in all segments by analytical reports.

Table 5.1: Types of information and data used in the last 2 years in the professional/study activity based on users segment, %

	Central administration in fact, N=20	Local administration in fact, N=17	NGOs, N=11	Think-tanks, researchers, N=50	Educational institutions, N=95	Mass-media, N=35	Enterprises, N=117	International organizations, N=1	Total, N=346
News (economical, social, cultural, political)	95	94	91	98	86	100	98	100	95
Reports, printed/ electronical or online analytical papers	65	88	82	86	60	83	63	100	70
Legislative framework	70	82	73	62	47	74	57	100	60
Statistical information regarding workforce and salaries	45	59	82	70	54	80	62	100	62
Statistical information regarding population level of living	55	65	73	70	53	77	60	100	62
Statistical information in the sphere of social protection	50	65	82	64	54	77	52	100	58
Statistical information regarding trade	40	76	82	64	47	63	61	100	58
Statistical information regarding business and entrepreneurship	40	65	64	68	47	57	62	100	57
Statistical information regarding population	30	59	82	68	62	66	47	100	57
Statistical information regarding finances	55	76	73	62	47	54	56	100	56
Statistical information regarding education and science	50	59	91	70	59	69	40	100	56
Statistical information regarding prices	35	71	73	62	45	54	60	100	55
Statistical information regarding health protection	30	59	64	62	56	80	44	100	54
Statistical information regarding geography and environment	30	59	82	54	56	54	45	100	51
Statistical information regarding macroeconomic indicators	40	59	73	66	48	51	43	100	50
Statistical information regarding ITC	40	59	91	66	44	71	38	100	50
Statistical information regarding culture and sports	40	65	64	54	44	51	50	100	50
Statistical information regarding industry	35	65	82	62	44	54	43	100	49
Statistical information regarding agriculture	50	65	82	58	39	66	42	100	49
Statistical information in the sphere of justice	45	71	73	62	40	57	42	100	49
Statistical information regarding tourism	30	53	82	52	42	46	46	100	47
Statistical information regarding housing	40	71	82	44	38	57	38	100	44
Statistical information regarding investments	30	47	73	48	42	46	39	100	43
Statistical information regarding transport	35	53	73	44	38	43	39	100	42
Statistical information on gender	25	47	82	58	37	51	32	100	41
Statistical information regarding energy resources	35	53	82	46	36	54	35	100	41
Statistical information regarding constructions	30	65	82	40	35	46	34	100	39

* In order to present this table were summed up the answers related to different frequencies of use in order to see if the respondent uses in general a certain type of data.

The majority of the respondents who participated in in-depth interviews turn to a variety of sources: local, regional and international. Among the local sources were mentioned the websites of the de facto executive branches, de facto bank system administration, de facto customs administration. At the level of international resources, users search at length relevant statistical data produced by Ukraine and Russia. The NBS website is also quite used. In some cases, when is considered that official data do not reflect the real situation, they go the way of interviews with experts (a classic example is the topic of inflation, when conclusions are based on the observations of experts).

One of the mass media representatives mentioned she gets informed from the news agency Transnistria's News. Sometimes she has access to local statistics that is inaccessible at the moment, through the foreign electronic media: news websites in Russian from Ukraine, the right bank of the Nistru and Europe. *"I have to do this, because information is not offered at local level"*.

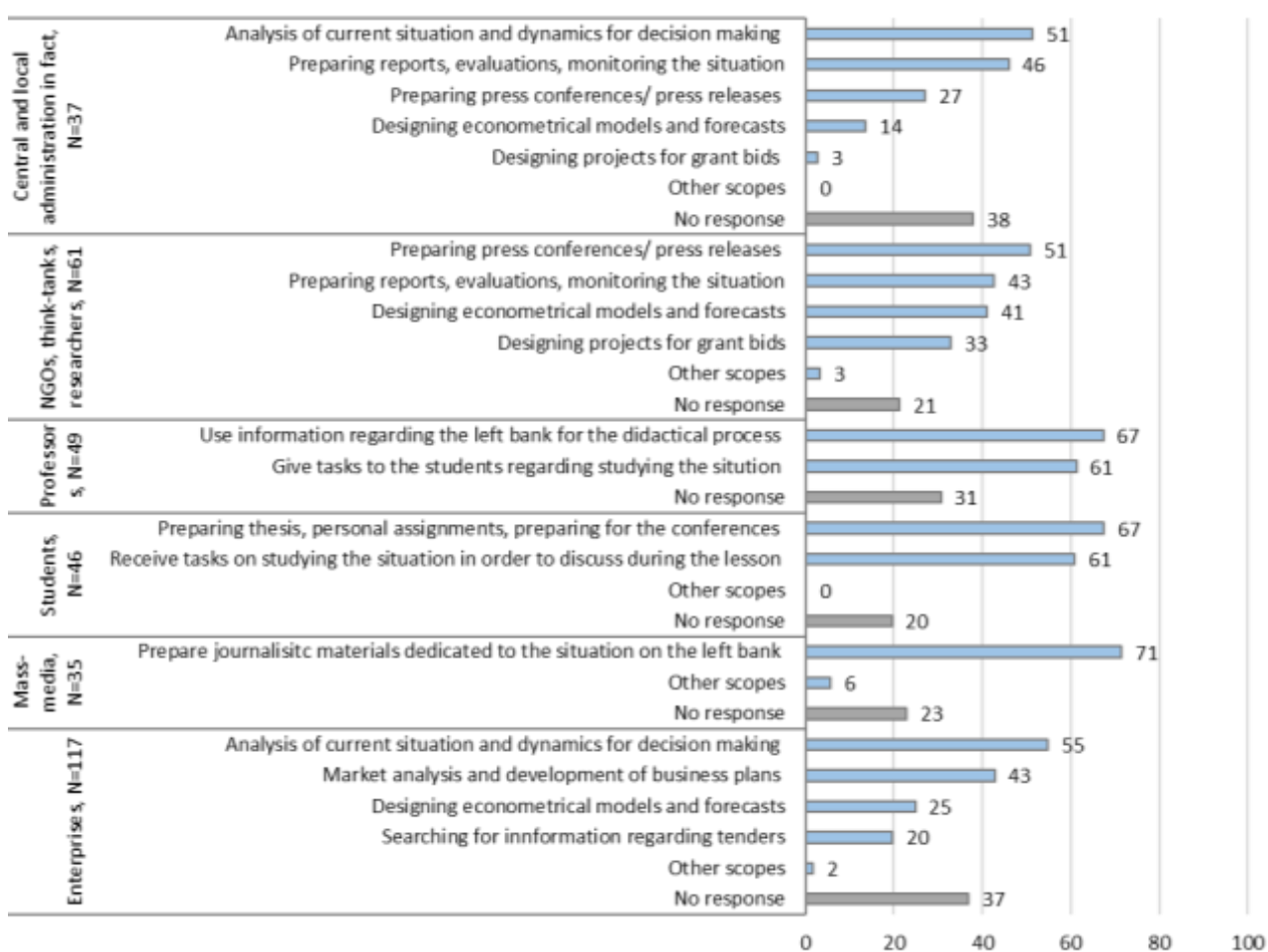
5.3 Goals for using the information and data

The public administration uses information and data with the goal of analysis of the current situation in order to take decisions and prepare reports of the situation monitoring (51% and 46% accordingly). NGOs, think-tanks and researchers apply information and data in the development of some econometric models and prognoses, preparing for press conferences or writing of press communiqués, development of projects for grant tenders.

Teachers apply information and data in elaborating tasks regarding the study of the situation from the left bank of the Nistru (61%) and, in general, in the teaching process (67%). Students get tasks with the application of information and data for regular classes (61%) and less – in writing theses or individual projects (67%).

Companies use data for the analysis of the current situation and for taking decisions (55%), a little less – for the development of prognoses (25%).

Fig. 5.3: Frequency of use of different types of statistical data⁴ based on goal, %



In the qualitative research were obtained the following comments. Entrepreneurs can use statistical data for getting informed in the process of taking decisions (for example, opening a new branch). One of the respondents, the representative of an NGO which offers expertise in the domain of the regional conflict regulation mentioned that he uses statistical information and data with the goal to argue recommendations.

⁴ In this chart are presented the answers referring to all the 27 types of statistical information and data.

The public officials need statistics in writing reports, informative notes and for the comparison of current data with the previous ones. The local public administration official also uses statistics for making prognoses with the goal of improving citizen servicing by opening new notary sections in the regions where needed. To a great extent the respondent turns to raw initial data available on the internet, based on which he later writes analytical materials.

In the focus group, **university teachers** mentioned they used statistics in their teaching activity, in order to analyze the dynamic of the processes they are interested in, in order to calculate statistical indicators, for sampling, design, comparative analyses of the data and article writing. **Students**, in turn, use statistics for writing articles, writing bachelor degree theses and preparing for scientific conferences. Also in focus groups was mentioned that statistics is used for the realization of analytical researches regarding internal and external policy, including for the researches related to the external economic activity. He is especially worried by the situation related to the treaty of association signed by RM and the European Union, in the domain of trade.

On the other hand during the in-depth interviews the **representative of the private research institution** said he used statistical data for elaborating analytical materials and recommendations regarding the regulation of the Transnistrian conflict, as well as events taking place in the political, economic and security domains.

5.4 Means of information where statistical information and data is searched for

The electronic media is used the most often of all the information sources and is followed by online search engines and traditional media, after which follow information of the de facto executive branches and information produced by the Statistical Service. The least people turn to such sources like international organizations, research institutions and NGOs. even for the statistical data produced by the statistical organ is noticed that other sources prevail.

In the opinion of respondents, the data they need is relatively easily found. The easiest is found statistical data from the domain of culture and sport (52% consider that it is easily found), statistics regarding the environment and geography (51% consider that it is easily found). It is noticed that there are certain problems, particularly, at the chapter of statistics regarding the population (20% consider it is found with difficulty), statistics regarding investments and statistics from the domain of energy resources and justice (18% each consider that they are found with difficulty), 16% consider that statistics referring to construction are difficult to find.

Table 5.2: Means of information where different types of information and statistical data is searched for, %

	Electronic media	Traditional media	De facto executive branches	Statistical Service	International organisations	NGOs	Research institutions	Online search engines	Other web-sites	Other	No answer
News (economical, social, cultural, political), N=339	84	56	25	10	5	4	5	53	0	1	5
Reports, printed/ electronical or online analytical papers, N=269	43	23	35	20	5	4	5	33	0	1	17
Regulatory framework, N=250	38	20	34	8	3	3	3	22	0	0	24
Statistical information regarding health protection, N=222	39	28	26	14	2	1	3	31	0	0	17
Statistical information regarding workforce and salaries, N=253	36	21	25	17	2	3	2	26	0	0	19
Statistical information regarding population level of living, N=250	34	22	23	18	2	2	2	24	0	0	21
Statistical information in the sphere of social protection, N=234	35	28	27	16	2	2	2	25	0	0	21
Statistical information regarding population, N=236	36	26	22	21	4	2	3	25	0	1	21
Statistical information on gender, N=192	30	18	13	11	4	4	2	39	0	0	22
Statistical information regarding culture and sports, N=214	40	20	19	10	3	1	1	31	0	0	23
Statistical information regarding tourism, N=199	33	18	15	15	7	4	3	37	0	1	23
Statistical information regarding geography and environment, N=212	26	19	17	15	6	8	3	35	0	0	24
Statistical information in the sphere of justice, N=207	32	17	26	13	3	2	6	26	0	0	24
Statistical information regarding education and science, N=237	37	23	24	13	1	2	3	26	0	1	24
Statistical information regarding macroeconomic indicators, N=220	25	20	25	18	4	1	4	29	0	1	25
Statistical information regarding ITC, N=211	30	23	13	12	3	2	2	33	0	0	25
Statistical information regarding finances, N=235	27	23	23	15	1	2	2	26	0	0	25
Statistical information regarding business and entrepreneurship, N=232	33	21	21	16	4	3	6	30	0	0	25
Statistical information regarding industry, N=217	30	21	18	15	3	3	5	24	0	0	26
Statistical information regarding agriculture, N=203	30	22	22	16	2	3	3	29	0	0	27
Statistical information regarding prices, N=238	31	21	22	16	2	2	3	28	0	0	27
Statistical information regarding trade, N=236	34	20	21	15	2	3	4	25	0	0	27
Statistical information regarding energy resources, N=189	21	24	16	12	2	1	2	30	0	0	28
Statistical information regarding investments, N=187	26	19	17	15	4	2	3	28	1	0	28
Statistical information regarding constructions, N=182	24	19	13	15	2	1	3	26	0	0	28
Statistical information regarding transport, N=185	29	15	12	14	2	2	3	28	0	0	29
Statistical information regarding housing, N=196	25	12	17	14	2	2	3	24	0	1	35

As was mentioned in the qualitative research, the most frequently in the search of statistical data people turn to the internet with the goal of saving time. But it happens quite often for the respondents that they don't find the statistical information they need or not to be given access to it when they make a formal request.

The mass media, to a greater extent than the other segments, turns to the data of the de facto executive branches that is already published on their websites and in the mass media. Also this segment turns the most to the information produced by the Statistical Service. The information realized by international organizations is the most popular in the segment of think-tanks and researchers (46%).

In general, is noticed an obvious preference for three information sources used the most frequently – electronic media (88%), online search engines (71%) and traditional media (70%) at sample level. At the level of some segments at the same time is noticed an interest for the information that is produced by the executive branches. Thus, in the segment of the de facto central authorities, the information of the executive branches accumulated a share of 60% (at least weekly usage), equal to the percentage accumulated by the online search engines in this segment. In the mass media segment, information of the de facto executive branches is used weekly for professional purposes by 69%, while the traditional media – by 60%, and search engines – by 63%.

Table 5.3: Information sources used at least weekly according to categories of respondents, N=346, %

	Central administration in fact, N=20	Local authorities in fact, N=17	NGOs, N=11	Think-tanks, researchers, N=50	Educational institutions, N=95	Mass-media, N=35	Enterprises, N=117	International organisations, N=1	Total, N=346
Electronic media	85	59	91	92	89	89	91	0	88
Online search engines	60	65	73	88	79	63	63	0	71
Traditional media	75	59	73	74	66	60	75	0	70
The de facto executive branch information published on the web / media	60	29	18	40	37	69	31	0	39
Published Information in the internet/offered by international organisations	20	24	36	46	21	34	21	0	26
Published Information in the internet/offered by research institutions	20	18	27	34	26	17	18	0	23
Published Information in the internet/offered by NGOs	25	24	36	42	20	11	18	0	23
Statistical data published published on web page of Statistical Service	25	12	9	24	20	29	15	0	19
Requests to the de facto executive branches	30	12	9	14	13	14	12	0	14
Official/formal requests to NGOs to obtain info. and data	10	0	18	22	9	11	9	0	11
Requests to the Statistical Service to obtain statistical information	5	6	27	8	12	3	9	0	9
Official/formal requests to research institutions	10	12	9	12	8	9	9	0	9
Official/formal requests to these international organisations	5	6	18	16	5	9	9	0	9
Other information means	5	0	0	4	5	0	3	0	3

It is worth mentioning that in the interview with an entrepreneur, the respondent mentioned that he takes the data about population from the website statistica.md (he subsequently uses this data in taking decisions regarding the opening of new branches on the RBN, for example). A second source for this entrepreneur is Wikipedia, where he finds the information regarding the population of certain localities, nationalities (ethnicities) who live in these localities.

Besides search engines and mass media, the other means of information are used rarer than daily. Like in the case of the right bank of the Nistru, the data that exists in free access is more frequently used, and formal requests are made more rarely, a significant share of users do not file formal requests at all in order to obtain information from certain data providers (43%-62% do not use formal requests to the data providers). A possible explanation in this regard is related not only to the simplicity of access to open data, but also the potential ignorance of the users about the fact that they could request certain data from the enumerated institutions, as well as ignorance of the conditions of offering this data.

Table 5.4: Frequency of use of different ways of information, N=346, %

	Daily	Weekly	Monthly	Quarterly	Twice a year	Annually or rarely	Do not use	Do not know/ Do not answer
Electronic media	71	17	4	2	1	1	3	1
Online search engines: Google, Yandex, Yahoo etc.	58	14	8	2	1	3	9	6
Traditional media	45	25	10	4	2	2	6	5
De facto executive branch information published on the web / media	19	20	22	9	5	5	11	9
Published Information in the internet/offered by international organisations	12	14	17	8	4	5	30	10
Published Information in the internet/offered by NGOs	12	11	10	4	4	12	35	12
Published Information in the internet/offered by research institutions	8	15	16	8	6	7	28	11
Statistical data published published on web page of Statistical Service	6	13	21	10	5	6	30	10
Requests to the de facto executive branches	5	8	13	6	6	6	43	12
Official/formal requests to these international organisations	4	5	5	3	4	4	62	12
Official/formal requests to NGOs to obtain info. and data	4	7	6	4	2	6	58	13
Official/formal requests to research institutions	4	5	7	5	3	8	56	12
Requests to the Statistical Service to obtain statistical information	3	6	11	9	5	7	47	12
Other information means	3	0	0	0	0	0	2	94

In the focus groups respondents specified that due to the fact that the internet is very accessible, all the other means of information get to the secondary plane. The respondents added that due to the fact that the degree of trustworthiness of information from the internet is small, they have to consult several sources in order to create their own correct opinion. Among the websites accessed by them are found sources of Russian, Occidental and local origin.

5.5 Form of data presentation

Working with different data sources, the most opt for reports/informative notes (73%) and figure tables (66%), after which come diagrams and charts (43%). The most diagrams and charts are used by educational institutions (60%). On the phone data is most often requested by the mass media (46%).

Table 5.5: Forms of presentation of statistical information, used at the moment, N=346, %

	Central administration in fact, N=20	Local administration in fact, N=17	NGOs, N=11	Think-tanks, researchers, N=50	Educational institutions, N=95	Mass-media, N=35	Enterprises, N=117	International organisations, N=1	Total, N=346
Reports, informational notes	60	71	64	72	76	83	73	100	73
Tables with figures	55	76	55	68	75	51	63	100	66
Charts and graphs	20	53	55	48	60	23	35	0	43
Orally - for instance on the phone	35	35	9	32	25	46	35	100	32
Infographics	15	24	18	20	36	23	12	100	22
Interactive tools	15	29	55	36	23	9	15	100	22
Other	5	0	0	2	2	0	9	0	4
No response	25	6	9	8	1	6	3	0	5

According to the users opinion, figure tables present the statistics in a an unbiased format, while charts and info charts, in some cases, highlight information which distorts the general perception of the situation. Several spoke about the fact that they would like to have access to online wizards which, at the moment, do not exist. Charts are seen as an optimum way of quickly analyzing data, a way of getting informed about a certain phenomenon, tendencies, but in order to draw some deeper conclusions, tables and analytical interpretations are needed.

Besides the tables, reports are also largely used. As the director of a private research institution, offering consulting in the domain of settling the conflict said, *“For us analysis is very important, because we are speaking about the regulation of the conflict. We are not interested only in figures, but also the approach of the parties”*. A similar opinion was expressed by a public official who emphasized the fact that when he needs details, besides tables, he searches informative notes or reports.

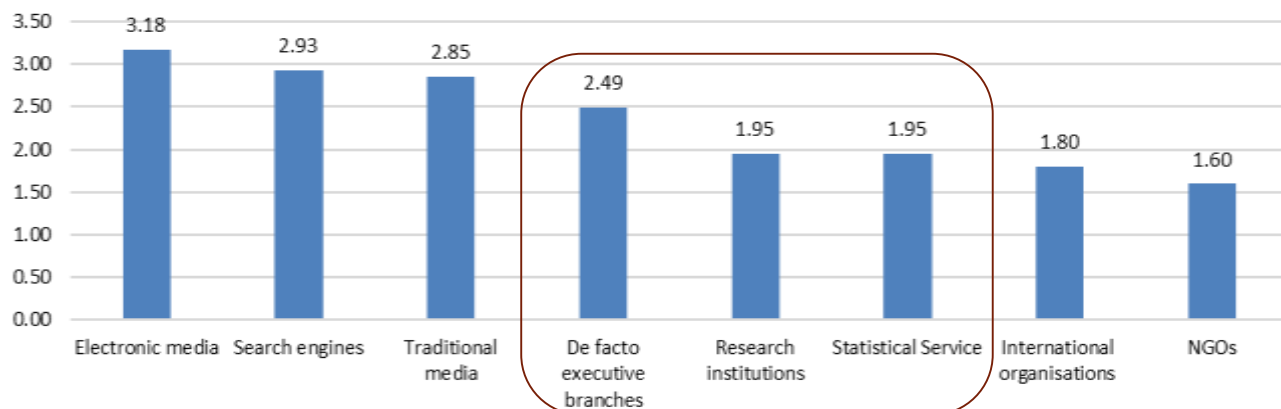
As one of the respondents, entrepreneur, argued, at the stage of planning of a new investment, he at first collects information in the form of tables and charts in order to see the tendencies. After this, if he notices any aspects that arouse his interest, he searches for explanations – analytical notes, reports.

The majority of participants in the focus groups mentioned that the form of data presentation differs depending on the goal of their use. In the case data is used as general information to get acquainted with a certain subject, then are used readymade tables. In the case there is need of more detailed data, online wizards are used, which allow independent creation of tables with the necessary data.

CHAPTER VI: OPINION ABOUT THE EXISTING SOURCES OF INFORMATION

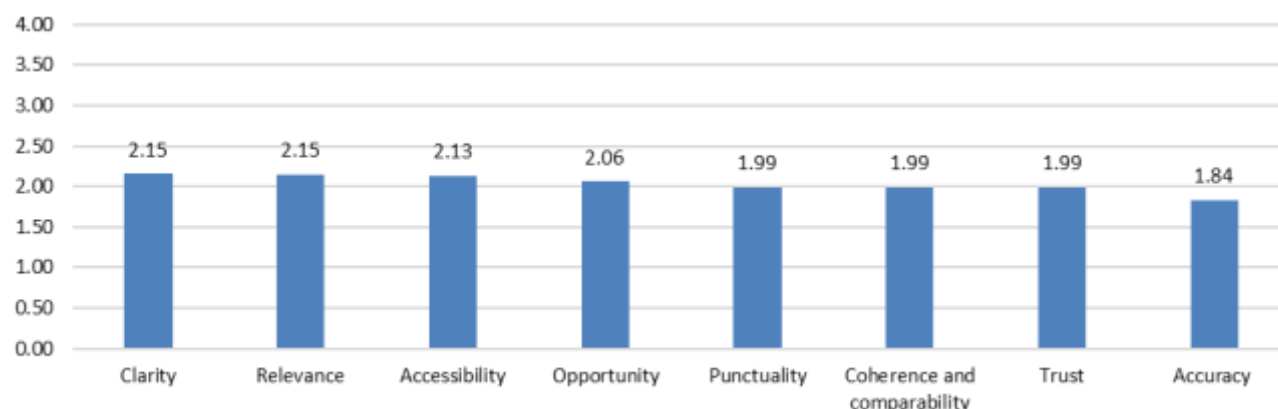
The electronic mass media is the most appreciated from the perspective of evaluation criteria of information and data (trust, accuracy, relevance, opportunity, punctuality, accessibility, clarity, coherence and comparability). On the second place are the search engines, on the third – traditional mass media, followed by ministries and public institutions, research institutions, Statistical Service and international organizations. At the end of the list are located the NGOs.

Fig. 6.1: Average appreciation of sources according to the evaluation criteria of information and data, points (1=min, 4=max)



As it is noticed, the criteria “clarity”, “relevance”, “accessibility” and “opportunity” were evaluated to a level a little higher than the theoretical average (the theoretical average being equal to 2 for an interval from 1 to 4). The highest scores are noted for the chapter clarity and relevance, while the accuracy of data was appreciated under the average, as well as the trust in this data, its coherence and comparability, its punctuality.

Fig. 6.2: Average per each criterion of appreciation of statistical data from various sources, points (1=min, 4=max)



As it could have been expected, the de facto central authorities appreciated in average the most highly the information coming from the de facto executive branches (2.79 points), the same situation is noticed in the case of the de facto local authorities. NGOs appreciated the most highly the information offered by the research institutions (2.74), think-tanks and researchers, as well as educational institutions, mass media, enterprises – information offered by the de facto executive branches.

Table 6.1: Level of appreciation of various information sources based on the users segment, points (1=min, 4=max)

Source	Central authorities in fact	Local authorities in fact	NGOs	Think-tanks, researchers	Educational institutions	Mass-media	Enterprises	International organisations	Total
De facto executive branches	2.79	2.96	2.28	2.62	2.38	2.89	2.31	3.25	2.49
Statistical Service	2.04	2.40	2.24	2.14	1.87	2.22	1.74	3.25	1.95
International organisations	1.49	2.40	2.17	2.38	1.86	1.92	1.39	3.88	1.80
NGOs	1.21	2.03	2.47	2.13	1.63	1.31	1.33	3.88	1.60
Research institutions	1.49	2.12	2.74	2.49	2.12	2.16	1.46	3.88	1.95
Online search engines	2.20	3.03	3.39	3.20	3.14	2.71	2.77	3.88	2.93
Electronic media	2.88	3.26	3.42	3.37	3.06	3.29	3.17	3.50	3.18
Traditional media	2.80	2.94	2.93	2.95	2.62	2.82	3.00	3.25	2.85

6.1 Level of trust in information sources

Besides the de facto central authorities and mass media which have the highest trust in the information offered by the de facto executive branches, the other segments express their trust in the electronic media. The lowest level of trust is noticed in the case of information elaborated by NGOs – 1.5 points.

Table 6.2: Level of trust in various sources of information based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Trust	Electronic media	2.8	37	3.0	59	2.7	91	2.8	35	2.9	115	3.0	1	2.9	338
	Traditional media	2.8	37	2.6	59	2.1	92	2.6	34	2.8	114	3.0	1	2.6	337
	De facto executive branches	3.0	37	2.7	58	2.4	92	3.0	34	2.4	113	3.0	1	2.6	335
	Statistical Service	2.3	36	2.2	58	1.8	93	2.3	35	1.8	113	3.0	1	2.0	336
	International organisations	1.9	36	2.4	58	1.9	92	1.7	31	1.4	112	4.0	1	1.8	330
	NGOs	1.3	35	2.1	60	1.6	93	1.1	32	1.3	111	4.0	1	1.5	332
	Research institutions	1.7	32	2.5	58	2.1	90	2.1	34	1.5	111	4.0	1	1.9	326
	Online search engines	2.2	36	2.8	60	2.8	92	2.4	34	2.5	115	4.0	1	2.6	338

In order to judge the credibility of the existing statistical information, several users who want not only to present tendencies, but also absolute indicators, choose the way of triangulating data and compare information from various local and international sources. For the respondent, a difficulty in comparing data is the fact that in different sources the categories are varied, but also the measurement unit differs: percents, units, number of persons, etc.

In general, respondents trust the data presented by the Statistical Service, some – because they are not certain that the data is collected qualitatively, is trustworthy. Others motivate trust through “we use what we have”. One of the respondents, entrepreneur, emphasized the fact that having an acquaintance who works at the Statistical Service, he found out that the data provided by this service is approximate “30/70%”.

It is worth mentioning that once a part of the statistical data users are also providers of the information via the forms filled in for the Statistical Service, they have doubts referring to the quality of this information, because it happens for them too to fill in these way too long forms, which often results in poor quality filling. In these forms there are

also some formulas, which are also not always correctly applied, which again puts under question the quality of the provided data.

One of the respondents, entrepreneur, offered a quite interesting answer in this respect, highlighting the fact that he has the most trust in the figures of organs which keep track based on issued documents/records, etc. (an example in this respect could be an organ that issues personal identification documents) and less trust in the statistics service (the example brought by the respondent was the website *statistica.md*, from which this user retrieves information referring to the number of population), although he considers that in this case the error margin is acceptable. At the same time a greater trust is offered to the governmental/state sources, because according to the opinion of the respondent other sources risk to be biased.

6.2 Level of relevance of the information obtained from various information sources

Relevance – extent to which the information satisfies the informational needs of the user, is useful.

At the chapter *relevance*, the electronic media is leader in all segments.

Table 6.3: Level of relevance of the information obtained from different sources of information based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Relevance	Electronic media	3.1	37	3.6	60	3.3	92	3.5	35	3.4	115	3.0	1	3.4	340
	Traditional media	2.9	36	3.1	60	2.8	93	2.9	34	3.1	113	3.0	1	3.0	337
	De facto executive branches	2.9	36	2.8	57	2.4	89	3.1	32	2.4	113	3.0	1	2.6	328
	Statistical Service	2.2	36	2.3	58	1.9	92	2.3	33	1.8	113	3.0	1	2.0	333
	International organisations	1.9	34	2.5	59	1.9	89	1.9	32	1.4	112	4.0	1	1.8	327
	NGOs	1.4	35	2.2	58	1.6	88	1.2	33	1.4	113	4.0	1	1.6	328
	Research institutions	1.7	34	2.6	58	2.2	90	2.2	32	1.5	106	4.0	1	2.0	321
	Online search engines	2.6	36	3.4	60	3.3	91	2.8	32	2.9	114	4.0	1	3.0	334

Several users of statistical data are not satisfied with its degree of detailing presented by the Statistical Service. In the in-depth interview, one of the journalists mentioned that according to her opinion, the data offered by the statistical service do not reflect the real situation, because there are more sensible domains about which is said nothing. *“I as a journalist, would like to embellish my materials with more detailed, more interesting information, but unfortunately, I cannot always obtain the information from the source mentioned above. Thus, sometimes the materials I write, due to the lack of details, are less consistent. In the end, I have to give the material such as it is. The details and time when I have access to it is important”.*

Such an opinion was also forwarded by other respondents who said that the data of the Statistical Service is too general, details are lacking. The entrepreneur mentioned he would like to have more information available. *“Sometimes you read, read and remain with the impression that something is omitted”.* Although the respondents did not hesitate to express their discontents with the Statistical Service, a person opined referring to the positive aspect of the organization and its product. The representative of the electronic mass media considers as a plus the fact that *“such a structure exists, something is calculated there and it offers some statistics”.*

6.3 Level of accuracy of the data obtained from various information sources

Accuracy – extent to which estimates correspond to real values.

In broad lines, the accuracy of data was evaluated with a modest score. It is interesting that the segment of public administration has evaluated the accuracy of data produced by ministries and public institutions not much higher than the accuracy of data provided by the electronic media. In general, the electronic media is considered the most trustworthy source of all, from the perspective of the fact that statistical data from this source corresponds to real estimates.

Table 6.4: Level of accuracy of the information obtained from various sources based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Accuracy of information	Electronic media	2.6	37	2.9	57	2.5	90	2.7	34	2.7	114	3.0	1	2.7	333
	Traditional media	2.4	36	2.6	59	2.3	89	2.4	34	2.6	110	3.0	1	2.5	329
	De facto executive branches	2.7	35	2.6	55	2.3	87	2.8	29	2.2	110	3.0	1	2.4	317
	Statistical Service	2.1	35	2.1	57	1.8	92	2.1	33	1.6	109	3.0	1	1.8	327
	International organisations	1.8	34	2.2	54	1.8	91	1.6	28	1.2	107	3.0	1	1.6	315
	NGOs	1.4	34	2.0	56	1.5	91	1.0	30	1.1	106	3.0	1	1.4	318
	Research institutions	1.7	33	2.4	54	2.0	90	2.0	29	1.4	106	3.0	1	1.8	313
	Online search engines	2.2	34	2.6	56	2.6	88	2.0	30	2.3	109	3.0	1	2.4	318

Opinions got divided related to the accuracy of data. Several are of the opinion that the information is not exact, but, it rather represents some approximations, after which only general tendencies may be followed. Several spoke about the fact that there is a political conspiracy, reason for which it cannot be claimed that the statistical data presented by the Statistical Service is trustworthy. Was also mentioned the fact that at data triangulation sometimes are noticed discrepancies between the data of the NBS, Statistical Service and de facto customs administration.

6.4 Level of opportunity of the information obtained from various sources of information

Opportunity – the extent to which information is available to users in the period when it remains useful for its main purposes.

The electronic media is also the leader at the chapter of *data opportunity*. The lowest score was given to NGOs.

Table 6.5: Level of opportunity of the information obtained from various sources of information based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Information opportunity	Electronic media	3.2	37	3.5	58	3.2	93	3.5	35	3.2	113	4.0	1	3.3	337
	Traditional media	2.8	36	2.9	58	2.6	90	2.9	35	3.1	109	3.0	1	2.9	329
	De facto executive branches	2.7	36	2.5	57	2.5	86	2.9	32	2.2	106	3.0	1	2.5	318
	Statistical Service	2.1	36	2.1	58	1.9	91	2.1	33	1.6	109	3.0	1	1.9	328
	International organisations	2.0	35	2.4	53	1.9	87	1.8	31	1.3	108	4.0	1	1.8	315
	NGOs	1.5	36	2.2	56	1.6	91	1.1	30	1.2	105	4.0	1	1.5	319
	Research institutions	1.6	33	2.6	52	2.0	89	1.9	28	1.3	102	4.0	1	1.8	305
	Online search engines	2.6	33	3.4	58	3.3	92	2.8	32	2.8	111	4.0	1	3.1	327

Practically all the respondents were of the opinion that the Statistical Service offers information with delay. At the same time, in the absence of other information, **they work with what is available**. Particularly, one of the journalists mentioned that the data he has access to is outdated, and the periods of time between publishing information is too high.

6.5 Level of punctuality of the information obtained from various sources of information

Punctuality – the extent to which is respected the schedule of publication of data established officially.

The rating of sources does not change at the chapter of punctuality either – the electronic media being considered the most punctual source and NGOs – the most unpunctual source.

Table 6.6: Level of punctuality of the data obtained from various sources of information based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Punctuality	Electronic media	3.1	35	3.5	58	3.1	92	3.4	34	3.2	109	4.0	1	3.2	329
	Traditional media	2.9	36	3.0	57	2.7	91	2.7	35	3.1	108	3.0	1	2.9	328
	De facto executive branches	2.9	34	2.4	54	2.3	86	2.8	30	2.3	104	3.0	1	2.4	309
	Statistical Service	2.2	36	1.9	58	1.8	90	2.0	31	1.6	108	3.0	1	1.8	324
	International organisations	1.9	34	2.2	51	1.8	88	1.8	27	1.2	104	4.0	1	1.7	305
	NGOs	1.5	34	2.0	54	1.5	84	1.2	29	1.1	103	4.0	1	1.4	305
	Research institutions	1.8	33	2.3	52	2.1	86	1.8	25	1.2	96	4.0	1	1.8	293
	Online search engines	2.6	34	3.2	56	3.2	90	2.8	30	2.8	110	4.0	1	3.0	321

Although **absolutely all of the interviewed persons do not know what is the schedule of publication of data established officially**, the majority expressed their dissatisfaction with the periodicity of statistics publication by the Statistical Service. It was mentioned that the data is delayed by approximately 3 months.

One of the respondents emphasized that, out of his observation, the de facto administration of the bank system publishes data in time.

6.6 Level of accessibility of the information obtained from various information sources

Accessibility – the extent to which information is easily obtained by those who need it and in the requested format (paper, file, CD, Internet).

The level of accessibility of the different sources of information was evaluated relatively well, compared to other criteria of appreciation. But priorities do not change and the electronic media remains the most accessible source, while the results of the NGOs work are not considered accessible.

Table 6.7: Level of accessibility of the obtained information from various sources based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Accessibility	Electronic media	3.4	37	3.7	58	3.4	94	3.7	34	3.5	113	4.0	1	3.5	337
	Traditional media	3.3	36	3.4	58	2.9	93	3.2	34	3.4	110	4.0	1	3.2	332
	De facto executive branches	2.9	36	2.4	56	2.5	88	3.0	31	2.3	106	4.0	1	2.5	318
	Statistical Service	2.0	35	1.9	57	1.8	91	2.1	31	1.7	109	4.0	1	1.8	324
	International organisations	1.8	34	2.1	51	1.8	89	1.7	27	1.3	108	4.0	1	1.7	310
	NGOs	1.4	35	2.1	53	1.6	92	1.1	29	1.2	103	4.0	1	1.5	313
	Research institutions	1.5	33	2.3	55	1.9	89	1.9	27	1.3	103	4.0	1	1.7	308
	Online search engines	2.9	34	3.6	57	3.5	94	3.2	31	3.1	114	4.0	1	3.3	331

All of the interviewed respondents mentioned that not all of the information they need is accessible to the extent they would like it. At local level, they say, this is due to the fact that the Statistics Service does not develop its services. The respondents do not have access to online wizards in order to select the domain they are interested in and its specific branch, which would simplify the process of finding information. Another difficulty consists of the

lack of notifications about the updated information. Most of the users search for the necessary information online, only the representatives of the academic environment work with the printed yearbooks of the Statistical Service.

6.7 Level of clarity of the information obtained from various sources of information

Clarity – how simple is the information to understand.

The electronic media is a leader according to the opinion of data users even from the perspective of clarity of information. Again, the information offered by NGOs and international organizations is considered the most unclear.

Table 6.8: Level of clarity of the information obtained from various sources of information based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Clarity	Electronic media	3.2	37	3.6	59	3.3	94	3.5	35	3.3	114	4.0	1	3.4	340
	Traditional media	3.1	35	3.2	59	2.9	93	3.0	35	3.2	112	4.0	1	3.1	335
	De facto executive branches	3.0	35	2.6	59	2.6	88	2.9	31	2.3	107	4.0	1	2.6	321
	Statistical Service	2.2	35	2.1	59	1.9	92	2.0	31	1.6	109	4.0	1	1.9	327
	International organisations	1.9	35	2.3	54	1.9	92	1.7	27	1.3	109	4.0	1	1.7	318
	NGOs	1.6	34	2.2	57	1.8	92	1.1	28	1.2	106	4.0	1	1.6	318
	Research institutions	2.0	34	2.6	55	2.2	90	2.0	28	1.3	104	4.0	1	2.0	312
	Online search engines	2.7	33	3.5	58	3.4	94	2.9	32	2.9	114	4.0	1	3.1	332

Several participants of the qualitative research were of the opinion that the statistics presented by the Statistical Service is clear, although it would be desired that the form of presentation of the data got modernized. Nevertheless, there were respondents, according to whose opinion, the tables presented by the Statistical Service are too sophisticated and unclear.

6.8 Level of coherence and comparability of the information obtained from various sources of information

Coherence and comparability – supposes that coherent information may be combined in a valid way and used together; exists a coherence between two or several types of information which makes possible to make some comparisons in time, between geographical areas or between other domains.

Regarding the coherence and comparability of data, the information offered by the electronic media is appreciated with the highest score.

Table 6.9: Level of coherence and comparability of the information obtained from various sources based on the users segment, points (1=min, 4=max)

		Central and local admin. in fact, N=37		NGOs, think-tanks, researchers, N=61		Educ. Inst., N=95		Mass-media, N=35		Enterprises, N=117		International org., N=1		Overall results, N=346	
		Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N
Coherence and comparability	Electronic media	2.9	35	3.3	55	3.0	93	3.3	33	3.1	106	3.0	1	3.1	323
	Traditional media	2.7	35	2.9	57	2.5	90	2.9	34	3.0	106	3.0	1	2.8	323
	De facto executive branches	2.8	34	2.6	58	2.2	90	2.7	31	2.3	102	3.0	1	2.4	316
	Statistical Service	2.2	35	2.3	59	1.8	91	2.1	31	1.7	106	3.0	1	1.9	323
	International organisations	2.0	33	2.5	54	1.9	89	1.7	26	1.4	108	4.0	1	1.8	311
	NGOs	1.5	33	2.2	56	1.7	92	1.2	29	1.3	108	4.0	1	1.6	319
	Research institutions	1.9	33	2.6	54	2.2	89	1.9	26	1.4	101	4.0	1	1.9	304
	Online search engines	2.4	33	3.1	54	3.0	92	2.4	29	2.6	106	4.0	1	2.8	315

Once there are some doubts regarding the quality of some sources of statistical data, as well as for the reason there is practically no source that would present ample data from various domains, most often users work with a large

number of sources, which makes the process burdensome – “you don’t know how much are the sources equivalent”. Were expressed wishes to have a single platform that would cumulate different data and would be possible the generation of tables by the visitors with the help of an online wizard.

It was difficult for the representative of the electronic mass media to offer an answer regarding the coherence and comparability of data offered by the State Statistical Service. *The idea is that there is no other state or private structure that would offer statistics on such a large scale. If there was an alternative in this respect, it would have been possible to offer an appreciation.*

6.9 Opinion of users regarding the Statistical Service

It is worth mentioning that not all of the participants of the qualitative research interacted with the Statistical Service. For example, a respondent, entrepreneur, said he did not run into this information occasionally on the internet, and did not even try to turn to this service because “I am not used to working with public institutions from here, nobody comes to your assistance, this information should be in public, open access, without the need for people to request it – a good example for this is the statistical service from Moldova, there is also the law regarding statistics, all the data is published”. This entrepreneur argued his opinion with the fact that “the interest (*of the entrepreneur*) appears spontaneously and if it is not fulfilled, it disappears (*the entrepreneur no longer wishes to invest*)”.

Among the advantages of the Statistical Service was mentioned the fact that it exists, thus offering the possibility to all those interested to see the situation in this region.

Only a single respondent (an entrepreneur) out of the participants in the in-depth interviews was of the opinion that the institution is developing, given the fact that it **has partnerships** with Hungary, the Czech Republic and Germany (from what he was told by his friend who worked in the respective Service).

The official of the central public administration said that, although the Statistical Service offers statistical data and it is noticeable that it works in this domain, it would be necessary to make some **PR** for it, so that the masses could understand how important and necessary statistics is. He also added, that it would be opportune for the institution to have **its own website**, not only a page on the website of the respective institution, which would be more representative and convincing.

Several participants of the qualitative research highlighted the fact that the Statistical Service operates according to outdated methods. The official of the central public administration said that it is difficult for him to appreciate how well the Statistical Service fulfils its mission, because he keeps no record in this respect, but he expressed his confidence that the institution could operate much better, more representatively than it does at the moment. “*They possibly left the stone age and reached the bronze one. As an example may serve the fact that **there is no electronic system of document circulation**, which highlights the fact that the e-government system does not work, it would allow us to make online requests and receive the answers also online*”. The respondent considers that the statistical service uses **outdated methods of research**, given the fact that the left bank of the Nistru **cannot get to know modern methods of research** (the argument brought in this context was related to the non-recognition of independence and the lack of resources).

The mass media representative said that, during the last 3 years, he did not see changes in the activity of the Service, excepting the fact that **some reports that were previously published, are no longer published**. “You access the site and find reports from 2012. This is a regress. They are possibly published in other sources, but how do we find out about it?”

Referring to the way the Statistics Service fulfils its mission, the NGO representative qualified it as “**an old, tough inefficient soviet car, which goes well, but slowly**”.

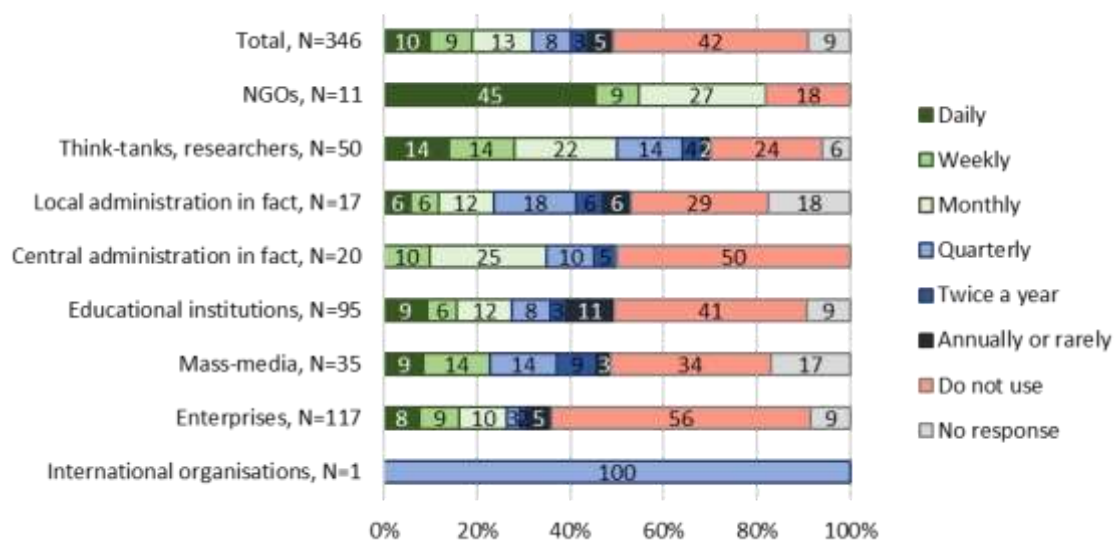
Manual fulfilling of statistical forms is an aspect that bothers the users which are also providers of the statistical information via statistical forms. They are obliged to purchase them, dedicate time to fill them in and to stay in the queue in order to submit them to the Statistics Service. Another frustration is related to the typology of forms – in the opinion of the participants, it would be the case to elaborate different forms according to the type of legal subject – NGO, entrepreneur, etc. the participants claimed that in the case these forms would be simplified, they filling in would be faster and more correct. It was suggested the elaboration of forms via dialogue with the civil society, for example, via the possibility to comment some new models published on the website.

CHAPTER VII: INFORMATION FROM THE RIGHT BANK OF THE NISTRU RIVER

7.1 Degree of use of information from the right bank of the Nistru river

Users from the left bank of the Nistru river are very interested in the statistical information and data from the right bank of the Nistru. The greatest interest is noticed from the NGOs, think-tanks and researchers, after which follows the mass media. The public administration also applies statistical data from the right bank of the Nistru, although for this segment is less characteristic to work daily with this information.

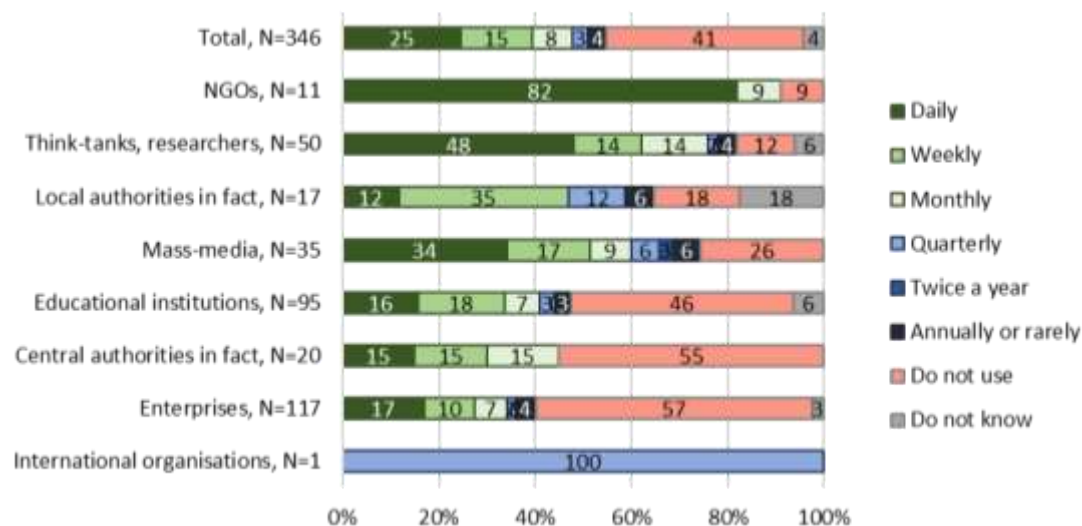
Fig. 7.1: Degree of use of statistical information from the right bank of the Nistru river, %



A difficulty for the users from the left bank of the Nistru is related to the fact that the data related to the right bank is available only in Romanian, while it would be more comfortable for them to access it in Russian, this is especially a problem in the case of data that involve specific terminology.

At the chapter of use of news, analytical reports and regulatory framework from the right bank of the Nistru is noticed that this information is used to almost the same extent although the frequency of data use increases. Each fourth user turns to information of this type from the right bank of the Nistru daily. The most active user is the NGO segment – 82% of respondents use the listed information daily. On the second place are the think-tanks and researchers – 48% of which use the listed information daily. Mass media with 34% is on the third place.

Fig. 7.2: Degree of use of news, analytical reports and regulatory framework from the right bank of the Nistru, %

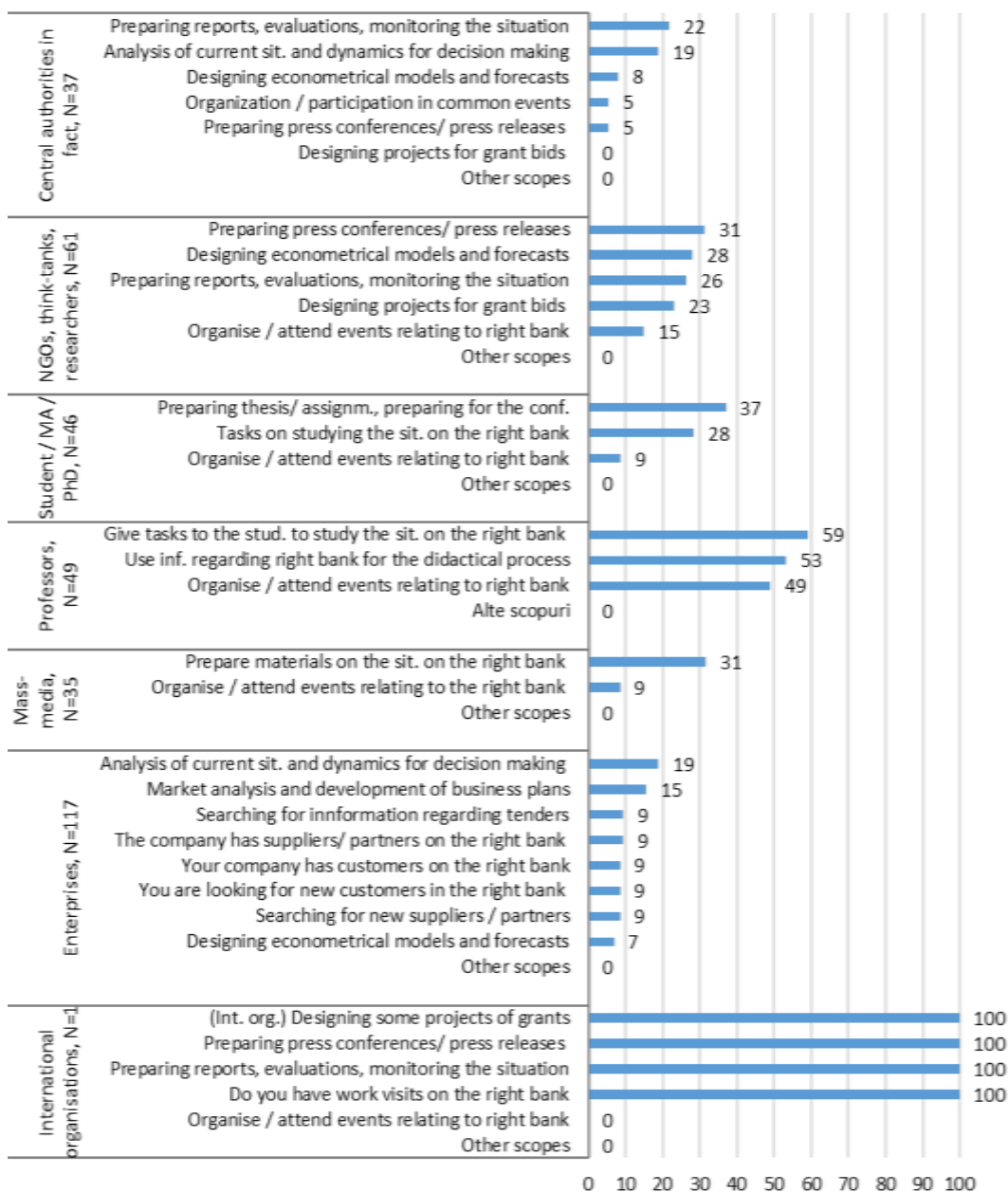


7.2 Goals for using data from the right bank of the Nistru river

Statistical information and data about the situation from the right bank of the Nistru is useful to the de facto central and local administration, as well as enterprises for the fact that based on it these segments take decisions (19% each). Entrepreneurs use this information for planning the business (15%), and the central and local administration – for preparing certain reports monitoring the situation (22%).

Teachers use statistical information and data from the right bank of the Nistru more than the students. All the suggested goals are relevant for this segment – organization and participation in common events (49%), preparing tasks for students (59%), use of data in the teaching process (53%).

Fig. 7.3: Goals for using statistical information and data from the right bank of the Nistru by the users from the left bank of the Nistru, %



* This chart is made based on question 15 from the questionnaire for the left bank of the Nistru. In question 16, which was a question for clarification, were added other persons who said they used the statistical data from the right bank of the Nistru, but these persons did not answer the question about goals presented in this chart. Thus, there are differences between this chart and the chart presented above, because due to question 16 the share of non-users decreased, which led to the fact that in the previous chart this share is lower for all segments.

7.3 Types of information and data used from the right bank of the Nistru river

It may be noticed that, in the case of all the categories of data, NGOs, think-tanks and researchers show the greatest interest for it. Besides analytical reports (70%), in the first place, this segment is interested by statistical information regarding the population (51%), workforce and wages (54%), level of life of the population (54%), social protection of the population (54%), macroeconomic indicators (51%), as well as statistical information regarding business and entrepreneurship (51%).

Central and local administration manifests interest towards the data from the domain of justice (38%), level of life of the population (32%), education and science (32%). In the case of educational institutions, the greatest shares were registered in the case of such data like statistics regarding healthcare (29%), data from the domain of geography and environment (27%, tourism (26%), level of life of the population (25%) and statistics related to the population (24%). The mass media marked a greater interest towards the data about the level of life of the population (43%), workforce and wages (40%), data regarding the population (37%), healthcare (37%) and social protection of the population (37%).

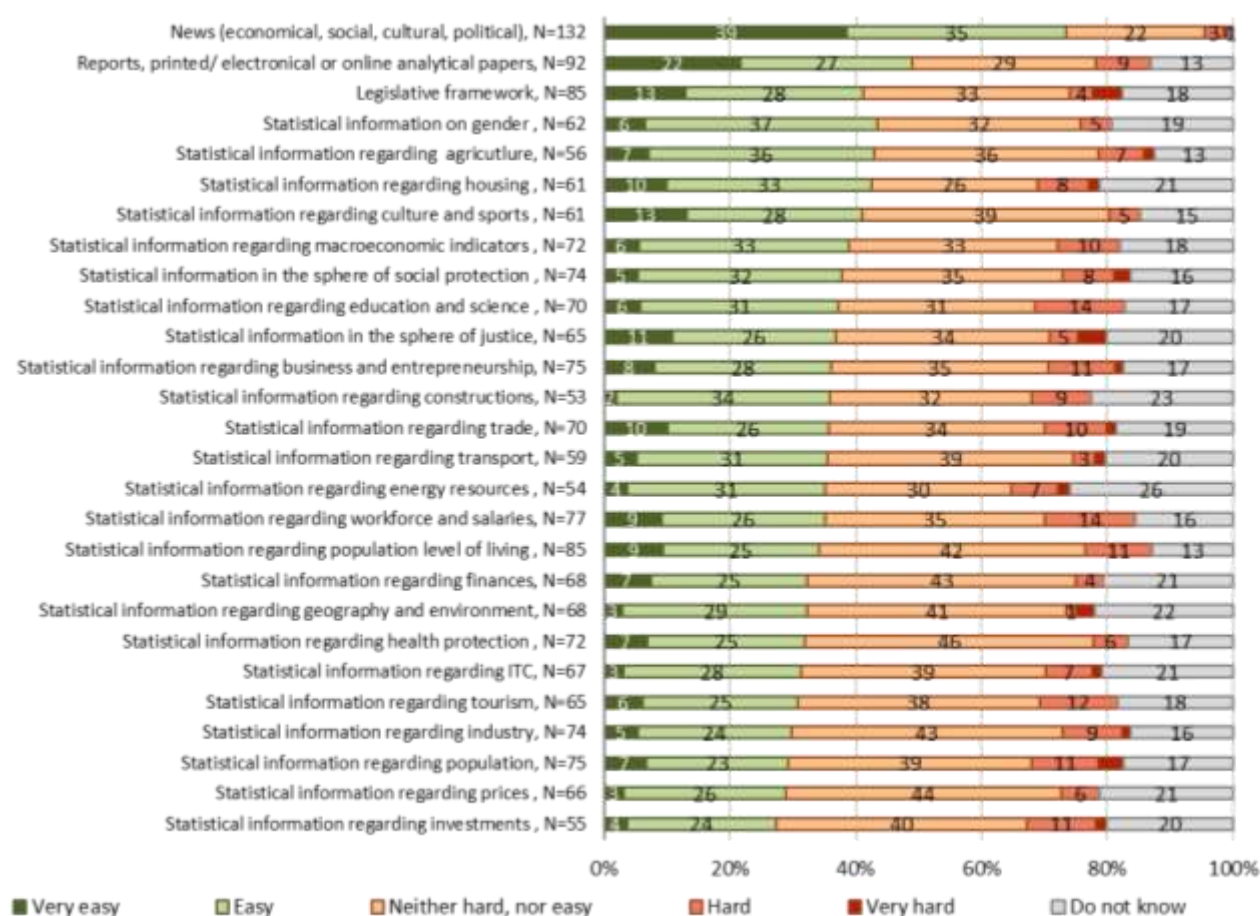
Enterprises have a large range of interests: data about business, trade, prices, finances, industry, level of life of the population and others.

Table 7.1: Types of data used from the RBN based on users segment on the LBN, %

	Central administration in fact, N=37	NGOs, think-tanks, researchers, N=61	Educational institutions, N=95	Mass-media, N=35	Enterprises, N=117	International organisations, N=1	Overall results, N=346
News (economical, social, cultural, political)	54	84	46	74	38	100	54
Reports, printed/ electronical or online analytical papers	27	70	25	37	20	100	33
Legislative framework	38	54	18	43	20	100	30
Statistical information regarding population level of living	32	54	25	43	22	100	32
Statistical information regarding workforce and salaries	27	54	21	40	18	100	29
Statistical information regarding health protection	24	46	29	37	15	100	28
Statistical information in the sphere of social protection	24	54	22	37	17	100	28
Statistical information regarding business and entrepreneurship	27	51	19	26	23	100	28
Statistical information regarding industry	30	48	21	26	21	100	27
Statistical information regarding population	22	51	24	37	15	100	27
Statistical information regarding trade	24	48	18	29	22	100	27
Statistical information regarding macroeconomic indicators	22	51	22	23	19	100	26
Statistical information regarding geography and environment	30	44	27	26	14	100	26
Statistical information regarding finances	24	46	18	29	21	100	26
Statistical information regarding culture and sports	30	44	24	29	14	100	25
Statistical information regarding prices	22	48	15	31	21	100	25
Statistical information regarding tourism	24	44	26	20	16	100	25
Statistical information regarding education and science	32	49	20	26	14	100	25
Statistical information regarding ITC	27	49	22	29	12	100	25
Statistical information in the sphere of justice	38	43	16	29	15	100	24
Statistical information regarding agriculture	19	39	24	26	14	100	23
Statistical information on gender	19	48	19	26	13	100	23
Statistical information regarding housing	22	44	19	23	14	100	23
Statistical information regarding transport	22	39	19	20	15	100	22
Statistical information regarding investments	19	43	18	26	9	100	21
Statistical information regarding energy resources	19	36	20	23	12	100	21
Statistical information regarding constructions	22	34	17	20	13	100	20

The persons who answered the question referring to the degree of easiness in finding the necessary information appreciated that the necessary information is relatively easily found.

Fig. 7.4: Degree of easiness of finding statistical information and data, %



Regarding the use of information referring to the right bank of the Nistru, **4 categories of respondents** were highlighted: respondents who **often** use the respective information, those who use it **periodically**, those who use the information **very rarely** and those who **do not use it at all**.

The director of the private research institution mentioned that in his activity he uses the economic information that has impact on the bilateral relations of the conflict sides. As a rule, **the mass media representative** needs such data for writing informative materials. Statistics from the right side of the Nistru is necessary for the **teacher** in the research, in the activities conducted together with the students and for professional growth. The most often, this is statistical information regarding politics, economics and culture. Nevertheless, it was complicated for the teacher to specify a certain statistical producer from the Republic of Moldova.

If the teacher consults statistics for professional purposes, then the **entrepreneur** consults it for personal purposes, out of interest. The last time he searched online for information related to demographics and birth rate in order to make a comparison between the two banks of the Nistru. He is confident in this data, because the data correspond to personal observations. One of the entrepreneurs who uses data from statistica.md in order to plan penetration on new markets on the right side of the Nistru, is satisfied with the quality of data, highlighting that they are correct and if it happens that the newly created business fails, he subsequently discovers that either while he was searching for statistics a new competitor appeared, or the local employees are not competent, but the problem is not in the quality of NBS data. An important positive aspect highlighted by this respondents was related to the fact than NBS offers the distribution of data by criteria – gender, age, etc., which makes the data more detailed.

To a great extent, respondents access the **websites of official sources**, such as: NBS, RM Government, Ministry of External Affairs and European Integration, and Ministry of Economy. The most often respondents use the statistics from the NBS website, because the information is quite ample. Besides the official sources, the representative of mass media also consults information from the websites of certain companies, various blogs, where it is possible to get links to serious sources.

Referring to the credibility of the enumerated sources, one of the respondents catalogued the information offered by NBS as being the most credible. *“The most credible not for the reason that it would be the trustworthy, but because it is ample”*. The information offered by NBS is clear, but he would like more information to be accessible in Russian. The official of the central public administration finds it difficult to appreciate if the sources are credible and which information is more trustworthy, the official one or the one offered by the independent research institutions. According to the opinion of the official, *“on both banks of the river Nistru data are conceived resulting from the request that comes from the state. Therefore, the more the sources, the greater the possibility to give a correct appreciation of the situation”*.

In general, the opinions regarding the level of credibility of the NBS data oscillates between two extremes – from *“a modern, European source of information”* to *“official data do not inspire confidence, we turn to the data of international organizations – IMF, World Bank”*.

The director of the private research institution considers that the information offered by MFAEI is the least credible, because it is politicized.

CHAPTER VIII: NEED FOR ADDITIONAL TRAINING

In general, the statistical data users are not interested in participating in training about the domains of application and the way of use of statistical data. Analyzing the results per segments it is however noticed that in the case of teachers, the majority would still like to participate in such a training. A larger interest is noted also in the case of other segments: TV or radio employees, scientific researchers from a research institution, employee with an executive of service position in a LPA. At the same time, it may be presumed that the employees of the traditional press, enterprise employees, employees with executive position in the CPA and with management position in LPA would not appreciate training on the topic of statistical data.

Table 8.1: Interest towards training regarding the domains of application and way of use of statistical data, %

		N	No	Yes	Do not know	Total
Rezultate generale		346	46	36	17	100
Central and local administration de facto	Employee with administrative function in a central administration de facto	7	43	43	14	100
	Employee with execution/service function in a central administration de facto	13	54	15	31	100
	Employee with administrative function in a local administration de facto	6	67	17	17	100
	Employee with execution or service function in a local administration de facto	11	45	45	9	100
NGOs, think-tanks, researchers	Employee of a non-governmental organization	11	36	36	27	100
	Employee, expert in a think-tanks, consulting company, etc.	14	43	43	14	100
	Researcher at a research institution	36	25	47	28	100
Educational institutions	Student / MA / PhD	46	46	43	11	100
	Teacher in a college, university, academy, etc.	49	43	53	4	100
Mass-media	Employee at TV and / or radio	15	33	47	20	100
	Employee at a web portal and / or news agency	1	100	0	0	100
	Employee at a newspaper / a magazine	19	47	21	32	100
Enterprises	The owner and/or head of an enterprise	34	56	38	6	100
	Employee of an enterprise / company, specify the activity/occupation	83	55	20	24	100
Org. internat.	Employee of an international organization / institution	1	0	100	0	100

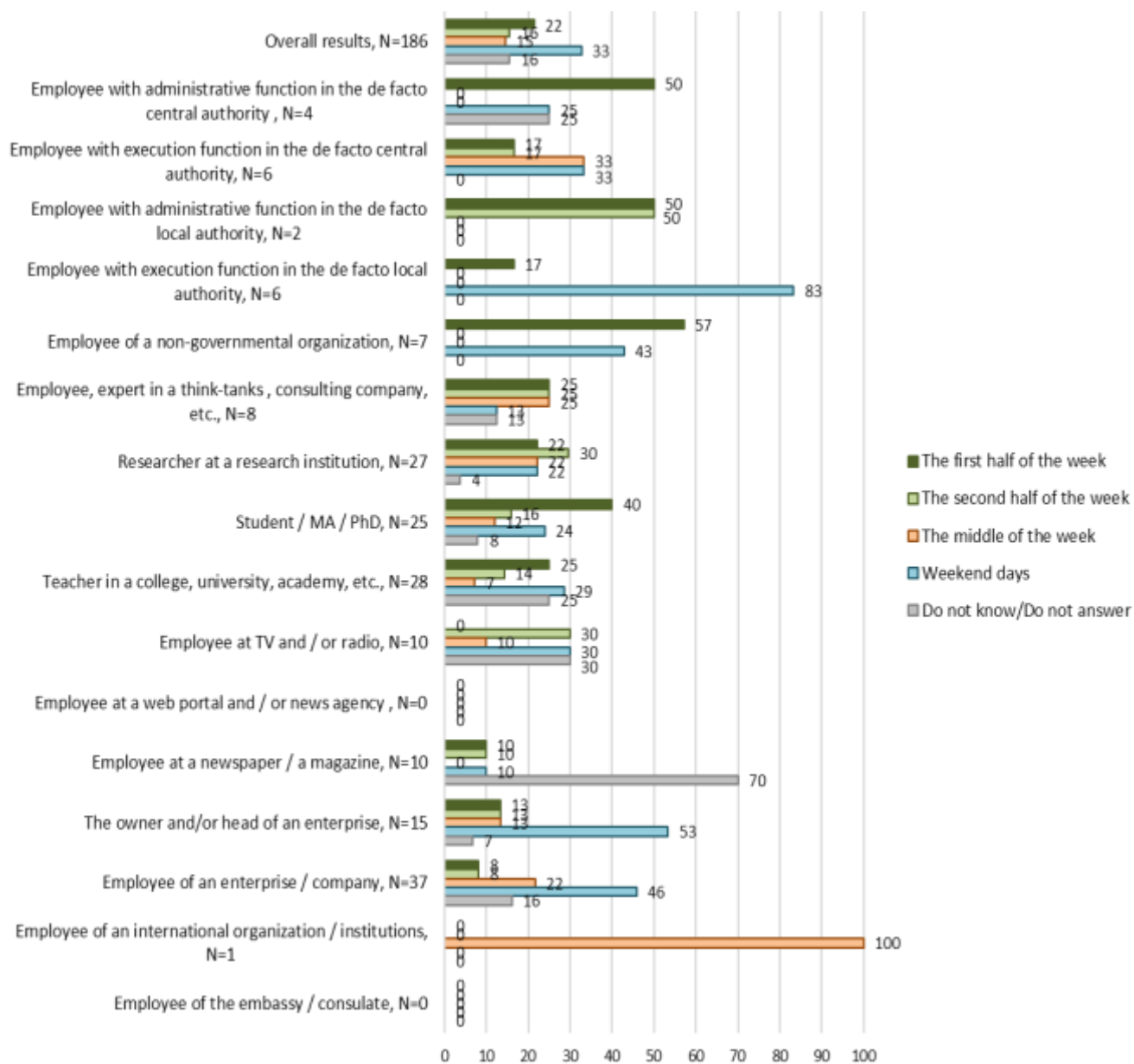
In general, those interested would agree to offer to training on the topic of statistical data not more than a few hours.

Table 8.2: Availability of time for training regarding the domain of application and way of use of statistical data, %

		N	Several hours	One day	2-3 days	A week	2-3 weeks	More than 2-3 weeks	No response	Total
Overall results		186	36	13	11	9	9	12	11	100
Central and local administration de facto	Employee with administrative function in a central administration de facto	4	75	0	25	0	0	0	0	100
	Employee with execution/service function in a central administration de facto	6	100	0	0	0	0	0	0	100
	Employee with administrative function in a local administration de facto	2	100	0	0	0	0	0	0	100
	Employee with execution or service function in a local administration de facto	6	67	17	0	17	0	0	0	101
NGOs, think-tanks, researchers	Employee of a non-governmental organization	7	14	0	29	14	0	43	0	100
	Employee, expert in a think-tanks, consulting company, etc.	8	50	25	0	0	13	13	0	101
	Researcher at a research institution	27	22	19	7	19	19	11	4	101
Educational institutions	Student / MA / PhD	25	64	8	12	8	4	0	4	100
	Teacher in a college, university, academy, etc.	28	29	14	14	14	11	0	18	100
Mass-media	Employee at TV and / or radio	10	20	20	30	0	0	0	30	100
	Employee at a web portal and / or news agency	0	0	0	0	0	0	0	0	0
	Employee at a newspaper / a magazine	10	20	10	0	0	0	20	50	100
Enterprises	The owner and/or head of an enterprise	15	27	27	13	0	7	20	7	101
	Employee of an enterprise / company, specify the activity/occupation	37	24	5	11	8	14	27	11	100
Internat. Org.	Employee of an international organization / institution	1	0	100	0	0	0	0	0	100

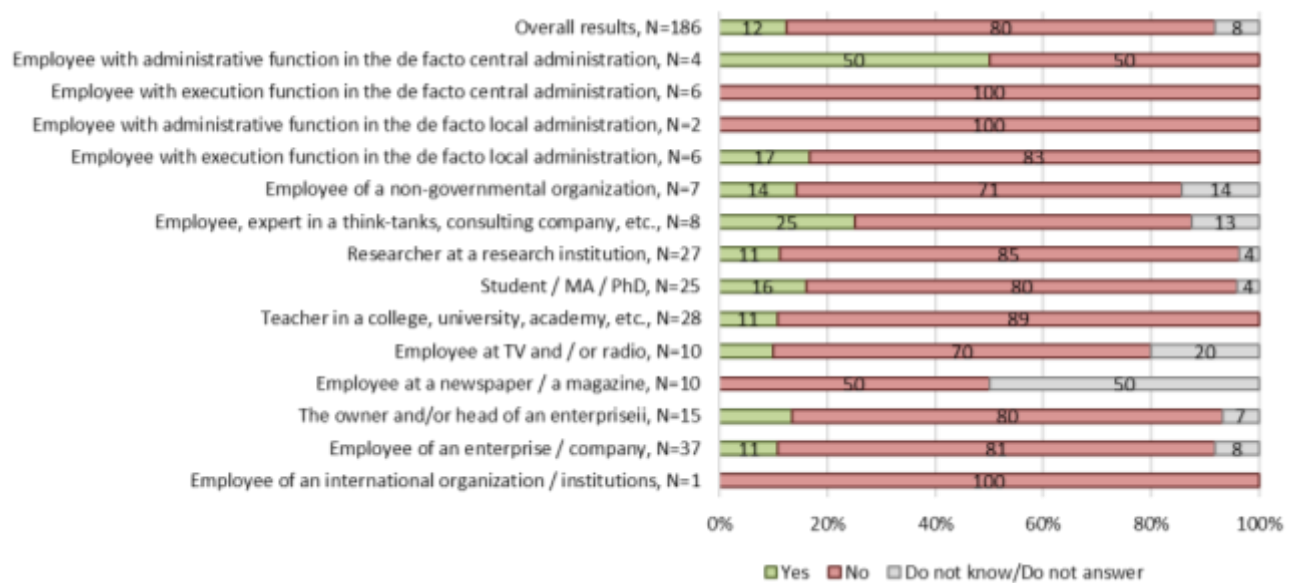
The greatest share of those willing to attend a training would prefer it to take place during weekend days. Another option is the first half of the week.

Fig. 8.1: Preferred period of the week for performing training in the domain of statistics, %



The majority of those interested would not like to pay for training (80%).

Fig. 8.2: Willingness to pay on their own for participating in training regarding the domain of application and way of use of statistical data, %



The respondents of in-depth interviews declared unanimously that they would need additional training regarding the domains of application and way of use of statistical data. The respondents were of the opinion that the necessity of training is conditioned by the fact that they have few knowledge in the domain and that they encounter difficulties in the interpretation of data. The respondents say that not only they would need training, but also all the employees in the organization where they work or those who are their subordinates. The master student told that, out the 20 colleagues she has in the group, 90% would most certainly attend such a type of courses or trainings.

Among the solicited **topics** were listed:

- interactive tools for the presentation and use of data, such as online wizards and applications
- domains of application and way of use of statistical data
- new methods to collect data that are used in international practice and the most solicited directions in this regard
- modern tendencies and perspectives in the development of statistics as a whole
- processing of gender statistical data
- a course of statistics, econometrics and big data
- the correct way of conceiving statistics and the correct way of its interpretation
- processing, systematization and understanding of data, especially those presented via diagrams

Regarding the **payment of the price for training**, were highlighted **3 categories of persons**: those who **would categorically not pay the price**, those who would **pay it partially** and those who **are willing to pay** in case of need or would pay, but do not have financial possibilities.

In the first category enter the representatives of the academic environment: the university teacher and the master student. The university teacher wanted to mention that the organization where he works, should be interested in its employees to participate in such trainings and accordingly, should pay the necessary costs.

In the second category are the persons who agree to pay half of the sum if it were reasonable or would pay a symbolic price.

In the third category are the respondents who are willing to pay in case of necessity or would pay, but do not have financial possibilities.

Here are either persons who work in the private sector, or persons with management positions in the public sector, who in general referred to training for the institution and employees not for their own person.

Some participants with a management position are ready for the organization they manage to pay for the training of 2-3 employees, in the case the level and quality of training would correspond to expectations.

The representative of the electronic mass media said he would agree to pay a small amount of money from his pocket, because he considers that there are details he will need in the future. *"I cannot say that I am ready to pay a lot of money for it, because, basically, it is possible to study independently, it would only be necessary for a person who knows the domain to help me structure everything, in order to have the idea of a whole"*.

Given the fact that the interviewed public officials are in management positions, they spoke about paying the training of the employees, not the personal training. They mentioned that the institutions they represent are not able to pay these costs. *"I think that everything must be paid for, but there is no money, and we are ashamed to do it on credit"*.

A comment that came from the respondent of an in-depth interview, entrepreneur, was related to the fact that according to his opinion it would be best to spread the practice that exists in some foreign countries regarding to the refusal to hire a potential manager in the company, if this candidate does not have a higher education diploma and courses for managers, among which a course in law, secretariat and advanced statistics, so that he/she could subsequently be capable to strategically manage the activity of the company.

CONCLUSINS. LEFT BANK OF THE RIVER NISTRU

Behaviour of statistical data use

At the moment, the segment that **uses statistical data the most actively** is represented by the NGOs (64% use them daily) and think-tanks (34%). The least active is the de facto local administration (12% use it daily). Analysing the level of use of information such as news, analytical reports, regulatory framework, is noticed that the most active user is the central administration (95% use this information daily), being followed by the mass media (86%), enterprises (83%) and NGOs (82%).

At level of topics is noticed that in the general top of use for professional purposes entered such information like news (95%), analytical reports (70%), statistical information regarding the workforce and wages, level of life of the population (62% each).

Mass media is interested, first of all, in social, economic topics, education. Enterprises – in data regarding the level of life of the population, workforce and wages, business and entrepreneurship, commerce, prices and finances. A large part of the information of enterprises is based on following news. In general, social, demographic and economic topics are part of the priorities of statistical data users.

As **main sources** users turn to the electronic media, online search engines, traditional media, less to the information of the de facto executive branches, information of the Statistics Service (the segment that uses the most intensively this source is the mass media – 29%). Such sources as international organizations; NGOs, research institutions are practically not analysed by the users in searching statistical information listed in the questionnaire (the registered shares vary between 1 and 8%).

The internet represents the first source. Older users work most often with the printed statistical yearbooks. Formal requests are rarely made. The speed of obtaining information counts the most.

The Statistics Service is not perceived as a main source for any type of statistical data, everywhere other sources are used, including information provided by the de facto executive branches. In general, from the comparative analysis of various sources, according to the aggregated rating, according to a set of pre-established criteria, the official sources are placed in the middle according to the users perception (de facto executive branches – 2.49 points out of 5 maximum, research institutions – 1.95, Statistical Service – 1.95) and yields position in favour of the mass media (3.18 points of maximum 5 for the electronic media and 2.85 for the traditional media) and search engines (2.93). at the end of the rating are the international organizations (with 1.80) and NGOs (with 1.60). A possible explanation offered within the qualitative research was related to the fact that international organizations, being representatives of countries that do not recognize the independence of the left bank of the Nistru, do not present statistical data for this region. In the case of NGOs, the possible explanation is that their reports are partially not published and partially do not represent interest for the general public. In general, all the studied criteria – from accuracy to clarity registered poor scores – not more than 2.15 out of maximum 4. Accuracy (with a score of 1.84), in turn, also determines a low level of trust. The use of several sources for triangulating data leads to the appreciation of the criterion *coherence and comparability* with low scores.

Format. The most accessed statistical data are the ones presented in reports and informative notes (73%), as well as those presented in tables (66%). Charts are used rarer (43%). A possible explanation at this chapter is related to the fact that quite often users evaluate modestly the level of precision of statistical data and prefer to triangulate the available data; they work with several sources, turn to experts, read various thematic reports. Charts are less popular, although they are considered useful in order to get informed in general about tendencies in the domain.

Statistics Service

The opinion of users regarding the Statistics Service is the best expressed in the words “we use what we have”, said by one of the participants in the qualitative research. The main advantage of the Statistics Service is in the fact that it exists and provides certain information at the level of the entire left bank with certain regularity. The main dissatisfaction is related to the fact that, due to insufficient funding, this service is not modernized, old methods are being used, insufficient statistics is presented. A website of its own is lacking, from the current page the information must be downloaded in the form of pdf files and there is no online wizard, which would allow downloading the requests that are relevant for the user.

A special discontent is related to the statistical forms that are very long. The users of statistical data are in a great part also the providers of this data for the Statistics Service and, knowing the fact that they themselves do not always fill in these forms qualitatively, they are questioning the quality of the aggregated data.

Data from the right bank of the Nistru

The data from the right bank of the Nistru is quite used, the highest interest being demonstrated by the NGOs (45% access daily some statistical information), think-tanks and researchers (14% access some statistical data from the RBN daily). The goals for use vary, but quite frequently was mentioned an unexpected aspect – the users analyze this data including for reasons of triangulating their own data.

According to the opinion of the users, in the case of the right bank there is a larger variety of sources of statistical data, NBS represents an European institute operating according to European standards, and international organizations also offer their own statistics for the right bank. Although a good part of the opinions regarding the trustworthiness and quality of sources from Moldova were positive, there were also some opinions that on both banks of the Nistru there is a political influence reflected on the objectivity of statistical data.

Gaps in knowledge and need for additional training

The need for additional training was more noticeable in the case of a few segments, but not at the level of all users (it is important to mention that we are speaking about self-evaluation). Particularly, is noted an increased interest for such trainings from the teachers (53%), scientific researchers (47%) and employees of TV and/or radio (47%), common employees from the local administration (45%).

Regarding the time that they would be willing to offer for trainings, the respondents offered quite varied answers – from a few hours (this being the most popular answer), up to more than 2-3 weeks. In the last case, as was found in the qualitative research, the preference was related to some classes once a week during half a year, for example. In broad lines, the weekend was appreciated as a more suitable period for such kind of trainings (33%).

In the majority of cases, users would not agree to pay for such trainings, but this answer could change, if the users were offered certain intervals and a curriculum, based on which they could estimate the quality of training. As one of the participants mentioned, “such trainings, usually are expensive and we could not afford such a thing”, although it would be desirable that all the employees participate in this training.

Among the solicited topics were listed:

- a course of statistics and work with big data;
- interpretation of statistical data;
- processing and systematization of data;
- interactive tools for data presentation.

COMMON RECOMMENDATIONS FOR BOTH BANKS OF THE NISTRU

To the National Bureau of Statistics

- Elaboration of a video that would present the National Bureau of Statistics to the target audience telling the mission of the NBS, explanation of the way it operates, explanation of the procedures of ensuring data quality, presentation of the potential of the NBS website and of the variety of information that is accessible here, with the explanation of the types of data that may be accessed – macroeconomic data and per industries, data for a year and data in dynamics, bulletins, informative notes, presentation of the schedule of data publication and explanation of the census procedure. A solution would be to fragment this video into several sequences and sending it to the partners registered in the NBS database.
- It would be opportune to organize a public presentation for the users of statistical data from the left bank of the river Nistru.
- Completion of data with data older than 2010 and 2000.
- Analysis of the possibility to quickly switch to the data collection in electronic form for legal persons.
- Revision of forms and analysis of their relevance for the variety of legal persons, elimination of older questions that are less useful and adding newer questions, which would allow gathering of more modern information, including with the disaggregation of the typology of NGOs, social entrepreneurs, etc.
- Analysis of the possibility of offering a larger range of disaggregated data for the existing categories.
- Analysis of the possibility of organizing a dialogue with the civil society, mass media, international organizations with the goal of reviewing the categories of data offered in open access.
- Establishing a collaboration with the mass media, sending of newsletters with notifications about the new information which appeared on the website.
- Media coverage of the info charts created by the NBS, sending specific reports to the users who could be interested in them (as is the case of the Report for agricultural census with the gender analysis, which could be useful to the associations in the domain).

To the Statistics Service

- Creation of its own website.
- Realization of notifications for new data that is published.
- Elaboration of a video to present the service and reflect its work mechanisms, present the team, describe the procedures of ensuring statistical data quality, describe the entire variety of data accessible on the website and which can be offered by request.
- It would be timely to organize a public presentation for the users of statistical data from the right bank of the river Nistru or, at least, for the local mass media.

To providers of statistical information other than NBS (for the right bank of the Nistru)

- Increase of the level of digitalization of archives of ministries and public institutions.
- Unification of the way of presenting statistical data on the websites of ministries and public institutions – a similar button or a similar compartment, which could be easily found.
- Creation of a unified platform which would allow access to statistical data produced by different public institutions and presentation of information in such a way that it would be comparable and coherent.
- Performing training for the press officers which represent public institutions centered on the principles of collaboration with the press and other solicitors of information from the public institutions.
- Informing territorial representatives on the subject of the Law regarding the protection of data with personal character about the types of data that are secret those that may be offered by request.

Recommendations regarding trainings

- Organization of trainings which could include a set of lessons with a different level of complexity and different users. These lessons could be organized during several months during holidays – for example – each Saturday or each second Saturday.
- Presentation of the list of statistical data sources. The high level of usage of search engines is the best indication of the fact that at the moment users do not know where to search for the necessary data.
- Explanation about how the accuracy of statistical data is determined in order to understand if the data are trustworthy.
- Explanation of some basic data about a survey – how a questionnaire is elaborated, how a sample is elaborated, what types of samples exist, what margin of error and level of confidence means, how could data from a survey be more efficiently analysed (“in order to notice what is the most important”).
- Explanation of the notions of statistical analysis (concepts such as share, average, median, etc.).
- Analysis of statistical data using Excel (Pivot Tables and other functions available in this software).
- Initiative of work with big data.
- Basics of macroeconomic data processing, processing of data from the domain of trade, data from the domain of finances and investments and other types of data, which according to the opinion of the NBS experts, represent difficulties for users.
- Presentation of analysis results with the help of charts, presentation of open sources for formatting charts and info charts and basic explanations regarding their correct use based on goal.
- Elaboration of a guide which would contain: list of sources of statistical data with open access and of those who are offered by request with some reference information regarding the producers of this information, brief information of key aspects which will be taught during the training for each lesson.
- It would be timely to analyse the option of teaching by some experts in the domain of statistical data analysis, such as persons from international organizations, from notorious local NGOs.
- The subject regarding payment could be analysed once again at the moment when a curriculum is elaborated and the names of the experts involved in teaching are decided and could be established a fee for the training, which should be higher for those who participate directly and lower for those who study online (via webinar, for example). This tax could highlight the value of training.
- It is worth mentioning that the analysis of data at the level of the segment of enterprises, creates the impression that this segment does not know the value of statistical data, does not know which are the trustworthy sources, how they could use it to take better argued strategic decisions. A small awareness campaign could raise awareness for this segment, and the clear explanation of the advantages of applying statistical data in planning the activity of entrepreneurship could increase the level of use of statistical data in this segment. Respectively, a training that could be directed towards this segment in part may bear fruit.

GENDER ANALYSIS

Right bank of the Nistru

In general, in the survey on the right bank of the river Nistru participated more women than men (the share of women constituted 79%). Taking into consideration the fact that in the process of finding the potential respondent, the interview operator requested to speak with a person who works with statistical information and data, it may be presumed that this type of activity is more characteristic to women.

It is noticed that out of the total of interviewed men, the most work in NGOs, think-tanks, are researchers (26% compared to a share of 19% in the case of women), a significant share works in public authorities (24%) and enterprises (20%). And in the case of women it is noticed that the greatest share is employed in public authorities (27%), after which follow the educational institutions (22%), NGOs, think-tanks, researchers (19%) and enterprises (17%).

At the chapter “frequency of use” is noticed that information like news, analytical reports and regulatory framework is used for professional purposes to an equal extent by men and women. In the case of men is noticed a little higher share of daily use (67% compared to 63%).

Speaking about *statistical information*, also, is found an equal use among men and women, although again, men use this information a little more often – 33% apply it daily compared to 27% in the case of women.

At the chapter of **topics** small difference are noticed. Men are interested in several topics to a greater extent than women (which means that among the men the share of those who use information of a certain type is higher than among women). There is only on topic for which is found a reversed situation (the share of women interested out of the total of interviewed women is higher than the share of men out of the total of interviewed men) and which is worth to be noted:

- Statistical information regarding the workforce and wages (difference of 7 p.p.).

In the case of men is noticed an observable higher interest for such topics as:

- Statistical information regarding agriculture (difference of 12 p.p.)
- Statistical information from the domain of geography and environment (difference of 8 p.p.)
- Information from the domain of energy resources (difference of 9 p.p.)
- Statistical information regarding constructions (difference of 9 p.p.)
- Statistical information regarding transports (difference of 7 p.p.)
- Statistical information regarding investments (difference of 7 p.p.)
- Statistical information from the domain of justice (difference of 7 p.p.)
- Statistical information regarding dwellings (difference of 6 p.p.)
- Statistical information from the domain of culture and sports (difference of 5 p.p.)
- Statistical information regarding the industry (difference of 12 p.p.)

No significant differences are noticed among segments according to the gender criterion at such questions like: means of information, appreciation of different sources of information based on analysis criteria.

Analysing the opinions of respondents regarding the way in which the National Bureau of Statistics fulfills its mission, it is noticed that women in general offered higher marks than men, both in retrospective, referring to the situation from 3 years ago, and regarding the present situation.

Regarding the use of statistical information and data from the left bank of the Nistru, it is noticed that men and women use them practically to an equal extent. But in the case of men can be noted a higher frequency of use of both statistical information, and information from news, analytical reports and regulatory framework.

Analyzing of respondents answers regarding the wish to follow a training in the domain of application of statistical data, it is worth noting the fact that among women there is a higher share of interested persons – 41% compared to the share of those interested among men – 33%. The interested men are ready to offer more time for training than women – the share of women who chose the answer “a few hours” exceeds the share of men by 5 p.p., while among the men the share of those willing to offer 2-3 days is higher by 7 p.p. that among the women.

The share of those willing to pay for participating in the training is higher among men, than among women – 32% compared to 25%.

Gender analysis. Left bank of the Nistru

In the research on the left bank of the Nistru participated more women (from the total sample – 62%). Respectively may be made an observation similar to the one relevant for the right bank regarding the prevalence of women among the uses of statistical data.

While information from news and reports is being used approximately equally by men and women, statistical information is used more frequently by women: 59% use them at least weekly compared to 49% of men. The share of non-users among men is 5 p.p. higher than among women.

Regarding the topics that are primarily interesting for women, the following are noticed:

- Statistical information regarding the workforce and wages (+10 p.p.)
- Statistical information regarding the level of life of the population (+7 p.p.)
- Statistical information from the domain of social protection of the population (+7 p.p.)
- Statistical information regarding the population (+12 p.p.)
- Statistical information regarding healthcare (+13 p.p.)
- Statistical information from the domain of culture and sports (+ 8 p.p.)
- Gender statistical information (+16 p.p.)

Men prevail significantly only in one case – the regulatory framework is used by 65% of women and 74% of men.

Regarding the trainings is noticed that both women and men are interested in them to an equal extent. Nevertheless, women are ready to offer more time for trainings (men would prefer to a higher extent to limit themselves to a few hours – 41% compared to 33% in the case of women).

APPENDIX

APPENDIX WITH DATA REGARDING THE RIGHT BANK OF NISTRU RIVER

Appendix 1: Factor analysis for identification of groups of information and statistical data (based on frequency of their use)

Rotated Component Matrix^a

	Component			
	1	2	3	4
Statistical information on gender	.692	.176	.122	.177
Statistical information regarding health protection	.684	.202	.230	.257
Statistical information in the sphere of social protection	.669	.190	.233	.301
Statistical information regarding education and science	.633	.178	.188	.154
Statistical information regarding population level of living	.612	.263	.202	.338
Statistical information regarding culture and sports	.576	.267	.296	.015
Statistical information regarding population	.561	.142	.138	.516
Statistical information regarding workforce and salaries	.536	.385	.011	.318
Statistical information regarding ITC	.499	.336	.409	.063
Statistical information regarding housing	.478	.399	.302	-.013
Statistical information regarding internal and external trade	.158	.755	.224	.128
Statistical information regarding business and entrepreneurship	.312	.752	.080	.124
Statistical information regarding prices	.209	.661	.192	.161
Statistical information regarding finances	.213	.659	.183	.358
Statistical information regarding industry	.181	.654	.323	.083
Statistical information regarding macroeconomic indicators	.276	.627	.229	.152
Statistical information regarding investments	.223	.609	.360	.192
Statistical information regarding geography and environment	.334	.107	.721	.075
Statistical information regarding agriculture	.124	.258	.683	.268
Statistical information regarding transport	.314	.357	.635	.105
Statistical information regarding energy resources	.124	.371	.623	.330
Statistical information regarding constructions	.272	.403	.528	.018
Statistical information regarding tourism	.466	.247	.471	-.068
Legislative framework of the right bank of river Nistru	.034	.065	.226	.734
Reports, printed/ electronical or online analytical papers	.222	.185	.076	.679
Statistical information in the sphere of justice	.389	.187	.190	.527
News (economical, social, cultural, political)	.130	.117	-.034	.519

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 8 iterations.

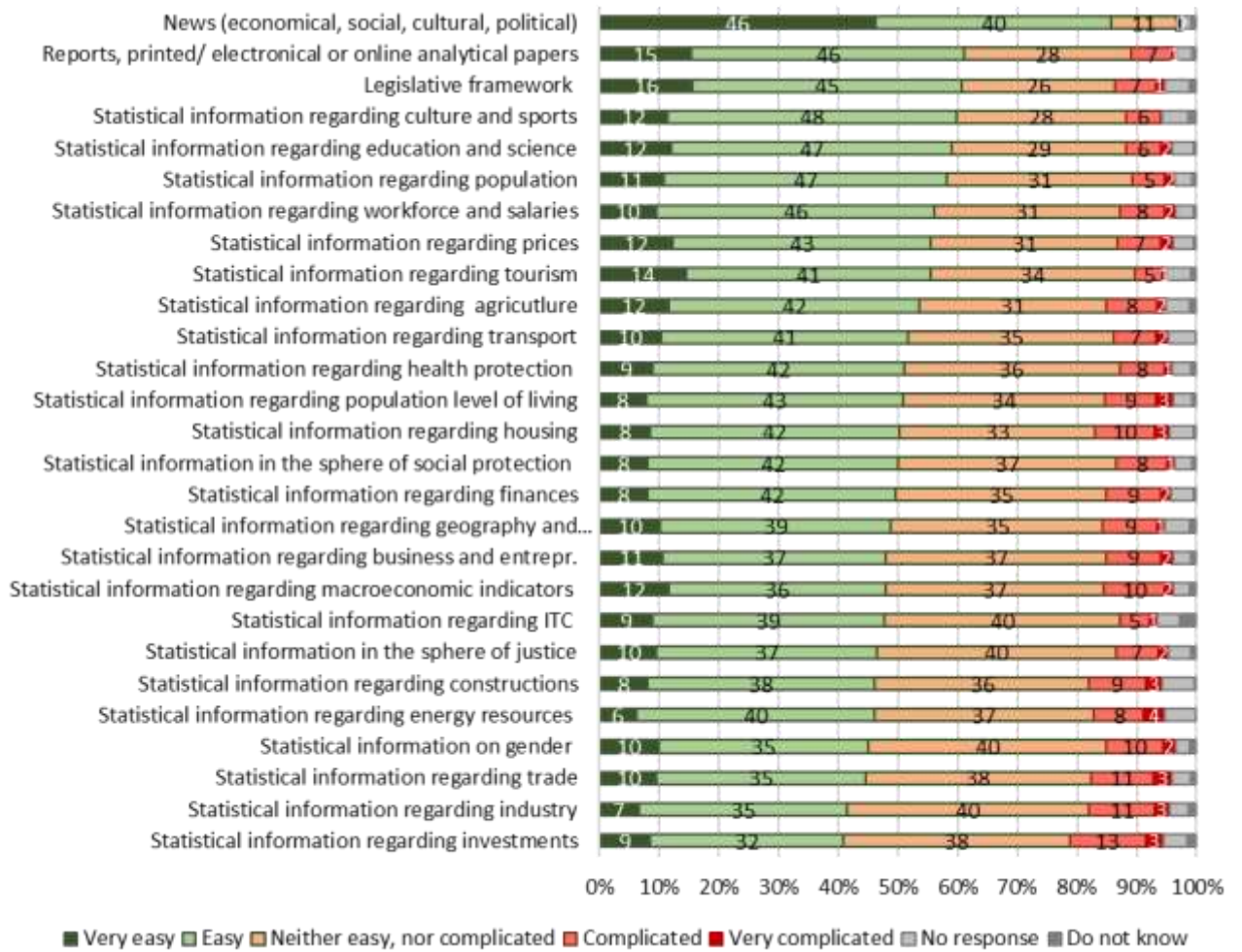
Analysis of the mean values of regression coefficients from the factor analysis depending on the segment of data users

REGR factor score	Central and local public authority	NGOs, think tank, researchers	Ed. Inst.	Mass-media	Enterprises	Internat. org., embassies
	Mean	Mean	Mean	Mean	Mean	Mean
Social statistical information	-0.31	0.06	-0.01	0.85	-0.18	0.54
Statistical information regarding business and economy	-0.07	-0.23	-0.11	0.04	0.48	0.00
Stat inf. regarding agriculture, nature, transport, constructions	0.08	0.25	-0.31	0.90	-0.25	-0.31
News, laws, analytical, statistical reports for justice	0.49	0.02	-0.50	0.52	-0.59	0.59

Analysis of the mean values of regression coefficients from the factor analysis depending on the detailed segments of data users

REGR factor score	Public central authority	Public local authority	Ed. Inst.	Mass-media	Enterprises	NGOs	Think tank, consulting comp., etc.	Research institution	Internat. org./inst.	Embassy/consulate
	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	Mean	
Social statistical information	-0.14	-0.66	-0.01	0.85	-0.18	0.49	-0.44	-0.54	0.65	-0.06
Statistical information regarding business and economy	-0.01	-0.19	-0.11	0.04	0.48	-0.17	-0.04	-0.33	-0.18	0.98
Stat inf. regarding agriculture, nature, transport, constr.	0.03	0.18	-0.31	0.90	-0.25	0.04	-0.02	0.56	-0.38	0.04
News, laws, analytical, statistical reports for justice	0.27	0.94	-0.50	0.52	-0.59	0.14	0.16	-0.16	0.65	0.25

Appendix 2: Ease of finding various types of information, N=914, %



Appendix 3: Factor analysis for identification of the groups of information and statistical data depending on the source from which they are taken

Rotated Component Matrix^a			
	Component		
	1	2	3
Official/formal requests to international organisations	0.86	0.19	0.08
Official/formal requests to NBS	0.83	0.06	-0.01
Official/formal requests to NGOs	0.81	0.24	0.10
Official/formal requests to research institutions	0.79	0.19	0.10
Official/formal requests to ministries/public institutions or agencies	0.71	0.30	0.21
Published Information in the internet/offered by NGOs	0.36	0.75	0.22
Published Information in the internet/offered by international organisations	0.41	0.73	0.16
Published Information in the internet offered by public or private research inst.	0.32	0.71	0.24
Statistical data published published on web page of NBS	0.31	0.61	0.13
Ministries information/public agencies information on web/in media	0.26	0.57	0.44
Other information means	-0.05	0.26	-0.02
Electronic media	0.08	0.08	0.81
Traditional media	0.18	0.11	0.79
Search engines: Google, Yandex, Yahoo etc.	-0.02	0.15	0.66
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.			
a. Rotation converged in 5 iterations.			

Analysis of the mean coefficients of regression from the factor analysis depending on the segment of data users

	Official requests	Public official information	Mass-media and search engines
	Mean	Mean	Mean
Central public authorities	0.21	0.22	-0.01
Local public authorities	-0.38	-0.67	0.57
NGOs	-0.34	0.33	-0.18
Think-tanks, researchers	-0.39	0.50	0.08
Educational institutions	0.12	-0.39	0.00
Mass-media	0.31	0.58	0.36
Enterprises	0.25	-0.48	-0.32
International organisations	-0.18	0.71	0.04
Embassies	-0.47	0.76	0.10

Appendix 4: Factor analysis of the types of information and data from the left bank of Nistru river

Rotated Component Matrix ^a				
	Component			
	1	2	3	4
Statistical information regarding trade	0.77	0.24	0.20	0.29
Statistical information regarding macroeconomic indicators	0.73	0.22	0.34	0.24
Statistical information regarding finances	0.73	0.26	0.11	0.31
Statistical information regarding industry	0.70	0.40	0.16	0.26
Statistical information regarding investments	0.69	0.40	0.32	0.08
Statistical information regarding business and entrepr.	0.66	0.36	0.28	0.01
Statistical information regarding prices	0.60	0.20	0.17	0.43
Statistical information regarding agriculture	0.55	0.41	0.08	0.30
Statistical information regarding tourism	0.23	0.75	0.11	0.14
Statistical information regarding culture and sports	0.06	0.68	0.12	0.13
Statistical information regarding constructions	0.43	0.64	0.32	0.00
Statistical information regarding geography and environment	0.20	0.63	0.01	0.29
Statistical information regarding transport	0.39	0.63	0.36	0.20
Statistical information regarding energy resources	0.47	0.55	0.21	0.08
Statistical information regarding ITC	0.32	0.54	0.30	0.17
Statistical information regarding housing	0.28	0.53	0.27	0.48
Legislative framework	0.23	0.17	0.77	0.10
Statistical information regarding population	0.13	0.19	0.69	0.37
Statistical information in the sphere of justice	0.16	0.33	0.66	0.25
Statistical information on gender	0.13	0.29	0.65	0.35
Reports, printed/ electronical or online analytical papers	0.29	0.07	0.62	0.10
Statistical information in the sphere of social protection	0.12	0.22	0.55	0.53
News (economical, social, cultural, political)	0.36	-0.06	0.37	-0.03
Statistical information regarding health protection	0.11	0.26	0.40	0.65
Statistical information regarding workforce and salaries	0.48	0.03	0.34	0.62
Statistical information regarding population level of living	0.37	0.12	0.39	0.62
Statistical information regarding education and science	0.22	0.40	0.03	0.59

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser-Meyer-Olkin Measure of Sampling Adequacy. a. Rotation converged in 9 iterations.

Analysis of the average values of the regression coefficients for factor analysis depending on the segment

	REGR factor score 1 for analysis 3	REGR factor score 2 for analysis 3	REGR factor score 3 for analysis 3	REGR factor score 4 for analysis 3
	Mean	Mean	Mean	Mean
Central public authorities	-0.13	-0.04	0.16	-0.16
Local public authorities	-0.31	-0.12	-0.55	-0.32
NGOs	-0.11	0.30	0.25	-0.06
Think-tanks, researchers	-0.37	0.26	-0.56	0.21
Educational institutions	-0.03	0.37	-0.39	0.34
Mass-media	0.07	-0.09	0.17	-0.45
Enterprises	0.46	-0.73	-0.57	0.43
International organizations	-0.08	-0.28	0.68	0.18
Embassies	2.21	-1.03	-0.26	-0.50

Appendix 5: Right bank. Profile of the survey participants, %

		N	Central and local public authorities	NGO, think-tanks, researchers	Educational institution	Mass-media	Enterprise	International organisation, embassy	Total
Sex	Male	293	24	26	17	6	20	8	100
	Female	619	27	19	22	7	17	8	100
	No response	2	50	0	0	0	0	50	100
Age	18-25	204	10	17	35	17	19	2	100
	26-35	348	30	16	15	5	25	9	100
	36-45	173	24	20	22	4	14	16	100
	46-55	122	34	32	18	2	10	4	100
	56-67	60	38	43	3	2	8	5	100
	67+	5	0	80	20	0	0	0	100
	NR	2	50	0	0	0	0	50	100
Studies	Gymnasium, secondary incompl.	5	0	0	100	0	0	0	100
	Lyceum, high school	8	0	25	50	13	13	0	100
	Secondary professional	3	33	33	0	0	33	0	100
	College	55	22	15	35	0	29	0	100
	Higher education	526	28	14	21	9	23	6	100
	Post-university studies	308	22	36	16	4	8	13	100
	(do not read) DK/NR	9	78	0	11	0	0	11	100

Appendix 6: Right bank. Frequency of usage of various types of data, %

	Male							Female						
	Do not use	Annually or rarely	Twice a year	Quarterly	Monthly	Weekly	Daily	Do not use	Annually or rarely	Twice a year	Quarterly	Monthly	Weekly	Daily
News (economical, social, cultural, political)	12	1	2	3	6	14	63	11	1	2	2	7	16	60
Reports, printed/ electronical or online analytical papers	24	2	3	14	18	24	15	24	4	5	15	21	22	11
Legislative framework	52	4	5	8	12	11	9	55	6	4	6	10	12	8
Statistical information in the sphere of justice	48	5	7	9	16	6	8	56	7	5	8	11	9	4
Statistical information regarding population	43	11	11	12	10	7	5	41	15	9	11	14	7	4
Statistical information regarding health protection	51	15	6	8	10	4	6	50	11	7	12	8	5	5
Statistical information regarding workforce and salaries	46	10	8	14	12	7	2	38	11	9	15	16	7	3
Statistical information regarding population level of living	44	13	8	13	10	9	3	45	12	8	14	10	6	5
Statistical information regarding education and science	41	10	8	14	12	9	6	41	10	9	13	14	9	5
Statistical information in the sphere of social protection	53	12	8	8	11	5	3	50	10	7	13	8	7	5
Statistical information on gender	55	12	7	9	11	3	3	55	11	7	11	8	6	2
Statistical information regarding housing	59	13	7	8	6	3	4	64	12	5	7	6	5	1
Statistical information regarding culture and sports	53	11	4	8	8	9	7	59	8	6	9	9	6	3
Statistical information regarding business and entrep.	49	7	9	10	10	9	6	52	6	7	11	13	7	4
Statistical information regarding industry	53	11	9	7	11	5	4	65	6	6	10	7	4	1
Statistical information regarding trade	53	8	8	9	15	4	3	59	8	6	9	9	6	3
Statistical information regarding prices	41	7	7	10	14	12	8	44	7	6	11	18	9	6
Statistical information regarding finances	48	8	6	11	15	6	5	51	6	6	11	14	7	5
Statistical information regarding macroeconomic indicators	47	12	12	11	8	7	3	51	9	8	12	11	6	3
Statistical information regarding investments	48	11	5	14	13	5	3	55	9	7	12	10	6	2
Statistical information regarding constructions	62	12	3	7	10	4	3	71	7	6	6	6	3	1
Statistical information regarding transport	60	9	7	7	9	5	3	67	7	5	8	7	5	2
Statistical information regarding tourism	59	12	6	8	7	6	2	63	7	6	8	8	5	2
Statistical information regarding ITC	56	9	6	10	7	5	7	59	9	7	7	7	7	5
Statistical information regarding energy resources	57	11	8	7	8	5	4	66	7	4	8	8	4	2
Statistical information regarding geography and environment	56	11	8	6	8	6	5	64	8	7	7	5	5	4
Statistical information regarding agriculture	51	10	7	7	14	8	3	63	8	4	10	7	5	3

Appendix 7: Right bank. Ease of finding information and statistical data, points (1=very easy and 5=very complicated)

	Male		Female	
	N	Average	N	Average
News (economical, social, cultural, political)	249	1.6	539	1.7
Reports, printed/ electronical or online analytical papers	215	2.3	458	2.3
Legislative framework	132	2.3	268	2.3
Statistical information in the sphere of justice	143	2.6	261	2.5
Statistical information regarding population	161	2.4	352	2.4
Statistical information regarding health protection	134	2.6	297	2.4
Statistical information regarding workforce and salaries	151	2.5	370	2.4
Statistical information regarding population level of living	157	2.6	329	2.5
Statistical information regarding education and science	165	2.4	353	2.3
Statistical information in the sphere of social protection	133	2.7	298	2.4
Statistical information on gender	127	2.7	272	2.5
Statistical information regarding housing	116	2.6	210	2.5
Statistical information regarding culture and sports	128	2.3	239	2.3
Statistical information regarding business and entrepreneurship	143	2.6	288	2.5
Statistical information regarding industry	132	2.7	210	2.6
Statistical information regarding trade	131	2.7	247	2.6
Statistical information regarding prices	163	2.5	337	2.4
Statistical information regarding finances	145	2.6	289	2.5
Statistical information regarding macroeconomic indicators	148	2.6	295	2.5
Statistical information regarding investments	141	2.7	267	2.6
Statistical information regarding constructions	105	2.6	171	2.6
Statistical information regarding transport	112	2.5	198	2.4
Statistical information regarding tourism	110	2.4	222	2.3
Statistical information regarding ITC	119	2.4	238	2.5
Statistical information regarding energy resources	120	2.7	199	2.5
Statistical information regarding geography and environment	121	2.5	214	2.5
Statistical information regarding agriculture	137	2.5	219	2.4

Appendix 8: Right bank. Scopes of use of statistical data, %

		Male		Female	
		No	Yes	No	Yes
Central and local public authorities, N=235	Analysis of current situation and dynamics for decision making	33	67	19	81
	Designing econometrical models and forecasts	67	33	53	47
	Preparing conferences/ press releases	55	45	64	36
	Designing projects for grant bids	71	29	56	44
	Preparing reports, evaluations, monitoring of the situation	14	86	15	85
	Other scopes	97	3	100	0
	No response	91	9	96	4
NGO, analytical centres, researchers N=195	Designing econometrical models and forecasts	53	47	68	32
	Preparing conferences/ press releases	20	80	31	69
	Designing projects for grant bids	22	78	38	62
	Preparing reports, evaluations, monitoring of the situation	14	86	17	83
	Other scopes	83	17	88	12
	No response	100	0	95	5
Educational institut., N=116 Prof, 70 Stud.	(Professor) Giving tasks to students regarding assessment of the situation on the right bank	33	67	35	65
	(Professor) Using information regarding the right bank for the didactic process	21	79	20	80
	(Student) Receiving tasks regarding analysis of the situation on the right bank in order to discuss it during the lesson	17	83	25	75
	(Student) Writing thesis, individual assignments, preparing for the conferences	28	72	15	85
	Other scopes	100	0	100	0
	No response	89	11	96	4
Mass-media, N=60	Preparing journalistic materials dedicated to the situation on the right bank	6	94	2	98
	Other scopes	76	24	91	9
	No response	100	0	98	2
Companies, N=165	Analysis of current situation and dynamics for decision making	21	79	26	74
	Designing econometrical models and forecasts	38	62	39	61
	Analysis of the market and designing business plans	19	81	21	79
	Searching for information regarding tenders	40	60	47	53
	Other scopes	98	2	98	2
	No response	97	3	94	6
Internat.org., embassies, N=73	(Int. org.) Designing grant projects	45	55	40	60
	Preparing conferences/ press releases	36	64	32	68
	Preparing reports, evaluations, monitoring of the situation	5	95	2	98
	Other scopes	77	23	64	36

Appendix 9: Right bank. Sources from which information and statistical data are taken depending on the type of data, %

	Masculin										
	Electronic media	Traditional media	Ministries, public inst.	NBS	International organisation	NGOs	Research institutions	Search engines	Other web-sites	Other	NR
News (economical, social, cultural, political)	84	58	31	24	29	23	19	57	1		1
Reports, printed/ electronic or online analytical papers	50	13	55	42	33	29	30	46	0	1	1
Legislative framework	40	11	55	14	16	16	13	39	3	1	4
Statistical information in the sphere of justice	39	13	53	29	19	16	11	44	0	1	1
Statistical information regarding population	43	18	31	54	23	18	23	49	2	2	2
Statistical information regarding health protection	45	19	39	42	24	19	19	46	1	1	5
Statistical information regarding workforce and salaries	41	13	35	49	18	18	16	42	2	1	4
Statistical information regarding population level of living	42	19	28	52	22	19	18	42	1	1	4
Statistical information regarding education and science	47	25	48	46	26	24	22	52	1	1	5
Statistical information in the sphere of social protection	41	19	42	47	22	14	17	39	1	2	2
Statistical information on gender	38	15	27	48	25	31	15	45	1	2	3
Statistical information regarding housing	37	12	23	37	12	12	11	45	1	2	6
Statistical information regarding culture and sports	50	26	34	26	14	15	9	49	1	1	3
Statistical information regarding business and entrep.	49	21	35	34	23	21	15	47	1	1	5
Statistical information regarding industry	46	14	34	37	21	15	12	46	1	1	7
Statistical information regarding trade	48	19	37	41	27	13	11	48	1	2	3
Statistical information regarding prices	45	20	27	43	15	16	13	42	1	1	5
Statistical information regarding finances	38	17	43	36	19	14	16	47	3	1	3
Statistical information regarding macroeconomic indicator	34	15	33	54	20	15	14	41	2	2	6
Statistical information regarding investments	45	20	42	33	24	16	15	44	1	1	3
Statistical information regarding constructions	47	18	31	33	14	13	12	45	1	2	4
Statistical information regarding transport	50	19	35	34	16	14	13	43	1	2	3
Statistical information regarding tourism	48	19	28	37	18	13	15	45	0	1	3
Statistical information regarding ITC	50	17	36	30	18	18	13	51	1	2	2
Statistical information regarding energy resources	48	22	41	37	20	13	16	48	2	2	3
Statistical information regarding geography and environm	50	22	33	36	23	25	22	52	1	2	3
Statistical information regarding agriculture	48	25	49	45	21	21	22	43	1	1	4
	Female										
	Electronic media	Tradition al media	Ministries, public inst.	NBS	Internation al organisation	NGOs	Research institutions	Search engines	Other web-sites	Other	NR
News (economical, social, cultural, political)	87	54	24	16	20	14	14	53	0	0	0
Reports, printed/ electronic or online analytical papers	49	9	46	36	27	20	26	46	1	0	1
Legislative framework	35	17	44	16	10	9	9	40	1	0	4
Statistical information in the sphere of justice	35	8	49	26	12	8	8	38	0	0	3
Statistical information regarding population	35	17	30	55	18	14	17	44	0	0	3
Statistical information regarding health protection	39	16	39	36	19	11	11	40	0	0	3
Statistical information regarding workforce and salaries	41	15	32	40	14	10	14	43	0	0	2
Statistical information regarding population level of living	44	20	26	49	18	13	17	39	0	0	4
Statistical information regarding education and science	44	22	44	31	18	14	19	47	1	1	4
Statistical information in the sphere of social protection	39	18	38	41	18	15	16	37	0	0	3
Statistical information on gender	39	21	29	44	31	27	18	43	1	0	4
Statistical information regarding housing	40	14	25	35	12	7	10	41	0	0	2
Statistical information regarding culture and sports	47	25	36	26	16	14	14	45	0	0	3
Statistical information regarding business and entrep.	47	17	31	29	19	12	16	49	1	0	1
Statistical information regarding industry	41	19	28	35	15	8	14	42	1	0	4
Statistical information regarding trade	45	16	31	39	17	7	12	38	2	0	2
Statistical information regarding prices	49	19	26	32	14	10	13	42	1	0	4
Statistical information regarding finances	41	15	45	29	14	10	11	35	0	0	5
Statistical information regarding macroeconomic indicator	39	13	35	46	17	10	14	38	1	1	3
Statistical information regarding investments	44	14	33	28	20	12	14	39	0	0	5
Statistical information regarding constructions	42	14	24	30	14	10	7	38	0	0	2
Statistical information regarding transport	49	16	31	29	14	10	10	37	1	0	2
Statistical information regarding tourism	51	17	25	24	18	12	11	51	0	0	3
Statistical information regarding ITC	54	17	34	27	16	14	15	52	0	0	1
Statistical information regarding energy resources	50	19	35	32	18	11	14	37	0	0	4
Statistical information regarding geography and environm	48	20	30	33	22	17	23	53	0	0	3
Statistical information regarding agriculture	43	22	44	37	20	14	18	34	0	1	6

Appendix 10: Right bank. Evaluation of the informational sources depending on the evaluation criteria, %

		N	Male	Female	Total
Trust	Electronic media	849	2.8	2.8	2.8
	Traditional media	745	2.7	2.8	2.8
	Ministries/ public institutions	777	3.1	3.2	3.2
	National Bureau of Statistics	729	3.2	3.2	3.2
	International organisation	618	3.4	3.4	3.4
	NGOs	608	3.0	3.1	3.1
	Research institutions	634	3.1	3.2	3.2
	Search engines	832	2.9	3.0	3.0
	Other sources	14	3.7	3.4	3.6
Relevance	Electronic media	833	3.1	3.1	3.1
	Traditional media	730	3.0	3.0	3.0
	Ministries/ public institutions	771	3.3	3.3	3.3
	National Bureau of Statistics	726	3.3	3.3	3.3
	International organisation	612	3.4	3.4	3.4
	NGOs	596	3.2	3.3	3.2
	Research institutions	623	3.3	3.3	3.3
	Search engines	823	3.1	3.2	3.1
	Other sources	14	3.6	3.9	3.7
Accuracy	Electronic media	821	2.5	2.6	2.6
	Traditional media	720	2.5	2.6	2.6
	Ministries/ public institutions	761	3.1	3.1	3.1
	National Bureau of Statistics	710	3.1	3.1	3.1
	International organisation	601	3.3	3.3	3.3
	NGOs	593	3.1	3.1	3.1
	Research institutions	616	3.1	3.1	3.1
	Search engines	809	2.8	2.8	2.8
	Other sources	14	3.0	3.4	3.2
Opportunity	Electronic media	831	3.0	3.1	3.1
	Traditional media	724	2.9	3.0	3.0
	Ministries/ public institutions	772	3.1	3.2	3.2
	National Bureau of Statistics	720	3.2	3.2	3.2
	International organisation	610	3.3	3.3	3.3
	NGOs	594	3.1	3.2	3.2
	Research institutions	621	3.2	3.2	3.2
	Search engines	817	3.1	3.2	3.2
	Other sources	14	3.7	3.7	3.7
Punctuality	Electronic media	827	3.0	3.1	3.0
	Traditional media	721	2.9	3.0	3.0
	Ministries/ public institutions	763	3.0	3.1	3.1
	National Bureau of Statistics	716	2.9	2.9	2.9
	International organisation	590	3.3	3.2	3.2
	NGOs	572	3.1	3.0	3.1
	Research institutions	601	3.1	3.1	3.1
	Search engines	792	3.1	3.1	3.1
	Other sources	14	3.4	3.1	3.3
Access	Electronic media	844	3.6	3.6	3.6
	Traditional media	737	3.4	3.5	3.5
	Ministries/ public institutions	769	3.3	3.3	3.3
	National Bureau of Statistics	720	3.3	3.3	3.3
	International organisation	608	3.3	3.3	3.3

		N	Male	Female	Total
	NGOs	600	3.3	3.2	3.2
	Research institutions	624	3.1	3.1	3.1
	Search engines	821	3.6	3.6	3.6
	Other sources	14	3.6	3.4	3.5
Clarity	Electronic media	837	3.3	3.4	3.4
	Traditional media	730	3.3	3.4	3.4
	Ministries/ public institutions	766	3.2	3.4	3.3
	National Bureau of Statistics	719	3.3	3.3	3.3
	International organisation	604	3.3	3.3	3.3
	NGOs	594	3.3	3.2	3.2
	Research institutions	618	3.2	3.3	3.3
	Search engines	819	3.3	3.4	3.4
	Other sources	14	3.6	3.7	3.6
Coherence and comparability	Electronic media	822	2.8	2.8	2.8
	Traditional media	717	2.7	2.7	2.7
	Ministries/ public institutions	753	3.1	3.1	3.1
	National Bureau of Statistics	548	3.0	3.0	3.0
	International organisation	595	3.3	3.2	3.2
	NGOs	585	3.1	3.1	3.1
	Research institutions	610	3.2	3.1	3.2
	Search engines	802	3.0	3.0	3.0
	Other sources	14	3.7	2.9	3.3

Appendix 11: Right bank. Format of presenting the statistical data accessed by the data users, %

	N	Male	Female	Overall results
Tables with figures	755	86	81	83
Diagrams and figures	590	73	61	65
Info graphs	358	44	37	39
Interactive instruments	372	44	39	41
Reports, informational notes	722	78	80	79
Orally, for instance via the phone	383	44	41	42
Other	33	3	4	4
No response	3	1	0	0

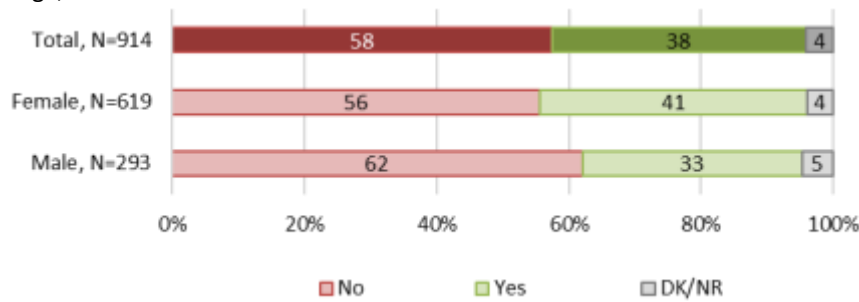
Appendix 12: Evaluation of the extent to which NBS fulfils its mission, %

	N	Male	Female	Total
Current opinion	824	2.8	2.9	2.9
Opinion about the situation that was 3 years ago	771	2.7	2.8	2.8

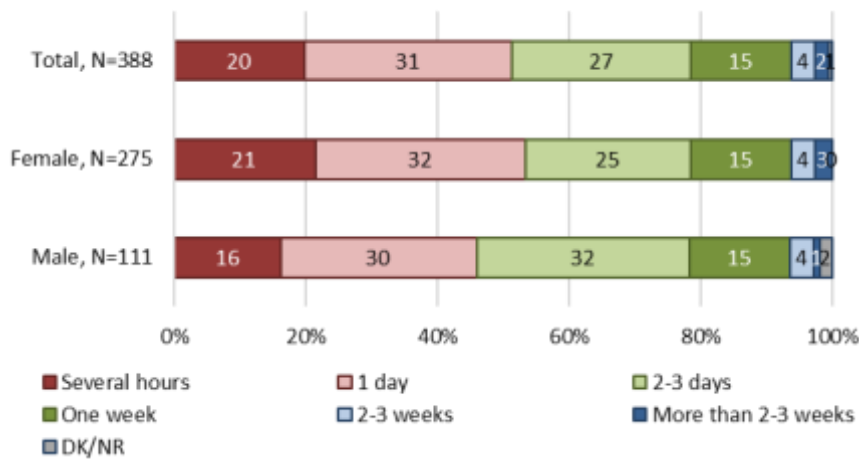
Appendix 13: Right bank. Scopes of accessing the statistical information from the left bank, %

		N	Male	Female
Central and local public	Analysis of current situation and dynamics for decision making	33	13	14
	Designing econometrical models and forecasts	20	7	8
	Preparing conferences/ press releases	24	7	11
	Designing projects for grant bids	16	4	8
	Preparing reports, evaluations, monitoring of the situation	45	16	20
	Organisation/ participation in common events with the left bank	33	14	13
	Other scopes	0	0	0
IGO, analytical centres	Designing econometrical models and forecasts	17	12	7
	Preparing conferences/ press releases	35	25	13
	Designing projects for grant bids	31	24	11
	Preparing reports, evaluations, monitoring of the situation	35	22	15
	Organisation/ participation in common events with the left bank	5	5	1
	Other scopes	29	24	9
Educational institut.,	Organisation/ participation in common events with the left bank	7	15	2
	(Professor) Giving tasks to students regarding assessment of the situation on the left bank	7	12	4
	(Professor) Using information regarding the right bank for the didactic process	16	18	12
	(Student) Receiving tasks to analyse the situation on the left bank in order to discuss it during the lesson	18	22	27
	(Student) Writing thesis, individual assignments, preparing for the conferences	17	17	27
	Other scopes	2	0	4
Mass-media	Preparing journalistic materials dedicated to the situation on the left bank	25	47	40
	Organisation/ participation in common events with the left bank	21	35	35
	Other scopes	1	6	0
Companies, N=165	Analysis of current situation and dynamics for decision making	11	3	8
	Designing econometrical models and forecasts	8	3	6
	Analysis of the market and designing business plans	10	3	7
	Searching for information regarding tenders	4	3	2
	Your company has clients on the left bank	10	5	7
	Your company has partners/ suppliers on the left bank	8	7	4
	Your company is looking for new clients on the left bank	7	3	5
	Your company is looking for new suppliers/ partners on the left bank	3	2	2
	Other scopes	2	0	2
Internat.org.,	(Int. org.) Designing grant projects	23	18	38
	Preparing conferences/ press releases	20	23	30
	Preparing reports, evaluations, monitoring of the situation	35	59	44
	Undertake work missions to the left bank	21	36	26
	Organisation/ participation in common events with the left bank	24	27	36
	Other scopes	7	9	10

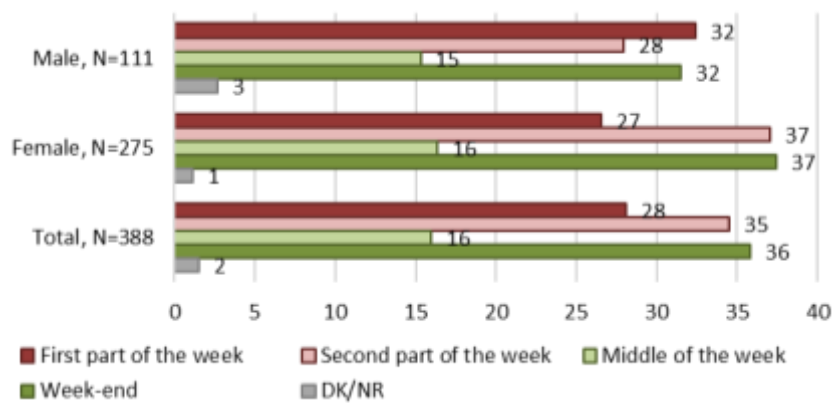
Appendix 14: Right bank. Predisposition of the data users to participate in a training dedicated to statistical data usage, %



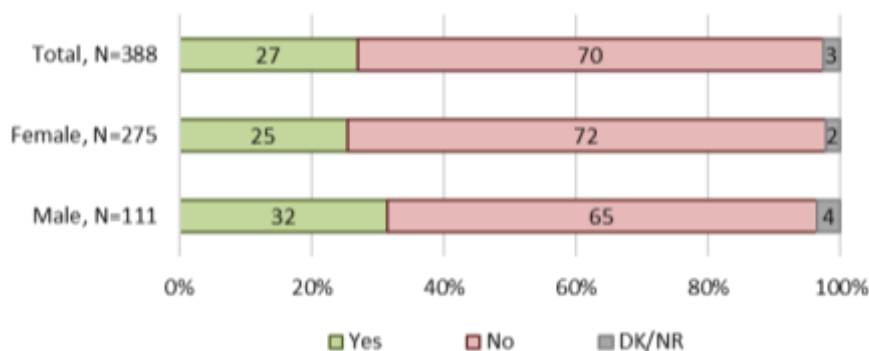
Appendix 15: Right bank. Time that those who are interested in participating in the training are ready to allocate for this training, %



Appendix 16: Right bank. Time of the week when those who are interested in participating in the training are available to attend it, %



Appendix 17: Right bank. Predisposition to pay for the training, %



APPENDIX WITH THE DATA REFERRING TO THE LEFT BANK OF THE NISTRU RIVER

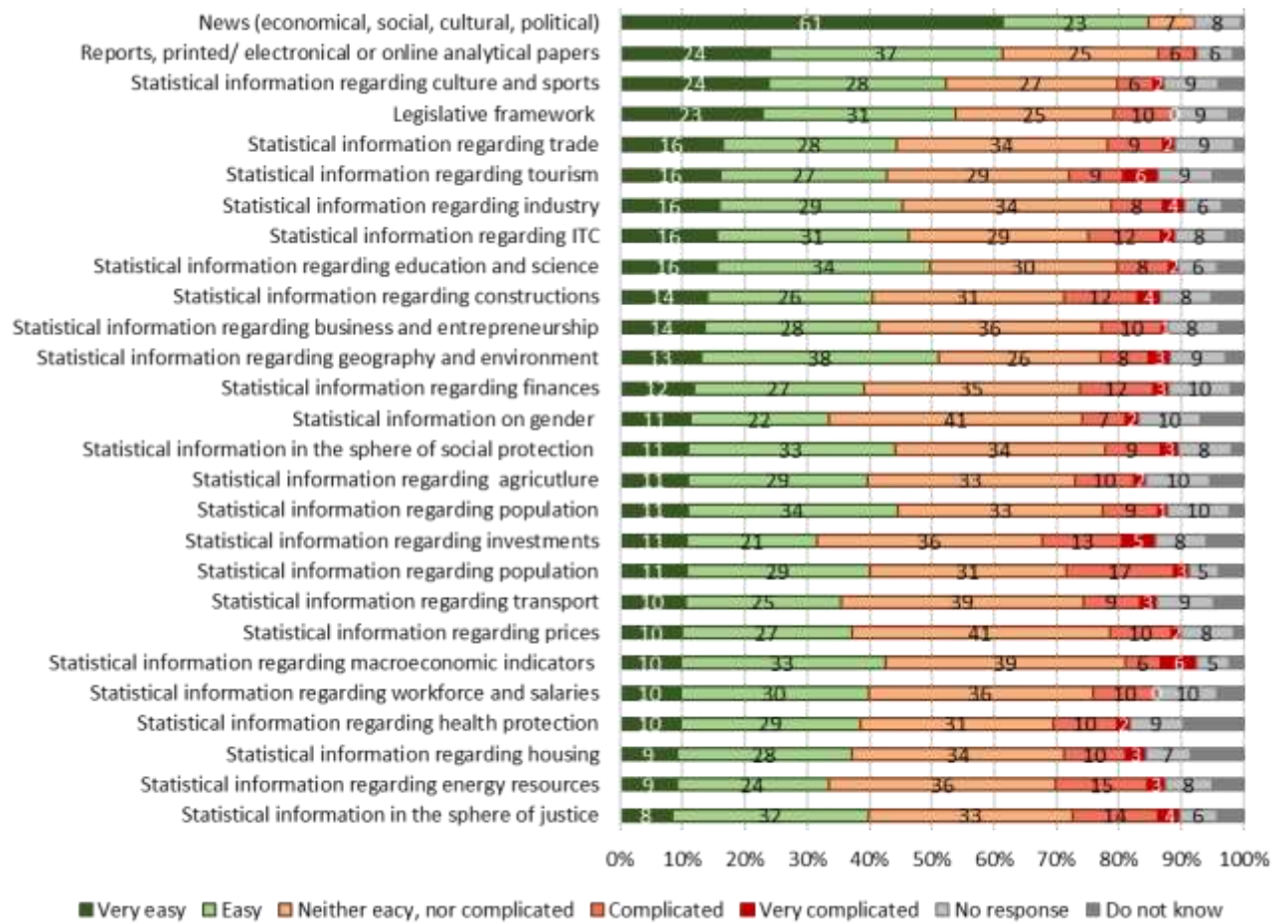
Appendix 18: Factor analysis for identification of groups of information and statistical data (based on frequency of their use)

Rotated Component Matrix^a				
	Component			
	1	2	3	4
Statistical information regarding geography and environment	0.80	0.25	0.18	0.14
Statistical information regarding tourism	0.74	0.31	0.10	0.13
Statistical information regarding transport	0.74	0.53	0.06	-0.01
Statistical information regarding education and science	0.73	0.16	0.43	0.08
Statistical information regarding ITC	0.70	0.39	0.23	0.08
Statistical information regarding energy resources	0.70	0.48	0.18	0.00
Statistical information on gender	0.70	0.39	0.24	-0.11
Statistical information regarding culture and sports	0.63	0.34	0.29	0.18
Statistical information in the sphere of social protection	0.62	0.31	0.54	-0.07
Statistical information regarding health protection	0.62	0.32	0.44	-0.16
Statistical information regarding population	0.59	0.27	0.55	-0.17
Statistical information regarding agriculture	0.59	0.55	0.28	0.07
Statistical information regarding trade	0.24	0.84	0.26	0.06
Statistical information regarding business and entrepreneurship	0.29	0.78	0.30	0.05
Statistical information regarding finances	0.32	0.77	0.35	0.05
Statistical information regarding prices	0.30	0.77	0.31	0.04
Statistical information regarding investments	0.46	0.74	0.20	-0.01
Statistical information regarding industry	0.49	0.70	0.29	0.00
Statistical information regarding constructions	0.60	0.63	0.08	-0.07
Statistical information regarding macroeconomic indicators	0.42	0.60	0.44	0.06
Statistical information regarding housing	0.55	0.58	0.24	-0.06
Legislative framework	0.00	0.36	0.68	0.11
Reports, printed/ electronical or online analytical papers	0.23	0.21	0.63	0.36
Statistical information regarding population level of living	0.57	0.29	0.60	-0.13
Statistical information regarding workforce and salaries	0.55	0.27	0.60	-0.14
Statistical information in the sphere of justice	0.44	0.40	0.53	0.05
News (economical, social, cultural, political)	0.04	0.03	0.06	0.89
Extraction Method: Principal Component Analysis.				
Rotation Method: Varimax with Kaiser Normalization.				
a. Rotation converged in 8 iterations.				

Analysis of the mean values of regression coefficients from the factor analysis depending on the detailed segments of data users

	REGR factor score 1 for analysis 1	REGR factor score 2 for analysis 1	REGR factor score 3 for analysis 1
	Mean	Mean	Mean
Central administration de facto de facto	-0.58	-0.16	0.72
Local administration de facto	-0.27	0.36	-0.22
NGO	0.33	-0.05	0.14
Analytical centres, researchers	0.31	0.23	0.08
Educational institutions	0.20	-0.37	0.00
Mass-media	0.11	-0.11	0.44
Companies	-0.23	0.13	-0.27
International organisations	1.35	0.86	0.09

Appendix 19: Ease of finding various types of information, N=346, %



Appendix 20: Factor analysis for identification of the groups of information and statistical data depending on the source from which they are taken

Rotated Component Matrix^a

	Component			
	1	2	3	4
Other means of information	0.91	-0.13	0.07	-0.08
Statistical data and inf. published on the web-site by the Stat. Service	0.72	0.23	0.15	0.12
Official/ formal requests to the executive branches de facto	0.65	-0.03	0.36	0.42
Official/ formal requests to the research institutions	0.60	0.43	0.09	-0.04
Search engines	0.53	-0.18	0.52	-0.36
Information published by the research institutions	-0.01	0.87	0.26	0.17
Information published by the international organisations	0.02	0.87	0.31	0.05
Information published/ offered by NGOs	0.49	0.71	-0.09	0.35
Information published/ offered by the executive branches de facto	0.27	0.12	0.85	0.09
Traditional media	0.06	0.48	0.74	-0.05
Electronic media	0.16	0.38	0.61	0.00
Official/ formal requests to the Statistical service	-0.09	0.09	0.59	0.58
Official/formal requests to the NGOs	0.34	0.04	-0.21	0.78
Official/formal requests to the international organisations	-0.26	0.42	0.23	0.68
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.				
a. Rotation converged in 12 iterations.				

Analysis of the mean coefficients of regression from the factor analysis depending on the segment of data users

	REGR factor score 1 for analysis 3	REGR factor score 2 for analysis 3	REGR factor score 3 for analysis 3	REGR factor score 4 for analysis 3
	Mean	Mean	Mean	Mean
Central administration de facto	1.35	-0.10	0.60	2.29
Local administration de facto	-0.65	-0.26	-0.10	-0.74
Think-tanks, researchers	-0.18	0.32	-0.15	-0.49
Educational institutions	0.03	0.01	0.29	-0.13
Mass-media	-0.48	0.11	-1.10	0.45
Companies	0.16	-0.14	-0.12	0.27
International organisations				
NGOs				

Appendix 21: Left bank. Profile of the survey participants, %

		N	Central and local administration de facto	NGOs, think- tanks, researchers	Educational institutions	Mass- media	Companies	Internat. Org.	Total
Sex	Male	132	8	17	31	8	36	1	100
	Female	214	13	18	25	11	33	0	100
	18-25	77	5	18	61	3	13	0	100
Age	26-35	107	15	21	17	8	38	0	100
	36-45	102	10	13	20	15	42	1	100
	46-55	42	14	14	19	12	40	0	100
	56-67	16	6	31	6	19	38	0	100
	67+	2	0	0	50	50	0	0	100
	Gymnasium, secondary incompl.	0	0	0	0	0	0	0	0
	Lyceum, high school	17	0	18	76	0	6	0	100
Studies	Secondary professional	12	0	0	25	8	67	0	100
	College	53	4	6	21	4	66	0	100
	Higher education	250	13	21	25	12	28	0	100
	Post-university studies	13	15	15	46	8	15	0	100
	(do not read) DK/NR	1	0	100	0	0	0	0	100

Appendix 22: Left bank. Frequency of usage of various types of data, %

	Masculin							Feminin						
	Nu utilizez	Anual sau mai rar	De 2 ori pe an	Trimestrial	Lunar	Săptămănal	Zilnic	Nu utilizez	Anual sau mai rar	De 2 ori pe an	Trimestrial	Lunar	Săptămănal	Zilnic
News (economical, social, cultural, political)	2	1	0	3	2	18	75	2	1	1	1	3	14	76
Reports, printed/ electronical or online analytical papers	25	6	3	8	17	24	17	23	4	3	9	16	27	18
Legislative framework	26	7	5	16	19	10	17	35	8	4	15	15	10	12
Statistical information in the sphere of justice	46	12	5	14	10	8	5	45	7	4	16	17	9	3
Statistical information regarding population	43	10	13	7	14	10	4	31	20	12	17	12	6	3
Statistical information regarding health protection	48	8	11	7	12	8	5	35	14	11	16	12	9	4
Statistical information regarding workforce and salaries	36	10	8	13	17	11	6	26	14	8	17	16	14	5
Statistical information regarding population level of living	35	10	10	11	17	10	6	28	10	7	16	24	9	6
Statistical information regarding education and science	44	6	10	11	12	12	5	31	13	8	15	15	12	7
Statistical information in the sphere of social protection	40	13	11	10	9	13	4	33	14	9	10	22	8	5
Statistical information on gender	61	11	6	7	8	6	2	45	19	7	11	10	5	3
Statistical information regarding housing	50	9	13	6	11	10	2	49	11	12	9	11	3	4
Statistical information regarding culture and sports	48	8	6	7	14	8	8	40	10	8	9	15	9	9
Statistical information regarding business and entrepreneurship	37	8	9	12	14	13	8	36	10	10	11	17	11	6
Statistical information regarding industry	42	7	10	9	13	12	7	44	8	13	10	10	11	4
Statistical information regarding trade	38	5	9	14	13	13	8	34	11	12	11	10	16	7
Statistical information regarding prices	39	3	7	15	14	16	7	34	10	7	13	14	15	8
Statistical information regarding finances	38	7	8	14	11	14	9	36	12	4	14	11	17	6
Statistical information regarding macroeconomic indicators	43	6	6	10	19	8	6	41	13	8	11	11	12	3
Statistical information regarding investments	51	5	6	14	11	6	6	52	10	7	17	5	7	2
Statistical information regarding constructions	53	3	11	9	11	9	3	56	12	9	8	4	8	2
Statistical information regarding transport	54	8	10	11	7	7	2	52	12	8	12	8	6	2
Statistical information regarding tourism	49	11	6	9	14	9	2	47	15	10	10	9	7	2
Statistical information regarding ITC	48	11	8	9	10	9	5	41	12	5	18	9	10	5
Statistical information regarding energy resources	53	6	9	7	12	10	2	52	12	9	7	8	9	2
Statistical information regarding geography and environment	46	8	8	12	14	10	2	41	14	6	15	10	11	3
Statistical information regarding agriculture	48	4	8	14	11	8	7	44	15	7	14	10	6	3

Appendix 23: Left bank. Ease of finding information and statistical data, points (1=very easy and 5=very complicated)

	N	Male	N	Female
News (economical, social, cultural, political)	121	1.5	181	1.4
Reports, printed/ electronical or online analytical papers	90	2.1	133	2.2
Legislative framework	82	2.2	101	2.3
Statistical information in the sphere of justice	63	2.7	88	2.7
Statistical information regarding population	67	2.6	113	2.8
Statistical information regarding health protection	56	2.5	97	2.6
Statistical information regarding workforce and salaries	74	2.5	112	2.6
Statistical information regarding population level of living	77	2.4	110	2.5
Statistical information regarding education and science	66	2.4	107	2.4
Statistical information in the sphere of social protection	71	2.4	110	2.7
Statistical information on gender	40	2.3	79	2.7
Statistical information regarding housing	57	2.5	72	2.8
Statistical information regarding culture and sports	58	2.3	92	2.2
Statistical information regarding business and entrepreneurship	75	2.5	99	2.5
Statistical information regarding industry	68	2.5	86	2.5
Statistical information regarding trade	76	2.4	103	2.5
Statistical information regarding prices	70	2.6	102	2.7
Statistical information regarding finances	73	2.5	98	2.7
Statistical information regarding macroeconomic indicators	70	2.5	91	2.7
Statistical information regarding investments	56	2.7	72	2.9
Statistical information regarding constructions	55	2.6	63	2.6
Statistical information regarding transport	53	2.5	71	2.7
Statistical information regarding tourism	59	2.7	80	2.4
Statistical information regarding ITC	61	2.5	93	2.5
Statistical information regarding energy resources	54	2.6	71	2.9
Statistical information regarding geography and environment	65	2.4	92	2.4
Statistical information regarding agriculture	59	2.5	81	2.6

Appendix 24: Left bank. Scopes of use of statistical data, %

		Masculin		Feminin	
		Nu	Da	Nu	Da
Central and local administration de facto, N=37	Analysis of current situation and dynamics for decision making	30	70	56	44
	Designing econometrical models and forecasts	80	20	89	11
	Preparing conferences/ press releases	80	20	70	30
	Designing projects for grant bids	100	0	96	4
	Preparing reports, evaluations, monitoring of the situation	30	70	63	37
	Other scopes	100	0	100	0
	No response	70	30	59	41
NGO, think-tanks, researchers, N=61	Designing econometrical models and forecasts	55	45	62	38
	Preparing conferences/ press releases	64	36	41	59
	Designing projects for grant bids	64	36	69	31
	Preparing reports, evaluations, monitoring of the situation	59	41	56	44
	Other scopes	95	5	97	3
	No response	73	27	82	18
Educational institutions, N=49 Prof, 46 - stud.	(Professor) Giving tasks to students regarding assessment of the situation on the left bank	44	56	35	65
	(Professor) Using information regarding the left bank for the didactic process	39	61	29	71
	(Student) Receiving tasks regarding analysis of the situation on the left bank in order to discuss it during the lesson	48	52	30	70
	(Student) Writing thesis, individual assignments, preparing for the conferences	35	65	30	70
	Other scopes	100	0	100	0
	No response	78	22	83	17
Mass-media, N=35	Preparing journalistic materials dedicated to the situation on the left bank	27	73	29	71
	Other scopes	91	9	96	4
	No response	82	18	75	25
Companies, N=117	Analysis of current situation and dynamics for decision making	32	68	54	46
	Designing econometrical models and forecasts	62	38	84	16
	Analysis of the market and designing business plans	51	49	61	39
	Searching for information regarding tenders	79	21	81	19
	Other scopes	98	2	99	1
	No response	74	26	56	44
International org., N=1	(Int. org.) Designing grant projects	0	100	0	0
	Preparing conferences/ press releases	100	0	0	0
	Preparing reports, evaluations, monitoring of the situation	100	0	0	0
	Other scopes	100	0	0	0

Appendix 25: Left bank. Sources from which information and statistical data are taken depending on the type of data, %

	Male										
	Electronic media	Traditional media	Ministries, public inst.	NBS	Internat. Org.	NGOs	Research inst.	Search engines	Other web-sites	Other	NR
News (economical, social, cultural, political)	87	53	23	12	7	3	5	45	0	2	6
Reports, printed/ electronical or online analytical paper	35	23	39	32	8	3	3	33	1	1	14
Legislative framework	30	15	39	12	3	4	2	24	1	0	20
Statistical information in the sphere of justice	24	19	28	19	5	3	5	23	0	0	24
Statistical information regarding population	29	26	26	27	5	3	4	22	0	1	21
Statistical information regarding health protection	25	26	22	21	4	3	4	26	0	1	21
Statistical information regarding workforce and salaries	28	21	29	26	3	5	5	24	0	100	0
Statistical information regarding population level of living	30	24	25	28	3	2	5	22	0	1	15
Statistical information regarding education and science	27	23	24	22	3	3	5	20	0	3	23
Statistical information in the sphere of social protection	24	27	29	26	5	1	4	18	0	0	18
Statistical information on gender	24	19	17	16	9	5	3	28	0	0	21
Statistical information regarding housing	15	10	21	21	4	3	6	27	0	1	30
Statistical information regarding culture and sports	30	15	23	15	5	1	3	26	0	1	22
Statistical information regarding business and entrepreneurship	27	20	30	24	7	5	12	30	1	1	17
Statistical information regarding industry	26	22	22	25	5	4	7	27	0	0	19
Statistical information regarding trade	21	17	32	27	4	6	7	20	0	1	23
Statistical information regarding prices	19	17	29	26	4	2	5	26	0	0	25
Statistical information regarding finances	24	21	29	25	4	2	5	21	1	0	19
Statistical information regarding macro indicators	20	22	32	28	8	3	1	28	1	1	18
Statistical information regarding investments	21	24	22	21	7	3	3	25	1	0	24
Statistical information regarding constructions	15	21	18	27	6	1	3	27	0	0	21
Statistical information regarding transport	20	17	17	23	6	2	3	25	0	0	22
Statistical information regarding tourism	22	18	21	21	11	4	7	29	0	0	19
Statistical information regarding ITC	23	23	10	21	6	1	3	31	0	1	20
Statistical information regarding energy resources	19	28	19	19	4	1	1	32	0	0	21
Statistical information regarding geography and environment	20	19	27	26	11	9	5	30	0	1	20
Statistical information regarding agriculture	26	24	29	28	6	4	7	26	0	0	18

	Female										
	Electronic media	Traditional media	Ministries, public inst.	NBS	Internat. Org.	NGOs	Research inst.	Search engines	Other web-sites	Other	NR
News (economical, social, cultural, political)	82	58	26	8	4	4	6	58	0	0	5
Reports, printed/ electronical or online analytical paper	48	22	33	12	3	4	7	33	0	1	19
Legislative framework	44	23	31	5	3	3	3	21	0	1	26
Statistical information in the sphere of justice	37	16	24	9	2	2	7	27	1	0	23
Statistical information regarding population	39	26	20	18	3	2	2	26	1	1	22
Statistical information regarding health protection	46	29	28	11	1	1	3	34	1	0	15
Statistical information regarding workforce and salaries	40	22	23	13	1	2	1	27	0	100	0
Statistical information regarding population level of living	36	22	22	13	1	1	1	26	0	0	24
Statistical information regarding education and science	42	23	24	9	1	1	2	29	0	0	25
Statistical information in the sphere of social protection	41	29	26	11	1	2	1	29	0	0	22
Statistical information on gender	33	18	10	10	1	3	1	43	0	0	23
Statistical information regarding housing	30	13	14	10	1	2	2	22	0	0	38
Statistical information regarding culture and sports	45	22	16	8	1	1	1	34	0	0	23
Statistical information regarding business and entrepreneurship	37	21	15	10	2	3	3	29	0	0	29
Statistical information regarding industry	32	21	15	9	2	2	3	22	0	0	31
Statistical information regarding trade	41	22	15	8	1	1	3	28	0	0	30
Statistical information regarding prices	37	23	19	10	1	1	1	29	0	0	28
Statistical information regarding finances	29	24	19	10	0	1	1	28	0	0	28
Statistical information regarding macro indicators	28	20	22	12	2	1	5	30	0	1	28
Statistical information regarding investments	29	17	13	12	3	1	3	29	0	0	30
Statistical information regarding constructions	30	17	10	9	0	1	3	26	0	0	32
Statistical information regarding transport	33	13	9	8	0	2	3	29	0	0	33
Statistical information regarding tourism	39	18	11	11	4	3	0	41	0	2	25
Statistical information regarding ITC	34	24	15	8	1	3	2	34	0	0	27
Statistical information regarding energy resources	22	21	14	8	1	1	2	29	0	0	31
Statistical information regarding geography and environment	29	20	12	9	3	8	2	38	0	0	25
Statistical information regarding agriculture	32	21	18	10	1	3	2	30	0	0	31

Appendix 26: Left bank. Evaluation of the informational sources depending on the evaluation criteria, %

		Male		Female	
		Media	N	Media	N
Trust	Electronic media	2.9	129	2.9	209
	Traditional media	2.4	129	2.6	208
	Executive branches de facto	2.6	129	2.6	206
	Statistical Service	2.1	127	2.0	209
	International organisations	1.6	130	1.9	200
	NGOs	1.4	130	1.6	202
	Research institutions	1.7	124	2.0	202
	Search engines	2.4	127	2.6	211
Relevance	Electronic media	3.4	130	3.4	210
	Traditional media	2.8	129	3.1	208
	Executive branches de facto	2.6	127	2.6	201
	Statistical Service	2.1	128	1.9	205
	International organisations	1.6	125	1.9	202
	NGOs	1.5	124	1.6	204
	Research institutions	1.8	121	2.1	200
	Search engines	2.9	128	3.1	206
Accuracy	Electronic media	2.7	128	2.7	205
	Traditional media	2.3	126	2.5	203
	Executive branches de facto	2.4	125	2.4	192
	Statistical Service	1.9	125	1.8	202
	International organisations	1.5	122	1.8	193
	NGOs	1.3	123	1.5	195
	Research institutions	1.6	118	2.0	195
	Search engines	2.4	124	2.5	194
Opportunity	Electronic media	3.3	127	3.3	210
	Traditional media	2.7	125	3.0	204
	Executive branches de facto	2.4	123	2.5	195
	Statistical Service	2.0	126	1.8	202
	International organisations	1.6	123	1.9	192
	NGOs	1.4	122	1.6	197
	Research institutions	1.7	117	1.9	188
	Search engines	2.8	126	3.2	201
Punctuality	Electronic media	3.2	126	3.2	203
	Traditional media	2.7	124	3.0	204
	Executive branches de facto	2.4	120	2.4	189
	Statistical Service	2.0	124	1.8	200
	International organisations	1.5	118	1.8	187
	NGOs	1.3	120	1.5	185
	Research institutions	1.6	115	1.9	178
	Search engines	2.7	123	3.1	198
Access	Electronic media	3.5	127	3.5	210
	Traditional media	3.0	125	3.4	207
	Executive branches de facto	2.5	125	2.5	193
	Statistical Service	2.0	125	1.7	199
	International organisations	1.5	120	1.8	190
	NGOs	1.4	120	1.6	193
	Research institutions	1.6	117	1.8	191
	Search engines	3.0	129	3.4	202
Clarity	Electronic media	3.3	129	3.4	211
	Traditional media	2.8	127	3.3	208
	Executive branches de facto	2.5	128	2.6	193
	Statistical Service	2.0	126	1.8	201

		Male		Female	
		Media	N	Media	N
	International organisations	1.6	124	1.8	194
	NGOs	1.4	124	1.7	194
	Research institutions	1.8	121	2.1	191
	Search engines	2.9	130	3.3	202
Coherence and comparability	Electronic media	3.1	124	3.1	199
	Traditional media	2.6	122	2.9	201
	Executive branches de facto	2.4	122	2.4	194
	Statistical Service	2.0	125	1.9	198
	International organisations	1.7	122	1.9	189
	NGOs	1.5	124	1.7	195
	Research institutions	1.7	117	2.1	187
	Search engines	2.6	124	2.9	191

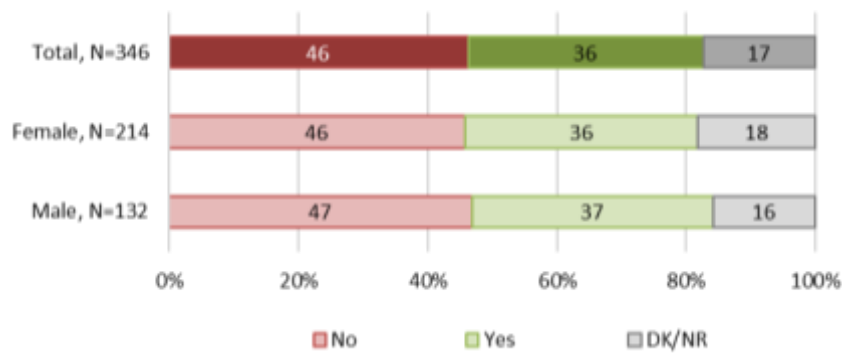
Appendix 27: Left bank. Format of presenting the statistical data accessed by the data users, %

	Total	Male	Female
Tables with figures	228	67	65
Diagrams and figures	149	42	43
Info graphs	76	28	18
Interactive instruments	76	23	21
Reports, informational notes	254	73	73
Orally, for instance via the phone	112	30	34
Other	14	4	4
No response	17	3	6

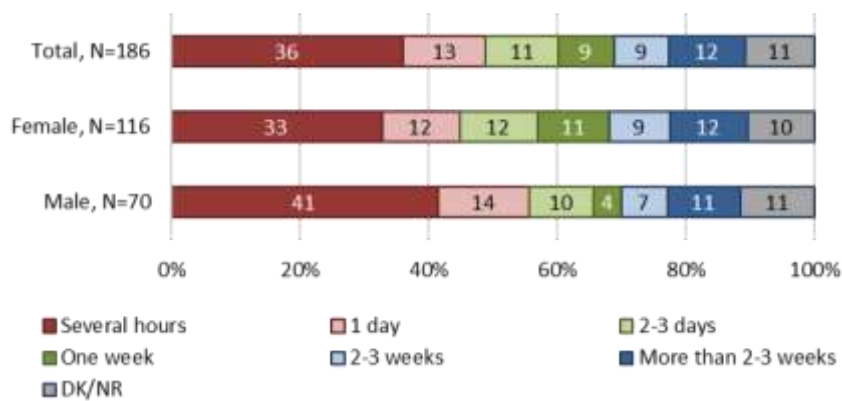
Appendix 28: Left bank. Scopes of accessing the statistical information from the right bank, %

	N	Male	Female	
Central and local educational institutions	Analysis of current situation and dynamics for decision making	12	50	26
	Designing econometrical models and forecasts	3	10	7
	Preparing conferences/ press releases	3	10	7
	Designing projects for grant bids	0	0	0
	Preparing reports, evaluations, monitoring of the situation	11	50	22
	Organisation/ participation in common events with the right bank	4	10	11
	Other scopes	0	0	0
NGOs, think-tanks, associations, NGOs	Designing econometrical models and forecasts	21	36	33
	Preparing conferences/ press releases	23	41	35
	Designing projects for grant bids	17	36	23
	Preparing reports, evaluations, monitoring of the situation	19	41	25
	Organisation/ participation in common events with the right bank	10	23	13
	Other scopes	0	0	0
Educational inst., MOE	Organisation/ participation in common events with the right bank	22	44	45
	(Professor) Giving tasks to students regarding assessment of the situation on the right bank	26	44	58
	(Professor) Using information regarding the right bank for the didactic process	25	44	55
	(Student) Receiving tasks to analyse the situation on the left bank in order to discuss it during the lesson	14	22	39
	(Student) Writing thesis, individual assignments, preparing for the conferences	18	39	39
	Other scopes	0	0	0
Mass- media	Preparing journalistic materials dedicated to the situation on the right bank	16	45	46
	Organisation/ participation in common events with the right bank	7	18	21
	Other scopes	0	0	0
Companies, N=117	Analysis of current situation and dynamics for decision making	29	34	19
	Designing econometrical models and forecasts	12	21	3
	Analysis of the market and designing business plans	23	30	13
	Searching for information regarding tenders	12	17	6
	Your company has clients on the left bank	13	19	6
	Your company has partners/ suppliers on the right bank	15	21	7
	Your company is looking for new clients on the right bank	13	17	7
	Your company is looking for new suppliers/ partners on the right bank	13	17	7
	Other scopes	1	0	1
International org., MOA	(Int. org.) Designing grant projects	1	100	0
	Preparing conferences/ press releases	1	100	0
	Preparing reports, evaluations, monitoring of the situation	1	100	0
	Undertake work missions to the right bank	1	100	0
	Organisation/ participation in common events with the right bank	0	0	0
	Other scopes	0	0	0

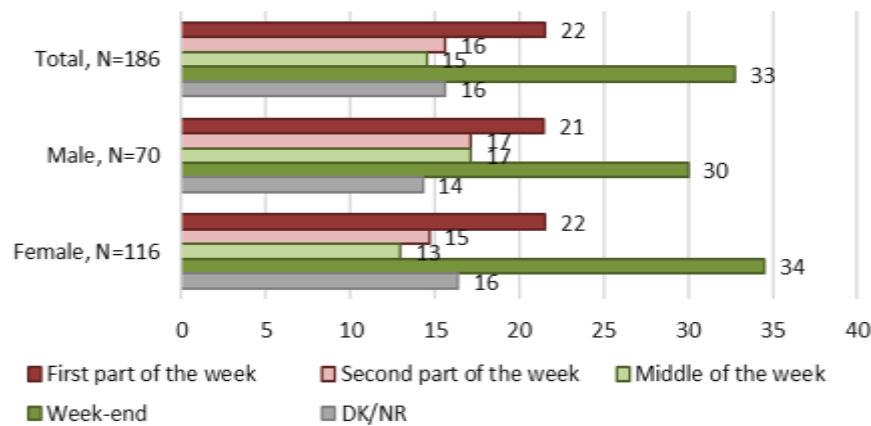
Appendix 29: Left bank. Predisposition of the data users to participate in a training dedicated to statistical data usage, %



Appendix 30: Left bank. Time that those who are interested in participating in the training are ready to allocate for this training, %



Appendix 31: Left bank. Time of the week when those who are interested in participating in the training are available to attend it, %



Appendix 32: Left bank. Predisposition to pay for the training, %

