



EU funded Project ENI/2019/406-262
“Technical Assistance to Support the National Bureau of Statistics of the Republic of Moldova”



Dissemination and communication of official statistics: user surveys and NBS website

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National Bureau of Statistics*

Presentation of Project Results

5 July 2022, Palace of the Republic, Chisinau, Republic of Moldova

Project implemented by the Italian Geographical Society and Roma Tre University (SGI URS), the Italian National Institute of Statistics (Istat), Statistics Denmark and Statistics Poland in partnership with the National Bureau of Statistics of the Republic of Moldova



Parstat project activities in the field of dissemination and communication

Component 2: Alignment of statistical products and services with quality standards

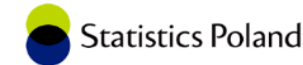
- Activity 09. Design and carrying-out of user satisfaction survey on the quality of data and services of the NBS.
 - ✓ Conducting 2 user surveys
- Activity 13. Support for increasing the quality of dissemination tools and products.
 - ✓ Modernization of the NBS website





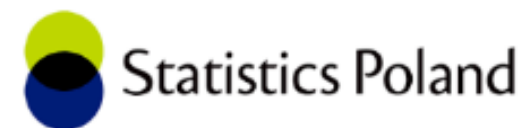
User surveys - background

- Practical tool for regularly obtaining public feedback on the development and efficiency of NBS activity and the national statistical system;
- *Code of Practice, principle 11 „Relevance” - „Procedures are in place to consult users, to monitor the relevance and value of existing statistics in meeting their needs, and to consider and anticipate their emerging needs and priorities. Innovation is pursued to continuously improve statistical output.”*
- *Law on official statistics, art. 21. (3) „Producers of official statistics shall inform and consult users on the quality of official statistics.”*
- User surveys in 2009, 2013, 2016 conducted by sociological companies contracted by NBS



Online user survey carried out for the first time by National Bureau of Statistics in 2021

- User survey „*User satisfaction with NBS products and services*” carried out in July 2021
- Carried out by National Bureau of Statistics
- The activity of planning and preparing the online survey was assisted in the EU project by experts from the Statistics Poland:



Emilia Andrzejczak and Marta Jankowska

- Questionnaire and results are available [HERE](#)



Purpose and objectives

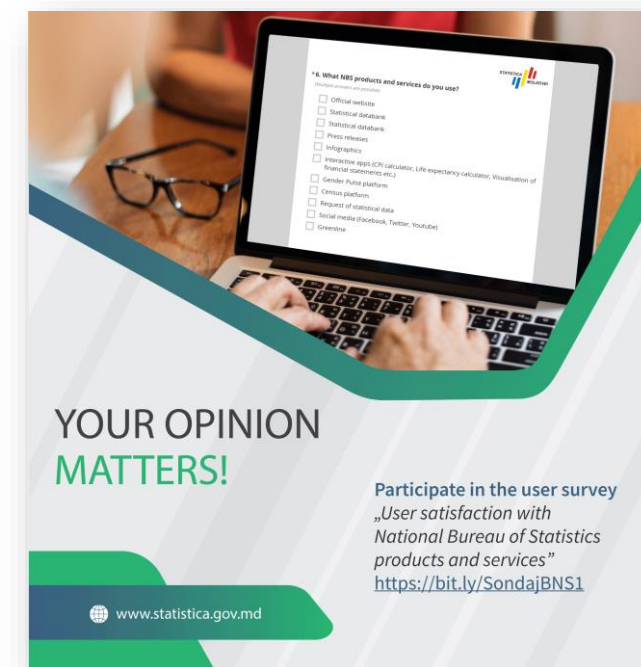
Purpose - assess the degree of user satisfaction with the products and services provided by the NBS in order to improve their quality and adapt them to the information needs of users.

The objectives of the survey:

- better knowledge of the current profile of users of statistical products and services and the statistical data domains for which they are currently interested;
- assess the level of use and the degree of user satisfaction with the statistical products and services offered by the NBS;
- identify user needs in new products and services;
- assess users' trust in statistical data disseminated through NBS products and services.

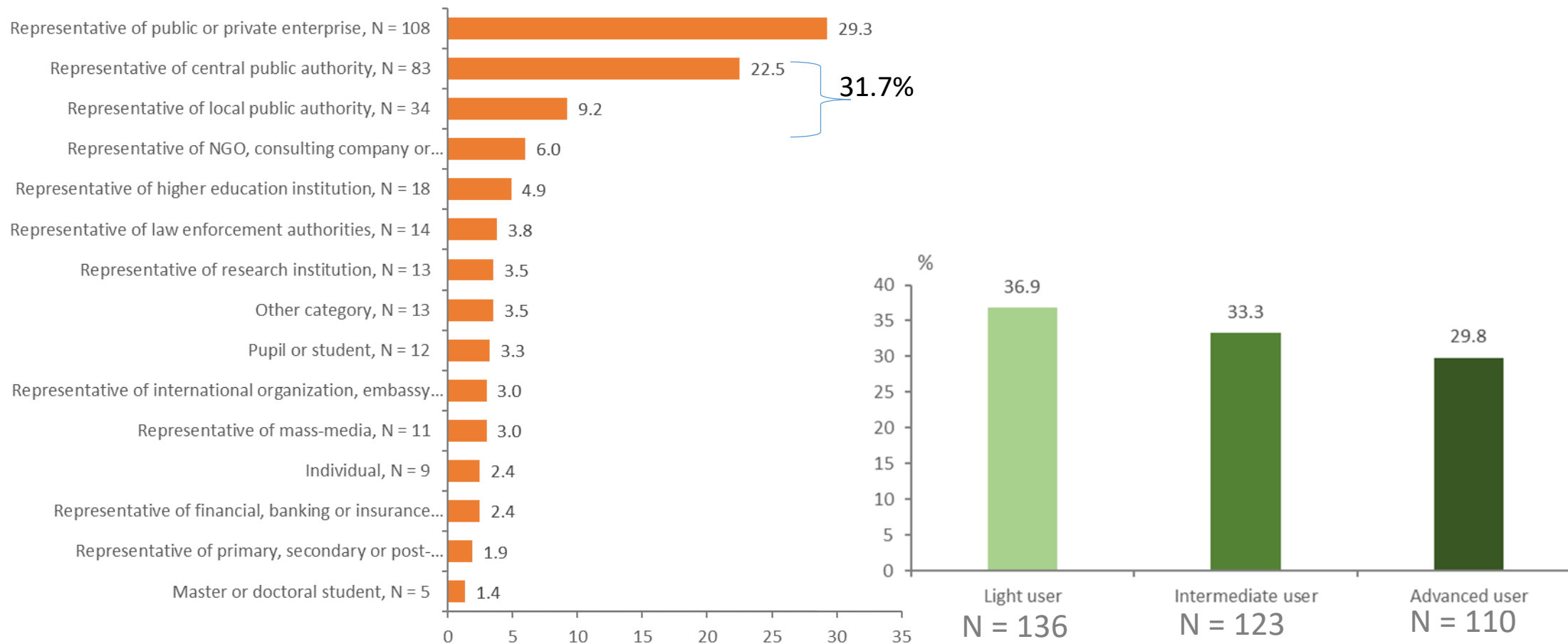
Methodology: How the survey was conducted

- CAWI method - internet interviewing technique, free web application
- placed on the NBS website (pop-up page)
- sent by e-mail (over 1100 emails)
- distributed through social networks (Facebook and Twitter).
- 3 languages: Ro, Ru, En
- 3 weeks – carry out of the survey
- 12 questions, 7 minutes on average filling in the questionnaire
- 369 completed questionnaires received
- Almost half of the respondents (48.2%) found out about the survey, accessing the official website www.statistica.gov.md





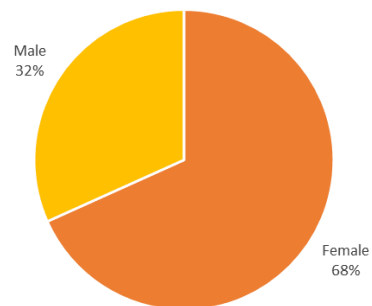
Results:1. Profile of users of products and services



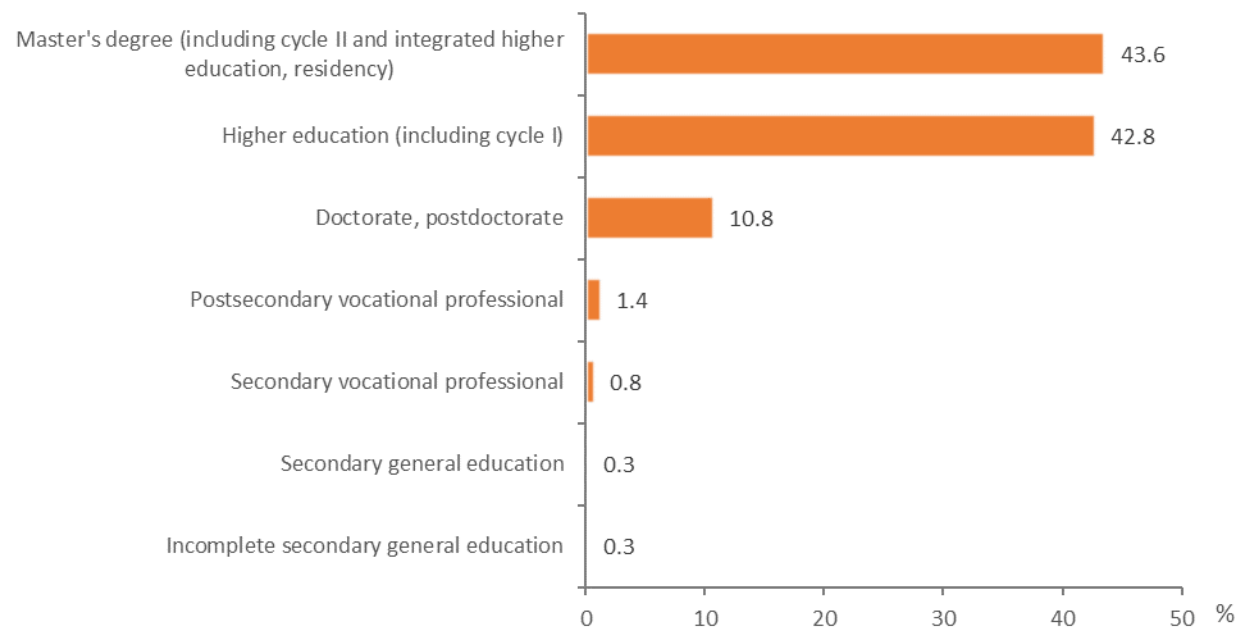


Results:2. Profile of users of products and services

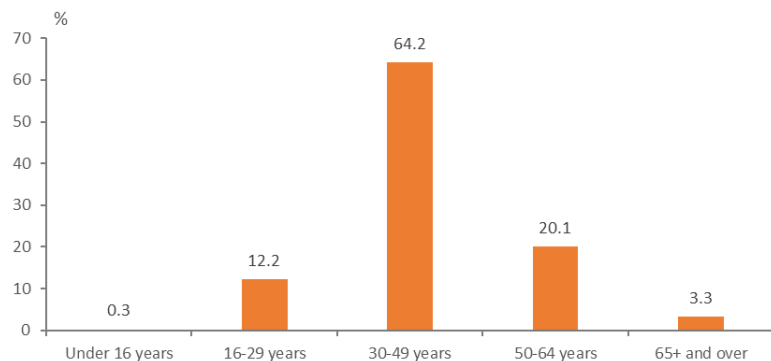
Sex



Education

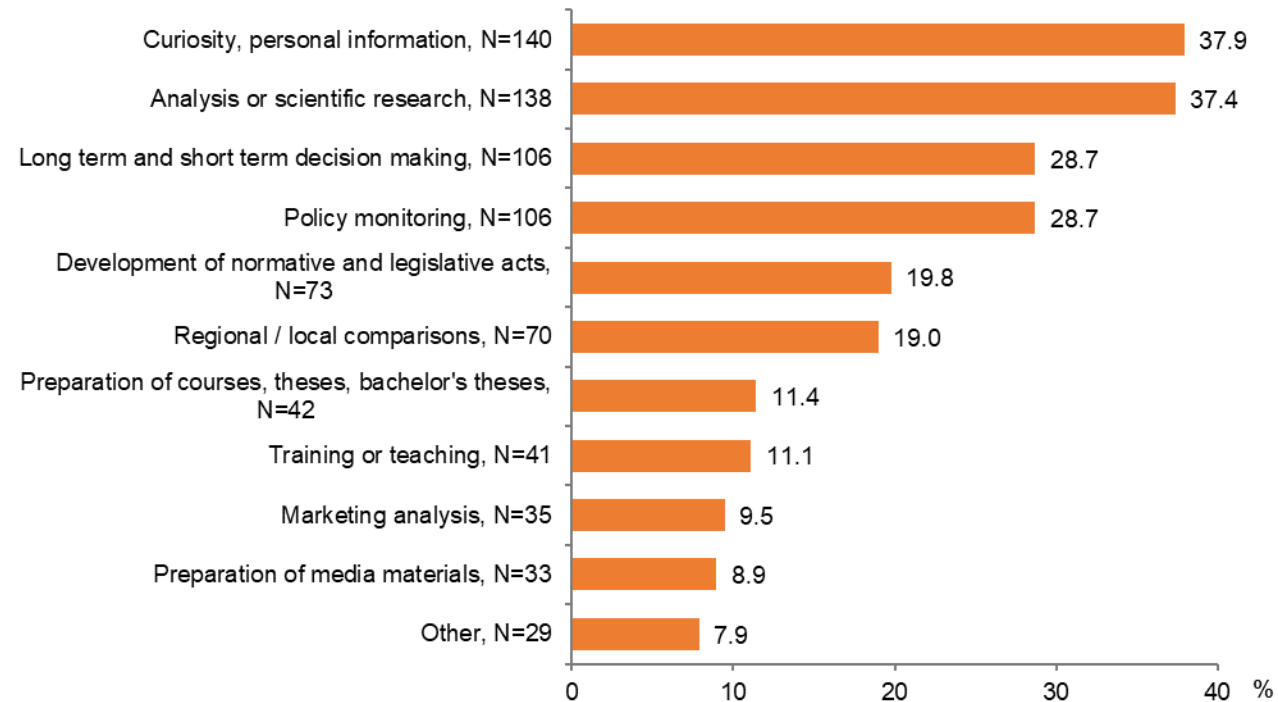


Age



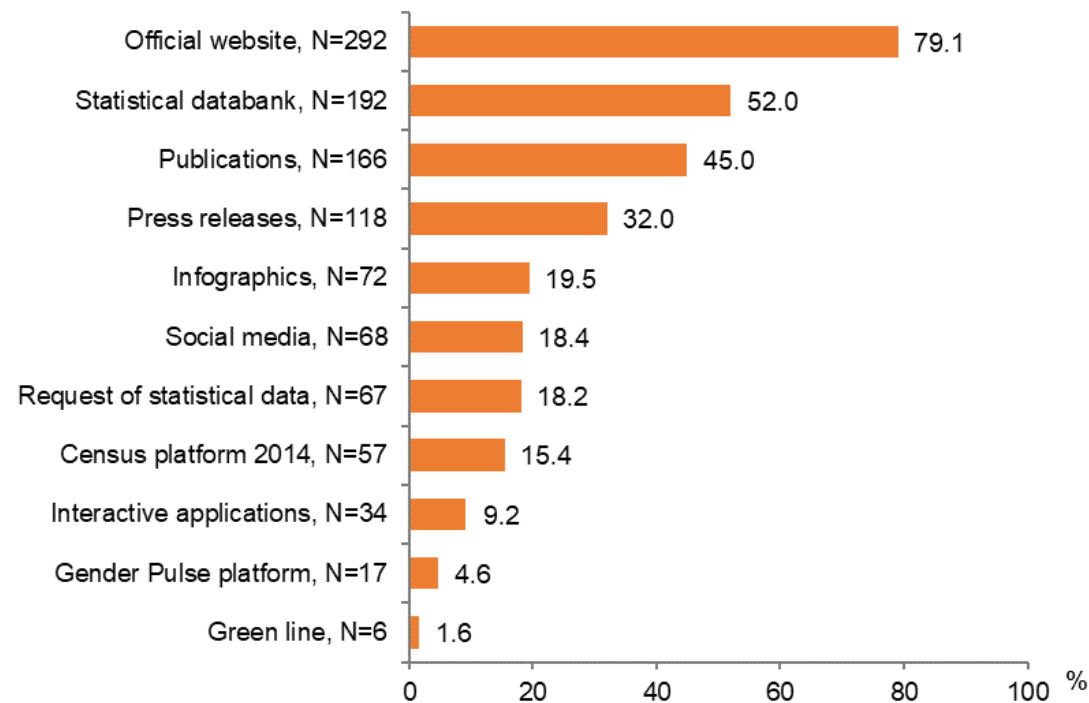


Results: Purpose of data use



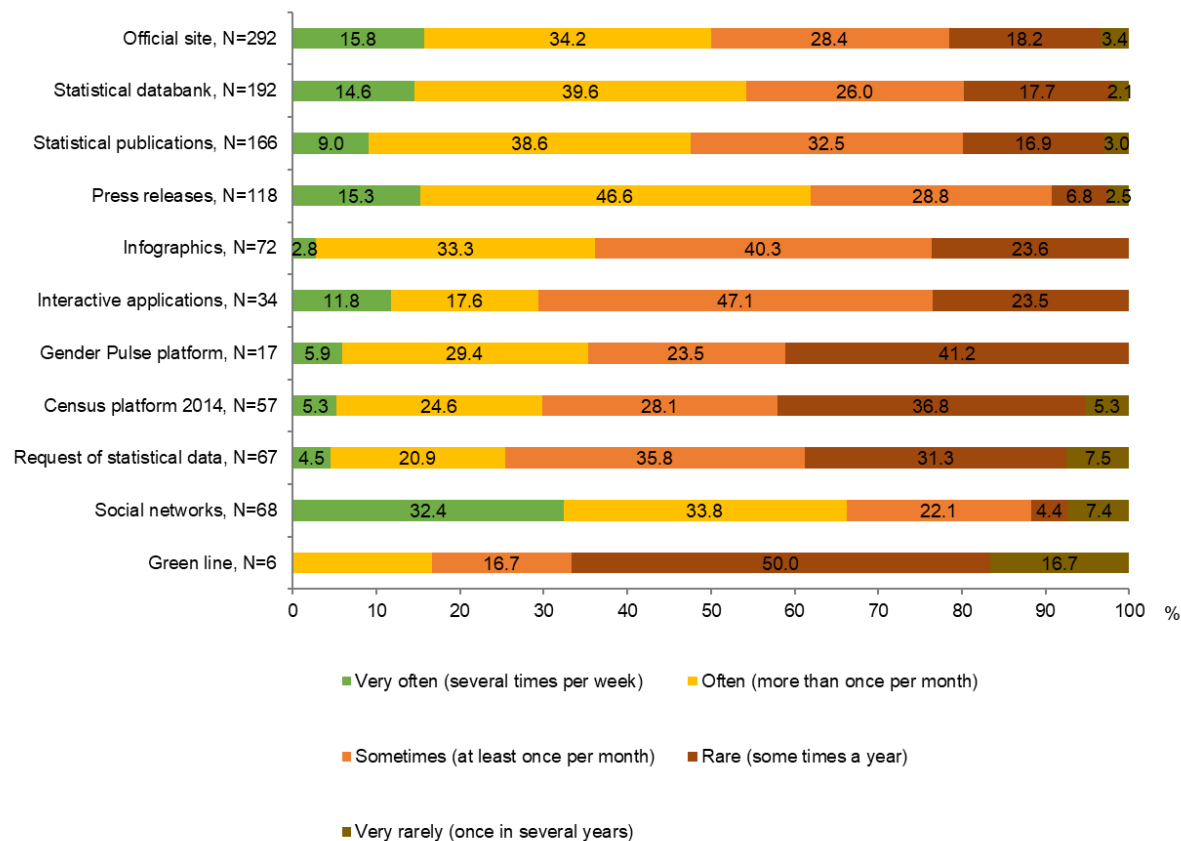


Results: Products and services used



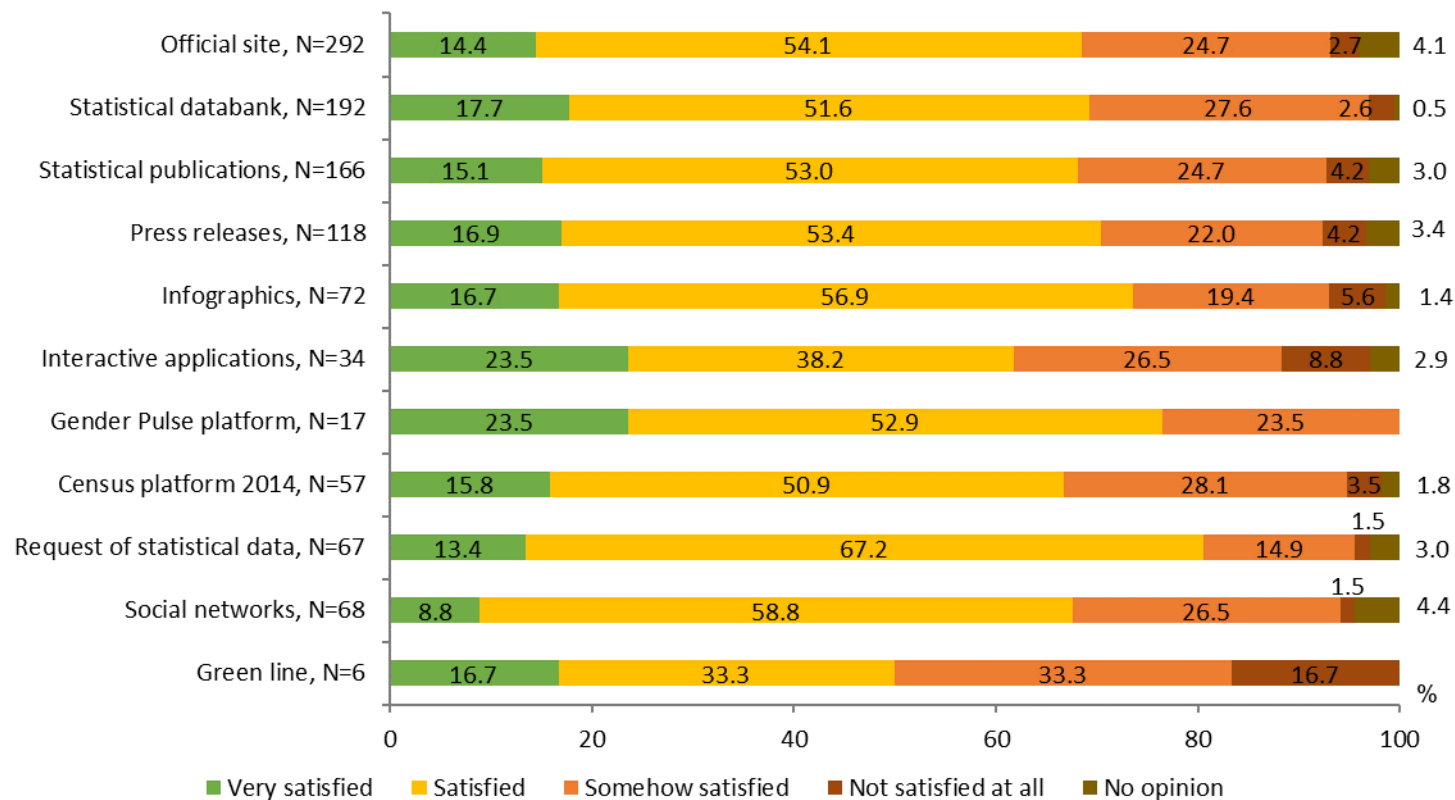


Results: Frequency of use of products and services





Results: Level of satisfaction with NBS products and services





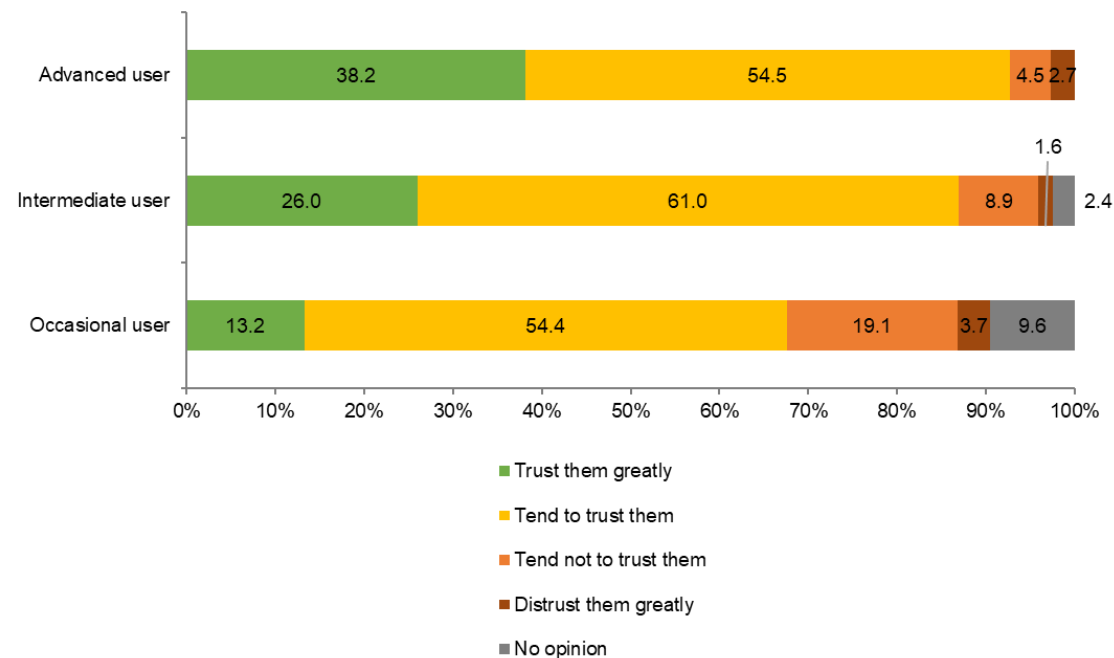
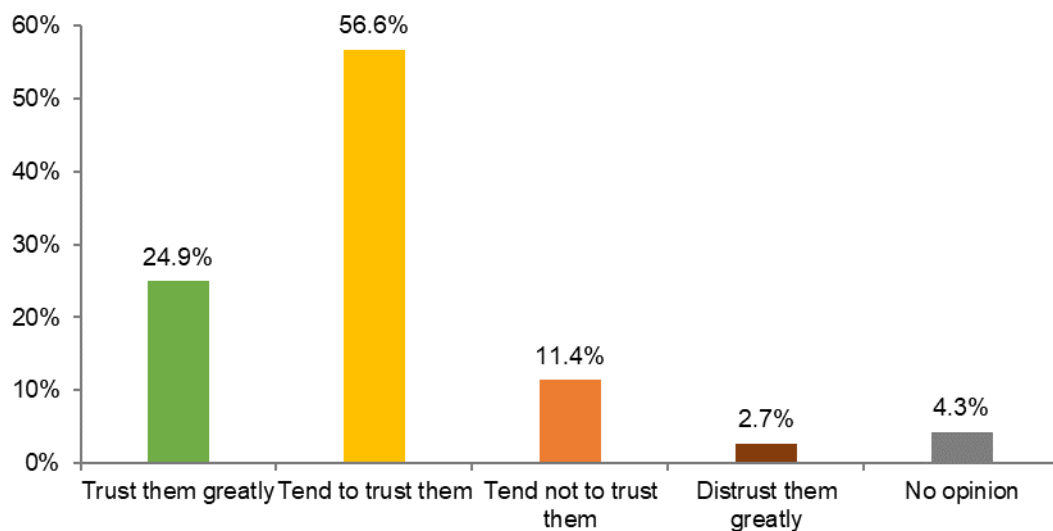
Results: General satisfaction index

Product / Service	Satisfaction Index
The official website	2.84
Statistical databank	2.85
Statistical publications	2.81
Press releases	2.86
Infographics	2.86
Interactive applications	2.79
Gender Pulse platform	3.00
RPL Platform 2014	2.80
Request of statistical data	2.95
Social networks	2.78
Green line	2.50
Total	2.84

Very satisfied	4
Satisfied	3
Somewhat satisfied	2
I'm not satisfied at all	1



Results: The level of trust in the data disseminated in NBS products and services





Suggestions for improvement from users: NBS website

- improvement of the design, navigation and search of the site
- request for a modern site, simple and easy to use
- to translate more information on the site and into Russian and English
- request for additional indicators and disaggregations
- offering more explicit methodologies
- more frequent updating of data
- the existence of interactive feedback
- organizing training on data access
- it is noteworthy that some users are satisfied with the current NBS website

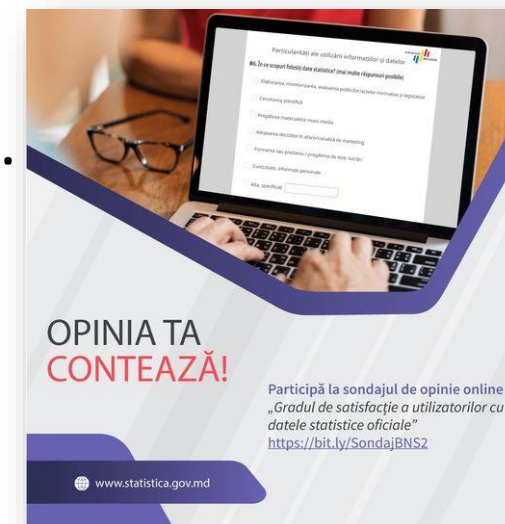


User survey carried out in 2022

Public opinion survey on user satisfaction with official statistics carried out by a sociological company - Magenta Consulting

The purpose of the survey:

- to determine the level of satisfaction of users of statistical information provided by the National Bureau of Statistics, **as well as other providers of official statistics.**
- to understand the general attitude regarding NBS and other producers of data
- to determine the extent to which statistical information is relevant, timely, accessible, clear, consistent and comparable
- to identify the sources of information with statistical data, the frequency of their use, the level of confidence, the extent to which data needs are covered, difficulties in accessing data and training needs
- to serve as a source of evidence for the baseline values of the indicators aimed at monitoring and evaluation of the next Strategy for development of NSS 2022-2030 and mid-term implementation Program (both under development).





Methodology of the survey

To achieve the purpose of the study, three methods of data collection were combined:

Phone / email polls

- **Size sample:** 630 respondents.
- **Geography:** national
- **Respondents:** representatives of the institutions concerned; users of statistical data.
- **Data collection period:** 02.06.2022 - 24.06.2022

Online survey

- **Size sample:** 147 respondents.
- **Geography:** national
- **Respondents:** representatives of the institutions using data and the general population; users of statistical data.
- **Data collection period:** 02.06.2022 - 24.06.2022

In-depth interviews

- 7 In-Depth Interviews were conducted with users of statistical data for professional purposes.

Table 1: Distribution of survey participants

Category of institutions	Totalsam ple	Phone / email survey	Online survey
Central Public Authority (Government, Parliament, Office of the President and other governmental structures and institutions)	181	147	34
Local Public Authority	79	73	6
Higher education institutions / Academies / Universities	72	46	26
Research institutions / research agencies / Academy of Sciences of Moldova	89	77	12
Business / company / private sector	113	81	32
Financial institutions (banks, insurance companies, etc.)	36	32	4
Media institutions, press (including individual journalists)	59	56	3
Trade unions / professional associations	33	33	0
NGOs / Civil society	35	32	3
Political party or organization	28	28	0
International organizations	18	15	3
Diplomatic missions / Embassies / Consulates	11	10	1
Individual / citizens / general public / students	2.3	0	2.3
Total	777	630	147



Questions questionnaire: (1)

Opinion about the sources of information

- How often do you **use** statistical information?
- How much do you **trust** the information
- To what extent the information that comes from the following sources, is:
 - **Opportune**
 - **Relevant**
 - **Accessible**
 - **Clear**
 - **Coherent and comparable**
- How **satisfied** you are with the information?

Data sources and statistical information:

- National Bureau of Statistics
- National Bank of Moldova
- Ministries, including other subordinate central public authorities
- Ministry of Finance and subordinate authorities / institutions
- Ministry of Economy and subordinate authorities / institutions
- Ministry of Agriculture and Food Industry and subordinate authorities / institutions
- Ministry of Environment and subordinate authorities
- Ministry of Health and subordinate authorities
- Ministry of Internal Affairs and subordinate authorities
- Ministry of Justice and subordinate authorities
- Ministry of Education and Research and subordinate authorities
- Ministry of Labor and Social Protection and subordinate authorities
- Ministry of Infrastructure and Regional Development and subordinate authorities
- Ministry of Culture and subordinate authorities
- Other data holders (public administrative authorities and other institutions)
- Public Services Agency
- National Regulatory Agency for Electronic Communications and Information Technology
- Land Relations and Cadastre Agency
- National Social Insurance House
- Other, please specify



Questions questionnaire (2):

NBS data, products and services:

- How often have you used the following statistical data
- How satisfied or dissatisfied are you with the following statistical data
- How often do you use the following National Statistical Office products and services
- How satisfied or dissatisfied are you with the following National Statistical Office products and services

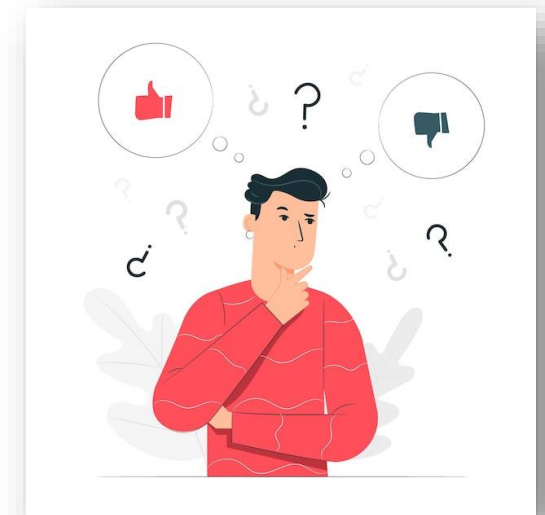
Statistical data users' needs

- To what extent are your official statistical data needs covered
- What other additional data / statistics do you need for professional / study purposes
- Are there any difficulties for you to obtain access to official statistics
- Do you think that you would need a training program on the use of statistical data

Conclusions and recommendations

Carrying out surveys:

- Conducting regularly user surveys: annually – online surveys, thematic surveys, on certain topics; once in 3-4 years – comprehensive surveys, that measure the general attitude regarding NBS and other producers of data
- The questionnaires must be short in order to obtain a high response rate from users
- Modernization of the website, a more intuitive, simple and user-friendly design, improved search engine, diversified methods and interactive means of information on the use of official data.
- Providing disaggregations, especially in the regional profile
- Diversification and adaptation of products and services depending on the type of user
- Development of metadata and methodologies in a format accessible and clear to users
- Conducting training for different categories of users on the use of official statistics.





Launch of NEW version NBS website <https://new.statistica.md/en>





GDP
+1.1%
Q3 2022 / Q3 2021

Industrial production
+3.4%
Jan-Mar 2022/Jan-Mar 2021

Agricultural production
-2.4%
Jan-Mar 2022/Jan-Mar 2021

Unemployment rate
3.0%
Q3 2022

Export
+81.6%
Apr 2022 / Apr 2021

Statbank

The most searched information on the website

- Number of population GDP Inflation Earnings Tourism Export / Import Unemployment Statistical Yearbook

Main page



The statistical pocket-book "Moldova in figures, edition 2022", posted on the website

The National Bureau of Statistics presents a new edition of the statistical pocketbook "Moldova in figures". This edition comes with a revised and improved format compared to previous editions, in order to facilitate the understanding of statistical data by the general public and to increase interest in them. In the publication we have selected indicators from various fields, which show what the situation is in our country, how we



News releases



The dwelling stock of the Republic of Moldova on January 1, 2022

30.06.2022 | Fondul locativ

The National Bureau of Statistics informs that on January 1, 2022 the dwelling stock of the Republic of Moldova constituted 1319,4 thousand dwellings with

Industrial activity in January-April 2022

20.06.2022 | Industrie

The evolution of industrial production prices in May 2022

17.06.2022 | Indicii prețurilor producției industriale



Turnover in trade and services in January-April 2022

20.06.2022 | Comerț interior de bunuri și servicii

The National Bureau of Statistics informs that, in April 2022, turnover in retail trade, in comparable prices, registered decreased with 2,5% compared to previous

Demographic situation in 2021

16.06.2022 | Populația

International trade of goods of the Republic of Moldova in April and January-April 2022

15.06.2022 | Comerț exterior

Release calendar

05.07.2022 10:00	Energy resources, main indicators <small>May 2022</small>	Databank
07.07.2022 14:00	Main demographic indicators <small>2021</small>	Databank
07.07.2022 14:00	Average duration of life <small>2021</small>	Press-releases
11.07.2022 10:00	Consumer price indices <small>June 2022</small>	Databank
11.07.2022 10:00	Evolution of consumer prices <small>June 2022</small>	Press-releases
15.07.2022 10:00	International trade in goods of the Republic of Moldova <small>January-May 2022</small>	Press-releases
15.07.2022 10:00	Exports, imports and trade balance by groups of countries <small>May 2022</small>	Databank
15.07.2022 14:00	Public water supply and sewerage systems <small>2021</small>	Databank



News



Statistical publication "Agricultural activity of small agricultural producers in the Republic of Moldova in 2021" posted on the website
29.06.2022

The publication is based on the results of sample statistical survey of the agricultural activity of small agricultural producers and is a synthesis of the main

Video "The Importance of Use of International Standards - Principle 9 of the 10 Fundamental Principles of Official Statistics"

14.06.2022

The quarterly publication „Social-economic situation of the municipality Chisinau in January-March 2022” posted on the website

10.06.2022

[View all →](#)



The statistical pocket-book "Moldova in figures, edition 2022", posted on the website

22.06.2022

The National Bureau of Statistics presents a new edition of the statistical pocketbook "Moldova in figures". This edition comes with a revised and

The user satisfaction survey on official statistics

06.06.2022

Public event organized by the NBS as part of the global campaign to promote the Fundamental Principles of Official Statistics

03.06.2022



Newsletter subscription

You will receive information on the publication of new press releases, publications and other relevant news.

What do you think about the new version of the official page of the National Bureau of Statistics?

- It is much more successful than the previous version
- It is essentially improved
- I just noticed some non-essential changes
- I did not notice any improvement
- It's worse than the previous version

Please indicate what suggestions for improvement do you have?

[Finish](#)

Statistic themes



Population and demographic processes



Society and social conditions



Labour force and earnings



Economy and business



Environment



Regional statistics



Gender statistics

[See more →](#)



Services and tools



GenderPulse



2014 Population and Housing Census



Consumer Price Index Calculator



Request for access to microdata



Statbank



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Publications



Data visualisations

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Population and Housing
Census 2014
Consumer Price Index
Calculator

Useful

IMF's SDDS
International cooperation
Metadata
National statistical offices

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Last update: **Monday, 04 July 2022**



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Employment and unemployment

Last update: 29.06.2022



Quarter I 2022

Labour force, thou.	854.2
Participation rate, %	40.1
Employment, thou.	828.5
Employment rate, %	38.9
ILO unemployed, thou.	25.7
ILO unemployment rate, %	3.0



Quarter I 2022

Youth NEET, 15-24 years, thou.	52.0
Youth NEET rate, 15-24 years, %	19.5
Youth NEET, 15-29 years, thou.	116.4
Youth NEET rate, 15-29 years, %	26.7
Youth NEET, 15-34 years, thou.	193.8
Youth NEET rate, 15-34 years, %	30.3



2021

Labour force, thou.	871.6
Participation rate, %	41.1
Employment, thou.	843.4
Employment rate, %	39.8
ILO unemployed, thou.	28.2
ILO unemployment rate, %	3.2

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About

The theme includes the main characteristics of the labour market such as labour force, employment, unemployment, inactivity, status in employment, economic activity, occupations, working hours and other labour force variables, correlated and structured by socio-demographic characteristics: age, sex, level of education, marital status, area of residence. The source of the data is the Labor Force Survey (LFS) - households continuous survey, with quarterly and annual dissemination of results. The last revision of the LFS methodology took place in 2019.

View more ↓

News releases

More news releases



Youth NEET in the Republic of Moldova for the first quarter of 2022

08.06.2022

Population outside the labor force in the Republic of Moldova in the first quarter of 2022

07.06.2022

Under-utilization of the labor force in the Republic of Moldova in the first quarter of 2022

06.06.2022

Labour Force in the Republic of Moldova: Employment and unemployment in the first quarter 2022



03.06.2022

Page dedicated to a statistical theme



 Statbank

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 Excel tablesInfraannual series 

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- [Population outside the labor force in the first quarter of 2022](#)
- [Under-utilization of the labor force in the first quarter of 2022](#)
- [Labour Force in the first quarter 2022](#)
- [Labour force in the IV-th quarter of 2021](#)
- [Labour force in the III-rd quarter of 2021](#)
- [Labour force in the II-nd quarter of 2021](#)
- [Labour force in the first quarter of 2021](#)
- [Labour force in the IV-th quarter of 2020](#)
- [Labour force in the III-rd quarter of 2020](#)
- [Labour force in the II-nd quarter of 2020](#)
- [Labour force in the first quarter of 2020](#)

Annual data series  Release calendar

DATE	HOUR	CATEGORY	UPDATE	REFERENCE PERIOD
24.08.2022	14:00	Publications	Labour force in the Republic of Moldova. Employment and unemployment (Romanian and English)	2021
02.09.2022	14:00	Databank	Unemployment	Quarter II 2022
02.09.2022	14:00	Press-releases	Labour force	Quarter II 2022
02.09.2022	14:00	Databank	Employment and unemployment (Labour Force Survey) main indicators	Quarter II 2022
05.09.2022	14:00	Press-releases	Labour underutilization	Quarter II 2022
06.09.2022	14:00	Press-releases	People outside the labour force	Quarter II 2022

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Publications

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School-to-Work Transition Survey



Reconciliation between professional and private life



Working children in the Republic of Moldova



Labour market in the Republic of Moldova



Labour force in the Republic of Moldova. Employment and unemployment



Labour force migration in the Republic of Moldova



Women and men on the labor market of the Republic of Moldova



Work organisation and types of working schedules



Statistical Yearbook of the Republic of Moldova



Territorial statistics



Moldova in figures, statistical pocket-book

Metadata, concepts and methodologies

Metadata

[see other metadata](#) →

→ [Labour Force Survey - for time series starting with 2019](#)

→ [Labour Force Survey - for time series 2000-2018](#)

Concepts and methodologies

→ [Concepts and definitions](#)

→ [Changes to the Labour Force Survey of Moldova – overview and assessment of impact, ILOSTAT report](#)

→ [Metadata according SDDS - Employment](#)

→ [Metadata according SDDS - Unemployment](#)

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- [Earnings and labour costs](#)
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- [Population social assistance](#)
- [Population](#)
- [Number of employees](#)
- [Living standard of the population](#)

Contacts

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Was this information helpful?

Your answer will help us improve this portal

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NO

 **Report a mistake.** Select the desired text and press CTRL + ENTER

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- [ILO](#)
- [EUROSTAT](#)
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International cooperation

Advantages and new features

- Modern, simple and intuitive design
- Responsive, has a mobile version (35% of site users access it from a mobile device)
- Search based on filters
- Advanced subscription
- Release calendar – more options
- Accessibility
- Friendly Urls
- Interactive feedback – *Report a mistake, Was the information useful?*
- Theme-centric design
- Interactive graphs
- The content management system more performed

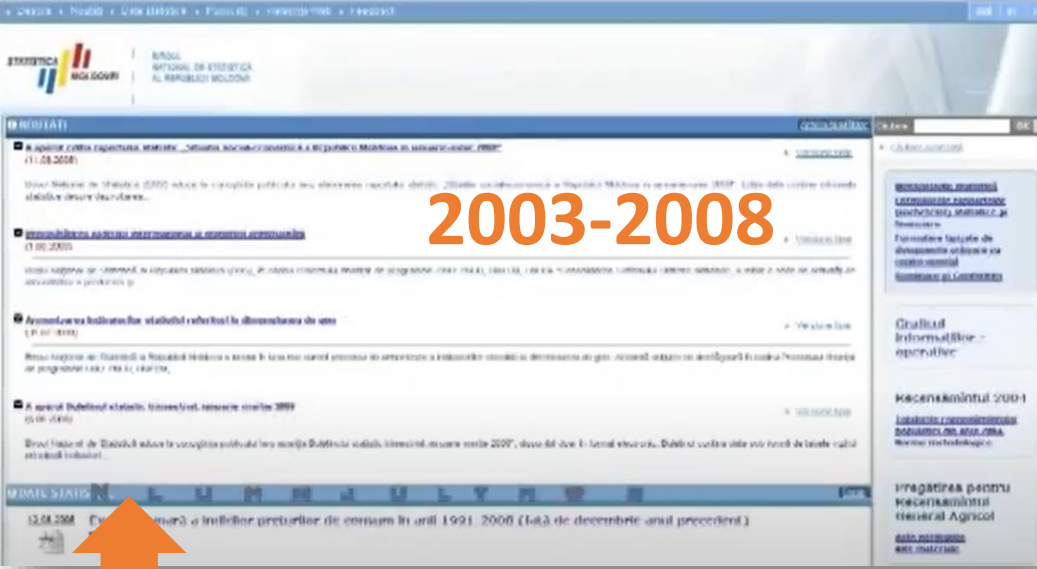




Site testing

- Launch of the test version of the site <http://new.statistica.md/en> for the general public
- Website www.statistica.gov.md will be updated in parallel
- Familiarize users with the new version
- Collect opinions and proposals for improvements





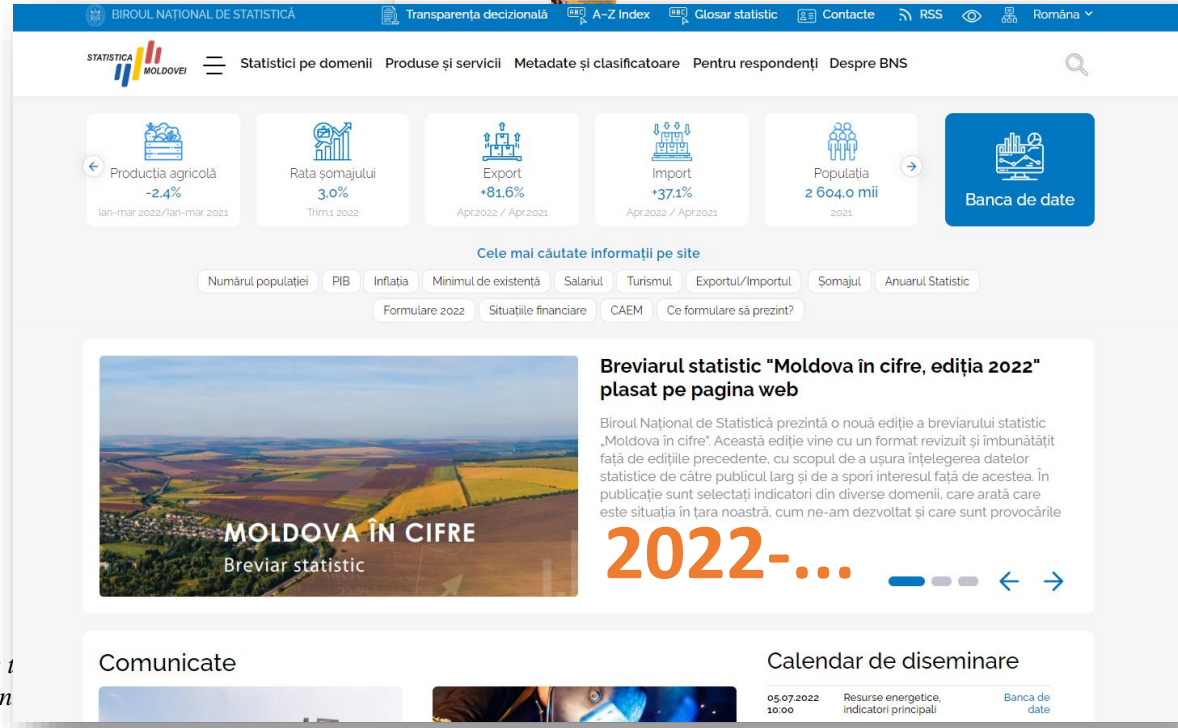
2003-2008



2008-2022

2010 - 2010 - second prize in the competition Web Top category "Public Administration"

2015-2020 in the top 20 countries according to the coverage and openness of official statistics according to Open Data Watch assessment
<https://odin.opendatawatch.com/>



2022-...

Project implemented by 1 Den

cs (Istat), Statistics



Assistance in the development of the website

- Assistance of the European Union project „*Technical assistance to support the National Bureau of Statistics of the Republic of Moldova*”
- Dezvoltat și implementat de compania Trimaran
- Consulting and support from NBS – *Dissemination and Communication Division, General IT Division, NBS Top Management*



What's next?

- Implementation of proposals received from users as a result of the survey
- Conducting regular online user surveys on various topics
- Launching the new site after finalizing design aspects of all pages, fixing errors and implementing user suggestions
- Implementation of new functionalities and modules on the site - interactive graphics, surveys, quiz, online application, vacancies etc.



EU funded Project ENI/2019/406-262
“Technical Assistance to Support the National Bureau of Statistics of the Republic of Moldova”



Thank you for the attention!

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