User Satisfaction Survey

The Gambia Bureau of Statistics

April 2019

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Additional information about the survey can be obtained from the Gambia Bureau of Statistics Office, Kanifing Institutional Layout, P.O. Box 3504, Serrekunda, The Gambia (Telephone: +220 4377847; email: gbosportal@gmail.com or statgeneral@gbos.gov.gm; website: https://www.gbosdata.org)

Foreword

The Gambia Bureau of Statistics (GBoS) is the mandated authority for collecting, analysing and disseminating official statistics, conducting population and housing censuses and ad hoc surveys in The Gambia. It coordinates and monitors the National Statistical System (NSS) to ensure sustainability in the production of credible data that can be used to inform policy and for measuring progress. As the producer of official statistics, the Bureau understands that results-based programmes lead to an increase in the demand for statistics by users. GBoS strategizes the need to increase the awareness and recognition of statistics among users as an indispensable tool for monitoring and evaluating development outcomes and for policy-making at all levels. It is therefore vital to focus on the extent to which statistical outputs meet user priority needs and also the extent to which official statistics are used to formulate policy and in decision making.

The User Satisfaction Survey is aimed at assessing the quality of data from the users' perspective in line with the view that quality is to be decided by the user and in relation to the stated and implied needs of the user. The main objective of the survey is to obtain information on the users' perceptions as basis for improvement. Therefore, findings from this survey will serve as an invaluable input to self-assessment and areas that require improvements for different users with several data needs are enumerated. The National Strategy for the Development of Statistics (NSDS II 2018-2021) provides a framework for mainstreaming statistics into the National Development Plan (NDP 2018-2021) and also facilitates a well-coordinated statistical system that produces quality statistics in response to user needs by 2021.

We wish to express our sincere appreciation to the United Nations Development Programme (UNDP) country office through the Project Coordination Unit of the Ministry of Finance and Economic Affairs for providing funding for the conduct of the survey.

Staff of the Directorate of Coordination, Methods, Quality Assurance and Dissemination are exceptionally commended for their effort in making this survey successful. The contribution of every staff member of the Bureau was critical to the successful completion of the survey. They are highly commended for their efforts.

Finally, we would like to express our heartfelt gratitude to all respondents who completed the questionnaire.

Nyakassi M.B. Sanyang

Statistician General

Concepts and Definitions

- **Accessibility** refers to the physical conditions under which users can obtain data: where to go, how to request, delivery time, clear pricing policy, convenient marketing conditions (copyright, etc.), availability of micro or macro data, various formats (paper, files, CD-ROM, Internet etc.) etc.
- **Accuracy** in the general statistical sense denotes the closeness of computations or estimates to the (unknown) exact or true values. Accuracy of estimates is the difference between the estimate and the true parameter value.
- **Data Dissemination** is the systematic distribution of information or knowledge through various mechanisms to potential beneficiaries or users.
- **Data Users** are recipients of the data produced. They include: Government Ministries, Department and Agencies (MDAs), Regulatory Bodies, Private Sector Companies, NGOs, Researchers and Development Partners, International and Regional Organisations, Service institutions, media etc.
- **Official Statistics** are statistics produced by GBoS and described as an official statistics or part of a set of official statistics. Official statistics comply with international classifications and methodologies and meet the principles of impartiality, reliability, relevance, cost-effectiveness, confidentiality and clarity. In this Survey, data are categorized under the following:
    - **National Accounts:** Gross Domestic Product (GDP)
    - **Prices and Government Finance Statistics:** Consumer Price Index (CPI), Producer Price Index (PPI) and Government Finance Statistics
    - **Transport Statistics:** Sea transport, air transport, number of registered vehicles, length of road and road accident statistics
    - **Tourism Statistics:** Arrival, departure[1] and out-of-pocket expenditure
    - **Labour Statistics:** Key labour market indicators such as employment/unemployment rates, labour force participation rate, labour productivity etc.
    - **External Trade Statistics:** Statistics related to Import, export and re-export of goods
    - **Demographic Statistics:** Statistics on migration, fertility and mortality, housing etc.
    - **Health Statistics:** Reproductive health, family planning, HIV AIDS, Malaria, child and women health etc.
    - **Education Statistics:** Net Attendance Rate (NAR), Gross Attendance Rates (GAR), School Life Expectancy (SLE), Literacy/Illiteracy Rates, Gender Parity Index, Educational Attainment etc.
    - **Gender Statistics:** Statistics relating to gender
    - **Geographic and Information Statistics (GIS)/Cartography:** Enumeration area maps, list of settlements etc.

- **Quality** can be defined simply as “fitness for use.” In the context of a survey, this translates to a requirement for survey data to be as accurate as necessary

[1] The departure statistics was collected by GBoS until 2004 and now is being collected by Gambia Tourism Board

to achieve their intended purposes, be available at the time it is needed (timely), and be accessible to those for whom the survey was conducted.

- **Quality indicator** is an attribute of statistical information that is used to measure its quality.
- **Relevance** is the degree to which statistics meet current and potential user needs. It refers to whether all statistics that are needed are produced and the extent to which concepts (definitions, classifications etc.) reflect user needs. A statistical product is relevant if it meets user needs.
- **Reliability** is the consistency and dependability of data collected through repeated use of a scientific instrument or data collection procedure under the same conditions.
- **Statistical Product** are, generally, information or disseminated products that are published or otherwise made available for public use that describe, estimate, forecast, or analyse the characteristics of groups.
- **Timeliness** of information reflects the length of time between its availability and the event or phenomenon it describes. The delay between the reference point to which the information pertains and the date on which the information becomes available.
- **User satisfaction with Statistical Products** is a measure of the degree to which statistical products and services generated in the National Statistical System (NSS) meet user requirements or surpass their expectations.

CHAPTER 1: INTRODUCTION

1.1 Background

This is the first User Satisfaction Survey to be conducted by the Gambia Bureau of Statistics. Mandated by the Statistics Act 2005, GBoS has been collecting, analysing and disseminating reliable statistics to meet user demands. However, there is a paradigm shift in that more people are recognizing the strength of using data for better planning. The expansion of statistical users also calls for more production of various quality data in line with critical enablers[2] of the National Development Plan.

Therefore, there is a need for an increase in the supply of more accurate and timely data to satisfy the demand of users. The responsibility to meet user demands is a strategic priority of the Bureau and as a result, the survey is conducted first to determine to what extent the supply and quality of official statistics and statistical products satisfy user needs. The findings of the survey will serve as a basis for examining strengths and weaknesses of official statistics and statistical products produced and identifying priority areas in need of development and improvement. The results will be used to examine the extent to which statistics are being used for informed decision making in government and business, for research and education, and for informed discussions and debates. Furthermore, it will enable GBoS to strategize formulation of action plans which might be undertaken in order to increase the awareness of the importance of statistics, explain their potential and enhance their use across the National Statistical System.

As explained in Ehling and Korner (2007), statistical quality components could be effectively used as a framework for the assessment of the user perception of a statistical product. Equally important is to note that the quality components are the same, but users will in many cases perceive product quality differently than GBoS. Moreover, some of the users will find it difficult to assess the quality components too. For example, an assessment of accuracy of a given official statistics or statistical product requires at least some basic knowledge of statistical methodology. For the same reason, it will usually not be easy for non-expert users with limited knowledge of statistics to clearly define their quality requirements. However, some of the components like accessibility and timeliness are fairly more understandable by users and could easily rate them. As also stressed in Stagars (2016), GBoS understands that putting a rating on the output of a statistical system can be highly subjective.

1.2 Objectives of the Survey

The Gambia Bureau of Statistics purposefully conducted the User Satisfaction Survey in order to measure to what extent the supply and quality of official statistics and statistical products satisfy the needs of users. Results from the survey will be used as tools for examining strengths and weaknesses of official statistics and statistical products and identifying the areas which are most in need of development and improvement. The specific objectives are to:

[2] Strategies, activities and approaches that aim to achieve the eight strategic goals in the NDP

- Assess the extent to which official statistics and statistical products are being used for informed policy, in decision making and informed discussions and debates.
- Gauge to what extent official statistics and statistical products satisfy the most urgent needs of the users at the time of the survey.
- Determine how easy or difficult it is to access official statistics and statistical products and their metadata.
- Monitor changes in supply, quality, use and perceptions of official statistics and statistical products by users.

1.3 Sampling and Coverage of the Survey

1.3.1 Sampling

The sampling procedure adopted in this survey involves complete listing of all the main users in the country across all the Local Government Areas. Unlike other representative sample surveys, there exists no comprehensive sample frame which can be used to select samples. Considering also that only a sizeable number of user institutions exists in the country, it is methodologically acceptable to do a complete enumeration to increase the response rate. Thus, the selection includes the following steps:

- Identifying the main user groups.
- Identifying the main institutions, agencies, associations, companies and other agents within which the use of official statistics is likely to be of importance or has the potential of being important for carrying out their tasks.
- Identifying the representatives of each of the selected agencies who seem likely to be able to contribute thoughtfully to the survey and give meaningful answers to the questions asked.

The representative of a particular institution is a person who is already a user of statistics for analysis, policy making and informed decision making. Otherwise, the person work in a decision making, managerial or expert capacity within his/her institution and that he/she is likely to be a good representative of his/her institution or his/her particular field of work.

1.3.2 The size of the sample

Overall, the total list of user organizations/institutions selected for the survey was 253 (see Table 1.1). It is essential to note that what is important in the survey of this kind, is that all the main user groups, that is the main or key institutions, agencies, organizations, firms etc. are included, and they are represented by persons who are likely to be able to contribute to the survey in a meaningful way. For the bigger institutions and those which are thought to be among the major users of statistics, respondents are selected from the main departments/units of the institutions. The number of respondents in the different institutions, agencies and firms is bound to differ considerably, from a single respondent in the smallest agencies to several respondents in the largest ones. In general, identifying respondents with quality for rendering meaningful information and opinions is more important than the number of

respondents. Table 1.1 shows the results of the interview. Two hundred and forty eight interviews were completed translating to a response rate of about 98 per cent.

Table 1. 1: Results of the Survey

Results of Interview	Count
Completed	248
Partially Completed	0
Refused	5
Other	0
Total	**253**

1.3.3 Survey Coverage

Among others, user institutions covered in the Survey have been broadly classified into eleven categories. Within each of the categories are institutions/organizations, people who are known or often used official statistics or statistical products have been targeted for interview. The list of the key user institutions are as follows:

- **Public institutions:** include government ministries, departments and agencies and other associated entities identified as public. It includes Central Bank, Public Utilities and Regulatory Authority and other public institutions.
- **Media:** includes the main media houses in the country such as print media (newspaper) and electronic (radio and television stations) and other media publishing houses
- **Parastatals:** A quasi-government organisation instituted by decree or by an Act of Parliament and designed to perform specific functions on behalf of Government such as Gamtel, Gambia Ports Authority, National Water and Electricity Company Limited, Gambia International Airways and Gambia Civil Aviation Authority.
- **Semi-autonomous agencies:** Are institutions funded by government but have their own scheme of service different from mainstream government. Example, Gambia Revenue Authority, Gambia Investment and Export Promotion Agency, Gambia Food Safety and Quality Authority, Gambia Competition Commission etc.
- **International Agencies**: include the main international agencies operating within The Gambia dealing with economic and social development, rendering technical assistance, and donating or administering funds for development.
- **Foreign Embassies:** include diplomatic missions established in The Gambia with the sole purpose of acting as the representative of the home country.
- **Non-Governmental Organizations:** All businesses operating under a recognised non-profit making organisation but employing at least one person. It includes key non-governmental organizations, professional associations.
- **Religious/Faith Based:** any institution operating under any religious denomination employing at least one person such as the; Supreme Islamic Council, Gambia Christian Council, etc.
- **Private institutions:** institution controlled by a private individual(s) or by a non - governmental agency, usually supported primarily by other than public funds, and operated by other than publicly elected or appointed officials. These institutions may either be for profit or non-profit.

- **Research institutions:** include any institution that used official statistics or statistical products for scientific, socio-economic or for any other research etc.
- **Tertiary institutions:** include tertiary institutions, such as training institutions, other educational institutions at the intermediate levels, such as colleges and nursing training institutions.

1.3.4 Survey Instrument

Paper-based questionnaire was used to reach the target respondents nationwide. Additionally, introductory letters specifying the rationale of the study and the importance of taking part in the exercise were given to the field staff. Some of the respondents completed the questionnaire electronically.

1.4 Training

Three days training sessions was organized for the field staff from the 8th to 10th November 2018. Twenty five enumerators and five supervisors took part in the training. The rationale of the training is to enable the field staff to have a thorough knowledge of the main concepts and familiarize themselves with the questionnaire. Mock interviews were also conducted during the training and the purpose was to enhance their understanding of the tool and to have a common understanding of the translation of the terminologies during the data collection exercise.

1.5 Data Collection

A total of five teams carried out the data collection for a period of one month. Each team consisted of one supervisor, five enumerators and a driver. Depending on the preference of the respondents, some questionnaires were electronically (through emails) administered. Covering letters were sent together with questionnaires, explaining the purpose of the survey to the target group and soliciting their participation in the survey.

1.6 Data Processing

All questionnaires including those sent electronically for the survey were returned for data processing. First, all the open ended questions were coded followed by the data entry which lasted for 10 days. Census and Survey Processing System (CSPro) software version 7 was used for the entry. Data analysis was done using STATA version 14.

CHAPTER 2: USE OF GBoS DATA AND PUBLICATIONS

2.1 Characteristics of respondents

The findings of the survey shows that most of the respondents (81.9%) were males and only 18.2 per cent were females. This means that nearly two in every ten respondents were females. Overall, all the positions were predominantly occupied by males with only more females in junior officer positions (57.1%) than males (42.9%) (see Table 2.1).

Table 2. 1: Percentage distribution of the respondents by position and sex

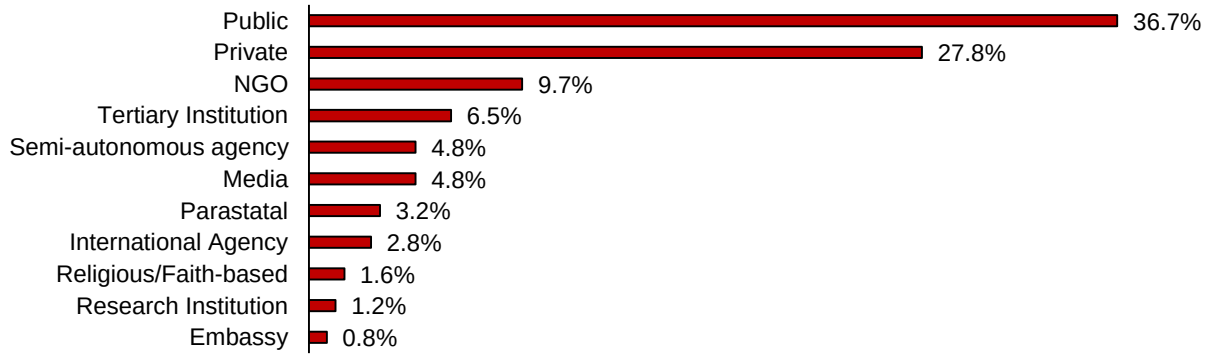
Position of Respondent	Sex of Respondent		Total
	Male	Female	
Head of institution/directorate/unit	87.2	12.8	**100.0**
Deputy Head	81.8	18.2	**100.0**
Senior Officer	82.4	17.6	**100.0**
Officer	72.4	27.6	**100.0**
Junior Officer	42.9	57.1	**100.0**
Total	**81.9**	**18.2**	**100.0**

Overall, 248 respondents participated in the study out of which, 91 are from public institutions/organizations (36.7%). The second largest number of respondents (69) were from private institutions/organizations (27.8%). Three research institutions (1.2%) and two embassies (0.8%) participated in the survey (see Table 2.2 and Figure 2.2).

Table 2. 2: Percentage distribution of type of user organizations/institutions

Type of organization/institution	Count	Per cent
Public	91	36.7
Media	12	4.8
Parastatal	8	3.2
Semi-autonomous agency	12	4.8
International Agency	7	2.8
Embassy	2	0.8
NGO	24	9.7
Religious/Faith-based	4	1.6
Private	69	27.8
Research Institution	3	1.2
Tertiary Institution	16	6.5
Total	248	**100.0**

Figure 2. 1: Percentage distribution of type of organizations/institutions



The survey findings show that 39.6 per cent of the 91 respondents from public institutions/organizations were head of their respective institutions/organizations. The total number of respondents from the media houses, an equivalent from semi-autonomous institutions/organizations, shows that 41.7 per cent were heads and senior officers respectively. Respondents who identified themselves as junior officers representing only 2.8 per cent of the respondents were mainly from public (3.3%), media (8.3%) or private (4.4%) institutions/ organizations (see Table 2.3).

Table 2. 3: Percentage distribution of respondents' position by organizations/institutions

	Position of Respondent					
Type of organization/institution	**Head of institution/directorate/unit**	**Deputy Head**	**Senior Officer**	**Officer**	**Junior Officer**	**Count**
Public	39.6	20.9	23.1	13.2	3.3	91
Media	41.7	0.0	41.7	8.3	8.3	12
Parastatal	12.5	37.5	25.0	25.0	0.0	8
Semi-autonomous agency	25.0	25.0	41.7	8.3	0.0	12
International Agency	14.3	14.3	42.9	28.6	0.0	7
Embassy	0.0	50.0	50.0	0.0	0.0	2
NGO	58.3	12.5	20.8	8.3	0.0	24
Religious/Faith-based	50.0	0.0	50.0	0.0	0.0	4
Private	36.2	17.4	33.3	8.7	4.4	69
Research Institution	33.3	0.0	66.7	0.0	0.0	3
Tertiary Institution	37.5	12.5	31.3	18.8	0.0	16
Total	**37.9**	**17.7**	**29.8**	**11.7**	**2.8**	**248**

2.2 Statistical usage among institutions and organizations

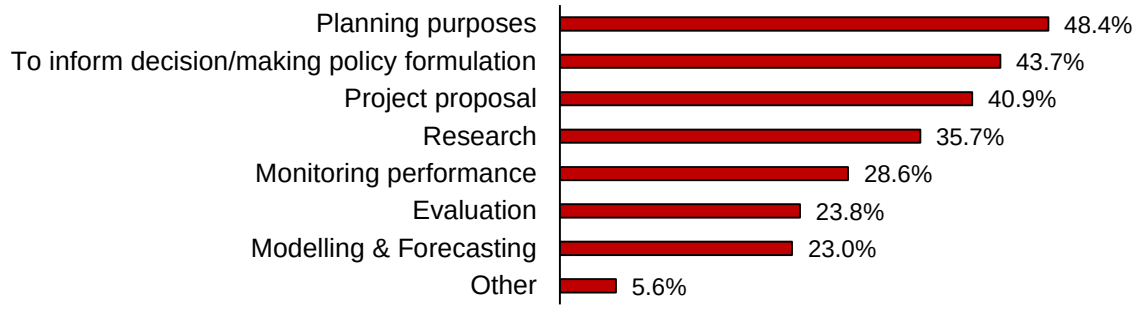
As part of the preliminary attempts to establish the usage of official statistics or statistical products among organizations/institutions, respondents were asked whether they have ever used any official statistics or statistical products from GBoS. The information shown in Table 2.4 shows that about 77 per cent of public organizations/institutions have ever used official statistics or statistical products. All the International agencies and research institutions participated in the survey reported that they have ever used the statistics produced by GBoS. For the private organizations/institutions, 59.4 per cent said they have never used official statistics or statistical products from GBoS. Slightly above 83 per cent of Non-Governmental Organizations (NGOs) said they have ever used the statistics. Overall, 67.3 per cent of the respondents have ever used official statistics or statistical products from GBoS.

Table 2. 4: Percentage distribution of use of statistics by type of organization/institution

	Ever Used GBoS Official Statistics or Statistical Products		
Type of organization/institution	**Yes**	**No**	**Count**
Public	76.9	23.1	91
Media	50.0	50.0	12
Parastatal	75.0	25.0	8
Semi-autonomous agency	83.3	16.7	12
International Agency	100.0	0.0	7
Embassy	50.0	50.0	2
NGO	83.3	16.7	24
Religious/Faith-based	25.0	75.0	4
Private	40.6	59.4	69
Research Institution	100.0	0.0	3
Tertiary Institution	93.8	6.3	16
Total	**67.3**	**32.7**	**248**

Statistics is highly needed for producing well-designed programs and for policy formulation. Therefore, organizations/institutions have been using statistics for numerous purposes. Subsequently, respondents who reported to have ever used official statistics or statistical products were asked for what purposes they have used the statistics for. Overall, the statistics was mainly used by organizations/institutions for planning purposes (48.4%), followed by informing decision making or policy formulation (43.7%) and then for project proposals (40.9%). The lowest proportion of usage was in modelling and forecasting (23%) (see Figure 2.3).

Figure 2. 2: Percentage distribution of purposes for which official statistics is/was used



Respondents who reported to have ever used official statistics or statistical products were further asked whether they have usually find the information they were looking for. Overall, about 62 per cent of the respondents reported to have sometimes found the information and only 3 per cent said for the first time experience they have found the information. Comparatively, among all organizations/institutions, other than the media houses, respondents who reported to have sometimes found the information they were looking for were higher than those who reported to have always found the information (see Table 2.5).

Table 2. 5: Percentage distribution of types of organization/institution by how they have found the information sought

Type of organization/institution	Usually find the information			Count
	Always	Sometimes	First time experience (found the statistics)	
Public	41.4	55.7	2.9	70
Media	66.7	16.7	16.7	6
Parastatal	33.3	66.7	0.0	6
Semi-autonomous agency	40.0	60.0	0.0	10
International Agency	42.9	57.1	0.0	7
Embassy	0.0	100.0	0.0	1
NGO	20.0	75.0	5.0	20
Religious/Faith-based	0.0	100.0	0.0	1
Private	25.0	71.4	3.6	28
Research Institution	0.0	100.0	0.0	3
Tertiary Institution	40.0	60.0	0.0	15
Total	**35.3**	**61.7**	**3.0**	**167**

In order to measure the rate for which statistics were used, 38.6 per cent of the respondents from public organizations/institutions who reported to have ever used official statistics or statistical products said they have used the statistics on ad hoc basis. The use of statistics on ad hoc basis was also common among the media houses (66.7%), parastatals (33.3%), semi-autonomous agencies (70%), NGOs

(55%), private (42.9%) and research institutions (66.7%). Overall, the highest proportion in terms of frequency of statistical usage was on ad hoc basis (41.9%), followed by on quarterly (16.8%) and annual basis (16.2%). International agencies (42.9%) frequently used statistics on monthly basis than any other organizations/institutions (see Table 2.6).

Table 2. 6: Percentage distribution of the frequency of use of statistics or statistical products by type of organizations/institution

Type of organization/institution	Frequency of statistical usage							Count
	Daily	Weekly	Monthly	Quarterly	Bi-annually	Annually	Ad hoc	
Public	8.6	4.3	8.6	12.9	5.7	21.4	38.6	70
Media	16.7	16.7	0.0	0.0	0.0	0.0	66.7	6
Parastatal	0.0	0.0	0.0	33.3	16.7	16.7	33.3	6
Semi-autonomous agency	0.0	10.0	20.0	0.0	0.0	0.0	70.0	10
International Agency	28.6	14.3	42.9	0.0	0.0	14.3	0.0	7
Embassy	0.0	0.0	0.0	0.0	0.0	0.0	100.0	1
NGO	0.0	5.0	0.0	30.0	0.0	10.0	55.0	20
Religious/Faith-based	0.0	0.0	0.0	0.0	0.0	100.0	0.0	1
Private	0.0	3.6	14.3	17.9	0.0	21.4	42.9	28
Research Institution	0.0	33.3	0.0	0.0	0.0	0.0	66.7	3
Tertiary Institution	13.3	6.7	0.0	40.0	6.7	6.7	26.7	15
Total	**6.6**	**6.0**	**9.0**	**16.8**	**3.6**	**16.2**	**41.9**	**167**

2.3 Dissemination of Statistical Metadata

Metadata accessibility (nomenclatures, statistical sources, explanatory notes, methodological description, and references concerning concepts, classifications, & practice) is a fundamental core practice GBoS has adopted. In principle, clarity refers to the data information environment whether data are accompanied with appropriate documentation and metadata, illustrations such as graphs and maps, and the extent to which additional assistance is provided by the Bureau. Supporting information including illustrations and accompanying advice are important tools as some of the users may find it difficult to understand complex statistical theories used in the production and interpretation of data. Therefore, metadata allow users to make appropriate use of the data. GBoS is committed to providing clear and comprehensive metadata to ensure that users are able to interpret and make appropriate use of the statistics.

Overall, as shown in Table 2.7, 58.1 per cent of the respondents who ever used official statistics or statistical products have made used of the metadata. The proportion of organizations/institutions using metadata was higher among public organizations/institutions (60%). The proportions not using the metadata was higher among international agencies (57.1%) and religious/faith-based organizations /institutions as none of them reported to have used the metadata.

Table 2. 7: Percentage distribution of whether organizations/institutions use metadata for statistics or statistical products that they use/used

	Make use of metadata		
Type of organization/institution	**Yes**	**No**	**Count**
Public	60.0	40.0	70
Media	66.7	33.3	6
Parastatal	50.0	50.0	6
Semi-autonomous agency	50.0	50.0	10
International Agency	42.9	57.1	7
Embassy	100.0	0.0	1
NGO	55.0	45.0	20
Religious/Faith-based	0.0	100.0	1
Private	50.0	50.0	28
Research Institution	66.7	33.3	3
Tertiary Institution	80.0	20.0	15
Total	**58.1**	**41.9**	**167**

For each of the official statistics or statistical products that they used, respondents were asked to rate the ease with which they have accessed to the metadata. The proportion of ease of access (i.e. easy or very easy) to metadata of GBoS official statistics or statistical product was highest for health statistics, 90.4 per cent, followed by producer price index (88.9%). On the other hand, at least 46.2 per cent of those who have ever used cartographic/GIS data reported that it was either difficulty or very difficult to have access to the metadata, followed those who reported to have ever used official statistics on labour with 39.1 per cent (see Table 2.8).

Table 2. 8: Percentage distribution of users' rating on access to metadata by type of institutions/organizations

	Access to metadata				
Official statistics/statistical product	**Very Difficult**	**Difficult**	**Easy**	**Very Easy**	**Count**
National Accounts (GDP)	2.6	21.1	68.4	7.9	38
Consumer Price Index	0.0	20.8	62.5	16.7	24
Producer Price Index	0.0	11.1	72.2	16.7	18
Transport Statistics	0.0	30.8	61.5	7.7	13
Tourism statistics	0.0	17.6	64.7	17.6	17
Labour Statistics	4.3	34.8	56.5	4.3	23
External Trade Statistics	0.0	34.8	43.5	21.7	23
Demographic Statistics	5.3	13.2	52.6	28.9	76
Health Statistics	1.9	7.7	69.2	21.2	52
Education Statistics	8.3	13.9	58.3	19.4	36
Gender Statistics	2.4	12.2	61.0	24.4	41
Cartographic/GIS data	11.5	34.6	34.6	19.2	26
Other	20.0	0.0	20.0	60.0	5
Total	**3.8**	**18.1**	**58.2**	**19.9**	**392**

2.4 Data Quality Dimensions

As one of core mandates of its function, GBoS is committed to supplying quality data that satisfied users' needs. It is understood that production of high quality statistics depends on the assessment of data quality. Quality contains components for accuracy, timeliness, relevance, accessibility, and reliability. To ensure that quality is maintained in various statistical processes such as data collection, editing, sampling, weighting etc., GBoS is committed to putting in place a systematic assessment of data quality. This system allows problems to be detected and corrective procedural methods be employed while not compromising statistical integrity. These quality dimensions were part of the survey to enhance user perception of official statistics or statistical products.

Respondents rated timeliness as fair at 34.8 per cent and 33.8 per cent as good. Statistical relevancy, the users perceived, was 44.4 per cent good and 39.7 per cent very good. Accuracy and reliability were rated as good at 56.9 per cent and 46.2 per cent respectively (see Table 2.9).

Table 2. 9: Users' ratings on data quality dimensions

	Data quality dimensions				
Ratings	**Timeliness**	**Relevance**	**Accessibility**	**Accuracy**	**Reliability**
Very Good	13.3	39.7	23.9	17.3	22.6
Good	33.8	44.4	41.2	56.9	46.2
Fair	34.8	13.8	26.0	21.4	27.1
Poor	14.0	1.8	7.4	3.8	3.0
Very Poor	4.1	0.4	1.6	0.5	1.1
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Users were asked whether they were satisfied with the statistical services they received last time they contacted GBoS and the information is presented in Table 2.10 below. Among the user organizations/institutions, about 83 per cent of the public institutions were satisfied with GBoS services. Overall, seven in every ten people who participated in the study said they were satisfied with the statistical services rendered by GBoS. The overall satisfaction rate is 73.4 per cent.

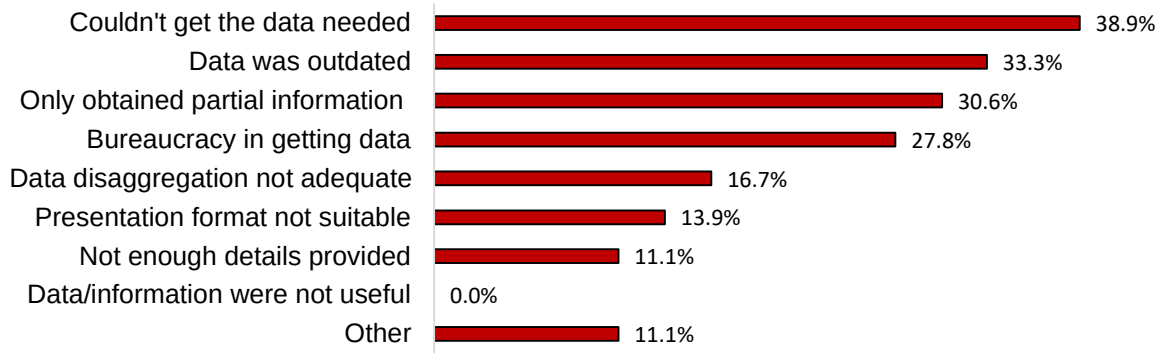
Table 2. 10: Percentage distribution of user satisfaction of GBoS services by organizations/ institution

	Satisfied with GBoS service	
Type of organization/institution	**Yes**	**No**
Public	82.9	17.1
Media	83.3	16.7
Parastatal	83.3	16.7
Semi-autonomous agency	90.0	10.0
International Agency	85.7	14.3
Embassy	100.0	0.0
NGO	80.0	20.0
Religious/Faith-based	100.0	0.0
Private	60.7	39.3
Research Institution	66.7	33.3
Tertiary Institution	73.3	26.7
Total	**73.4**	**26.6**

For those respondents who were not satisfied about 27 per cent, they were asked reasons for their dissatisfaction. Nearly 39 per cent of them said they were not satisfied with GBoS service because they could not get the data needed. This was followed by

data outdated (33.3%) and the lowest proportion among the reasons advanced for dissatisfaction was not enough details provided (11.1%) as shown in Figure 2.3.

Figure 2. 3: Percentage distribution of reasons why users are not satisfied with GBoS services



On whether enough information is provided on any revisions or updates on the official statistics or statistical products that they used, Transport (63.2%) and Labour (53.3%) statistics were reported not to have enough information provided on their revisions and updates (see Table 2.11).

Table 2. 11: Percentage distribution of users' who believed enough information is provided on any revisions/updates by type of statistics

	Is enough information provided on any revisions/updates	
Official statistics/Statistical product	**Yes**	**No**
National Accounts (GDP)	65.6	34.4
Consumer Price Index	69.8	30.2
Producer Price Index	57.7	42.3
Transport statistics	36.8	63.2
Tourism statistics	60.9	39.1
Labour statistics	46.7	53.3
External trade statistics	53.1	46.9
Demographic statistics	71.4	28.6
Health statistics	67.1	32.9
Education statistics	61.4	38.6
Gender statistics	69.6	30.4
Cartographic/GIS data	42.3	57.7
Total	53.8	46.2

Good supply of methodological expertise is essential for some users of statistics, especially those with some knowledge in statistics. As always the case, sound statistical methodologies underpin the design of surveys and other data collection exercises at GBoS so as to achieve a higher degree of standardization of the statistical production process and for comparability purposes. Users of official statistics or statistical products are expected to follow definitions, documentation, and descriptions of data collection methodology.

They respondents were asked whether they have been making use of the official descriptions of the sources and methods used in compiling official statistics. Overall, 61.1 per cent of those who used official statistics or statistical products reported to have referenced official descriptions and methods. Aside from users in the media, parastatals, religious or faith-based and private organizations/institutions, at least 50 per cent of the respondents in each of the remaining organizations/institutions have referenced descriptions of the sources and methods (see Table 2.12).

Table 2. 12: Percentage distribution of users who referred to or made use of the official descriptions of the sources and methods by organization/institution

	Refer to or make use of the official descriptions of the sources and methods used in compiling the statistics	
Type of organization/institution	**Yes**	**No**
Public	66.2	33.8
Media	33.3	66.7
Parastatal	33.3	66.7
Semi-autonomous agency	50.0	50.0
International Agency	71.4	28.6
NGO	70.0	30.0
Religious/Faith-based	0.0	100.0
Private	46.4	53.6
Research Institution	66.7	33.3
Tertiary Institution	73.3	26.7
Total	**61.1**	**38.9**

Users were asked to rate clarity and adequacy of information on statistical methodology used in the production of official statistics or statistical products. Users perceived that clarity and sufficiency of information on computing external trade statistics was very useful (29.1%), useful (48.1%) and fairly useful (20.3%). It is observed that very few of the respondents reported that the information provided on the methodology was not useful (2.9%) (see Table 2.13).

Table 2. 13: Ratings on clarity and adequacy of information on methodology

	Clarity and adequacy of information on methodology			
Official statistics/Statistical product	**Very Useful**	**Useful**	**Fairly Useful**	**Not useful**
National Accounts (GDP)	30.8	41.0	28.2	0.0
Consumer Price Index	32.0	44.0	24.0	0.0
Producer Price Index	10.5	52.6	36.8	0.0
Transport statistics	33.3	44.4	11.1	11.1
Tourism statistics	24.0	28.0	36.0	12.0
Labour statistics	36.4	27.3	27.3	9.1
External trade statistics	29.1	48.1	20.3	2.5
Demographic statistics	22.4	51.0	24.5	2.0
Health statistics	15.6	59.4	25.0	0.0
Education statistics	21.1	63.2	13.2	2.6
Gender statistics	26.1	39.1	30.4	4.3
Cartographic/GIS data	42.9	35.7	21.4	0.0
Total	**26.2**	**46.5**	**24.3**	**2.9**

Statistical products have to be disseminated in an easy manner to understand to facilitate consumption. On a scale of one to four, users were asked about whether presentation of statistical reports was easy to understand. Overall, 78 per cent of users reported that the presentation of statistics was easy to understand and slightly above 7 per cent of users among private organizations/institutions said it was difficult (see Table 2.14).

Table 2. 14: Understanding of how statistics is presented by organization/institution

Type of organization/institution	Very easy	Easy	Difficult	Very difficult
Public	29.4	70.6	0.0	0.0
Media	0.0	66.7	16.7	16.7
Parastatal	16.7	83.3	0.0	0.0
Semi-autonomous agency	40.0	60.0	0.0	0.0
International Agency	14.3	85.7	0.0	0.0
NGO	20.0	65.0	15.0	0.0
Religious/Faith-based	0.0	100.0	0.0	0.0
Private	17.9	75.0	7.1	0.0
Research Institution	0.0	100.0	0.0	0.0
Tertiary Institution	26.7	73.3	0.0	0.0
Total	**16.5**	**78.0**	**3.9**	**0.6**

Table 2.15 shows information on published data formats which users obtained from GBoS. Overall, 35.4 per cent of published data was acquired by users in pdf. This followed by data obtained in excel (34.9%).

Table 2. 15: Percent distribution of published data formats obtained by users by organization/institution

	Format in which published (aggregated) data is obtain from GBoS			
Type of organization/institution	Excel	Word	PDF	HTML & Web Format
Public	43.8	32.6	34.8	10.1
Media	16.7	25.0	16.7	0.0
Parastatal	62.5	50.0	37.5	12.5
Semi-autonomous agency	25.0	41.7	66.7	16.7
International Agency	57.1	14.3	57.1	57.1
Embassy	0.0	0.0	0.0	0.0
NGO	29.2	45.8	45.8	8.3
Religious/Faith-based	25.0	0.0	0.0	0.0
Private	22.1	14.7	20.6	5.9
Research Institution	33.3	0.0	66.7	0.0
Tertiary Institution	68.8	25.0	43.8	31.3
Total	**34.9**	**22.6**	**35.4**	**12.9**

In line with the National Strategy for the Development of Statistics (NSDS II), one of the key strategies was to develop policies governing statistical operations across the National Statistical System (NSS) and the wider statistical community. One of the two indicators for this strategy was for GBoS to develop an advance release calendar to facilitate timeline on availability of data series and statistical publications.

Users were therefore asked whether this publicly disseminated calendar would heighten their appreciation level of GBoS statistical products. Slightly above 97 per cent of users reported in the affirmative and about 3 per cent among users from organizations/institutions reported no (see Table 2.16).

Table 2. 16: Percentage distribution of appreciation of statistical products through provision of publicly disseminated calendar by organization/institution

	Would provision of a publicly disseminated calendar improve your appreciation of GBoS product(s)	
Type of organization/institution	**Yes**	**No**
Public	95.6	4.4
Media	83.3	16.7
Parastatal	100.0	0.0
Semi-autonomous agency	100.0	0.0
International Agency	100.0	0.0
NGO	100.0	0.0
Religious/Faith-based	100.0	0.0
Private	100.0	0.0
Research Institution	100.0	0.0
Tertiary Institution	93.3	6.7
Total	**97.2**	**2.8**

The absence of advanced release calendar could have impact on timelines for data especially on upcoming releases. As a consequence, the delay or lack of official statistics or statistical products could have serious effects on the running of organizations/institutions. Users were asked the effects the delay or lack of official statistics or statistical products could have on their organizations/institutions. Overall, it was reported by 41.3% of users that it could lead to use of poor estimates on the organizations/institutions activities. This is followed by use of alternative sources (36.9%) and delay work plan (32.1%) as shown in Table 2.17.

Table 2. 17: Percent distribution on effect a lack/delay of official statistics or statistical products by organization/institution

	Effect lack/delay of official statistics or statistical products could have on organization/institution activities						
Type of organization /institution	**No effect**	**Delayed work plan**	**Inaccurate budgeting**	**Cannot determine production levels**	**use of poor estimates**	**Use of alternate sources**	**Other**
Public	2.3	50.6	30.3	13.5	51.7	33.7	2.3
Media	8.3	16.7	0.0	0.0	16.7	16.7	8.3
Parastatal	0.0	37.5	25.0	0.0	25.0	37.5	0.0
Semi-autonomous agency	16.7	33.3	25.0	0.0	58.3	16.7	0.0
International Agency	0.0	71.4	42.9	42.9	85.7	71.4	14.3
Embassy	0.0	0.0	0.0	0.0	0.0	0.0	0.0
NGO	8.3	33.3	33.3	0.0	45.8	37.5	8.3
Religious/Faith-based	0.0	25.0	0.0	0.0	0.0	0.0	0.0
Private	4.4	14.7	11.8	8.8	20.6	23.5	1.5
Research Institution	0.0	33.3	33.3	33.3	100.0	100.0	0.0
Tertiary Institution	6.3	37.5	12.5	0.0	50.0	68.8	12.5
Total	**4.2**	**32.1**	**19.5**	**9.0**	**41.3**	**36.9**	**4.3**

Users are privileged to numerous avenues in place to get data from GBoS. Overall, the highest proportion on ways of obtaining data from GBoS was through the website or portal (39.5%) followed by through email or telephone (23.4%). Only 5.2 per cent

of the users reported to have paid for the data obtained from GBoS. This could only be cartographic products[3] (maps) (see Table 2.18).

Table 2. 18: Percent distribution of obtaining data by organization/institution

Type of organization /institution	How statistics produced by GBoS is obtained							
	Purchase from GBoS	GBoS Library	GBoS (other units excluding the library)	GBoS Website /portal	Telephone /Email	Dissemination workshop	Media	Other
Public	2.3	10.1	22.5	43.8	19.1	21.4	9.0	11.2
Media	0.0	0.0	8.3	16.7	0.0	16.7	16.7	8.3
Parastatal	12.5	0.0	12.5	50.0	37.5	12.5	0.0	0.0
Semi-autonomous agency	16.7	0.0	33.3	41.7	50.0	25.0	8.3	0.0
International Agency	0.0	14.3	28.6	71.4	71.4	28.6	0.0	0.0
Embassy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
NGO	8.3	12.5	33.3	41.7	16.7	25.0	8.3	0.0
Religious/Faith-based	25.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0
Private	4.4	5.9	14.7	26.5	20.6	10.3	2.9	5.9
Research Institution	0.0	0.0	0.0	100.0	66.7	0.0	33.3	0.0
Tertiary Institution	6.3	6.3	31.3	62.5	31.3	12.5	18.8	6.3
Total	**5.2**	**8.1**	**20.6**	**39.5**	**23.4**	**17.7**	**7.7**	**6.5**

Table 2.19 presents those who positively reported their preference of geographical disaggregation of data. Overall, 56.1 per cent of users across organizations/institutions preferred data to be disaggregated by national level. This is followed by users who preferred disaggregation by region (53.2%), Local Government Area (44%) and area (43.2%). Slightly above 32 per cent of users reported would prefer the data by ward and by settlement.

Table 2. 19: Preference of geographical disaggregation of data by organization/institution

Type of organization /institution	Preference for geographical disaggregation of data						
	National	Area (Urban/Rural)	Regional	LGA	District	Ward	Settlement
Public	61.5	49.5	60.4	55.0	56.0	41.8	40.7
Media	41.7	41.7	33.3	33.3	25.0	25.0	25.0
Parastatal	62.5	37.5	50.0	25.0	0.0	12.5	12.5
Semi-autonomous agency	83.3	66.7	75.0	58.3	50.0	41.7	50.0
International Agency	71.4	57.1	71.4	57.1	57.1	42.9	57.1
Embassy	50.0	50.0	50.0	0.0	0.0	0.0	0.0
NGO	79.2	50.0	75.0	50.0	62.5	41.7	37.5
Religious/Faith-based	25.0	0.0	25.0	25.0	0.0	0.0	0.0
Private	34.8	24.6	29.0	23.2	21.7	15.9	17.4
Research Institution	66.7	100.0	100.0	100.0	100.0	66.7	33.3
Tertiary Institution	68.8	56.3	75.0	62.5	50.0	43.8	43.8
Total	**56.1**	**43.2**	**53.2**	**44.0**	**42.3**	**32.3**	**32.3**

The users' main preference for dataset formats shows that, on average, about 76 per cent of users from organizations/institutions reported excel as their dataset preference. This could be due to the fact that Microsoft excel has powerful analytical tools which enable users to analyze large amounts of data. Additionally, excel has graphic capabilities that allows you to summarize, organize and structure your data. Other statistical software can be used for importing data from excel files. Across all organizations/institutions, with the exception of the media (50%), at least 60 per cent of the respondents reported to prefer excel to other formats. The other preferred

[3] Official statistics or statistical products are freely obtainable from GBoS. Enumeration Area maps are the only products users buy from the Bureau.

formats was text files (8.5%), followed by Statistical Product and Service Solutions (SPSS) (7.4%) as shown in Table 2.20.

Table 2. 20: Preference for datasets format by organization/institution

Type of organization /institution	Preference for datasets format						
	Excel (.xlx)	Text file (.txt)	SPSS (.sav)	Stata (.dta)	R (.rdata)	Python (.hpp)	Shapefile (.shp)
Public	88.2	2.9	5.9	0.0	1.5	0.0	1.5
Media	50.0	33.3	0.0	0.0	0.0	16.7	0.0
Parastatal	83.3	16.7	0.0	0.0	0.0	0.0	0.0
Semi-autonomous agency	60.0	10.0	30.0	0.0	0.0	0.0	0.0
International Agency	85.7	0.0	14.3	0.0	0.0	0.0	0.0
NGO	75.0	5.0	10.0	0.0	5.0	5.0	0.0
Religious/Faith-based	100.0	0.0	0.0	0.0	0.0	0.0	0.0
Private	67.9	10.7	7.1	7.1	3.6	0.0	3.6
Research Institution	66.7	0.0	0.0	33.3	0.0	0.0	0.0
Tertiary Institution	80.0	6.7	6.7	0.0	0.0	0.0	6.7
Total	**75.7**	**8.5**	**7.4**	**4.0**	**1.0**	**2.2**	**1.2**

Information about users' preferable choice of published data format they would like to acquire from GBoS could be important in assessing whether there is any need to shift or improve on the available ones. Overall, more than half of the users (52.2%) reported to prefer excel to any other format. This was followed by preference for pdf (33.7%) (see Table 2.21).

Table 2. 21: Preference of main format for published data by organization/institution

Type of organization/institution	Preference for main desirable format that you would like to acquire the published (aggregated) data from GBoS			
	PDF	Excel	Word	HTML & Web Format
Public	26.5	60.3	11.8	1.5
Media	16.7	33.3	50.0	0.0
Parastatal	50.0	50.0	0.0	0.0
Semi-autonomous agency	50.0	50.0	0.0	0.0
International Agency	42.9	28.6	14.3	14.3
NGO	35.0	40.0	25.0	0.0
Religious/Faith-based	0.0	100.0	0.0	0.0
Private	35.7	46.4	14.3	3.6
Research Institution	33.3	66.7	0.0	0.0
Tertiary Institution	46.7	46.7	6.7	0.0
Total	**33.7**	**52.2**	**12.2**	**1.9**

CHAPTER 3: USER DATA NEEDS

This chapter focuses on the data needs of users. It covers the main source of both primary and secondary data of the organizations/institutions and the data needs they have which are not available from their sources. It also assesses the level of data disaggregation preferred by users.

3.1 Collection of primary and secondary data

There are two main sources of data – primary and secondary. Primary data is directly from the original source or collected for the first time. Primary data collection may be costly and time consuming and as such some institutions might prefer collecting secondary data to primary data for their own use. Secondary data collection technique is the collection of data that has already been collected (from the original source) and available for use by others. There are many reasons why users collect secondary data instead of primary data and among them include; relatively less time consuming, less costly, relatively easy to access/obtain and usually readily available.

During the survey, respondents were asked whether their organizations/institutions collect any form of primary data either for their organizations/institutions or for other organizations/institutions. Semi-autonomous agencies (91.7%), has the highest proportion among organizations/institutions that collect primary data followed by NGOs (83.3%), public institutions/organisations (82.4%) and tertiary institutions (81.3%). Overall, about 68 per cent of the institutions reported that they collect primary data (see Table 3.1). Respondents were also asked whether their institutions collect secondary data. The findings of the survey shows that 71.4 per cent of the respondents reported that their organizations/institutions collect secondary data. The highest proportion of organizations/institutions that reported using secondary data were research institutions and international agencies.

Table 3. 1: Percentage distribution of data collection method by organization/institution

	Organizations/ institutions collecting primary data		Organizations/ institutions collecting secondary data		
Type of organization/institution	**Yes**	**No**	**Yes**	**No**	**Count**
Public	82.4	17.6	80.2	19.8	91
Media	16.7	83.3	25.0	75.0	12
Parastatal	62.5	37.5	75.0	25.0	8
Semi-autonomous Agency	91.7	8.3	75.0	25.0	12
International Agency	42.9	57.1	100.0	0.0	7
Embassy	50.0	50.0	50.0	50.0	2
NGO	83.3	16.7	87.5	12.5	24
Religious/Faith-based	75.0	25.0	75.0	25.0	4
Private	47.8	52.2	56.5	43.5	69
Research Institution	66.7	33.3	100.0	0.0	3
Tertiary Institution	81.3	18.8	75.0	25.0	16
Total	**67.7**	**32.3**	**71.4**	**28.6**	**248**

Frequency of collecting data differs from one organization/institution to another and this could be attributable to data needs, resource (human and financial) availability, time, and/or capacity strength of the organization/institution. Thus, respondents who reported that their organizations/institutions collected primary data were further asked the frequency of the data collection. The results of the survey shows data collection

on monthly basis was the most common accounting for 20.2 per cent. This is followed by data collection on daily and quarterly basis each with 18.5 per cent. Analysis of the data by type of organization/institution shows that about 39 per cent of tertiary institutions and 35 per cent of NGOs collect primary data on ad hoc basis while 27 per cent of private organizations/institutions reported collecting primary data daily. About 27 per cent of semi-autonomous agencies and 22.7 per cent of public organizations/institutions collect primary data monthly (see Table 3.2).

Table 3. 2: Frequency of collecting primary data by organization/institution

Type of organization /institution	Frequency of collecting primary data								
	Daily	Weekly	Monthly	Quarterly	Bi-annual	Yearly	Ad hoc	Other	Count
Public	18.7	4.0	22.7	21.3	2.7	17.3	9.3	4.0	75
Media	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2
Parastatal	20.0	0.0	40.0	40.0	0.0	0.0	0.0	0.0	5
Semi-autonomous agency	18.2	18.2	27.3	9.1	9.1	9.1	9.1	0.0	11
International Agency	0.0	0.0	66.7	33.3	0.0	0.0	0.0	0.0	3
Embassy	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	1
NGO	0.0	5.0	20.0	20.0	0.0	15.0	35.0	5.0	20
Religious/Faith-based	0.0	0.0	0.0	0.0	0.0	0.0	66.7	33.3	3
Private	27.3	6.1	18.2	12.1	3.0	12.1	18.2	3.0	33
Research Institution	50.0	0.0	0.0	0.0	0.0	0.0	50.0	0.0	2
Tertiary Institution	15.4	0.0	0.0	23.1	0.0	7.7	38.5	15.4	13
Total	**18.5**	**4.8**	**20.2**	**18.5**	**2.4**	**13.1**	**17.9**	**4.8**	**168**

While data collection is one step in gathering the necessary information, making the data useful requires the data to be processed which involves analysing the data. Respondents were asked about how the data they collected is analysed and the results are presented in Table 3.3.

Overall, 78 per cent of the respondents reported that their organizations/institutions analyze the data themselves while only 8.3 per cent reported the analysis is outsourced. By organization, all the international agencies, embassies and faith-based institutions reported that they analyze the data themselves. While 2 out of 10 and 1 out of 4 of the parastatals and NGOs respectively reported that the analysis is outsourced (see Table 3.3).

Table 3. 3: Percentage distribution of users' analysis of own primary data by organization /institution

Type of organization/institution	Who analyses the data			
	Ourselves (institution)	Outsource the analysis	Both	Count
Public	82.7	6.7	10.7	75
Media	50.0	0.0	50.0	2
Parastatal	40.0	20.0	40.0	5
Semi-autonomous agency	81.8	0.0	18.2	11
International Agency	100.0	0.0	0.0	3
Embassy	100.0	0.0	0.0	1
NGO	50.0	25.0	25.0	20
Religious/Faith-based	100.0	0.0	0.0	3
Private	81.8	9.1	9.1	33
Research Institution	50.0	0.0	50.0	2
Tertiary Institution	92.3	0.0	7.7	13
Total	**78.0**	**8.3**	**13.7**	**168**

There are mainly three primary data collection sources – census, survey and administrative data. Census is similar to survey, however, census involves the coverage of the entire population of interest while survey covers a sample or a sub-set of the population of interest. Consequently, the conduct of survey is usually more frequent than the conduct of a census since census is relatively more expensive and time consuming. Administrative data collection is easier to conduct compared to surveys and censuses since it is less time consuming and less costly.

Respondents who reported that their organizations/institutions collect secondary data were asked about the main source of the data. Overall, more than half (54.2%) of the organizations/institutions reported administrative data as their main source of primary data. Parastatals and religious/faith-based organizations/institutions have the highest proportions among the organizations/institutions that used administrative data as their main source of primary data. Survey is the main source of primary data for NGOs (55%), as shown in Table 3.4.

Table 3. 4: Main source of primary data by organization/institution

Type of organization/institution	Main Source of Primary data				Count
	Census	Survey	Administrative data	Other	
Public	10.7	22.7	62.7	4.0	75
Media	0.0	50.0	50.0	0.0	2
Parastatal	0.0	20.0	80.0	0.0	5
Semi-autonomous agency	0.0	27.3	63.6	9.1	11
International Agency	0.0	66.7	33.3	0.0	3
Embassy	0.0	100.0	0.0	0.0	1
NGO	10.0	55.0	35.0	0.0	20
Religious/Faith-based	0.0	33.3	66.7	0.0	3
Private	6.1	39.4	48.5	6.1	33
Research Institution	0.0	50.0	50.0	0.0	2
Tertiary Institution	15.4	46.2	38.5	0.0	13
Total	**8.3**	**33.9**	**54.2**	**3.6**	**168**

For those organizations/institutions that reported using secondary data as their main source, as shown in Table 3.5 below, GBoS serves is the source for 49.2 per cent of the organizations/institutions compared to 22.6 per cent for other public institutions. Furthermore, about 5 per cent of the respondents reported Central Bank of The Gambia (CBG) as their main source of secondary. The table further shows that at least 8 out of 10 of the parastatals and 7 out of 10 of the international agencies reported GBoS as their main source of secondary data (see Table 3.5).

Table 3. 5: Main source of secondary data by organization/institution

Type of organization /institution	Main Source of secondary data										
	GBoS	Public institut-ions	Private Sector	NGO	IMF	World bank	African Develo pment Bank	UN Age-ncy	Central Bank of The Gambia	Other	Count
Public	53.4	23.3	1.4	1.4	1.4	2.7	0.0	1.4	1.4	13.7	73
Media	66.7	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3
Parastatal	83.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7	6
Semi-autonomous agency	66.7	11.1	0.0	0.0	0.0	0.0	11.1	0.0	0.0	11.1	9
International Agency	71.4	14.3	0.0	0.0	0.0	0.0	0.0	14.3	0.0	0.0	7
Embassy	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1
NGO	47.6	23.8	0.0	9.5	0.0	0.0	0.0	14.3	0.0	4.8	21
Religious /Faith based	33.3	33.3	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	3
Private	28.2	25.6	10.3	0.0	2.6	2.6	0.0	0.0	20.5	10.3	39
Research Institution	0.0	33.3	0.0	33.3	0.0	33.3	0.0	0.0	0.0	0.0	3
Tertiary Institution	58.3	25.0	0.0	0.0	0.0	0.0	0.0	8.3	0.0	8.3	12
Total	**49.2**	**22.6**	**2.8**	**2.8**	**1.1**	**2.3**	**0.6**	**3.4**	**5.1**	**10.2**	**177**

3.2 Data needs of users

It is important to note that not all data required by institutions can be produced by them or obtained from secondary sources. As GBoS was reported by most organizations/institutions as their main source of secondary data, it is important to know the data needs of users that are not addressed by GBoS.

One of the means of obtaining data from GBoS is through the Bureau's library where printed copies of statistical products produced by the Bureau or other organizations/institutions are kept for public use.

Respondents were asked during the survey whether there are data that their organizations/institutions need and is not available from their sources. All the research institutions reported that they need data which is not available from their sources. Additionally, apart from the private institutions, the media and faith-based organizations, at least half of all other organizations/institutions reported that they have data needs which are not available from their sources. Overall, more than half (56%) of the respondents reported that they have data needs which is not available from their sources (see Table 3.6).

Respondents who reported that their organizations/institutions need data and is not available were further asked whether there were data that their organizations/institutions would like to have. Overall, 60.5 per cent of the respondents answered in the affirmative. All the research institutions reported that they would like to have other data while private organizations/institutions recorded the lowest proportion (49.3%). The high proportions of organisations/institutions affirming that their data needs that are not addressed by their sources are a source of vital information for the data producers but most importantly for GBoS as the coordinating agency for the National Statistics System and the lead agency in the production of official statistics and statistical products (see Table 3.6).

Respondents were also asked whether they are aware of the existence of a library at GBoS. Overall, 73.4 per cent of the respondents reported that they are not aware of the existence of a library at GBoS. By organization, while all the faith-based institutions and embassies are not aware of the existence of a library at GBoS, less than 2 out of 10 tertiary institutions and media houses are aware of the existence of a library at GBoS (see Table 3.6).

Table 3. 6: Percent distribution of data needs and awareness of GBoS library

Type of organization/institution	Data needed and not available from source		Any other data you would like to have		Aware that GBoS has a library		Count
	Yes	No	Yes	No	Yes	No	
Public	54.9	45.1	60.4	39.6	34.1	65.9	91
Media	41.7	58.3	50.0	50.0	50.0	50.0	12
Parastatal	50.0	50.0	50.0	50.0	25.0	75.0	8
Semi-autonomous agency	66.7	33.3	83.3	16.7	41.7	58.3	12
International Agency	85.7	14.3	85.7	14.3	42.9	57.1	7
Embassy	100.0	0.0	50.0	50.0	0.0	100.0	2
NGO	54.2	45.8	75.0	25.0	25.0	75.0	24
Religious/Faith-based	25.0	75.0	50.0	50.0	0.0	100.0	4
Private	49.3	50.7	49.3	50.7	13.0	87.0	69
Research Institution	100.0	0.0	100.0	0.0	33.3	66.7	3
Tertiary Institution	81.3	18.8	68.8	31.3	18.8	81.3	16
Total	**56.0**	**44.0**	**60.5**	**39.5**	**26.6**	**73.4**	**248**

The data on disaggregation preference can help GBoS determine what level of disaggregation users mainly prefer. Thus, respondents were asked to state all the possible levels of data disaggregation that they would prefer. The most commonly reported level of disaggregation reported by the respondents was regional with 83.9 per cent. This is followed by users who reported the data to be disaggregated by sex and age with 73.2 per cent and 71.8 per cent respectively.

All organizations/institutions except parastatals and religious/faith-based organizations reported that they prefer disaggregation by all levels (see Table 3.7).

Table 3. 7: Preference of data disaggregation by organization/institution

Type of organization /institution	Disaggregation preference for the needed data										Count
	Age	Sex	Regio-nal	LGA	Area	Dist-rict	Ward	Settle-ment	Eth n-icity	Other	
Public	72.7	80.0	90.9	69.1	72.7	78.2	67.3	67.3	41.8	10.9	55
Media	83.3	83.3	66.7	66.7	66.7	33.3	33.3	16.7	33.3	0.0	6
Parastatal	50.0	50.0	75.0	50.0	25.0	0.0	25.0	25.0	0.0	0.0	4
Semi-autonomous agency	60.0	60.0	80.0	70.0	60.0	40.0	30.0	20.0	20.0	0.0	10
International Agency	100.0	100.0	100.0	83.3	66.7	66.7	50.0	50.0	16.7	0.0	6
Embassy	100.0	100.0	100.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	1
NGO	88.2	82.4	88.2	58.8	58.8	70.6	41.2	52.9	41.2	5.9	17
Religious/Faith-based	100.0	100.0	50.0	50.0	50.0	0.0	0.0	50.0	0.0	0.0	2
Private	58.8	55.9	70.6	35.3	41.2	50.0	20.6	26.5	17.6	17.6	34
Research Institution	100.0	100.0	100.0	100.0	100.0	100.0	66.7	33.3	66.7	33.3	3
Tertiary Institution	63.6	63.6	90.9	72.7	63.6	54.5	45.5	54.5	27.3	0.0	11
Total	**71.8**	**73.2**	**83.9**	**60.4**	**61.1**	**61.1**	**45.0**	**47.7**	**30.9**	**9.4**	**149**

The data needs of organizations/institutions are different depending on their areas of operation and/or interest. Users who reported that they would like to have other data (60.5%) were further asked to list the specific data they want the Bureau to produce. The list is provided in Table 1A in the Appendix. Considering the nature and magnitude of data users want GBoS to produce there will be challenges especially in the area of human resource. The list will enable the Bureau to strive to meet data needs of users which is their mandate and is not produced by the Bureau. As the coordinating agency of the NSS, it can also enable the Bureau to work with other institutions in the NSS for the production of such information.

CHAPTER 4: USER PERSPECTIVE OF GBoS WEBSITE/PORTAL

Websites have become an integral part of modern communication, information sharing, awareness creation and publicity. Websites also create a platform for international marketing and has thus become very important in the corporate world. The User Satisfaction Survey, therefore, assess users' knowledge about the existence of GBoS website/portal, their views on design and appearance, coverage of information and statistics, organization of information. Users were also asked about their purpose of visit to the website/portal. This information will help the Bureau to improve its services on the website/portal such as making it more accessible, improving its content and coverage and making sure that it's always updated. It will also enable the Bureau to determine whether to change the design and appearance of the website/portal or not.

Table 4.1 shows the distribution of users' awareness of GBoS website/portal by organization/institution. About 66 per cent of the respondents were aware of the existence of the GBoS website/portal while 34.3 per cent had no knowledge about the existence of the website/portal.

Table 4. 1: Percentage distribution of users' awareness of GBoS website/portal by organization/institution

	Knowledge on existence of GBoS website/Portal		
Type of organization/institution	**Yes**	**No**	**Count**
Public	69.2	30.8	91
Media	83.3	16.7	12
Parastatal	75.0	25.0	8
Semi-autonomous agency	66.7	33.3	12
International Agency	100.0	0.0	7
Embassy	50.0	50.0	2
NGO	75.0	25.0	24
Religious/Faith-based	25.0	75.0	4
Private	50.7	49.3	69
Research Institution	100.0	0.0	3
Tertiary Institution	68.8	31.3	16
Total	**65.7**	**34.3**	**248**

Table 4.2 presents data on frequency of using GBoS website/portal by organization/institution. The data shows that majority of the users use the website/portal when the need arises. Of the 163 respondents, 70.6 per cent reported that they use the website/portal on needs basis. High frequency users are public institutions (1.6% daily), research institutions (33.3% weekly) and international agencies (14.3% weekly). Slightly above 23 per cent of the respondents stated that they have never used GBoS website/portal.

Table 4. 2: Frequency of using website/portal by organization/institution

Type of organization/institution	Frequency of using GBoS website/Portal						Count
	Daily	Weekly	Monthly	As per needs	Never used	Other	
Public	1.6	0.0	0.0	71.4	25.4	1.6	63
Media	0.0	0.0	10.0	40.0	50.0	0.0	10
Parastatal	0.0	0.0	0.0	83.3	16.7	0.0	6
Semi-autonomous agency	0.0	0.0	0.0	87.5	12.5	0.0	8
International Agency	0.0	14.3	0.0	85.7	0.0	0.0	7
Embassy	0.0	0.0	0.0	100.0	0.0	0.0	1
NGO	0.0	0.0	5.6	61.1	22.2	11.1	18
Religious/Faith-based	0.0	0.0	0.0	100.0	0.0	0.0	1
Private	0.0	0.0	2.9	71.4	25.7	0.0	35
Research Institution	0.0	33.3	0.0	66.7	0.0	0.0	3
Tertiary Institution	0.0	0.0	9.1	72.7	18.2	0.0	11
Total	**0.6**	**1.2**	**2.5**	**70.6**	**23.3**	**1.8**	**163**

On the purpose of using GBoS website/portal is presented in Table 4.3 by organization/institution. The data shows that most of the institutions/organizations use the website/portal to download publications. The five respondents from the media all use the website/portal to find information on surveys. Most private organizations/institutions (42.3%) also use the website/portal to find information on surveys. Majority of the respondents looking for information on metadata are tertiary institutions, research institutions, NGOs and private researchers.

Table 4. 3: Percentage distribution users' purpose of using GBoS website by organization/institution

Type of organization/institution	Main purpose of using GBoS website/Portal					Count
	Downloading publications	Information on surveys	Information on censuses	Information on metadata	Other	
Public	42.6	25.5	23.4	2.1	6.4	47
Media	0.0	100.0	0.0	0.0	0.0	5
Parastatal	60.0	40.0	0.0	0.0	0.0	5
Semi-autonomous agency	28.6	28.6	14.3	0.0	28.6	7
International Agency	71.4	28.6	0.0	0.0	0.0	7
Embassy	0.0	0.0	100.0	0.0	0.0	1
NGO	28.6	21.4	28.6	14.3	7.1	14
Religious/Faith-based	100.0	0.0	0.0	0.0	0.0	1
Private	19.2	42.3	23.1	11.5	3.8	26
Research Institution	66.7	0.0	0.0	33.3	0.0	3
Tertiary Institution	44.4	33.3	11.1	11.1	0.0	9
Total	**36.8**	**32.0**	**19.2**	**6.4**	**5.6**	**125**

Table 4.4 shows users' ratings of the GBoS website/portal. In terms of design and appearance 65.6 per cent of the users were of the view that it is good. Only 4 per cent and 1.6 per cent of the organizations/institutions rated design and appearance as bad and worse respectively. The purpose of the design of the website is to make it user friendly and attractive to encourage frequent visits by users. The design is also intended to facilitate the search and identification of services provided on the website.

About 58 per cent of the users rated coverage of information and statistics as good. On organization of information and the statistics, about 59 per cent were of the view that it is good. Overall, about 60 per cent of the users rated the website/portal as good while on user friendliness, 55.2 per cent rated it as good.

Table 4. 4: Users' ratings of GBoS website/portal by organization/institution

	Rating				
Website/portal attribute	**Excellent**	**Good**	**Medium**	**Bad**	**Worse**
Design and appearance	8.0	65.6	20.8	4.0	1.6
Coverage of information & statistics	4.8	58.4	28.0	7.2	1.6
Organization of information & statistics	5.6	59.2	29.6	4.8	0.8
User friendly	11.2	55.2	25.6	7.2	0.8
Overall evaluation of the website	4.0	59.2	33.6	2.4	0.8
Total	**6.7**	**59.5**	**27.5**	**5.1**	**1.1**

CHAPTER 5: USER PERSPECTIVE ON GBoS STATISTICAL SERVICES

Chapter 5 focuses on the quality of service provided by GBoS to users, why users contact GBoS, problems faced by users when obtaining data from the Bureau and how long it usually takes before they receive the information requested. Such information could help the Bureau to provide better and timely information to the public.

Additionally, the chapter also covers suggestions made by respondents on ways they think GBoS could use to improve its services and how the quality of the data produced within the National Statistical System (NSS) could be improved.

5.1 Contact GBoS for statistical products and/or services

The respondents were asked whether they have ever contacted the Bureau for data or other services. The data in Table 5.1 shows that 57.3 per cent of the respondents have ever contacted GBoS for data or other reasons. All the research institutions and international agencies have ever contacted GBoS for data or other services. Considering the role of the media in disseminating information, 41.7 per cent of the media ever contacted GBoS for data or other services.

Respondents who reported to have ever contacted GBoS were further asked how many times they have contacted GBoS in the last 12 months preceding the survey. The data in Table 5.1 shows that overall almost 8 out of the 10 organizations/institutions who reported they have ever contacted GBoS in the last 12 months preceding the survey reported they contacted GBoS at least once.

International agencies (42.9%) contacted GBoS more than any other organizations/institutions within the last 12 months preceding the survey followed by research institutions (33%). The media (40%) had the highest proportion among organizations/institutions that did not contact GBoS in the last 12 months preceding the survey, followed by parastatals with 33.3 per cent and NGOs with 29.4 per cent (see Table 5.1).

Table 5. 1: Percentage distribution of ever contacting GBoS by organization/institution

	Ever contacted GBoS for data or other services			Ever contacted GBoS in the last 12 months				
Type of organization/institution	**Yes**	**No**	**Count**	**None**	**Once**	**2 to 5 times**	**More than 5 times**	**Count**
Public	59.3	40.7	91	27.8	24.1	33.3	14.8	54
Media	41.7	58.3	12	40.0	40.0	20.0	0.0	5
Parastatal	75.0	25.0	8	33.3	16.7	50.0	0.0	6
Semi-autonomous agency	91.7	8.3	12	27.3	18.2	36.4	18.2	11
International Agency	100.0	0.0	7	0.0	28.6	28.6	42.9	7
Embassy	50.0	50.0	2	0.0	0.0	100.0	0.0	1
NGO	70.8	29.2	24	29.4	29.4	35.3	5.9	17
Religious/Faith-based	25.0	75.0	4	0.0	100.0	0.0	0.0	1
Private	34.8	65.2	69	12.5	45.8	41.7	0.0	24
Research Institution	100.0	0.0	3	0.0	0.0	66.7	33.3	3
Tertiary Institution	81.3	18.8	16	15.4	15.4	53.8	15.4	13
Total	**57.3**	**42.7**	**248**	**22.5**	**27.5**	**38.0**	**12.0**	**142**

According to the Statistics Act (2005), the Bureau is the principal body responsible for collecting and disseminating statistical products, monitoring and coordinating the NSS and carrying out functions required for all other statistical services. The Act also clearly states that the Bureau is the principal source of official statistics and responsible for the coordination of statistical policy, and the standardization of methodologies for collecting, processing and disseminating statistics.

Thus, respondents who reported to have contacted GBoS in the last 12 months were asked the reason(s) why they contacted GBoS in the last 12 months preceding the survey. The most cited reason by the respondents was to collect data (66.4%), followed by enquiry on the availability of data (61.8%). About 24 per cent and 20 per cent of the respondents reported that they contacted the Bureau to seek clarification and to conduct surveys in collaboration with GBoS respectively.

By organization, all parastatals reported that they contacted GBoS for data while none of the faith-based organizations/institutions reported they contacted GBoS for data. While 28.6 per cent of the international agencies reported that they contacted GBoS in order to provide technical support to the Bureau, 66.7 per cent of the research institutions contacted GBoS for technical support (see Table 5.2).

Table 5. 2: Percentage distribution of reasons for contacting GBoS during the last 12 months preceding the survey by organization/institution

Type of organization/ institution	Reasons for contacting GBoS in the last 12 Months												
	Collect data/ information	To conduct survey(s) in collaboration with the Bureau	Enquiries on availability of data	Consulting for statistical practice	Capacity building	Providing technical support to GBoS	Material support to GBoS	Financial support to conduct survey(s)	Cartographic / GIS Service	Seek clarification	Data analysis	For query	Other
Public	59.0	28.2	59.0	12.8	20.5	2.6	2.6	2.6	12.8	15.4	7.7	2.6	2.6
Media	66.7	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0
Parastatal	100.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0	25.0	25.0	25.0	25.0	0.0
Semi-autonomous agency	50.0	75.0	50.0	25.0	25.0	0.0	0.0	0.0	25.0	37.5	25.0	0.0	0.0
International Agency	85.7	14.3	100.0	28.6	14.3	28.6	14.3	28.6	14.3	42.9	14.3	14.3	14.3
Embassy	100.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0
NGO	66.7	0.0	58.3	0.0	16.7	0.0	0.0	0.0	0.0	33.3	16.7	16.7	0.0
Religious/Faith-based	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Private	76.2	4.8	61.9	14.3	0.0	9.5	0.0	0.0	0.0	28.6	14.3	4.8	0.0
Research Institution	33.3	33.3	66.7	66.7	33.3	66.7	0.0	0.0	100.0	33.3	33.3	33.3	0.0
Tertiary Institution	72.7	0.0	72.7	18.2	9.1	9.1	0.0	0.0	9.1	0.0	0.0	0.0	0.0
Total	**66.4**	**20.0**	**61.8**	**14.5**	**13.6**	**7.3**	**1.8**	**2.7**	**12.7**	**23.6**	**11.8**	**6.4**	**1.8**

5.2 GBoS service delivery

Respondents who reported to have contacted GBoS in the last 12 months preceding the survey were asked whether their request for official statistics, statistical products or services were met in the most recent contact they had with the Bureau.

About 3 out of 10 organizations/institutions reported that their request were only partially met while 11.3 per cent of the respondents reported that their request were never met. Overall, the request of organizations/institutions were mostly fully met by the Bureau (59.1%). At least two-thirds of all the institutions except the media, private institutions and tertiary institutions reported that their request were fully met (see Table 5.3).

Table 5. 3: Percentage distribution of users' request by organization/institution

Type of organization/ institution	Request or need met			Count
	Yes, fully	Yes, partially	No	
Public	66.7	28.2	5.1	39
Media	33.3	33.3	33.3	3
Parastatal	75.0	0.0	25.0	4
Semi-autonomous agency	87.5	12.5	0.0	8
International Agency	71.4	28.6	0.0	7
Embassy	0.0	100.0	0.0	1
NGO	66.7	25.0	8.3	12
Religious/Faith-based	100.0	0.0	0.0	1
Private	42.9	38.1	19.0	21
Research Institution	66.7	0.0	33.3	3
Tertiary Institution	27.3	45.5	27.3	11
Total	**59.1**	**29.1**	**11.8**	**110**

Users whose request were never met or were partially met were further asked why their request were partially or never met. The reasons mostly cited by the respondents was that the data requested was not available (40.6%), followed by data gap due to unavailability of the data by level of disaggregation (34.4%).

Furthermore, about 13 per cent of the respondents reported that the data was outdated as the reason for their request or need not met. Other reasons (12.5%) reported by the users as to why their requests are not met were because the data not timely assessable and payment for GIS data (see Table 5.4).

Table 5. 4: Percentage distribution of key reasons for request or need partially met or not met

Type of organization/ institution	Reasons for request or need partially met or not met			
	Data not available	Data outdated	Data gap by level of disaggregation	Other
Public	23.1	0.0	61.5	15.4
Media	50.0	50.0	0.0	0.0
Parastatal	0.0	0.0	0.0	100.0
Semi-autonomous agency	0.0	0.0	0.0	100.0
International Agency	100.0	0.0	0.0	0.0
Embassy	100.0	0.0	0.0	0.0
NGO	25.0	25.0	50.0	0.0
Private	33.3	16.7	50.0	0.0
Research Institution	0.0	0.0	0.0	100.0
Tertiary Institution	50.0	0.0	37.5	12.5
Total	**40.6**	**12.5**	**34.4**	**12.5**

The time it takes between when a request is made to the time the request is met is an essential part of satisfying user needs. The Bureau intends to do its best in making sure that all requests received are processed and delivered within a short period of time. Thus, users whose request were met (either fully or partially) were asked how long it took before their request were met.

Overall, almost 8 out of 10 respondents reported that they got the information on the same day or within a week. While only 3.1 per cent reported that they got the information requested after four weeks. Analysis of the data by type of organizations/institutions shows that semi-autonomous agencies, NGOs and tertiary institutions got the information after four weeks on average. This is an important information and useful for GBoS in terms of fulfilling its mandate for timely production and dissemination of official statistics (see Table 5.5).

Table 5. 5: Percentage distribution of length of time of getting information by organization/institution

Type of organization/ institution	Length of time it takes to get information					
	Same day	Within one week	Within two weeks	Within one month	More than one month	count
Public	32.4	40.5	21.6	5.4	0.0	37
Media	50.0	50.0	0.0	0.0	0.0	2
Parastatal	33.3	33.3	0.0	33.3	0.0	3
Semi-autonomous agency	37.5	25.0	25.0	0.0	12.5	8
International Agency	28.6	57.1	14.3	0.0	0.0	7
Embassy	0.0	100.0	0.0	0.0	0.0	1
NGO	63.6	27.3	0.0	0.0	9.1	11
Religious/Faith-based	0.0	0.0	100.0	0.0	0.0	1
Private	52.9	41.2	5.9	0.0	0.0	17
Research Institution	50.0	0.0	50.0	0.0	0.0	2
Tertiary Institution	12.5	50.0	25.0	0.0	12.5	8
Total	**38.1**	**39.2**	**16.5**	**3.1**	**3.1**	**97**

5.3 GBoS Publications

The Bureau produces several publications which are produced at regular intervals or on ad hoc basis. These publications are disseminated both through the GBoS website/portal and the GBoS library for public use. Respondents were asked whether they have ever used any GBoS publication.

All research institutions and international agencies reported to have ever used GBoS publications. While about 92 per cent of semi-autonomous agencies, 83.3 per cent of NGOs, 75 per cent of parastatals and 71.4 per cent of public institutions reported to have ever used GBoS publications. Faith-based institutions (25%) reported the lowest proportion of those that have ever used GBoS publications followed by private organizations/institutions with 36.2 per cent and the media with 41.7 per cent. Overall, at least 6 out of 10 organizations/institutions reported to have ever used any GBoS publication (see Table 5.6).

Table 5. 6: Percentage distribution of ever usage of publications by organization/institution

	Ever Used GBoS Publications		
Type of organization/institution	**Yes**	**No**	**Count**
Public	71.4	28.6	91
Media	41.7	58.3	12
Parastatal	75.0	25.0	8
Semi-autonomous agency	91.7	8.3	12
International Agency	100.0	0.0	7
Embassy	50.0	50.0	2
NGO	83.3	16.7	24
Religious/Faith-based	25.0	75.0	4
Private	36.2	63.8	69
Research Institution	100.0	0.0	3
Tertiary Institution	62.5	37.5	16
Total	**62.1**	**37.9**	**248**

Respondents that reported to ever used GBoS publications were asked which GBoS publications they have ever used. The publications that were mostly cited are the census reports (77.9%), followed by survey reports (59.1%), population projections (40.9%) and GDP estimates (32.5%) (see Table 5.7).

Table 5. 7: Percentage distribution of publication usage by organization/institution

Type of organization /institution	Usage of GBoS publications									
	GDP	CPI	PPI	Trade Statistics	Trans-port Statistics	Tourism statistics	Census reports	Survey reports	Population project-ions	Count
Public	24.6	13.8	9.2	7.7	4.6	3.1	78.5	64.6	44.6	**65**
Media	20.0	20.0	20.0	0.0	0.0	0.0	60.0	0.0	20.0	**5**
Parastatal	33.3	16.7	0.0	16.7	33.3	33.3	50.0	16.7	0.0	**6**
Semi-autonomous agency	18.2	9.1	9.1	9.1	0.0	18.2	72.7	81.8	54.5	**11**
International Agency	57.1	42.9	42.9	14.3	0.0	14.3	85.7	85.7	57.1	**7**
Embassy	100.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	**1**
NGO	20.0	0.0	0.0	0.0	0.0	5.0	90.0	70.0	40.0	**20**
Religious/Faith-based	0.0	0.0	0.0	0.0	0.0	0.0	100.0	100.0	100.0	**1**
Private	60.0	44.0	24.0	28.0	20.0	36.0	72.0	40.0	36.0	**25**
Research Institution	33.3	0.0	0.0	0.0	0.0	0.0	100.0	100.0	33.3	**3**
Tertiary Institution	40.0	20.0	10.0	10.0	0.0	0.0	80.0	40.0	30.0	**10**
Total	**32.5**	**18.2**	**11.7**	**10.4**	**6.5**	**11.0**	**77.9**	**59.1**	**40.9**	**154**

5.4 Users suggestions on how to improve statistical products and services

In order to improve the products and services produced by the Bureau, it is important to obtain users feedback as to how the Bureau could improve its products and services. Thus, respondents were asked how they think the Bureau could improve its products and services. The strategies suggested mostly by the respondents were regular media briefing (67.3%), public advocacy programmes (65.3%), conduct of regular programmes at radio and television stations (64.5%), and the training of journalists, national assembly members, members of political parties and NGOs on the importance of statistics (55.5%). Another strategy cited by at least half of the respondents is the conduct of media releases (50.2%) (see Table 5.8).

Table 5. 8: Percent distribution Strategies GBoS could use to improve its products and services to attract more recognition for its importance by organization/institution

	Strategies GBoS could use to improve its products and services to attract more recognition for its importance to the development programmes of the country						
Type of organization/institution	**Regular media briefing**	**Regular programme at the Radio and TV stations**	**Educating the public through advocacy program-mes**	**Media Release**	**Training journalists, MPs, members of political parties, NGOs/CSOs on the import**	**Other**	**Count**
Public	70.3	73.6	74.7	50.5	60.4	15.4	91
Media	81.8	72.7	63.6	63.6	81.8	9.1	11
Parastatal	62.5	37.5	87.5	37.5	62.5	0.0	8
Semi-autonomous agency	83.3	58.3	58.3	58.3	41.7	16.7	12
International Agency	100.0	71.4	57.1	57.1	85.7	14.3	7
Embassy	100.0	100.0	100.0	50.0	100.0	0.0	2
NGO	54.2	45.8	66.7	45.8	66.7	12.5	24
Religious/Faith-based	50.0	75.0	50.0	25.0	0.0	0.0	4
Private	63.2	64.7	52.9	45.6	42.6	23.5	68
Research Institution	100.0	66.7	66.7	100.0	66.7	33.3	3
Tertiary Institution	46.7	40.0	60.0	60.0	46.7	20.0	15
Total	**67.3**	**64.5**	**65.3**	**50.2**	**55.5**	**16.7**	**245**

Respondents were also asked what they think GBoS could do to improve the quality of data produced within the NSS. Respondents mostly suggested educating the public about the importance of participating in surveys and providing accurate information (80.8%) and also capacity building for producers and users of statistics (80.8%) as ways to improve the quality of statistics produced within the NSS. Other strategies suggested by the respondents are the establishment of a proper coordinating mechanism for all data producers (69.8%) and the enforcement of the GBoS Act (52.7%) (see Table 5.9).

Table 5. 9: Percent distribution on some strategies for data quality improvement in the NSS by organization/institution

Type of organization /institution	Strategies GBoS can use to improve the quality of data being produced within the National Statistical System (NSS)					
	Educating the public about the importance of participating in surveys & providing accurate response(s)	Establishing a proper coordinating mechanism for all data producers	Enforcing the GBoS Act	Build capacity of statistics producers/users	Other	Count
Public	77.8	72.2	56.7	85.6	12.2	90
Media	91.7	50.0	33.3	75.0	0.0	12
Parastatal	100.0	75.0	62.5	100.0	12.5	8
Semi-autonomous agency	75.0	83.3	58.3	66.7	0.0	12
International Agency	71.4	85.7	71.4	85.7	0.0	7
Embassy	100.0	100.0	100.0	100.0	0.0	2
NGO	79.2	62.5	62.5	87.5	0.0	24
Religious/Faith-based	100.0	50.0	0.0	50.0	0.0	4
Private	82.1	64.2	49.3	74.6	10.4	67
Research Institution	66.7	100.0	33.3	100.0	0.0	3
Tertiary Institution	81.3	81.3	37.5	75.0	25.0	16
Total	**80.8**	**69.8**	**52.7**	**80.8**	**9.4**	**245**

5.5 Media Coverage of GBoS

The media (both print and electronic) are an integral part in shaping the image of the Bureau to the public and as such respondents were asked whether the media coverage of the Bureau influenced their perception about GBoS. While more than a third (34.3%) of the respondents reported that they never heard about GBoS from the media, more than 4 out of 10 of the respondents reported that the media has not influenced their perception about GBoS. Only 22.2 per cent of the respondents reported that the media coverage of GBoS has influenced their perception about the Bureau.

By organization, 41.7 per cent of respondents from the media reported that their perceptions have been influenced by the media. Majority of religious/faith-based organizations (75%), research institutions (66.7%), international agencies (57%), parastatals (50%), semi-autonomous agencies (50%), and public institutions (45.1%) reported that their perceptions have not been influenced by the media (see Table 5.10).

Table 5. 10: Percentage distribution of users' perception influenced as a result of media coverage by institution/organization

Type of organization/institution	Perception influenced as a result of media coverage			Count
	Yes	No	Never heard of GBoS from the media	
Public	24.2	45.1	29.7	91
Media	41.7	25.0	33.3	12
Parastatal	12.5	50.0	37.5	8
Semi-autonomous agency	8.3	50.0	41.7	12
International Agency	28.6	57.1	14.3	7
Embassy	50.0	0.0	50.0	2
NGO	33.3	29.2	37.5	24
Religious/Faith-based	0.0	75.0	25.0	4
Private	14.5	43.5	42.0	69
Research Institution	33.3	66.7	0.0	3
Tertiary Institution	25.0	43.8	31.3	16
Total	**22.2**	**43.1**	**34.3**	**248**

CHAPTER 6: USER PERSPECTIVE ON GBoS DATA DISSEMINATION

This chapter focuses on users' knowledge of GBoS data dissemination, ways to improve dissemination, presentation formats preferred by users, strategies to make production of official statistics more effective and informative as well as promoting the use of official statistics or statistical products. The Statistics Act of 2005 and the Gambia Dissemination Policy both promote achieving excellence in disseminating official statistics to inform decision-making and planning processes and evidence-based monitoring and evaluation of various socio-economic development programmes in the country. In addition, the second National Strategy for the Development of Statistics II (2018-2022) goal four states "*Improved data production and dissemination*". Principles 4 of the African charter on statistics also focusses on dissemination looking at issues such as accessibility, dialogue with users, clarity and understanding and simultaneity in terms of releasing official statistics.

Table 6.1 presents users' knowledge about dissemination of GBoS official statistics or statistical products. The respondents were asked whether they are aware that GBoS disseminates its statistical products and 52.4 per cent of the respondents reported no.

Table 6. 1: Percentage distribution of users' knowledge of data dissemination by organization /institution

	Knowledge of GBoS data Dissemination		
Type of organization/institution	**Yes**	**No**	**Count**
Public	58.2	41.8	91
Media	33.3	66.7	12
Parastatal	62.5	37.5	8
Semi-autonomous agency	50.0	50.0	12
International Agency	100.0	0.0	7
Embassy	50.0	50.0	2
NGO	37.5	62.5	24
Religious/Faith-based	25.0	75.0	4
Private	30.4	69.6	69
Research Institution	66.7	33.3	3
Tertiary Institution	56.2	43.8	16
Total	**47.6**	**52.4**	**248**

Respondents were asked the best options GBoS should adopt to improve and make dissemination of official statistics or statistical products more effective. About 86 per cent of the respondents reported website/portal, 66.4 per cent reported the media, and 61.9 per cent suggested the social media and 61.1 per cent said seminar/workshops or stakeholder meetings can improve data dissemination.

Table 6. 2: Percentage distribution of best option to improve and make more effective data dissemination by organization/institution

	Best option to improve and make more effective data dissemination							
Type of organization /institution	**Website/ Portal**	**Press release /Media**	**Seminar /workshops /stakeholder meetings**	**Exhibitions**	**Booklet /leaflet /pamphlet**	**Social media**	**GBoS Library**	**Count**
Public	89.0	65.9	80.2	42.9	65.9	62.6	53.8	91
Media	66.7	83.3	50.0	25.0	41.7	66.7	41.7	12
Parastatal	87.5	25.0	37.5	0.0	50.0	62.5	50.0	8
Semi-autonomous agency	100.0	41.7	75.0	41.7	66.7	50.0	58.3	12
International Agency	85.7	85.7	57.1	28.6	85.7	71.4	14.3	7
Embassy	100.0	50.0	100.0	50.0	100.0	100.0	100.0	2
NGO	83.3	75.0	62.5	33.3	58.3	66.7	33.3	24
Religious/Faith-based	100.0	75.0	50.0	25.0	25.0	25.0	0.0	4
Private	77.9	67.6	36.8	25.0	47.1	66.2	36.8	68
Research Institution	100.0	100.0	66.7	66.7	66.7	33.3	33.3	3
Tertiary Institution	100.0	62.5	62.5	18.8	31.3	43.8	62.5	16
Total	**85.8**	**66.4**	**61.1**	**32.8**	**56.3**	**61.9**	**45.3**	**247**

Users were asked the presentation formats they preferred and majority of the respondents reported they prefer reports with both charts and tables (78.6%). This is currently the presentation format mostly used by the Bureau in most of its publication (see Table 6.3).

Table 6. 3: Percentage distribution of best presentation formats of statistics by organization /institution

	Best presentation format of statistics							
Type of organization/institution	**Tables only**	**Charts only**	**Charts and tables**	**Report with tables only**	**Report with charts only**	**Report with tables and charts**	**Other**	**Count**
Public	2.2	0.0	11.0	1.1	2.2	82.4	1.1	91
Media	0.0	0.0	8.3	16.7	8.3	66.7	0.0	12
Parastatal	0.0	0.0	25.0	0.0	0.0	75.0	0.0	8
Semi-autonomous agency	16.7	0.0	8.3	8.3	0.0	66.7	0.0	12
International Agency	0.0	0.0	0.0	0.0	0.0	100.0	0.0	7
Embassy	0.0	0.0	0.0	0.0	0.0	100.0	0.0	2
NGO	0.0	0.0	4.2	4.2	4.2	87.5	0.0	24
Religious/Faith-based	0.0	0.0	0.0	0.0	0.0	100.0	0.0	4
Private	1.4	2.9	13.0	2.9	0.0	73.9	5.8	69
Research Institution	0.0	0.0	33.3	0.0	0.0	66.7	0.0	3
Tertiary Institution	0.0	6.3	6.3	12.5	6.3	68.8	0.0	16
Total	**2.0**	**1.2**	**10.5**	**3.6**	**2.0**	**78.6**	**2.0**	**248**

A question was posed to the respondents regarding what steps they think would make production of official statistics or statistical products more effective and informative. The results are shown in Table 6.4. About 77 per cent of the respondents reported identifying user needs, followed by discussion with stakeholders (71.3%) and then proper coordination within the national statistical system (70.4%).

Table 6. 4: Percentage distribution of Steps to make the production of official statistics or statistical products more effective and informative by organization/institution

	Steps to make the production of official statistics or statistical products more effective and informative					
Type of organization/institution	**Discuss with stakeholders**	**Identify user's needs**	**Proper coordination within the National Statistical Systems**	**Provide more disaggregated data**	**Other**	**Count**
Public	80.2	71.4	80.2	70.3	3.3	**91**
Media	50.0	66.7	58.3	41.7	0.0	**12**
Parastatal	75.0	100.0	75.0	37.5	0.0	**8**
Semi-autonomous agency	66.7	75.0	83.3	58.3	8.3	**12**
International Agency	57.1	100.0	71.4	100.0	0.0	**7**
Embassy	100.0	100.0	100.0	100.0	0.0	**2**
NGO	79.2	75.0	62.5	62.5	4.2	**24**
Religious/Faith-based	50.0	100.0	25.0	25.0	0.0	**4**
Private	61.8	77.9	58.8	51.5	13.2	**68**
Research Institution	100.0	100.0	66.7	66.7	33.3	**3**
Tertiary Institution	68.8	81.3	81.3	68.8	0.0	**16**
Total	**71.3**	**76.9**	**70.4**	**61.5**	**6.1**	**247**

Table 6.5 presents information on strategies users identified could promote use of official statistics. About 81 per cent recommended timely informing of users about the availability of GBoS statistics, 68.3 per cent suggested providing statistical literacy and advocacy programmes to the public and potential users, and 68.3 per cent said providing soft copies of publications and data directly downloadable from the GBoS website/portal.

Table 6. 5: Percent distribution of strategies users identified could promote use of statistics by organization/institution

Type of organization /institution	Strategies to promote the use of statistics							
	Timely inform users about the availability of GBoS statistics	Provide statistical literacy and advocacy programmes to public and potential users	Provide specific training for use of statistics and data	Provide soft copies of publications and statistical data directly download-able from the website /portal	Provide GBoS publications and data for easy use from public libraries, Ministries, Departments and Agencies and local authorities	Work with the University of The Gambia to include Applied Statistics module in the curriculum for students	Other	Count
Public	82.2	73.3	65.6	71.1	76.7	60.0	14.4	**90**
Media	50.0	75.0	50.0	50.0	58.3	58.3	16.7	**12**
Parastatal	100.0	62.5	62.5	50.0	50.0	50.0	0.0	**8**
Semi-autonomous agency	91.7	75.0	50.0	58.3	83.3	58.3	0.0	**12**
International Agency	100.0	71.4	28.6	57.1	42.9	71.4	0.0	**7**
Embassy	100.0	100.0	100.0	100.0	100.0	100.0	0.0	**2**
NGO	87.5	62.5	45.8	87.5	66.7	50.0	8.3	**24**
Religious/Faith-based	100.0	75.0	50.0	75.0	0.0	0.0	0.0	**4**
Private	76.5	60.3	44.1	66.2	58.8	50.0	8.8	**68**
Research Institution	66.7	66.7	66.7	66.7	66.7	66.7	33.3	**3**
Tertiary Institution	81.3	68.8	31.3	62.5	68.8	56.3	12.5	**16**
Total	**81.3**	**68.3**	**52.8**	**68.3**	**66.7**	**55.3**	**10.6**	**246**

CHAPTER 7: USER'S OVERALL PERCEPTION ABOUT GBoS

This chapter presents the overall perception of the users of official statistics and statistical products from GBoS. During the Survey, users were asked about their overall perception of GBoS as the regulatory and supervisory body of all statistical activities in the National Statistical System. The following were the responses from the respondents:

- GBoS is an efficient body doing all it could to inform Gambians. As a department, we are not privileged to be exposed to some of GBoS data and would solicit to have our personnel trained.
- From this questionnaire, we have learnt that GBoS has conducted a lot of surveys that people did not know about. Making stakeholders aware of such will help appreciate the work of GBoS and would consult them for help when necessary.
- GBoS is doing very well but we also expect them to collaborate with other agencies like the Independent Electoral Commission (I.E.C) to get accurate data on election results (e.g. sex and age cohort of the electorates).
- GBoS have an important role to play but not many are aware of their services, which is not only unique to GBoS.
- GBoS is doing a good job but must strictly enforce the Statistics Act 2005 and also make efforts to have up to date data and provide them in a timely manner, and are accessible even without requests.
- To improve on the collection of data on key parliamentary issues regarding, population statistics and overall improvement of socio-economic and political development of the country.
- GBoS is a very important institution that should be decentralized. As for examining the strengths and weaknesses of official statistics or statistical products, the Bureau should provide advocacy and literacy programmes to the public and potential users in order for the initiative to be very fruitful and improve the Bureau's products and services.
- Sensitize the public on what they do and also conduct media briefings.
- GBoS should do a thorough research in the area of insurance coverage, which we find very difficult to have secondary data on. We always rely on our own experience and primary data.
- They are improving on their presentation of information, however they need to improve on timeliness, accuracy and relevance of the information presented.
- Improve on the timeliness and relevance of statistical data in the country.
- GBoS is generally good, because there is normally important data available and are user friendly. The publication of demographic data through national surveys are appropriate. Just to improve more on data availability.
- Well-structured and running institution that when given the right support by government, it will continue to play a vital role in the socio-economic development of the country.

- GBoS is helping greatly in the provision of relevant, reliable and timely data to improve policy decision making. However, it needs to improve on how the users receive data from them to improve efficiency.
- GBoS is doing well, just to improve more.
- The conduct of this Survey itself is a testimony to the fact that the Bureau is willing to serve the decision making possibilities for all their potential users.
- The Bureau is doing a good work but there should be proper medium of communication between the general public and the Bureau for easy access to data and understanding the importance of data collection in the country.
- The Bureau should improve the way and manner in which data is collected, timely collection and availability of data to consumers. The Bureau should equally improve and expand their offices to the regions across the country for easy access.
- They should conduct data collection on all aspects of livelihood (human, domestic animals and villages and their history)
- The Bureau is doing very well but needs to be more current to match the information needs of the decision makers for better planning and efficiency in the results realized as an end product of our decisions.
- GBoS can do a lot more or contribute towards national development effectively by producing reliable data that can be used by government and other institutions in their development programmes. Their enumerator selection should be based on proper screening to ensure the right people are selected to carry out the data collection exercises.
- GBoS is extremely essential in the socio-economic development of the nation. Without the relevant data for the nation, nothing works effectively and efficiently. Therefore, we urge them to be up to standard in the accuracy and relevance of data in all areas of development.
- GBoS work is cross cutting. It is doing a good job on population censuses and on economic trade data. It can do better and can improve on its service provision.
- The Bureau's effort in providing the nation particularly policy makers with reliable and relevant data is quite commendable. However, there is room for improvement in the area of information broadcasting on time to various stakeholders.
- For an effective production of information by GBoS, there is the need for the Bureau to come up with workshops that will sensitize stakeholders to the relevance of providing data to GBoS and any other persons on request.
- GBoS should do more public awareness campaign and sensitization.
- The Bureau should be responsive to the statistical and data needs of the country.
- To coordinate statistical activities of the various government and Non-government organizations.
- Despite the challenges, they are doing their best to provide national data. This is really essential for all sectors in the development of programmes, projects, plans as well as budgets.

- GBoS is doing a good job with regards to collection of statistics at national level. However, the institution needs to co-opt experts in other data producing sectors who know the subject matter peculiar to the specific sectors. Experts from fisheries, agriculture, and water resources, customs and so on should be part of the NSS which meets regularly for updates in their individual areas.
- The information provided on the website is very relevant. However, there is need for improvement. The users of the data need more sensitization through the media and also using leaflets.
- Excellent but needs to do more advocacy programmes especially for those not educated.
- Consult with stakeholders to know the type of data they need and simplify the data by using pictorials.
- To strengthen the coordination and quality aspects of data collection methods to avoid using wrong data.
- To know more about GBoS with regards to tourism operation.
- GBoS to give more training to their enumerators so that they will have much understanding of their survey tools in a very simplified manner.
- Needs standardized reporting system of data to avoid giving wrong information.
- Overall, the purpose of setting up of this office is important, but it is not performing up to expectation.
- GBoS should improve on digitization.
- GBoS should frequently update its website.
- GBoS needs to be pro-active in collecting data and should be meeting with its users.
- To collaborate with the higher learning institutions like University of The Gambia (UTG) and Gambia Technical Training Institute (GTTI), Gambia College and the like, to better prepare interested candidates in research.
- They should improve on record keeping for further references.
- To improve on training programmes for both Government and the private sector on the importance of data.
- GBoS needs to focus more on its capacity gaps and improve on it.
- GBoS data has credibility issues
- Selection of field enumerators is not fair and some enumerators are incompetent.
- They should improve the capacity of planners in the MDAs to produce better and accurate data.
- Attitudinal improvement of staff towards the job to maintain the credibility of the institution.
- Data are often not readily available
- Enumerators are not up to the task.
- GBoS should share their reports with higher learning institutions.
- GBoS should improve on the frequency of data such as (unemployment, poverty, tourism, GDP, etc.).
- To ease access to raw datasets for MDAs and the academia for further research purposes.

- GBoS is a very vital institution whose mandate will forever remain pivotal in the national development efforts. Due to its strategic importance and unique characteristics, all necessary measures needs to be taken by all the powers that are to improve the institutional capacity of GBoS to transform it into a modern and robust state of the earth national data collection and management centre to be better inform national policy, development partners and potential investors in real time.
- GBoS should take the right steps in coordinating the National Statistical System.
- GBoS should increase the scope of livestock data available in the country.
- Good power and data house that need to prioritize the implementation of the NSDS to have a national convergence on the production of data and statistics for the Sustainable Development Goals (SDGs).
- Being the nerve centre for data and has been consistent and very informative in the production of data for public consumption. GBoS needs to be supported to become more proactive and efficient in information sharing with the general public.
- GBoS needs to review the NSDS II and include new emerging issues from the MDAs and make it robust enough to address minimum set of core data and the reporting on the NDP indicators.
- The impact of GBoS is not been felt at all. The manner in which data/ information is usually obtained is too bureaucratic and ends up discouraging one to request data/info instead of easily making such data publicly available. Another issue is we the users/ public lack the knowledge on GBoS products and services which leads us to search for certain data elsewhere instead of GBoS. Availability, accessibility, speed and most up to date information are very key.

Appendix

Table 1A: List of data users further need

Children with disabilities	Migration data
Children in conflict with the law	Volume of traffic along every major highway in the country
Government annual spending on children	Data on migration, specifically illegal migration
Data further disaggregated by sex, age and persons with disabilities	Labour statistics not made available on the portal
Poverty data at the individual level	Data on trade, employment and production
Easier access to Geographic Information System data and EA codes	More data on children, especially on disabled children
Data on tourism establishment	Household identifier
Data on Agricultural production of crops ward level	Drug consumption data
Women participation in politics	Early Childhood Development data
Agricultural data on food production	Core Environmental Statistics
Disaggregation of housing data at district level	Agricultural Statistics
Disaggregation of education data at district level	Manufacturing Statistics
Relationship between trade data and Agricultural products	Criminal Statistics
Data on road networks/development	More data on children, youth, women and Persons With Disabilities
Data on population of people with disabilities in The Gambia	Inter-censal data e.g. most recent data on TFR, mortality, migration, employment and labour statistics
Population of deaf people in The Gambia	Annual population estimates
Number of educated deaf people	Data on unemployment from 1970 to 2008
Number of deaf women, children and occupation	To access published accounts for public and if possible private sectors
All health indicators	List of registered businesses for compulsory Value Added Tax application
Catchment area population of each community in a distinct	Academic data of project proposal for better storage and referencing
Infrastructural statistics	Data on youth between the ages of 17-35 years by sex
GIS infrastructural data	GIS data
Public works statistics	Food consumption data
Road safely statistics	Data on the number of farmers in The Gambia
Population projection	Land used maps
Health region and district maps	Weather data
Population projection i.e. yearly updates of population projection for under five etc	Tuberculosis drug estimation
Data on drugs and substance abuse disorders	Consumption Data
Types of substance being used	Freight On Board and Cost Insurance Freight prices
Prevalence of substance use in the country	Port charges
Tourism as a sector in the National Accounts (GDP)	Garbage disposal tonnage per municipality
Environmental statistics	Total number of vehicles registered per ward
Financial data	Under 5 nutritional status by health region instead of Local Government Areas
Labour-related data	Mental and behavioural disorders statistics
Tourism Satellite Account	Crime type, rates statistics by gender
Employment statistics in tourism	Statistics on achievements and failures in both public and private sectors
Occupancy statistics in hotels or establishments in the tourism sector	Poverty levels by gender, region and districts
Data Art, Literature, Heritage, creative sector and tourism	Newspaper readers

Demographic data	Radio listeners
New Business Registration data	Yearly number of patient seen as outpatient i.e. Out Patient Department
Employment data	Inpatients admitted
Age-distribution data	Number of patients referred in
Statistics of youth population in the country	Number of patients referred out
Insurance Statistics	Challenges the institution faces in service delivery
National Accounts: Need forecast for ensuing period like GDP for 2018, 2019	Maps
A consumer price index: we need the average inflation for the year and forecast rates for subsequent years	Other livestock related data
Exchange rates and interest rates	Projected livestock population
Detailed data on locality	Meat production
Segregated educational service delivery	Milk production
Agricultural data	Data on political representation for woman
Tertiary and higher education innovation statistics	Technical data on health service delivery: Determinants, Knowledge Attitude and Practice, evaluations
Research and experiment (R&D) data	Time use data disaggregated by sex
Quality GDP numbers	Health Economics data
CPI and PPI data disaggregated by region	In-depth demographic report on equity
Social accountability	Number of health workers and regional population
Data on Migration	Data on community based Early Childhood Development centres and children with disabilities
Cross border information	Market prices of commodities
Human Development Index	Business size and sector distribution
Fisheries data	Production figures
Water points (improved water sources, functionalities, management and sustainability and communities without unimproved water sources)	Data on NGOs operating in each region, district, ward, village, town/city
Geographic Positioning System of improved water sources	The number of project proposals prepared and where it is sent to
Access to basic sanitation and good hygiene practices	The donors of each of the projects/activities NGOs are benefiting from
Data on various businesses operating in the Gambia and the owners	More information on disability because the information available is very scanty
Data on micro-finance	Judicial cases disaggregated into: Courts and Tribunals; types of cases; length of trial; verdict and appeals
Migration data	Education (literacy level) on civil rights and duties of citizens
Climate change data	Annual demographic data update (in the form of a report) based on projections from the most recent census dataset.
National Health Account data	Higher frequency national accounts data
Migration data	GDP using other methods aside from production approach
Data on Agricultural production	Income level of household disaggregated to wards, clusters, settlements
Family planning practice by young people aged 10-24 by sex	List items imported and their cost structures (volume used)
Data on youth Migration	Skilled Human Resources and population/ client proportion
Data on marriage and divorce	Skilled HR vis-à-vis international standards in terms of numbers, proportion and percentages
Data on non-formal sector	HIV data by settlement and gender
Data on number of road accidents	Settlement profiles showing settlement location and schools
Emergency transportation statistics (e.g. referral data)	Map of Health facilities in the country
Import and export of animal products, life animals and animal feeds statistics	Market shares of firms operating in various industries

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