THE FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA

CENTRAL STATISTICAL AGENCY

THE 2015 USER SATISFACTION SURVEY REPORT

Financed by World Bank through SFR Project

March 2016
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FOREWORD

The Government of Ethiopia (GoE) has been committed to achieve broad-based, accelerated and sustained economic growth to eradicate poverty. It has formulated and is implementing policies, strategies, and plans to guide and manage the overall development of the country. As the key national planning document of the country, the Council of Ministers and the House of People's Representative adopted and implemented the Growth and Transformation Plan (GTP I) for the period of 2010/11 to 2014/15. Following the successful accomplishments of the GTP I, the implementation of a new Growth and Transformation Plan (GTP II, 2015/16-2019/20) has been developed and it is now under execution. The effective and efficient implementation of the GTP II require clear and systematic measurement, monitoring and evaluation of the achievement of outputs, outcomes and the impact of development policies and plan targets. In this regard, good quality official statistics are very important for evidence-based decision making and policy formulation. As a focal point for all socio-economic statistics and related statistical development endeavours, the GoE believes that the Central Statistics Agency (CSA) plays a crucial role in coordinating and delivering the National Statistical System.

Ethiopia has a long history of planning and conducting socio-economic and demographic sample surveys on a wider scale. In the last ten years, the GoE has particularly recognized the need for strengthening the National Statistical System (NSS) to improve the monitoring and evaluation of development outcomes and good governance. In order to address the problems of the entire national statistical system through a strategic and more comprehensive approach, the Medium Term Statistical Programme (MTSP from 2003/04-2007/08), and the National Statistical Development Strategy (NSDS I from 2009/10-2014/15) were set up and implemented. Particularly, the NSDS I provided a framework for strengthening the whole National Statistical System of the country. It also served as a roadmap for building capacity and work programmes across the whole National Statistical System to meet prioritized data-user needs, and as a framework for harnessing resources to support the said statistical strategy development. The successful implementation of the NSDS I brought about several achievements in improving quality of official statistics and coordination of the entire statistical system. As a continuation of NSDS I, NSDS II (2015/16 to 2019/20) was prepared and its implementation is currently underway as of 2016.

CSA strongly believes that the production of this costly information cannot be justified unless it is used for evidence based decision making and for measuring the impact of Government policies, programs, and projects. To this end, the focus is shifted from producers to users of statistics. Thus, it is important to assess on a regular basis to what extent the NSDS outputs are meeting the needs of the users and evaluate the level of use of official statistics for policy formulation and decision making in the Ethiopian society. It is in this context that the CSA has commissioned PRIN International Consultancy and Research Services PLC to conduct the 2015 User Satisfaction Survey in order to provide the level of user's satisfaction with available statistical outputs of NSDS I implementation. The survey would serve as the baseline to measure the envisaged future improvements or changes in this regard (i.e. for NSDS II).

The results of the 2015 User Satisfaction Survey suggest that users of official statistics in Ethiopia are reasonably satisfied with the current official statistical in the country. For example, 84.2% confirm that their statistical data priority needs are largely met by the existing official statistics. The overall quality of official statistics produced by CSA in almost all the nine quality dimensions was positively rated by about

76.6% of the respondents. This survey revealed that the quality of official statistics has shown significant improvement since the launch of NSDS I in 2010/11. The majority of the users found that the quality of current official statistics with regard to completeness/coverage, accessibility, methodology, accuracy, timeliness , relevance, interpretability, coherence ,and unbiasedness appears to be better than that of 2010/11, the beginning of the implementation of the NSDS I. However, the study has revealed that CSA is still required to improve in some key dimensions of quality, such as collecting complete data from all regional states and Woredas in Ethiopia, improving the unbiasedness of data, enhancing the methodologies used for the production of official statistics, and the accessibility of micro-data. In this respect, it is my sincere hope that, in addition to the GoE, development partners will support the NSDS II implementation through well-coordinated technical and financial assistance so that the government's effort of monitoring and evaluation of the development initiatives through reliable data can be realised.

Finally, I would like to express my sincere appreciation to the World Bank for its financial contribution to this 2015 user's satisfaction survey in particular and Statistics for Results Facilities (SRF) project in general. I would also like to thank all the stakeholders from public and private institutions, universities and research institutions, civil society, international organizations, and individuals, etc. who have cooperated and participated in the survey. My special thanks go to the CSA staff and senior management who have played the leading role in initiating and supervising the 2015 User Satisfaction Survey. I would also like to thank PRIN International Consultancy and Research Services PLC for finalizing the survey professionally and timely. Last but not least, on behalf of the CSA, I would like to request all the community of the National Statistical System to unite in our good will towards making the NSDS II a huge success.

Biratu Yigezu
Director General of the Central Statistical Agency

ACRONYMS/ABBREVIATIONS

AAU Addis Ababa University
CSA Central Statistical Agency
CSO Central Statistical Office
DDG Deputy Director General
DG Director General
DQAF Data Quality Assessment Framework
FAO Food and Agricultural Organization
GIS Geographical Information System
GoE Government of Ethiopia
GTP Growth and Transformation Plan
ILO International Labour Organization
MDAs Ministries, Departments, and Agencies
MDGs Millennium Development Goals
MoA Ministry of Agriculture
MoE Ministry of Education
MoFED Ministry of Finance and Economic Development
MTSP Medium Term Statistical Program
NGOs Non-Governmental Organizations
NSDS National Statistical Development Strategy
NSS National Statistical System
OS Official Statistics
PASDEP Plan for Accelerated and Sustainable Development to End Poverty
PSCAP Public Sector Capacity Building Support Program
SFS Statistics for Results
SRF Statistics for Results Facilities
ToR Terms of Reference
UN United Nations
UNDP United Nations Development Program
UNSECO United Nations Science, Education and Cultural Organization
UNFPA United Nations Population Fund
UNICEF United Nations Children's Fund
USAID United States Agency for International Development
VERA Vital Events Registration Agency
WB Wold Bank
WHO World Health Organization

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EXECUTIVE SUMMARY

Ethiopia is committed to accelerating its socio-economic and political development to become a middle income country by 2025. As the country progresses towards overall transformation, the need for reliable and timely statistical data has become more crucial than ever before. In this regard, official statistics are particularly used for informed decision making, policy and strategy formulation, monitoring and evaluation, discussions and for necessary debates. The Federal Central Statistical Agency (here after CSA) is an autonomous Federal Agency in charge of:(i) planning, collecting, processing, and disseminating statistical data; and (ii) leading national coordination and providing technical guidance and assistance to government agencies and institutions in building administrative systems and registers. The CSA believes that the production of official statistics cannot be justified unless it is used for evidence based decision making and for measuring the impact of Government policies, programs, and projects. Based on this assumption, CSA had gathered comprehensive information regarding the user's interest about the contents and quality of official statistics in 2008 from its key stakeholders. The information has served as an important input to craft a comprehensive strategy called National Statistical Development Strategy (NSDS) I spanned for 2009/10- 2014/15. Thus, the CSA attempts to assess on a regular basis to what extent the National Statistical Development Strategy (NSDS) outputs are meeting the needs of the users and evaluate the level of use of official statistics for policy formulation and decision making in the Ethiopian society.

CSA in collaboration with the World Bank planned to conduct the 2015 User Satisfaction Survey to gauge the level of user's satisfaction with available statistical outputs of NSDS I implementation. This survey is expected to serve as the baseline to measure any future improvements or changes and as the key inputs for the preparation of the second NSDS II (2015/16-2019/20). The specific objectives of this particular survey included: (a) assessing the extent to which official statistics are being used for informed decision making and informed discussion as well as debate; (b) gauging to what extent official statistics satisfy the most urgent needs of the users at the time of the survey; (c) determining how easy or difficult it is to access official statistics and their metadata; and (d) monitoring changes in supply and, quality, use and of official statistics.

PRIN International Consultancy and Research Services was granted to carry out the assessment based on competitive bid. For addressing the above mentioned objectives, the Consultant had conducted the study by applying scientifically rigorous methodology. In this regard, a conceptual framework and research model were developed based on thorough review of the available literature; and empirical data were gathered from 323 participants who were drawn from more than 90 organizations or CSA's salient stakeholders using mainly a quantitative research approach through a standard questionnaire. These CSA's salient stakeholders are broadly classified under six categories:(i) the Federal MDAs, (ii) four Regional States, (iii) Banks and Financial Institutions, (iv) Universities, Research Institutions, and consultant firms, (v) Civil society and NGOs, and (vi) Press and Media. The stakeholders are current members of the National Statistics System. The 2015 User Satisfaction Survey targeted not only the members of the National Statistics System identified in the NSDSI but extended to other organizations

based on their background as users of official statistics. As part of documentary evidence, data were also collected from relevant national documents, such as regulations, development strategies and plans as part of the documentary evidence. In terms of data management, the main activities undertook included data verification, coding, developing database/template for data entry via CSPro, entering data into computer software, using SPSS for data analysis, and applying both descriptive (cross-tab) and in-depth analysis to answer the basic research questions.

The results of the 2015 User Satisfaction Survey suggest that users of official statistics in Ethiopia are reasonably satisfied with the current official statistical in the country. For example, 84.2% confirm that their priority needs are met by the existing official statistics. Most of the stakeholders use official statistics for (a) planning, programming and budgeting; (b) analysis of current developments for short term decision making; (c) research; (d) analysis of trends for longer term policy formulation; and (e) general economic information.

The overall quality of official statistics produced by CSA in most of quality dimensions was positively rated by about 76.6% of the respondents. Around 66.2% of users were satisfied with the timeliness of official statistics irrespective of the type of official statistics produced by CSA. The coherence of official statistics produced by CSA was positively judged by 73% of the respondents. A majority (73%) of the respondents reported that official statistics produced by CSA were easy to access. In this case, it is much easier to access official statistics in its aggregate report form than micro data. Most of the participants (73.2%) in this survey judged the accuracy of official statistics produced by CSA as moderately accurate, accurate and highly accurate. Further, this study revealed that the quality of official statistics has shown significant improvement since the launch of NSDS I in 2010/11. In the last five years, the majority of the users found that the quality of official statistics today seen in terms of completeness/coverage, accessibility, methodology, accuracy, timeliness, relevance, interpretability, coherence, and integrity is better than what it was prior to 2010/11.

However, CSA faces a critical challenge in its lack of collecting complete data from all regional states and Woredas in Ethiopia. Particularly, data coverage in Afar and Somali regions as well as some Woredas was found to be incomplete. There are also serious data gaps in some sectors, most importantly in construction, business, mining, etc. for meeting the users' urgent needs. So far, the majority of the survey respondents judged the Official Statistics produced by CSA as biased irrespective of the type of Official Statistics. Similarly, concerns are aired on the methodologies used by CSA for the production of official statistics. The users (74.2%) were not informed about the dissemination calendar of official statistics produced by CSA nor were the official statistics produced by CSA released on the announced. Accessibility of official statistics and related micro-data are still causes of concern for many users. There are also challenges related to CSA's website accessibility. The main reasons for inaccessibility of CSA's official statistics from the website were: (i) its difficulty to navigate through the website to acquire required data, (ii) its connectivity problem (i.e. the website often goes down), (iii) its contents are not regularly updated, (iv) lack of trustworthiness on the part of its users, (v) limited capacity of the website, (vi) less-attractiveness of the contents in terms of data organization, and (vii) lack of the raw data on the

website for their immediate needs. The preferred channel to access official statistics as rated by the respondents were website, followed by paper-based reports/publications, and CD respectively.

In conclusion, the salient stakeholders of CSA are fairly satisfied with the current official statistics produced by the Agency. However, the current official statistics produced by CSA appears to fall short of meeting the needs of its clients. Thus, CSA needs to dynamically and incrementally strengthen its overall capacity so that it can formulate and enforce statistical standards and provide quality official statistics for the users for meeting the dynamic socio-economic and political environments of the country.

In order to further improve its services, CSA needs to:(i) provide technical guidance and assistance to government organs in building their data administrative system; (ii) inform potential users about the availability of micro-data as well as identification of statistical skills' gaps and trainings of users to enable them to use effectively micro-data; (iii) strengthen the quality of data produced, following internationally accepted standards and methodologies in data collection, compilation, and validation; (iv) formulate information dissemination strategies that support improvements in services for users, including dissemination of regular of its regular statistics publications as per the release calendar; (v) promote and sensitize users on how it discharges its mandates including the methodologies used for data collection; (vi) work hard to include some official statistics whose data are not available or improve those of poor quality, and (vii) finally, in order to solidify its achieved improvement in quality of official statistics during the implementation of NSDS I, CSA needs to test the quality of official statistics against the international standard for data quality assessment and benchmark itself with those countries with best statistical infrastructures and outputs as part of NSDS II.

CHAPTER ONE
INTRODUCTION

This chapter presents the background of the study. It begins with an overview of the issues surrounding official statistics, the Central Statistical Agency, and the usefulness of statistical information for the overall socio-economic development of Ethiopia. The second section presents the objectives of the study. The third section deals with the scope of the survey, which is followed by the organization of the report in section four.

1.1 Background of the Survey

The Government of Ethiopia (GoE) who came to power after toppling down the Derg Regime in 1991 had taken a bold initiative to address long standing multi-faceted problems of the country. The first measure was that the country seceded from the planned economy and took a concerted action in constructing the market economy system. The Government's underlying policy and strategy are rooted in developmental state philosophy and it has clearly defined country's vision, as stated in the first Growth and Transformation Plan and other national documents, "To be a Middle-Income Nation by 2025." To this end, a fairly liberalized and decentralized economic management system has been adopted. The Government has also been taking grand initiatives by designing and executing mega projects and programmes that could transform the country considerably.

Moreover, the Ethiopian Government has been introducing and implementing a set of proclamations, policies and plans intended to move the country towards attainment of sustainable economic development and realization of the national vision. It had implemented a Sustainable Development and Poverty Reduction Programme (2000/01-2004/05), a Plan for Accelerated and Sustained Development to End Poverty (2005/06-2009/10), a Growth and Transformation Plan (GTP) (2010/11 to 2015), the Millennium Development Goals (MDGs), and other national, regional and sectoral development plans for stabilizing the economy, promoting structural reforms, and putting the Country on the right path to reducing poverty. As a result, the Country has consistently registered an impressive economic growth (rates mostly counted in double digits) in the last fifteen years. As Ethiopia progresses towards sustainable economic development within the context of liberalizing and decentralizing economic management, the need for reliable and timely statistical data has become more crucial than ever before.

Given the wider range of policies, plans and strategies being implemented at the same time across many sectors (e.g. agriculture, industry, health, education, and other social sectors) of the country, it is natural and important to establish clear and systematic measurement system for monitoring and evaluation of the achievement of outputs, outcomes and the impact of development policies and plan targets. For effective and efficient monitoring of the existing dynamic socio-economic and political environment of Ethiopia as well as for formulating new policies, plans and development strategies, the Government of Ethiopia has recognized the need for a strong National Statistical System (NSS) in managing socio-economic changes which are taking place in the country. The Central Statistical Agency (CSA) is serving as a powerful reservoir of knowledge and information that serve as

important ingredients of national plans, programs, policies, and decisions. It has been conducting series of population and housing censuses, to generate relevant statistical data that reflect the socio-economic conditions of the inhabitants of Ethiopia.

As a focal point for all socio-economic statistics and related statistical development endeavours, it is the government's belief that the Central Statistics Agency (CSA) will continue to play a crucial role in coordinating and delivering the National Statistical System, which will be central to the monitoring and evaluation of the GTP and all other development processes and initiatives. In order to provide a framework for strengthening the National Statistical System (NSS) and to reinforce the coordinating role of the CSA, the Statistical Council of the Country had designed and endorsed a five year National Statistical Development Strategy (NSDS I), which covers the period 2009/10 – 2013/14. The preparation of the next NSDS II, which will cover 2015/16-2019/20, is under way and it is expected to be finalized in the current year.

The goals of the NSS are:

1. To provide relevant, high quality statistical information to meet user needs;
2. To improve accessibility of official statistics;
3. To develop and promote strategic partnerships with improving the NSS;
4. To develop the statistical capacity of institutions;
5. To ensure sustainability, cost efficiency, cost effectiveness, transparency and accountability in managing the resources of the NSS.

For each goal, a program, policies, activities and projects were developed taking into consideration of international standards and principles (e.g. the UN Fundamental Principles of Official Statistics and the UN Handbook of Statistical Organizations).

CSA strongly believes that the production of this costly information cannot be justified unless it is used for evidence based decision making and for measuring the impact of Government policies, programs, and projects. To this end, the focus is shifted from producers to users of statistics. Thus, it is important to assess on a regular basis to what extent the NSDS outputs are meeting the needs of the users and evaluate the level of use of official statistics for policy formulation and decision making in the Ethiopian society.

It is against this background that the CSA with funding from the World Bank is seeking to procure consultancy service from a consulting firm to conduct the *User Satisfaction Survey of 2015* to provide the level of user's satisfaction with available statistical outputs of NSDS I implementation, and this would serve as the baseline to measure the envisaged future improvements or changes.

PRIN International Consultancy had participated in an open bid in order to undertake the 2015 *User Satisfaction Survey of CSA* by submitting the Technical and Financial Proposals. Based on its thorough judgment and fair verdict, CSA has granted PRIN to conduct the study. Accordingly, PRIN International has welcomed the decision of the CSA and made the necessary preparation to conduct the study. This is therefore the final study report that presented the entire findings, summary, conclusions and recommendations of the study.

1.2 Objectives of the Survey

The main purpose of the assignment is to conduct the 2015 User Satisfaction Survey for CSA-Ethiopia. The specific objectives are to:

A. Assess the extent to which official statistics are being used for informed decision making and informed discussion as well as debate.
B. Gauge to what extent official statistics satisfy the most urgent needs of the users at the time of the survey.
C. Determine how easy or difficult it is to access official statistics and their metadata.
D. Monitor changes in supply and, quality, use and of official statistics.

1.3 Scope of the Survey

As the derivative of the objectives of the study, the scope of this assignment comprised carrying out the following activities:

- Conducting a thorough desk review to capture relevant information in relation to the assignment. We have made a thorough review of different documents such as project design document, project appraisal document, PIM, Memorandum of understanding (MOU), financing agreement, financial assessment reports, annual progress reports, and any other document associated with the project. The review of other national documents and international literature has also been made.
- A complete and sound inception report has been produced and endorsed by the Client. This inception report included refined methodology, sampling design, tools, realistic timeframe, and resource deployment plan.
- A standard questionnaire (through pilot study approach) was developed for data gathering tools based on defined indicators and measurement standards of a country's statistical information.
- The participants of the study were selected from NSDS I target groups with the following categories: (a) Government- public sector, (b) Private sector- companies and financial institutions, (c) Education sector, (d) Media, (e) International agencies, and (f)Civil society groups (details.
- A one-day long training for data collectors (coordinators and supervisors) was provided. The actual data collection process was executed through robust monitoring mechanism by both central manager/supervisor and on-field coordinators.
- The gathered data were processed and analyzed through rigorous filtering (edition) mechanism and application relevant statistical software and analytical tools.
- This comprehensive draft report was produced based on accepted/standard format and submitted to the Client. This report took its final shape as per the comment from the stakeholders.
- This final report along with cleaned data is submitted to the Client.

1.4 Organization of the Report

This report is organized into five chapters. Chapter 2, following this introductory chapter, contains a review of existing literature about the Federal Central Statistics Agency. Chapter 3 presents the research design and discusses methods, data sources, sampling, data collection instrument, and data analysis techniques. Specifically, the main elements of the conceptual framework of the study are operationalized in this chapter. The empirical findings of the Survey are presented in Chapter 4. Finally, Chapter 5 presents the conclusions and recommendations of the study.

CHAPTER TWO

FEDERAL CENTRAL STATISTICAL AGENCY AT A GLANCE

This chapter aims to provide readers with an overview of the literature on the Federal Central Statistical Agency. It tries to present CSA's history briefly, outlines its vision, mission and objectives, analyses its internal governance and management, identifies CSA's salient stakeholders, and explores the regulatory frameworks and regulators of the Agency. Finally, the chapter also discusses the NSDS I at a glimpse. Much of the information compiled under this chapter has been secured from the website of CSA (www.csa.gov.et) and the NSDS I Program document.

2.1 History

The use of statistical information in Ethiopia can be traced back as far as the 1960s. Demand for statistical information for the purpose of economic management grew after 1957, and, by 1960, a UNECA resolution to which Ethiopia was a signatory meant that statistics became a regular government activity. The Statistics unit for information collection was originally located in the Ministry of Commerce, Industry and Tourism. In 1963, regular statistical activities became the mandate of a newly structured and autonomous organisation called the Central Statistical Office (CSO). The CSO was responsible to the Ministry of Planning and Development, and later to the Planning Commission up until 1964. When the CSO was re-established in 1972 by proclamation No. 303/1972, it was still under the authority of the Planning Commission. In 1989, it was restructured and became the Central Statistical Authority (CSA) and was accountable to the Council of Ministers. On October 1996, the CSA became responsible to the Ministry of Economic Development and Cooperation and, since September 2001, to the Ministry of Finance and Economic Development. The current statistical law passed on 20 April 2005 (Proclamation No 442/2005) re-established the CSA as an autonomous Federal agency reporting to MoFED.

2.2 Vision, Mission, and Objectives of the Agency

The CSA is responsible for the statistical data generation related to the socio-economic condition of the country. For this, the CSA conducts, produces, disseminates and administers data generated from surveys and censuses in Ethiopia (www.csa.gov.et).

Vision: CSA aspires to become an authoritative, trustworthy and world class provider of statistics.

Mission: To establish an integrated and well-coordinated NSS under the guidance and leadership of the Central Statistical Agency, professionally producing Official Statistics that meet the current and evolving needs of users in a transparent and timely fashion, using standards and best statistical practices.

Objectives: The CSA has two objectives. Firstly, to collect, process, analyse and disseminate statistical data; and, secondly, to provide technical guidance and assistance to government agencies and institutions in building administrative systems and registers. This includes building capacity and providing directives for database creation and proper management of administrative records.

2.3 Internal Governance and Management

The CSA is headed by the Director General (DG) and has three Deputy Director Generals (DDGs) including: The Deputy General Director for Economic Statistics, the Deputy General Director for Population and Vital Statistics, and the Deputy General Director for National Statistics System Coordination and Operations (NSS-NSDS II, August 2015). The Deputy General Director for Economic Statistics is in charge of agriculture, natural resources and environmental statistics, business statistics, household surveys and price statistics. The Deputy General Director for Population and Vital Statistics focuses on population statistics, vital statistics and cartography, and GIS. The National Statistics System Coordination and Operation Deputy General Director is mandated to lead the National Statistical Data Quality and Standard Coordination, information system technology, editing, data entry and computer cleaning department, and Branch Statistical Office Desks.

Moreover, there are 11 support rendering Directorates/units that are directly accountable to the Director General. These include: Legal Service Department, Audit and Inspection Directorate, Ethics Liaison Unit, Procurement and Property Administration Directorate, Finance Directorate, Gender Mainstreaming Directorate, Public Relations and Data Dissemination Directorate, Printing Service Directorate, Planning and Change Management Directorate, General Service and Maintenance Administration Directorates, and Human Resources Management and Development Directorate. In addition, there are two important organs that oversee and advise the activities of CSA and closely work with the Director General. These are National Statistical Council and Management Advisory Team.

The Agency also has 25 Statistical Branch Offices located in different regions of the country for the purpose of running the regular National Integrated Survey program. These Branch Statistical Offices are responsible for coordinating the data collection activities in rural and urban sample sites (Enumeration Areas). These offices are mainly responsible for data collection and submission of the completed questionnaires or data to the head quarter via internet or email except Gambella and Jigiga branches. Each branch office has about 60-100 staff, of whom on average about 8 are statisticians.

2.4 Key Stakeholders of the Agency, Main Regulatory Frameworks and Regulators of the Agency

There are several key external stakeholders in CSA that influence its behavior and actions. These external stakeholders are public authorities and other than public authorities. The public stakeholders include: the House of Peoples' Representatives, the Council of Ministers, Ministry of Finance and Economic Development (MoFED), and Statistical council. As CSA receives significant donor funds, a variety of donors (bilateral countries and multilateral organizations) indirectly influence its actions. Some of the common donors are: the World Bank, ADB, UNDP, UNICEF, UNFPA, USAID, Irish Government, DFID, FAO, MACRO, etc.

As has been discussed above, the House of Peoples' Representatives, the Council of Ministers, Ministry of Finance and Economic Development (MoFED), Ministry of Civil Service, and Statistical council are the most salient regulators of CSA. Ethiopia's House of People's Representatives re-established the CSA in 2005 through its legislative authority. The Law has granted the Ministry of Finance and Economic Development (MoFED) oversight of CSA and its fulfilment of the mandates given to it by the Law. The CSA is reporting to the Minister of Finance and Economic Development. The Minister of Finance and Economic Development recommends the General Manager and Deputy General Managers to the Prime Minister who appoints them. Other employees are appointed according to the civil service regulations applicable to the general public service.

The statistical Council members are also appointed by the Minister of Finance and Economic Development in consultation with the Director General of the CSA and the Statistical Council must meet at least once a year. The Minister is the chairperson and other members comprise government officials from federal, regional and city administrations. The annual work programme is prepared by the CSA and submitted to the Minister by the Director General. The Statistical Council then approves the programme. The Council may also issue directives on the improvement of the National Statistical System'.

CSA is subject to and governed by a number of regulatory frameworks; namely laws, regulations, plans, guidelines. These include: the Federal Democratic Republic of Ethiopia (FDRE) constitution (Article 55), Statistics Law (Proclamation 442/2005) establishing CSA as an autonomous federal agency having its own personality, Information Law (Proclamation No. 590/2008) providing for the freedom of the mass media and access to information, the Civil Code (1960) and Revised Family Law (2000), Civil Registration Law (2012), Federal Civil Servants Proclamation (515/2007), Public Procurement Law (2005), Budget Administration (2010),Disbursement Directive (2010), Growth and Transformation Plans (2010/2014/15), the National Strategy for the Development of Statistics (NSDS), the United Nations and African Union Statistical Standards, the Principles of the Pairs Declaration (PARIS 21), and the Statistical Council's declarations and decisions, along with the CSA's own directives.

The Proclamation No. 442/2005 is the most prominent regulatory framework for CSA that defines its overall operations. The UN Fundamental Principles of Official Statistics are also a set of guidelines for the proper governance of a National Statistical System agreed by the UN Statistics Commission. The UN handbook on statistical organisation asks the question, How does the Central Statistical Agency decide

whether the particular cell is, or should be, a bona fide member of the statistical system? It makes suggestions on how to provide for this from a legal point of view.

2.5 Types of Official Statistics Produced by CSA

In its existence for more than half a century (since 1960s), CSA has implemented a gentle expansion in the number of official statistics (OS), adding a few more of OS from year to year. For instance, the 1980s and 1990s were important periods in the development of statistical work in Ethiopia. At this time, the National Integrated Household Survey Programme (NIHSP) was developed, as well as two major population and housing censuses (1984, 1994) being carried out. The first ever Ethiopian Agricultural Sample Enumeration was undertaken in 2001/2 and the CSA completed the third population and housing census in 2007. In recent years, several new surveys have been included in the CSA's programme, as demands for data have increased.

Table 2.1: Official Statistics by Category

1. Agriculture
2. Industries
3. Manufacturing
4. Trade
5. Price
6. Labour
7. Household income and Consumption
8. Welfare monitoring survey
9. Employment/unemployment
10. Population and housing census
11. Demographics and Health Survey

Other surveys can be included like construction survey, different indices, time use survey, PSNP panel survey, AGP surveys, FTF surveys, SLM survey, fertility survey. Moreover, some other cross-sectional surveys such as rural facility and data quality assessments for various minister offices have been done by CSA (for details see www.csa.gov.et).

As shown in Table above, CSA has a broad statistical coverage for its many socio-economic statistical survey publications, reports and census activities. It has also different calendar and schedule of production and publication. Some of the data are produced annually, quarterly, monthly, or for specific purposes or special occasions (see www.worldbank.org).Not only has the improved management capability of the CSA enabled larger sample surveys to be conducted, but the timeliness of data releases has also improved. One challenge that remains is statistical coordination. The CSA has central authority for the collection, compilation, analysis and dissemination of official statistics, and takes precedence regarding conceptual and definitional matters; however, this needs to be fully implemented. One of the most frequently cited weaknesses of the Agency is that meeting the demand for data at lower geographical levels has often been a challenge. One of the data gaps perceived now is the shortage of indicators at Woreda level. A key issue for NSDS (shortly discussed)

is whether this should be achieved by larger and larger samples, or whether other techniques can be employed, for example modelling or greater reliance on administrative records.

Along with the CSA, the National Bank of Ethiopia is the other agency responsible for some statistical compilation. It compiles annual balance of payments and money and banking statistics, using data mainly from administrative sources e.g. records of the Ministry of Finance and the Customs Department, monetary and banking institutions, etc. The Budget Department of the Ministry of Finance and Economic Development is responsible for compiling government financial statistics. It also has the authority to collect data on the annual estimates of government revenues, development receipts, loans and grants, annual estimates of government expenditures, including recurrent development and public debt services and budgetary explanatory notes. These data are required for preparing and monitoring the budget in cooperation with line ministries. Revenue and expenditure statistics for the budget sector and financing statistics are prepared on a monthly basis. For compilation of national accounts, the Ministry of Finance and Economic Development obtains information from various sources, including the CSA and the Ministries of Trade and Industry, Commerce, and Agriculture and Rural Development.

2.6 NSDS I at a Glance

The first National Statistical Development Strategy (NSDS I) for Ethiopia covers the period 2009/10 to 2013/14. It follows on from the Medium Term Statistical Programme (MTSP) for the Central Statistical Agency (CSA) that ended in 2008, but it differs in scope. The NSDS I covers statistical development in the entire statistical system, not just that of the CSA. The NSDSI has been developed through a series of consultations. During situational assessment, it became clear that there were data quality problems. Focusing on the priority data gaps and the quality issues, the following three recommendations were made for the NSDS. These were: filling urgent data gaps, solving data quality problems and coordinating the National Statistical System (NSS).The recommendations from the stakeholders'workshop gave rise to six Strategic Themes for the NSDS set out fully in Section 2.6.2.

2.6.1 Objectives of the NSDS I

The main objective of developing the NSDS document was formulating a framework strategy and work programme for the whole national statistical system of the country from 2009/10 to 2013/14.

2.6.2 Strategies

In its attempt to improve the quality and significance of national statistics, CSA had organized a stakeholders'workshop on 10 and 11 October 2008, at Bishoftu. From the discussions, six strategic themes were emerged for the development of the NSDS over the plan period. These themes covered the development of the entire National Statistical System (NSS) in Ethiopia. The strategic themes and sub-themes are summarized as under:

1) Implementation of the Statistics Law
   - 1.1. The establishment of an NSS coordination, quality assurance and support unit in the CSA for coordinating the NSS, quality assessment and NSS capacity building
   - 1.2. The development of common standards & definitions for the NSS and the issuance of proclamations by Council
   - 1.3. The introduction of memoranda of understanding between the CSA and its NSS partners
   - 1.4. The coordination of donor relations and statistical initiatives in the NSS

2) Develop and implement data quality procedures
   - 2.1. Developing a data quality assessment framework for Ethiopia (DQAF-E)
   - 2.2. The development and support of ministerial statistical units in NSS partners
   - 2.3. The strengthening of an NSS quality and support unit in the CSA for quality assessment and NSS capacity building

3) Enhance advocacy and use of statistics
   - 3.1. Developing an appropriate shared website for the NSS
   - 3.2. Improving statistical launch procedures and press releases
   - 3.3. Training for users including the media
   - 3.4. Establishing regular consultations with data users

4) Methodological improvements & statistical modernization
   - 4.1Rationalising the household survey program and its interface with improving routine systems
   - 4.2 Agriculture & environment statistics - improve methodology and expand coverage to commercial farms, non-sedentary populations and to environmental affairs and natural resources
   - 4.3 Continue to undertake agricultural censuses to maintain the basis for agricultural sampling and to provide periodic robust agricultural estimates
   - 4.4 Welfare measurement - improve methodology and expand coverage
   - 4.5 Improve business register and integrate data sources
   - 4.6 Develop import / export indices
   - 4.7Population and demography: demographic projections, vital events and improved tourism information

5) Capacity developments in the NSS
   - 5.1 Development of analytical skills in the NSS
   - 5.2 Increasing the supply of statisticians and associated ICT staff
   - 5.3 In-service training and knowledge management in the NSS
   - 5.4 Statistical associations and a professional body
   - 5.5 Technological needs and improvements
   - 5.6 Improve the buildings and physical work environment for statistics

6) Relationship of NSDS to the Monitoring and Evaluation of PASDEP and other interventions
   - 6.1 Remit of the NSDS for official statistics
   - 6.2 Adequacy of NSDS statistics to populate monitoring systems in the PASDEP
   - 6.3 Process for quality assurance of monitoring and evaluation surveys.

CHAPTER THREE

METHODOLOGY

3.1 Introduction

This chapter presents the methodological considerations of the Survey. It begins with the research designs and methods followed by the operationalization of variables contained in the research model. It then presents the section of key organizations and individual respondents, data collection instrument, and techniques of data analysis. Finally, the limitations of the Survey are briefly discussed.

3.2 Research Design and Methods

This study was carried out on the basis of proven research approach, which is mainly based on a quantitative research design with supportive of qualitative approach and adheres to the research ethics. In addition, the Consultant had employed a Cross-sectional survey method with a primary purpose of describing variables pertinent to the research setting/research objectives by collecting data from diverse respondents groups in a short period of time simultaneously.

3.3 The Research Model and Operationalization of the Key Variables

The NSDS I was launched to address the users' needs, which fall under six main thematic areas and many sub-themes (NSD I, 2009: 9-14). In this consultancy assignment, an attempt was made to examine the extent to which the above services have been delivered to the target beneficiaries at the desired level. To this end, the PRIN team identified and developed relevant items to measure the outcomes of the above services according to the Research model depicted below. The PRIN team introduced key indicators of measuring the quality of a national statistics. Accordingly, Figure 3.1 below presents the nine key dimensions of quality for measuring given statistical information.

Adapted from: The *South African Statistical Quality Assessment Framework (SASQAF), 2010*[1]

Figure 3.1: The Dimensions of Quality

We strictly followed the above framework to measure the perceived quality of NSDS service by preparing relevant items to measure each indicator. Details of the indicators and the complete set of items measuring each dimension of quality are presented as follows.

- **Completeness/Coverage:** This is related to geographical coverage of the surveys than its exhaustiveness in terms of contents.
- **Relevance:** Meeting real needs of client/ data users.
- **Methodological Soundness:** International standards and guidelines-good practice, acceptable practice and additionally capturing specific data set.
- **Accuracy:** Correctly describes phenomena it is designed to measure.
- **Timeliness and Regularly:** Timing is a very crucial aspect in the process of decision-making. Here we are concerned about how frequent reports/row data being published regularly and timely like every month, every quarter, every year, every two year, or with fixed time interval.
- **Accessibility**: Easy of obtaining information from the agency.
- **Interpretability:** Availability of supplementary information and meta-data.
- **Coherence:** Coherence in this context harmonization/ consistency of different information within broad analytical framework for the official statistics.
- **Unbiasedeness of the Official Statistics:** Explores how unbiased, for example, free from political interference, adherence to objectivity, professionalism, transparency and/or ethical standards during the process of publishing official statistics various survey results.
- **Dissemination:** It analyzes the availability of a publicly disseminated calendar that announces in advance the dates on which many of the various official statistics will be disseminated. That is the schedule the official statistics release date.

[1]Seble Worku (2010). *The South African Statistical Quality Assessment Framework (SASQAF),* presentation made at the Conference on Data Quality for International Organisations, Helsinki, Finland, 6–7 May 2010.

3.4 Selection of the Key Organizations and Respondents for the Survey

Guided by the NSDSI, different user groups were distinguished in the survey: 1) Government (both federal and regional), 2) Private sector- companies, financial institutions, 3) Education sector, 4) Press and Media, 5) International agencies, and Civil Society Groups as outlined in the NSDS. These groups or organizations were identified as the salient stakeholders for CSA and have all been recognized as potential respondents of the survey questionnaire using a census type survey. More specifically, the study included all the target organizations located at the Federal and the four NSDS I target organizations in the regional capitals of Ethiopia. In this study, the Census Approach was preferred to sampling design due to the fact that the target organizations for NSDS I were found to be of manageable size.

In this study, a combination of both primary and secondary sources was used to collect relevant data. The details of each of the primary data sources were presented in the sampling procedure in the paragraph that follows. The sources of secondary data have been relevant documents from MOFED, CSA, regional bureaus, the World Bank publications, etc. In this regard, a desk review of project documents such as mid-term and quarterly reports, annual work plans, financial performance reports, project appraisal reports, donor agreement documents, MOU, and other national documents were made as necessary. Besides, statistical reports and manuals of international agencies were reviewed as appropriate (e.g. UN, the World Bank, FAO, and other countries' documents, such as South Africa, Canada, European Commission, etc.).

The selection of organizations/respondents employed the census approach using the following procedure. On the basis of the comments received from the World Bank and the direction provided by the CSA, PRIN had identified pertinent organizations from Federal Government and regional capitals. As stated above, all key ministries and other stakeholders (i.e., Ministries, Departments and Agencies (MDAs) from the Federal Government, Regional States, Universities and Research Associations, International Organizations, Civil Society and NGOs, Press and Media, and Bank and Financial institutions) which have been listed in the NSDS I were chosen for this survey to include the views of the direct beneficiaries of the CSA Official Statistics. The representation of the organizations outlined in the NSDS I was maintained by considering their affiliates/hierarchies in the four regional states. More specifically, several MDAs from the Federal Government and four regional states (i.e., Tigray, Amhara, Oromia, and South Nation Nationalities Peoples) were consulted to respond to a standard questionnaire designed for data collection. In order to ensure representation of the higher learning institutions, three additional public universities have been included in the survey. Besides, other organizations such as Planning Commission and Vital Events Registration Agency (VERA), which did not exist during NSDS I preparation, were also chosen for the survey as the key stakeholders of the CSA Official Statistics(see List of all target organization in Annex III).

The strategy devised for the identification of key respondents at each organization was simple and straight forward. PRIN team approached the top management of each organization/institution to identify the most appropriate respondents who were qualified to fill in the questionnaire on behalf of their organizations. These selected individuals for filling in the questionnaire were considered to be information rich to give idea on the subject of under investigation.

3.5 Empirical Data Collection Instrument

The consulting firm used a standard questionnaire for collecting data on overall satisfaction of the users of CSA Official Statistics (see Annex IV). The Questionnaire was adapted from literature review[2]. It has six sections that included issues related to identification of the user, general information about relevance and use of official statistics, information concerning quality aspects of official statistics, overall assessment and trust in official statistics, services related to CSA's website, and limitations and ways forward.

A one-day long orientation workshop was organized to all data collectors (coordinators and data enumerators)on the overall data collection process, a draft questionnaire as well as validation of the survey questionnaire according to a training manual prepared for the same purpose (see Annex IV). During the workshop, a mock interview was made to pre-test the questionnaire. On the basis of the feedback obtained from the workshop as well as from the World Bank and CSA experts, the draft questionnaire was improved, and then made ready for data collection.

Professional data collectors (coordinators and enumerators) were recruited on the basis of their academic preparation and experiences in similar types of assignments in order to gather information from the targeted organizations/institutions. The data collectors were senior people who were capable to interact with potential respondents in the targeted organizations/institutions. The approach favoured was to use a questionnaire designed in English and to contact each and every respondent face to face. It was a self-administered interview which in most cases required helping respondents to filling in the questionnaire immediately. In case the respondent could not fill in the questionnaire immediately, the data collection team collected the phone number (or/and e-mail) of the respondents for reminding and follow up. Some respondents had responded electronically as per their demands.

A field supervision (spot checking) or field editing was applied to enhance the quality of data for the project. Besides, thorough central editing, encoding, and data cleaning were carried out for quality data management.

3.6 Data Processing and Analysis

The collected data were carefully processed, analysed and interpreted in a way they provide a true picture of the study. The major activity in this regard was checking and rechecking the quality of data. During data verification on hard copy of the filled in questionnaires, verifiers carefully checked and verified:

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[2] Central Statistical Agency (2009). *National Statistical Development Strategy (NSDS) I Project Document*, CSA.
National Institute of Statistics of Rwanda (2015). *User Satisfaction Survey 2014/15*, Kigali: nisr.
Statistics South Africa (2010). *South African Statistical Quality Assessment Framework (SASQAF)*, 2nd ed. Pretoria.
The World Bank (2014). *International Development Association Project Appraisal Document of the Federal Democratic Republic of Ethiopia for a Statistics for Results Project*. Report No. 78231-ET, May 2104.

- Completeness of each questionnaire,
- Consistency of each response from each questionnaire,
- Handwritings (if any) which may misled data entry clerks, and
- Coding responses for other option responses open ended questions, and multiple responses into numeric response.

A data entry mask was developed for data entry and data processing. Four experienced data entry experts (i.e. postgraduate statistics students from Addis Ababa University)were recruited, trained and supervised by the PRIN's senior Statistician before undertaking the actual activity. The main activities of the data processing team were data verification, coding, developing database/template for data entry via **CSPro,** entering data into computer software. The quantitative data was analysed through the use of appropriate statistical software, which includes SPSS. The analysis of data were made by applying descriptive (cross-tab) analysis, such as frequency counts and percentage.

3.7 Data quality assurance

In its effort to attain maximum quality data, the Consultant had devised the following strategies: (i) PRIN ensured that the data collection teams were well trained; (ii) It prepared a draft data gathering tool to be reviewed by the CSA and World Bank professionals; (iii)It applied a pre-testing of the questionnaire during the training (including use of a mock interview technique); (iv) It carried out supportive and intensive supervision through its regional coordinators, coordinators at the Federal level and from the team leaders centrally throughout the data collection process; (v) It conducted rigorous data editing at central and filed levels. Such strategies enabled sustained two-way communication among all actors; viz., PRIN, the team leaders at the centre, coordinators, and data enumerators in order to address any problems encountered during the field survey on timely basis through strategic conversations.

More specifically, each team had four members, one of whom was a supervisor to ensure quality of the data collected. The supervisors also visited the data enumerators to check how they were conducting the data collection in the target organizations by cross-checking the filled in questionnaire every day, and using the mobile and email technology as part of the supervisory tool. At the end of the day (every evening) the supervisors reviewed the filled in questionnaires to identify data recording errors, and to track any completeness and consistency problems.

3.8 Study Challenges

The study team had faced many challenges while conducting this study. Some of the main challenges included low level of understanding by the participants of the study about the use of participating in data provision for a research of this type which is pertinent for government policy design and national program development; unnecessary delays due to repeated appointments given by some organizations to provide relevant information; reluctance of some institutions such as media centres to fill questionnaire for various reasons; and lack of relevant documents. Despite these challenges, the PRIN team has exerted maximum effort to secure a high response rate.

Chapter Four

RESULTS AND DISCUSSIONS

This chapter presents the results of the analysis of data gathered from both primary and secondary sources. The chapter is organized into eight thematic areas.

4.1 Profile of Respondents

The study collected different demographics of the respondents of which educational attainment and sectoral attachment of the respondents were presented in the tables that follow.

Table 4.1: Level of educational attainment of respondents

Qualification	Count	Percent
Ph. D. or equivalent	23	7.1%
Master's degree or a Post-graduate diploma	146	45.2%
Bachelor degree	151	46.8%
Diploma	3	0.9%
Total	323	100.0%

Table 4.1 above shows that a total of 323 respondents had participated in this study. In terms of their educational attainment, more than 52 percent hold 2nd degree and above in different fields while about 47 percent are Bachelor Degree holders and the remaining respondents hold diploma. This suggests that all of the respondents happened to be qualified enough to share their informed views regarding the CSA's official statistics and their qualities.

Table 4.2: Respondents by Sector

S. No.	Sector	Count	Percent
1	Government /Board/Authority/Commission	262	81.1%
	• Federal Government (Ministries)	50	15.5%
	• Federal Government Agency	27	8.4%
	• Regional state(Bureaus)	147	45.5%
	• Regional state Agency/Board/Authority/Commission	19	5.9%
	• Higher Education Institutions	19	5.9%
2	Parliament	2	0.6%
3	Government Banks including National Bank, and other Government Financial Authority	8	2.4%
4	Private Bank, Saving & credit organizations,	4	1.2%
5	Other commercial company or enterprise	7	2.2%
6	Private Sector Federation (Chambers), professional associations	11	3.4%
7	Press and other media	8	2.5%
8	Civil society (political party, unions, human rights organizations)	21	6.5%
	Total	323	100.0%

As can be seen in Table 4.2 above, all sectors which were considered as key stakeholders in the NSDS I have been represented in this survey. More specifically, about 82 percent of the participants were drawn from all organs (viz., legislative, judiciary, and executive) of the Government while considerable number of the participants were selected from financial institutions (banks, insurance companies), other enterprises, press and media, and civil society including political parties, unions, human rights organizations, UN agencies, the World Bank and other international organizations. Senior planning and programming experts, statisticians, and relevant officials (e.g. directors, department heads) had participated in the survey.

4.2 Coverage and Identification of the Users

This survey covers different governmental and non-governmental structures stretching from the Federal government to regional states and to the key informants at grassroots level. In particular, the survey was guided by the NSDS I project document to include: 1) Government (both federal and regional), 2) Private sector- companies, financial institutions, 3) Education sector, 4) Press and Media, 5) International agencies, and Civil Society Groups. In the 2015 User Satisfaction Survey of CSA, 349people (representing more than 90 organizations) were identified as main potential users of official statistics produced and published by the Central Statistics Agency (CSA) of Ethiopia. The response rate was more than 92% which is considered as a very high return rate. Such a response rate was achieved due to the efficiency and effectiveness of managing the entire data collection process by assigning experienced and qualified coordinators and enumerators for the fieldwork. The participants of the study are summarized by their respective sectors as shown in Figure 4.1. The majority of the respondents were from the sample regional states (51.4%); followed by the participants from federal government's ministries, departments, and agencies (MDAs) (24.5%). Among the rest of the respondents, Civil Society and NGOs constitute 9.9%; universities, research institutions, and consultancy firms constitute 8%; banks and financial institutions account for 3.7%; and press and media contain 2.5%.

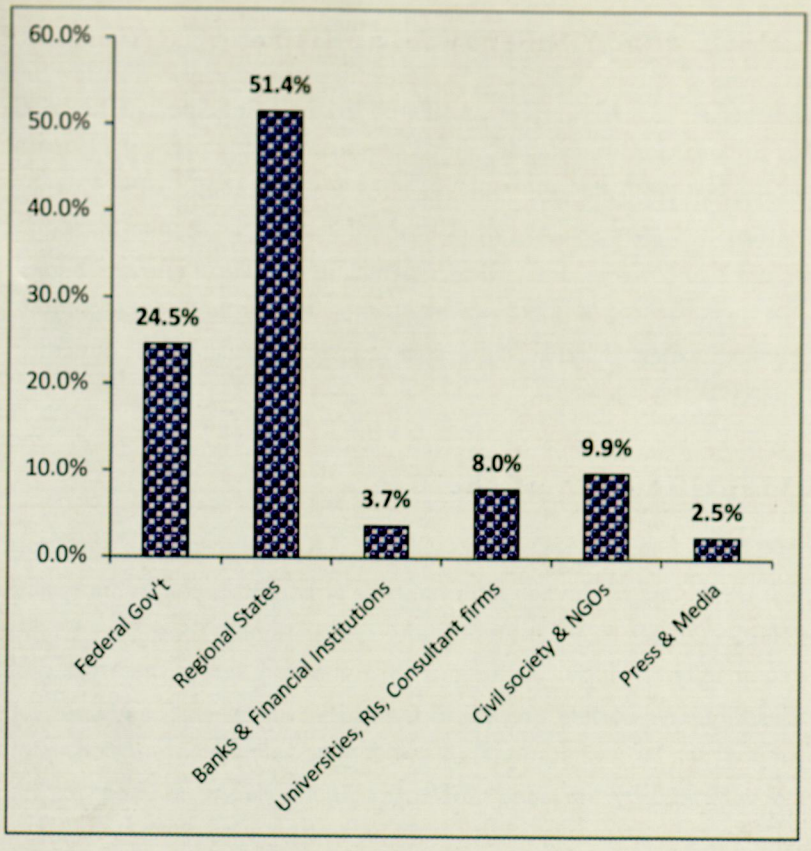

Figure 4.1: Participation by Sector

As indicated in Table 4.3 below, while 44.3% of the respondents were from the federal government, each regional state has contributed almost similar number of participants for the study.

Table 4.3: Participation by Regional Representation

Region	Count	Percent
Tigray	46	14.2%
Amhara	45	13.9%
Oromia	45	13.9%
SNNPR	44	13.6%
Federal Government	143	44.3%
Total	323	100.0%

The above table indicates the selected regions for the survey are more or less represented at equivalent proprotion. The Federal Government (in Addis Ababa) takes the highest proprotion given that there are many other isntitutions such as universities, research institutes, press agencies, political parties, international organizations and other actors, which have no regional branches.

4.3 General Information about Relevance and Use of Official Statistics (OS)

Figure 4.2 depicts that the respondents of the survey have been using statistics produced by different entities including CSA. Statistics produced by the CSA were, however, the most used ones by the majority (88.6%) of the survey respondents irrespective of their origin, followed by statistics produced by regional bureaus (67.6%), and ministries (57.8%). The least used statistics were produced by other government entities[3] (16.7%), International Organizations[4] (28.4%)and Ethiopian Revenue Authority (28.8%).

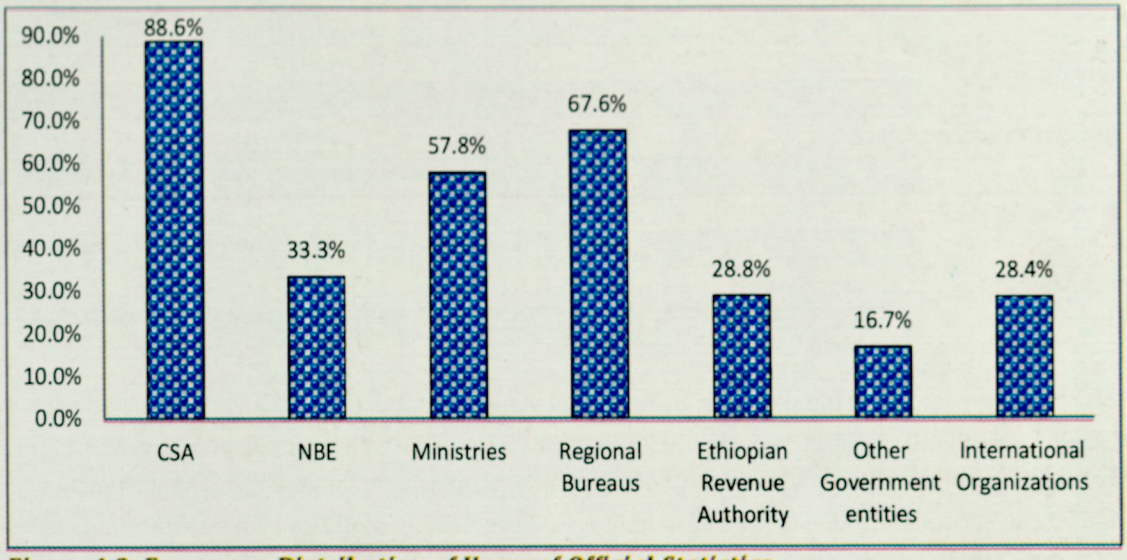

Figure 4.2: Frequency Distribution of Users of Official Statistics

With regard to the rate of using the CSA official statistics by the respondents, the study documented slight differences among sector of activities. Particularly, the Federal MDAs, universities, research institutions, civil society and NGOs mostly and frequently use statistics produced by CSA in comparison to statistics produced by other producers (Table 4.4). While regional states, banks and financial institutions mostly use statistics produced by CSA, they reported using statistics produced by other entities such as regional bureaus and the National Bank of Ethiopia equally. Press and media claim that they use statistics produced by all available sources due to the nature of their duties and responsibilities.

[3] Agricultural Research Institute, BOFED, Industry & Urban workers Bureau, BoH, BoE, BoLSA, MoLSA, HEIs, ERA, Ethiopian Election Board & House of Federation, HPR, EIA, Ethiopian Inv't Commission, AA City Admin., Federal Transport Authority, From different association like women, trade, Patriotic, Youth.., Federal Police, MCIT, MOFED, AA housing Construction, Public Enterprises, Tourist agency, Ethiopia Airlines, TVET, Microfinance, Universities

4 American Road Authority (like AASHTO, ASTM & BS), African Centre for Statistics, AU, UN, CNN, Aljazeera, CDC, ECA, EU, FAO, ILO, IMF, NORAD, NORHED, UN, UN Agencies, UN organs, WB, WHO, UNSD, UNCEF, UNESCO, USAID, UNICEF, WHO, UNFPA, UN, WTO, WB

Table 4.4: Percentage of Users of Statistics by sector of activity

Producers of Statistics		Users of Statistics by Sector						
		Federal Gov't	Regional States	Banks & Financial Institutions	Universities, RIs, Consultant firms	Civil society & NGOs	Press & Media	Total
CSA	Count	62	135	12	26	29	7	271
	%	87.3%	86.0%	100.0%	100.0%	90.6%	87.5%	88.6%
NBE	Count	31	20	11	15	19	6	102
	%	43.7%	12.7%	91.7%	57.7%	59.4%	75.0%	33.3%
Ministries	Count	46	78	7	17	21	8	177
	%	64.8%	49.7%	58.3%	65.4%	65.6%	100.0%	57.8%
Regional Bureaus	Count	41	124	4	14	18	6	207
	%	57.7%	79.0%	33.3%	53.8%	56.2%	75.0%	67.6%
Ethiopian Revenue Authority	Count	23	26	9	13	9	8	88
	%	32.4%	16.6%	75.0%	50.0%	28.1%	100.0%	28.8%
Other Government entities	Count	10	21	4	8	7	1	51
	%	14.1%	13.4%	33.3%	30.8%	21.9%	12.5%	16.7%
International Organizations	Count	22	32	6	12	12	3	87
	%	31.0%	20.4%	50.0%	46.2%	37.5%	37.5%	28.4%

This research reveals that the degree of using official statistics produced by CSA varies generally by the types of official statistics produced as indicated in Figure 4.3While population and housing census (79%), demographics and health survey(49.8%), employment or unemployment statistics (44.3%) and agriculture statistics (42.1%)were the most used official statistics by the respondents of the survey, welfare monitoring survey (21%) and trade (30.6%) were found to be the least used ones as depicted in Figure 4.3.

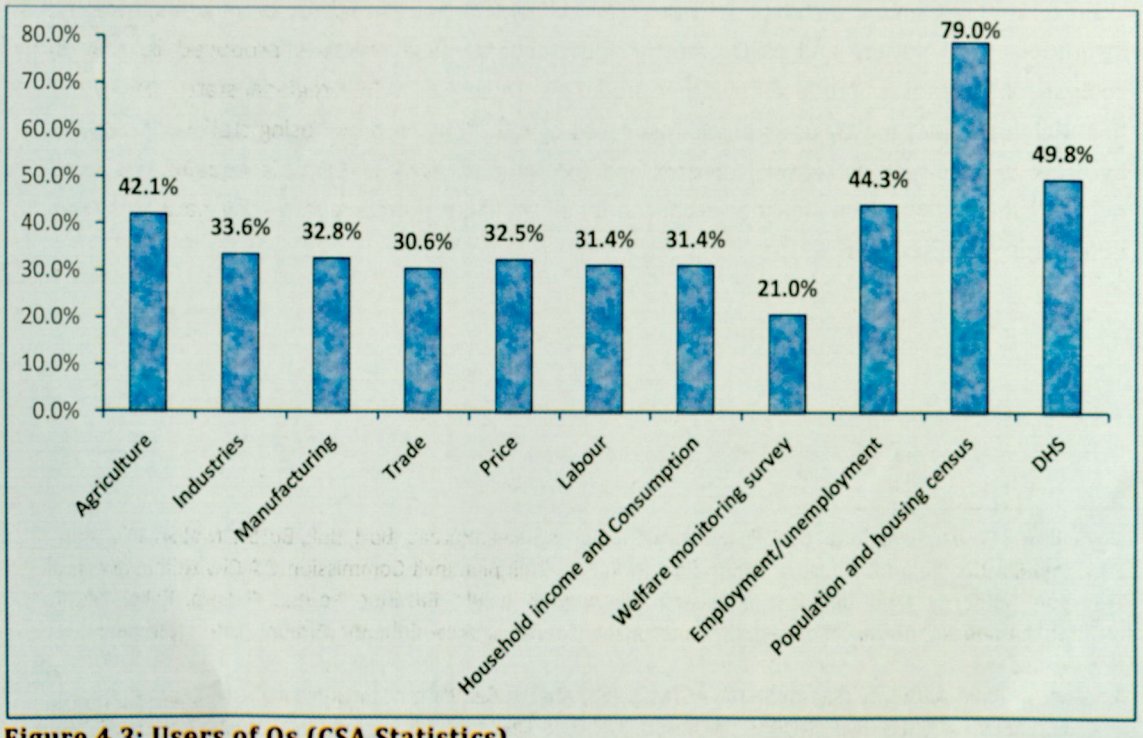

Figure 4.3: Users of Os (CSA Statistics)

As the continuation of Figure 4. above, Table 4.5 summarizes the extent to which each official statistics produced by CSA was used by the organizations involved in this study.

Table 4.5: Users of OS (CSA Statistics) by sector of activity

Types of Official Statistics		Users of Official Statistics by Sector						
		Federal Gov't	Regional States	Banks & Financial Institutions	Universities, RIs, Consultant firms	Civil society & NGOs	Press & Media	Total
Agriculture	Count	28	36	10	17	18	5	114
	%	45.2%	26.7%	83.3%	65.4%	62.1%	71.4%	42.1%
Industries	Count	23	26	11	14	12	5	91
	%	37.1%	19.3%	91.7%	53.8%	41.4%	71.4%	33.6%
Manufacturing	Count	24	23	10	15	12	5	89
	%	38.7%	17.0%	83.3%	57.7%	41.4%	71.4%	32.8%
Trade	Count	22	27	8	10	11	5	83
	%	35.5%	20.0%	66.7%	38.5%	37.9%	71.4%	30.6%
Price	Count	19	26	9	14	15	5	88
	%	30.6%	19.3%	75.0%	53.8%	51.7%	71.4%	32.5%
Labour	Count	19	32	2	12	15	5	85
	%	30.6%	23.7%	16.7%	46.2%	51.7%	71.4%	31.4%
Household income and Consumption	Count	18	24	7	14	16	6	85
	%	29.0%	17.8%	58.3%	53.8%	55.2%	85.7%	31.4%
Welfare monitoring survey	Count	12	13	4	8	14	6	57
	%	19.4%	9.6%	33.3%	30.8%	48.3%	85.7%	21.0%
Employment/unemployment	Count	26	50	5	16	17	6	120
	%	41.9%	37.0%	41.7%	61.5%	58.6%	85.7%	44.3%
Population and housing census	Count	42	121	8	16	20	7	214
	%	67.7%	89.6%	66.7%	61.5%	69.0%	100.0%	79.0%
DHS	Count	34	55	5	11	24	6	135
	%	54.8%	40.7%	41.7%	42.3%	82.8%	85.7%	49.8%

It was found that the federal ministries, departments, and agencies mostly use population and housing census (67.7%), demographics and health survey (54.8%), agriculture (45.2%), and employment or unemployment (41.9%) among the official statistics produced by CSA for their purposes. Similar pattern was documented for Civil Society and NGOs. Population and housing census (89.6%), and demographics and health survey (40.7%) were the two most frequently used official statistics by organizations operating in the regional states. Because of their interest in staying attuned to the structure of the economy for informed decision-making, banks and financial organizations mostly use official statistics concerning industries (91.7%), agriculture (83.3%), manufacturing (83.3%), price (75.0%), and trade (66.7%). Universities, research institutes, and consultancy firms often use population and housing census (61.5%) and employment or unemployment (61.5%) in order to meet their official statistics needs. It was also confirmed that press and media use almost all officials statistics produced by CSA that would be related to the scope of their duties and responsibilities.

Figure4.4 summarizes the purposes behind the use of official statistics as reported by the respondents. Accordingly, most of the users seem to use the official statistics for a) planning, programming and budgeting (70.8%); b) analysis of current developments for short term decision making (63.1%); c) research (51.7%); d) analysis of trends for longer term policy formulation (48.3%; and general economic information (45.8%). Very limited respondents reported that they recourse to official statics for teaching (22.9%) and model building and forecasting (28.8%).

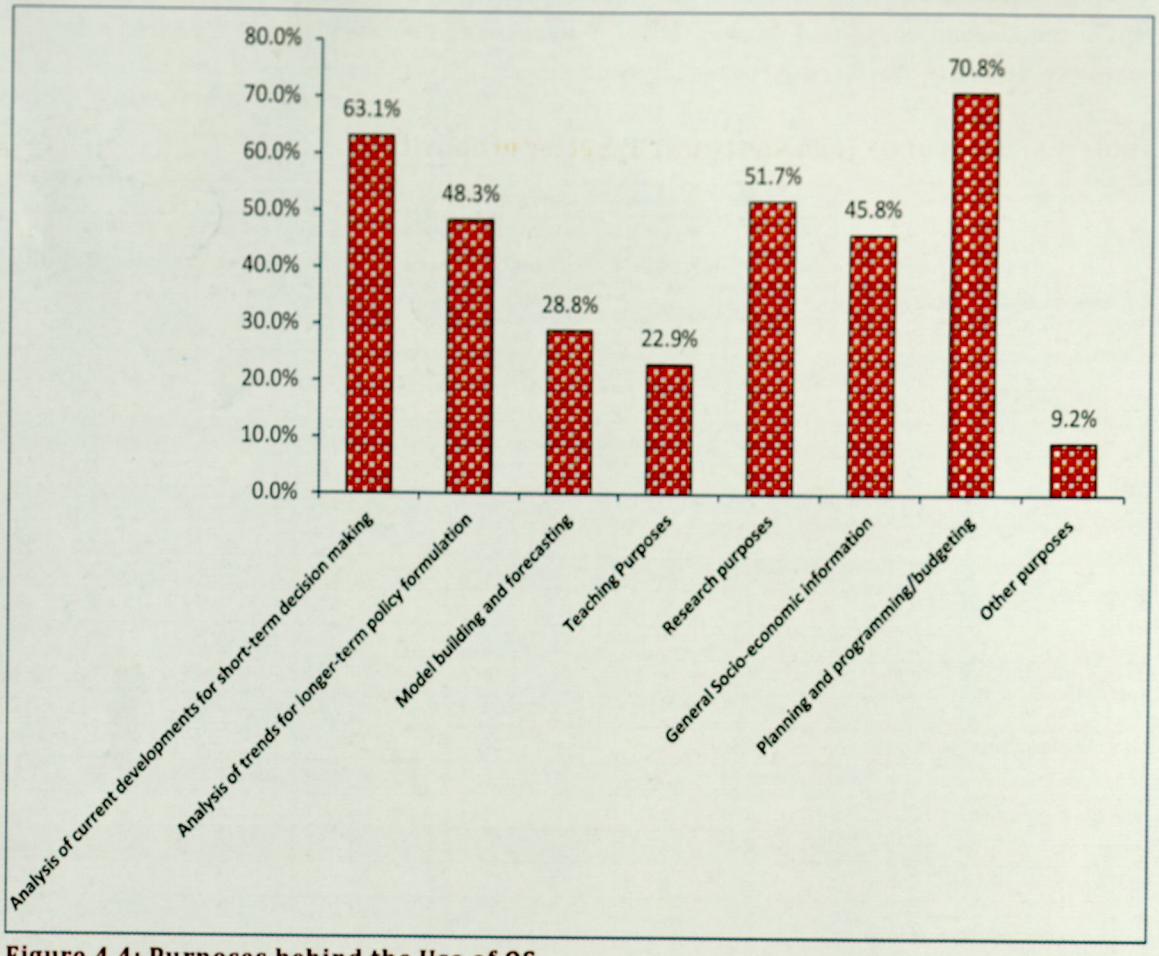

Figure 4.4: Purposes behind the Use of OS

Table 4.6presented the purposes behind the use of official statistics by each category of users. The federal Ministries, Departments and Agencies (MDAs) mainly use official statistics for planning and programming/budgeting (71%); analysis of the trends for longer-term policy formulation (71%); and for analysis of current developments for short-term decision making (67.7%).Regional states primarily use official statistics for planning and programming including budgeting (85.9%); and for analysis of current developments for short-term decision making (60%).Research (91.7%), analysis of current developments for short-term decision making (83.3%), and analysis of trends for longer-term policy formulation (66.7%) are essential purposes behind the use official statistics produced by CSA for banks and financial institutions. Universities, research institutes, and consultancy firms mainly use official statistics produced by CSA for the purposes of research (88.5%) and general socio-economic information (57.7%). Likewise, civil society and NGOs largely use official statistics produced by CSA for research, analysis of current developments for short-term decision making and general socio-economic information (57.7%). The main purpose behind the use of official statistics produced by CSA for press and media was for research undertaking.

Table 4.6: Purposes of using OS by Sector of Activity

Purposes behind the Use of OS		Users of Official Statistics by Sector						
		Federal Gov't	Regional States	Banks & Financial Institutions	Universities, RIs, Consultant firms	Civil society & NGOs	Press & Media	Total
Analysis of current developments for short-term decision making	Count	42	81	10	13	22	3	171
	%	67.7%	60.0%	83.3%	50.0%	75.9%	42.9%	63.1%
Analysis of trends for longer-term policy formulation	Count	44	50	8	9	19	1	131
	%	71.0%	37.0%	66.7%	34.6%	65.5%	14.3%	48.3%
Model building and forecasting	Count	17	29	7	12	12	1	78
	%	27.4%	21.5%	58.3%	46.2%	41.4%	14.3%	28.8%
Teaching Purposes	Count	11	27	0	12	10	2	62
	%	17.7%	20.0%	0.0%	46.2%	34.5%	28.6%	22.9%
Research purposes	Count	32	48	11	23	22	4	140
	%	51.6%	35.6%	91.7%	88.5%	75.9%	57.1%	51.7%
General Socio-economic information	Count	24	55	5	15	22	3	124
	%	38.7%	40.7%	41.7%	57.7%	75.9%	42.9%	45.8%
Planning and programming/budgeting	Count	44	116	6	9	17	0	192
	%	71.0%	85.9%	50.0%	34.6%	58.6%	0.0%	70.8%
Other purposes	Count	5	13	1	5	1	0	25
	%	8.1%	9.6%	8.3%	19.2%	3.4%	0.0%	9.2%

According to Figure 4.5, 84.2% confirm that their priority data needs were satisfied (moderately well, well or very well) in using the available CSA 's official statistics.

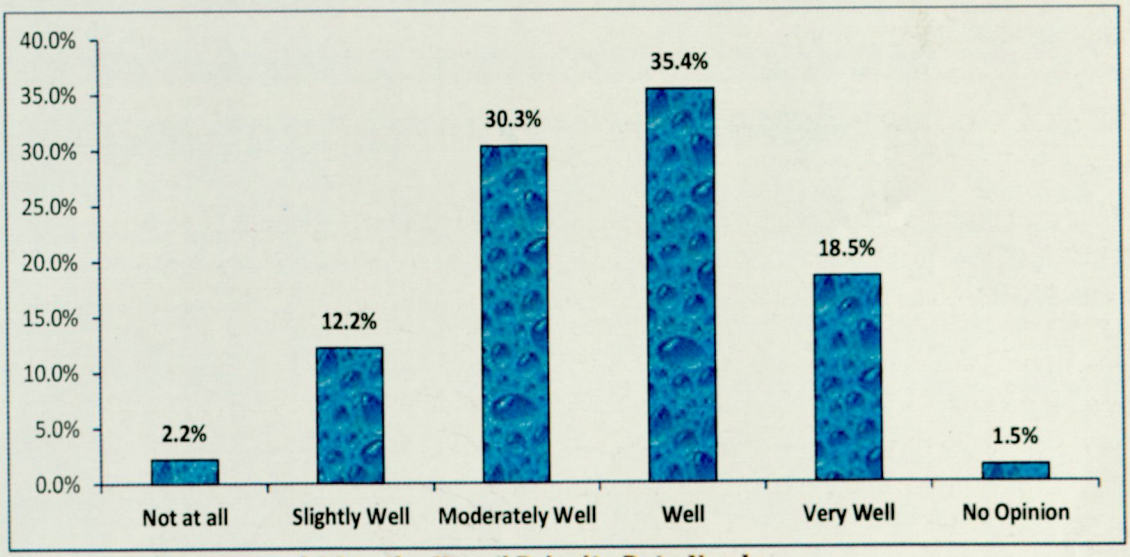

Figure 4.5: Adequacy of OS to the Users' Priority Data Needs

However, a number of areas where data are not available has been mentioned under the open-ended part of the questionnaire. Particularly, some critical reflections were forwarded on the absence of disaggregated data at Zonal and Woreda levels, which hinders planning and informed decision-making at the grassroots level. The listed missing data include disaggregated data for maternal rate, mortality rate, livestock population data at Wordea level, disaggregated data for some manufacturing industries and construction classification, lack of mining data, no development

indicators, price index statistics for some goods and crops, service trade statistics, irrigation statistics, soil and water conservation statistics, lack of construction and transportation data, and aggregated data for some economic sector such as forestry, fish, cotton, mushroom and spicy items, and so forth.

Asking whether available official statistics produced by CSA were adequate for meeting the users' priority data needs by sector of activity, 83.8% of the participants from federal MDAs, 80.8% from regional state bureaus, 91.6% from banks and financial institutions, 92.3% from universities, research institutions, 89.6% from civil society and NGOs, and 85.8% of the respondents from press and media rated the adequacy of the current official statistics as moderately well, well or very well as depicted in Table4.7 below.

Table 4.7: Adequacy of OS to the Users' Priority Data Needs by Sector of Activity

Adequacy of OS to the users' priority data needs		User pf OS by Sector					
		Federal Gov't	Regional States	Banks & Financial Institutions	Universities, RIs, Consultant firms	Civil society & NGOs	Press & Media
Not at all	Count	2	4	0	0	0	0
	%	3.2%	3.0%	0.0%	0.0%	0.0%	0.0%
Slightly Well	Count	8	19	1	2	2	1
	%	12.9%	14.1%	8.3%	7.7%	6.9%	14.3%
Moderately Well	Count	19	41	1	11	8	2
	%	30.6%	30.4%	8.3%	42.3%	27.6%	28.6%
Well	Count	25	41	7	8	13	2
	%	40.3%	30.4%	58.3%	30.8%	44.8%	28.6%
Very Well	Count	8	27	3	5	5	2
	%	12.9%	20.0%	25.0%	19.2%	17.2%	28.6%
No Opinion	Count	0	3	0	0	1	0
	%	0.0%	2.2%	0.0%	0.0%	3.4%	0.0%
Total	Count	62	135	12	26	29	7
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Although participants of the study are critical and much concerned about some statistics that are not available, 83% of all the respondents in the study were satisfied (moderately well, well or very well) with the available official statistics produced by CSA as indicated in Figure 4.6.

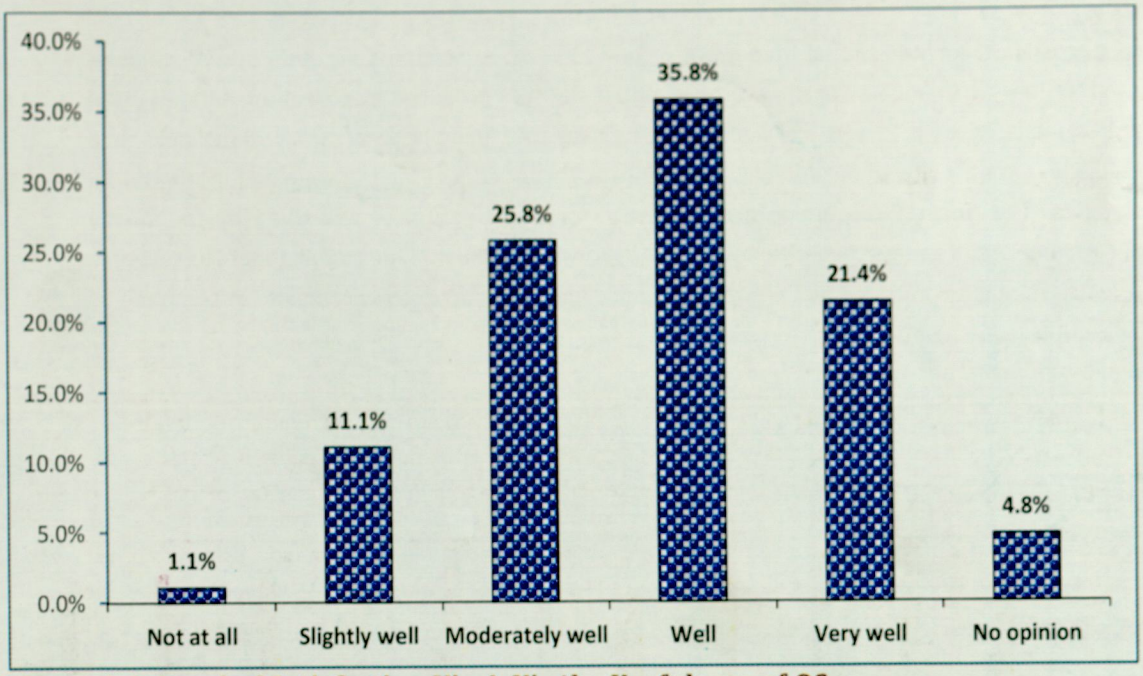

Figure 4.6: Level of Satisfaction Vis-A-Vis the Usefulness of OS

Table 4.8 shows that there are no much differences in terms of the level of satisfaction with the usefulness of official statistics produced by CSA across the six categories of respondents. More than half of the participants from the five categories(i.e.; 69.2% from the Federal MDAs, 66.6% from banks and financial institutions, 57.2 from press and media, 56.3% from regional states, and 55.1% from civil society and NGOs) were satisfied (well or very well)with the usefulness of official statistics produced by CSA.

Table 4.8: Level of Satisfaction vis-a-vis the Usefulness of OS by Sector

Level of Satisfaction		Users of OS by Sector					
		Federal Gov't	Regional States	Banks & Financial Institutions	Universities, RIs, Consultant firms	Civil society & NGOs	Press & Media
Not at all	Count	1	1	0	0	1	0
	%	1.6%	0.7%	0.0%	0.0%	3.4%	0.0%
Slightly Well	Count	4	19	0	5	2	0
	%	6.5%	14.1%	0.0%	19.2%	6.9%	0.0%
Moderately Well	Count	16	31	4	7	10	2
	%	25.8%	23.0%	33.3%	26.9%	34.5%	28.6%
Well	Count	27	43	7	7	11	2
	%	43.5%	31.9%	58.3%	26.9%	37.9%	28.6%
Very Well	Count	12	33	1	5	5	2
	%	19.4%	24.4%	8.3%	19.2%	17.2%	28.6%
No Opinion	Count	2	8	0	2	0	1
	%	3.2%	5.9%	0.0%	7.7%	0.0%	14.3%
Total	Count	62	135	12	26	29	7
	%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

4.4 Information Concerning Quality Aspects of Official Statistics (OS)

As discussed in the conceptual framework of this survey (see Section 3.3), there are 10 variables used for judging the quality of the available official statistics produced by CSA in this survey. These are: completeness/coverage, relevance, methodological soundness, accuracy, timeliness and regularly, accessibility, interpretability, coherence, unbiasedness and dissemination of official statistics. The findings concerning quality aspects of official statistics as judged by the survey participants are presented under this section. As shown in Figure 4.7, the completeness or coverage of official statistics produced by CSA was favourably judged as moderately complete or complete by 72% of the respondents.

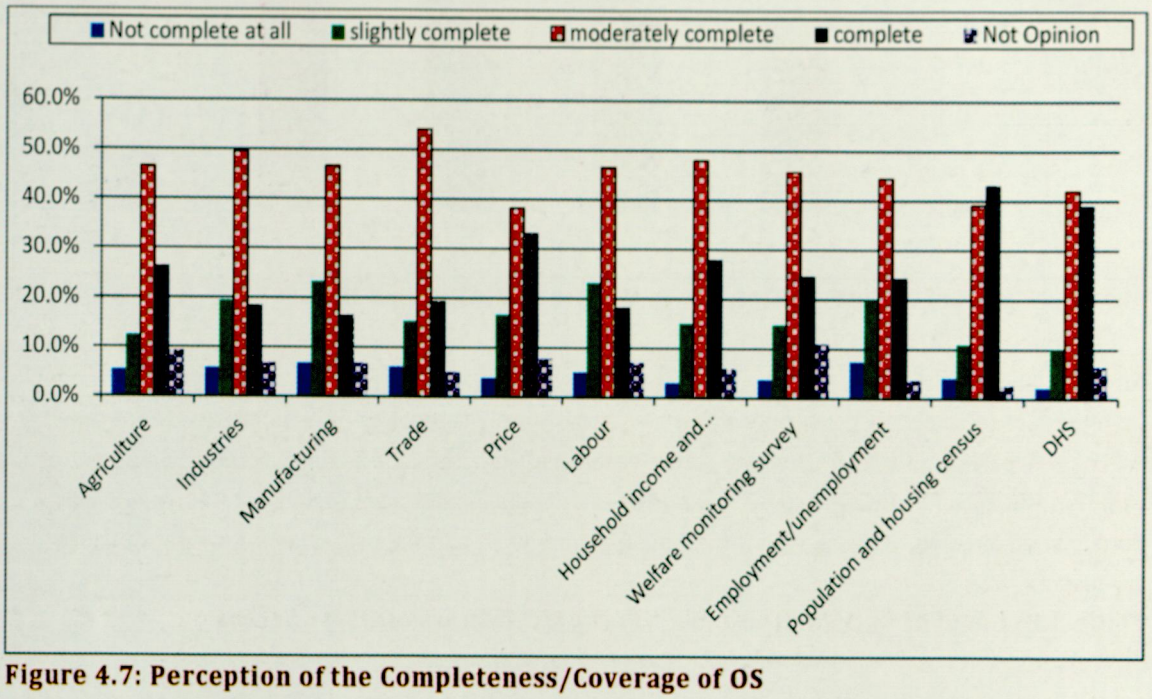

Figure 4.7: Perception of the Completeness/Coverage of OS

However, the respondents had pointed out that CSA is still unable to cover all regional states in Ethiopia. For example, agricultural sample survey from pastoral areas (Afar and Somali regions) is not available. Thus, there is a need to improve the coverage of CSA's survey both at regional and Woreda levels.

As indicated in Table 4.9, the methodologies used by CSA for the production of official statistics were favourably judged by the survey respondents since more than 66% find them moderately sound and appropriate, sound and appropriate or highly sound and appropriate. Two highest percentages of positive judgement in terms of methodological soundness are attributed to population and housing census (75.2%) and demographic and health statistics (73.1%). On the other side, the relatively less appreciated on the said variable was labour (59.6%). All other types of statistics scores are between 60.8% and 69.3%.

Table 4.9: Perception of the Appropriateness and Soundness of OS' Methodologies

Types of OS	neither sound nor appropriate		slightly sound and appropriate		moderately sound and appropriate		sound and appropriate		highly sound and appropriate		No Opinion	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	4	3.2%	17	13.5%	35	27.8%	37	29.4%	13	10.3%	20	15.9%
Industries	2	2.0%	15	15.0%	33	33.0%	25	25.0%	5	5.0%	20	20.0%
Manufacturing	4	4.0%	11	11.0%	38	38.0%	20	20.0%	6	6.0%	21	21.0%
Trade	3	3.2%	11	11.7%	33	35.1%	20	21.3%	6	6.4%	21	22.3%
Price	4	3.9%	10	9.7%	25	24.3%	27	26.2%	14	13.6%	23	22.3%
Labour	4	4.0%	12	12.1%	31	31.3%	20	20.2%	8	8.1%	24	24.2%
Household income and Consumption	5	5.0%	9	9.0%	26	26.0%	34	34.0%	9	9.0%	17	17.0%
Welfare monitoring survey	0	0.0%	13	16.5%	15	19.0%	27	34.2%	6	7.6%	18	22.8%
Employment/unemployment	6	4.5%	14	10.4%	42	31.3%	37	27.6%	14	10.4%	21	15.7%
Population and housing census	2	0.9%	21	9.7%	49	22.6%	88	40.6%	26	12.0%	31	14.3%
DHS	0	0.0%	16	11.3%	34	24.1%	49	34.8%	20	14.2%	22	15.6%

On the other hand, a significant minority of respondents still had a big concern on statistical methodology. Around 19% of the respondents did not have knowledge about the methodologies used by CSA for the production of official statistics. Regarding this aspect of OS, one of the respondents had commented, "Since methodologies are the backbone of official statistics, they should be of high quality. There is a need for promoting quality standards through data quality assurance by implementing sound methodologies."

According to Table 4.10, most of the participants (73.2%) in this survey judged the accuracy of official statistics produced by CSA as moderately accurate, accurate and highly accurate. Two highest percentages of positive judgement in terms of accuracy are attributed to demographic and health statistics (78.7%) and population and housing census (77.8%). On the other side, the relatively less appreciated included labour (66.7%). All other types of statistics scores are between 70.6% and 76.5%.

Table 4.10: Perceptionof the Accuracy of the OS

	Inaccurate		Slightly accurate		Moderately accurate		Accurate		Highly accurate		No opinion	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	6	4.6%	21	16.2%	55	42.3%	32	24.6%	8	6.2%	8	6.2%
Industries	3	2.9%	16	15.7%	44	43.1%	24	23.5%	7	6.9%	8	7.8%
Manufacturing	6	5.9%	15	14.7%	45	44.1%	20	19.6%	7	6.9%	9	8.8%
Trade	3	3.2%	17	18.1%	42	44.7%	22	23.4%	3	3.2%	7	7.4%
Price	4	3.8%	17	16.2%	37	35.2%	28	26.7%	10	9.5%	9	8.6%
Labour	2	2.0%	19	19.2%	43	43.4%	17	17.2%	6	6.1%	12	12.1%
Household income and Consumption	3	2.9%	14	13.7%	42	41.2%	28	27.5%	8	7.8%	7	6.9%
Welfare monitoring survey	1	1.2%	14	16.7%	30	35.7%	23	27.4%	7	8.3%	9	10.7%
Employment/unemployment	6	4.3%	20	14.4%	61	43.9%	31	22.3%	11	7.9%	10	7.2%
Population and housing census	12	5.5%	28	12.7%	78	35.5%	67	30.5%	26	11.8%	9	4.1%
DHS	5	3.4%	16	11.0%	49	33.8%	52	35.9%	13	9.0%	10	6.9%

Figure 4.8 shows that at least 40.8% of users judged official statistics as biased irrespective of the type of official statistics produced by CSA. A significant minority (close to 19%) of the respondents had no opinion concerning the integrity of official statistics produced by CSA. With the aim to increase the level of satisfaction of the users, it is logical to consider the percentage of those respondents who unequivocally judged official statistics as biased. For all types of official statistics on this matter, the figures ranged from 31.6% to 37.7%.

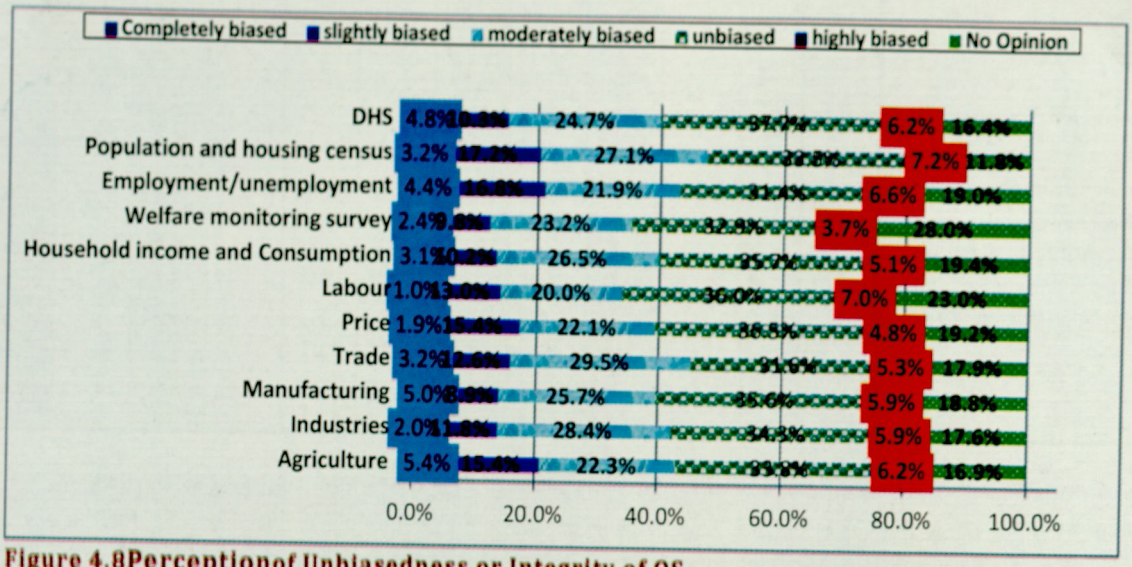

Figure 4.8Perceptionof Unbiasedness or Integrity of OS

This study explored how the users of CSA data judge the timelines of official statistics. Accordingly, 66.2% of users were satisfied with the timeliness of official statistics irrespective of the type of official statistics produced by CSA as depicted in Table 4.11. Two highest percentages of positive judgement in terms of timeliness of official statistics were credited to price (77.6%) and demographic and health statistics (72.8%). All other types of statistics scores are between 60.8% and 66.7%.

Table 4.11: Perception of Timelines of OS

	Not satisfied at all		Slightly satisfied		Moderately satisfied		Satisfied		Highly Satisfied		No opinion	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	11	8.6%	26	20.3%	32	25.0%	43	33.6%	9	7.0%	7	5.5%
Industries	6	5.9%	26	25.7%	35	34.7%	25	24.8%	4	4.0%	5	5.0%
Manufacturing	7	6.9%	26	25.5%	32	31.4%	26	25.5%	4	3.9%	7	6.9%
Trade	5	5.4%	20	21.5%	36	38.7%	22	23.7%	4	4.3%	6	6.5%
Price	6	5.8%	12	11.7%	33	32.0%	31	30.1%	16	15.5%	5	4.9%
Labour	5	5.0%	23	23.0%	39	39.0%	21	21.0%	3	3.0%	9	9.0%
Household income and Consumption	6	5.9%	23	22.8%	32	31.7%	28	27.7%	7	6.9%	5	5.0%
Welfare monitoring survey	4	4.9%	21	25.6%	27	32.9%	18	22.0%	5	6.1%	7	8.5%
Employment/unemployment	10	7.1%	32	22.9%	50	35.7%	33	23.6%	7	5.0%	8	5.7%
Population and housing census	19	8.6%	46	20.8%	65	29.4%	60	27.1%	22	10.0%	9	4.1%
DHS	6	4.2%	24	16.7%	48	33.3%	46	31.9%	11	7.6%	9	6.2%

Asking whether they were aware of the dissemination calendar of official statistics produced by CSA, the majority (74.2%) of the users confessed not being informed. Less than 26% of them were aware of the calendar. Highest score (exactly 40%) was observed for population and housing census as can be seen in Table 4.12 below.

Table 4.12: Awareness about the Dissemination Calendar of OS

	Yes		No		Don't know	
	Count	%	Count	%	Count	%
Agriculture	47	36.2%	35	26.9%	48	36.9%
Industries	24	23.1%	39	37.5%	41	39.4%
Manufacturing	23	22.1%	36	34.6%	45	43.3%
Trade	24	24.7%	35	36.1%	38	39.2%
Price	35	33.7%	31	29.8%	38	36.5%
Labour	14	14.1%	35	35.4%	50	50.5%
Household income and Consumption	23	23.0%	29	29.0%	48	48.0%
Welfare monitoring survey	15	17.9%	30	35.7%	39	46.4%
Employment/unemployment	25	18.1%	47	34.1%	66	47.8%
Population and housing census	88	40.0%	48	21.8%	84	38.2%
DHS	45	31.5%	36	25.2%	62	43.4%

These findings suggest that there is a need for sensitizing users or advocacy on dissemination of official statistics produced by CSA as per the fixed release calendar.

According to Table 4.13, 70.4% of the participants reported that official statistics produced by CSA were not released on the announced dates irrespective of the types of statistics. Only 16.1% reported that CSA's official statistics were released on the announced dates. Comparatively population and housing census was found to be released according to the announced dates as shown in Table below.

Table 4.13: Release of OS on the announced dates

	Yes, always		yes, mostly		yes, sometimes		yes, rarely		Never		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	10	7.8%	17	13.2%	13	10.1%	15	11.6%	2	1.6%	72	55.8%
Industries	6	5.8%	9	8.7%	12	11.7%	9	8.7%	1	1.0%	66	64.1%
Manufacturing	5	4.9%	8	7.8%	13	12.6%	9	8.7%	2	1.9%	66	64.1%
Trade	4	4.2%	8	8.3%	12	12.5%	12	12.5%	1	1.0%	59	61.5%
Price	12	11.8%	9	8.8%	12	11.8%	13	12.7%	0	0.0%	56	54.9%
Labour	3	3.1%	6	6.1%	17	17.3%	11	11.2%	1	1.0%	60	61.2%
Household income and Consumption	7	6.8%	8	7.8%	11	10.7%	14	13.6%	1	1.0%	62	60.2%
Welfare monitoring survey	4	4.7%	7	8.1%	11	12.8%	11	12.8%	1	1.2%	52	60.5%
Employment/unemployment	5	3.6%	8	5.8%	27	19.6%	17	12.3%	7	5.1%	74	53.6%
Population and housing census	26	11.7%	33	14.8%	39	17.5%	27	12.1%	11	4.9%	87	39.0%
DHS	10	6.9%	24	16.7%	17	11.8%	17	11.8%	2	1.4%	74	51.4%

Around 45% of the participants confirmed that CSA had a statistical calendar and schedule for the revision to its official statistics. However, a majority of the respondents (55%) did not know the actual revision calendar to official statistics. This suggests that CSA is required to sensitize its users on CSA's statistical calendar and revisions.

Table 4.14: Availability of Information in advance about Revision to OS

	Yes, always		yes, mostly		Yes, sometimes		Yes, rarely		Never		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	6	4.7%	24	18.8%	29	22.7%	25	19.5%	13	10.2%	31	24.2%
Industries	3	3.0%	14	13.9%	27	26.7%	21	20.8%	10	9.9%	26	25.7%
Manufacturing	4	4.0%	15	14.9%	25	24.8%	23	22.8%	10	9.9%	24	23.8%
Trade	4	4.3%	13	13.8%	21	22.3%	18	19.1%	12	12.8%	26	27.7%
Price	9	8.9%	14	13.9%	24	23.8%	19	18.8%	9	8.9%	26	25.7%
Labour	2	2.0%	13	13.1%	31	31.3%	19	19.2%	9	9.1%	25	25.3%
Household income and Consumption	5	5.0%	10	9.9%	26	25.7%	21	20.8%	9	8.9%	30	29.7%
Welfare monitoring survey	3	3.7%	8	9.8%	20	24.4%	20	24.4%	8	9.8%	23	28.0%
Employment/unemployment	4	3.0%	19	14.1%	36	26.7%	27	20.0%	16	11.9%	33	24.4%
Population and housing census	17	7.7%	51	23.0%	47	21.2%	45	20.3%	18	8.1%	44	19.8%
Demographics and Health Survey	11	7.6%	32	22.1%	32	22.1%	29	20.0%	8	5.5%	33	22.8%

According to Table 4.15, 73% of the respondents reported that official statistics produced by CSA were easy (somewhat, very) to access. It is true for all types of statistics except manufacturing statistics.

Table 4.15: Perception of the Accessibility of OS

	Very difficult		Somewhat difficult		Somewhat easy		Easy		Very easy		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	7	5.4%	22	17.1%	35	27.1%	47	36.4%	16	12.4%	2	1.6%
Industries	8	7.8%	18	17.5%	35	34.0%	27	26.2%	12	11.7%	3	2.9%
Manufacturing	11	10.6%	19	18.3%	34	32.7%	26	25.0%	10	9.6%	4	3.8%
Trade	5	5.2%	18	18.8%	30	31.2%	27	28.1%	11	11.5%	5	5.2%
Price	8	7.9%	12	11.9%	30	29.7%	34	33.7%	14	13.9%	3	3.0%
Labour	6	6.1%	18	18.4%	30	30.6%	29	29.6%	10	10.2%	5	5.1%
Household income and Consumption	9	8.8%	15	14.7%	30	29.4%	34	33.3%	10	9.8%	4	3.9%
Welfare monitoring survey	5	6.2%	14	17.3%	23	28.4%	23	28.4%	11	13.6%	5	6.2%
Employment/unemployment	7	5.2%	22	16.4%	41	30.6%	42	31.3%	17	12.7%	5	3.7%
Population and housing census	10	4.5%	35	15.7%	68	30.5%	76	34.1%	28	12.6%	6	2.7%
DHS	5	3.5%	27	18.8%	39	27.1%	49	34.0%	19	13.2%	5	3.5%

Table 4.16 below depicts that it was difficult to access official statistics produced by CSA in the form of micro data as confirmed by 79% of the respondents. Although there are very slight differences among the various types of statistics, one can safely argue that the level of difficulty in accessing official statistics produced by CSA is almost similar.

Table 4.16: Perception of the Accessibility of OS in Micro Data

	Very difficult		Somewhat difficult		Somewhat easy		Easy		Very easy		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	35	27.1%	31	24.0%	21	16.3%	17	13.2%	6	4.7%	19	14.7%
Industries	27	26.2%	30	29.1%	20	19.4%	10	9.7%	2	1.9%	14	13.6%
Manufacturing	28	27.2%	29	28.2%	20	19.4%	9	8.7%	2	1.9%	15	14.6%
Trade	28	29.2%	22	22.9%	18	18.8%	9	9.4%	2	2.1%	17	17.7%
Price	25	24.5%	22	21.6%	20	19.6%	12	11.8%	6	5.9%	17	16.7%
Labour	27	27.3%	24	24.2%	18	18.2%	8	8.1%	2	2.0%	20	20.2%
Household income and Consumption	32	31.1%	23	22.3%	17	16.5%	6	5.8%	6	5.8%	19	18.4%
Welfare monitoring survey	23	27.7%	21	25.3%	10	12.0%	6	7.2%	4	4.8%	19	22.9%
Employment/unemployment	39	28.1%	34	24.5%	24	17.3%	11	7.9%	4	2.9%	27	19.4%
Population and housing census	57	25.4%	51	22.8%	36	16.1%	23	10.3%	14	6.2%	43	19.2%
Demographics and Health Survey	36	25.0%	30	20.8%	25	17.4%	20	13.9%	13	9.0%	20	13.9%

According to Table 4.17 below, 77.4%of the respondents reported that it was somewhat, easy, or very easy to access official statistics in its aggregate report form. When seen by the types of official statistics, it was found that price (84%) and agriculture (82.2%) were easier to access in their aggregate form. There is no significant variation in accessing other types of official statistics in their aggregate report form as seen in the same table below.

Table 4.17: Perception of the Accessibility of OS in Aggregate Report

	Very difficult		Somewhat difficult		Somewhat easy		Easy		Very easy		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	4	3.1%	14	10.9%	44	34.1%	48	37.2%	14	10.9%	5	3.9%
Industries	3	2.9%	16	15.5%	36	35.0%	34	33.0%	9	8.7%	5	4.9%
Manufacturing	3	3.0%	17	16.8%	33	32.7%	34	33.7%	8	7.9%	6	5.9%
Trade	3	3.1%	12	12.5%	33	34.4%	33	34.4%	9	9.4%	6	6.2%
Price	3	3.0%	7	7.0%	30	30.0%	37	37.0%	17	17.0%	6	6.0%
Labour	3	3.1%	14	14.6%	34	35.4%	31	32.3%	7	7.3%	7	7.3%
Household income and Consumption	6	5.9%	12	11.9%	27	26.7%	38	37.6%	13	12.9%	5	5.0%
Welfare monitoring survey	5	6.0%	10	11.9%	26	31.0%	25	29.8%	10	11.9%	8	9.5%
Employment/unemployment	3	2.2%	22	16.2%	38	27.9%	53	39.0%	12	8.8%	8	5.9%
Population and housing census	6	2.7%	35	15.8%	62	27.9%	81	36.5%	31	14.0%	7	3.2%
DHS	5	3.5%	22	15.5%	43	30.3%	48	33.8%	18	12.7%	6	4.2%

As one of the aspects of quality of official statistics, the respondents were asked to judge the coherence of the statistics in terms of harmonization/ consistency of different information within broad analytical framework. As can be seen in Table 4.18, 73% of the respondents positively judged the coherence of official statistics produced by CSA. The level of coherence was found to be relatively low for labour (68%) and welfare monitoring survey (65%).

Table 4.18:Perceptionof Coherence of OS

	Not at all		Slightly Well		Moderately Well		Well		Very Well		No Opinion	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	5	3.9%	15	11.6%	45	34.9%	39	30.2%	12	9.3%	13	10.1%
Industries	4	4.0%	11	11.0%	39	39.0%	27	27.0%	8	8.0%	11	11.0%
Manufacturing	6	5.9%	11	10.9%	37	36.6%	28	27.7%	6	5.9%	13	12.9%
Trade	4	4.3%	13	14.0%	31	33.3%	26	28.0%	7	7.5%	12	12.9%
Price	4	3.9%	9	8.8%	28	27.5%	34	33.3%	13	12.7%	14	13.7%
Labour	5	5.2%	12	12.4%	25	25.8%	29	29.9%	9	9.3%	17	17.5%
Household income and Consumption	2	2.0%	9	9.0%	38	38.0%	31	31.0%	8	8.0%	12	12.0%
Welfare monitoring survey	4	5.1%	6	7.7%	25	32.1%	22	28.2%	6	7.7%	15	19.2%
Employment/unemployment	6	4.5%	18	13.4%	40	29.9%	38	28.4%	16	11.9%	16	11.9%
Population and housing census	7	3.2%	20	9.0%	67	30.3%	77	34.8%	33	14.9%	17	7.7%
DHS	4	2.8%	9	6.3%	42	29.4%	56	39.2%	18	12.6%	14	9.8%

4.5 Overall Assessment and Trust in Official Statistics (OS)

Respondents were asked to judge the overall quality of official statistics produced by CSA according to their recent and past experience. Table 4.19 below shows that 76.6% of the respondents find the official statistics in Ethiopia of (moderate, high) quality. Demographic and Health Survey (86.1%), Household Income and Consumption (82.6%) and population and housing census (81.2%) are the best performers.

Table 4.19: Overall perception of the quality of current OS in Ethiopia

	Very low		Low		Moderate		High		Very High		Not opinion	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	5	3.8%	19	14.6%	63	48.5%	34	26.2%	5	3.8%	4	3.1%
Industries	5	4.8%	21	20.2%	44	42.3%	29	27.9%	0	0.0%	5	4.8%
Manufacturing	5	4.8%	21	20.0%	44	41.9%	28	26.7%	1	1.0%	6	5.7%
Trade	4	4.1%	19	19.6%	43	44.3%	24	24.7%	1	1.0%	6	6.2%
Price	5	4.8%	14	13.5%	47	45.2%	27	26.0%	5	4.8%	6	5.8%
Labour	3	2.9%	17	16.3%	49	47.1%	25	24.0%	2	1.9%	8	7.7%
Household income and Consumption	2	1.9%	12	11.7%	56	54.4%	25	24.3%	4	3.9%	4	3.9%
Welfare monitoring survey	1	1.2%	12	14.3%	42	50.0%	21	25.0%	2	2.4%	6	7.1%
Employment/unemployment	5	3.6%	21	15.2%	68	49.3%	32	23.2%	7	5.1%	5	3.6%
Population and housing census	11	4.9%	24	10.8%	104	46.6%	55	24.7%	22	9.9%	7	3.1%
DHS	3	2.1%	12	8.3%	67	46.5%	43	29.9%	14	9.7%	5	3.5%

Asking about the frequency of using official statistics produced by CSA in the last one year, a majority of the participants reported that they use per year (32.3%), per quarter (29%), and per month (19%) as indicated in Table 4.20. A significant number of the participants who were employees of Ministry of Finance and Economic Development, Regional Bureaus of Finance and Economic Development, Banks, financial institutions, universities, research institutions, and consultancy firms use the official statistics per day or per week.

Table 4.20: Frequency of using OS in the last one year

Frequency	Count	Percent
Per Day	16	5.9%
Per Week	21	7.8%
Per Month	51	19.0%
Per Quarter	78	29.0%
Per Year	87	32.3%
Others	16	5.9%
Total	269	100.0%

Respondents of this survey were asked to rate their overall satisfaction with official statistics according to their recent and past experience. Table 4.21 below shows that 53.1% of the respondents were satisfied and highly satisfied with official statistics produced by CSA in Ethiopia. A significant minority

(31.2%) of the users were slightly satisfied with official statistics produced by CSA. The rest (15.6%) users reported their dissatisfaction (highly) with CSA's official statistics.

Table 4.21: Overall satisfaction of users of OS

Satisfaction Level	Count	Percent
Very dissatisfied	26	9.7%
Dissatisfied	16	5.9%
Slightly satisfied	84	31.2%
Satisfied	95	35.3%
Highly satisfied	48	17.8%
Total	269	100.0%

4.6 Services related to CSA's Website

One of the modalities that CSA uses to reach various internal and external stakeholders through its website(www.csa.gov.et).Accessing official statistics from CSA's website is becoming a little bit challenging. As can be seen in Table 4.22., only 25.1% can access data from the website always and mostly.

Table 4.22: Whether CSA' OS is accessible through website

Whether CSA' OS is accessible through website	Count	Percent
Yes, always	22	8.1%
Yes ,Mostly	46	17.0%
yes, sometimes	112	41.3%
yes, rarely	32	11.8%
Never	37	13.7%
Don't know	22	8.1%
Total	271	100.0%

Accessing official statistics from CSA's website was reported as impossible by 6.1% of the respondents. And yet 38.2% (Table 4.23) respondents find it easy and very easy to access statistics from CSA's website.

Table 4.23: Extent of accessibility of OS from CSA website

Judgment of the accessibility of OS from CSA website	Count	Percent
Difficult or impossible	13	6.1%
Slightly easy	44	20.8%
Moderately easy	72	34.0%
Easy	72	34.0%
Very easy	9	4.2%
No opinion	2	0.9%
Total	212	100.0%

The main reasons for inaccessibility of CSA's official statistics from the website were: (i) difficult to navigate through the website to acquire required data (35.5%), (ii) the website often goes down (25.8%), (iii) the contents are not regularly updated (24.2%), and (iv) lack of trust (19.4%)according to Table 4.24.

Table 4.24: Reasons for inaccessibility of CSA's OS website

Reasons for inaccessibility of CSA's OS	Count	Percent
The website often goes down	16	25.8%
It is difficult to navigate through the website to acquire required data	22	35.5%
The contents are not regularly updated	15	24.2%
I do not trust data on CSA?s website	12	19.4%
Other reasons	22	35.5%
Total	62	100.0%

Other additional reasons for inaccessibility of CSA's official statistics from the website as reported by 35.5% of the respondents under the open-ended part of the questionnaire include: inadequate capacity of the website, unattractiveness of the contents in terms of categorization, lack of the raw data on the website, and lack of data for the lower level of government structure such as Woreda/Kebele, which does not invite many potential users to use CSA website. This is an indication that there is a need to refurbish or redesign the website and increase its capacity.

4.7 Limitations and Ways forward

This survey found that there were 70 respondents who had complained to CSA in relation with official statistics in the past five years. However, only 28.6% of the complainers were satisfied (highly) by the way their complaints handled as summarized in Table 4.25 below.

Table 4.25: Level of satisfaction of CSA's OS users by the way their complaints handled

Level of satisfaction	Count	Percent
Very dissatisfied	27	38.6%
Dissatisfied	4	5.7%
Slightly satisfied	19	27.1%
Satisfied	6	8.6%
Highly satisfied	14	20.0%
Total	70	100.0%

Respondents of this survey were asked to rate their preferred channel to access official statistics produced by CSA as shown in the following three consecutive Tables4.26, 4.27, and 4.28 below. Table 4.26 shows that almost all respondents (98.2%) preferred (most, more) to access official statistics through the website as a preferred channel. Similar results were obtained across all types of official statistics as shown in the same table.

Table 4.26: Extent of preference of Website as a channel to access official statistics

Official statistics	Most preferred		More preferred		Preferred		Least preferred	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agriculture	95	76.6%	22	17.7%	4	3.2%	3	2.4%
Industries	73	75.3%	16	16.5%	5	5.2%	3	3.1%
Manufacturing	78	78.0%	14	14.0%	6	6.0%	2	2.0%
Trade	65	71.4%	14	15.4%	10	11.0%	2	2.2%
Price	80	78.4%	9	8.8%	12	11.8%	1	1.0%
Labour	72	73.5%	15	15.3%	10	10.2%	1	1.0%
Household income and Consumption	80	80.0%	13	13.0%	6	6.0%	1	1.0%
Welfare monitoring survey	67	81.7%	12	14.6%	2	2.4%	1	1.2%
Employment/unemployment	104	77.0%	23	17.0%	7	5.2%	1	0.7%
Population and housing census	148	68.2%	42	19.4%	23	10.6%	4	1.8%
DHS	110	77.5%	21	14.8%	6	4.2%	5	3.5%

According to Table 4.27, CD is the third preferred(most, more) channel to access official statistics produced by CSA as reported by 92.28% of the respondents. Like that of the website, similar results were obtained across the types of official statistics produced by CSA as indicated in the same table.

Table 4.27: Extent of preference of CD as a channel to access official statistics

	Most preferred		More preferred		Preferred		Least preferred	
	Count	%	Count	%	Count	%	Count	%
Agriculture	15	13.8%	48	44.0%	37	33.9%	9	8.3%
Industries	13	15.3%	38	44.7%	29	34.1%	5	5.9%
Manufacturing	14	16.1%	37	42.5%	29	33.3%	7	8.0%
Trade	12	14.8%	34	42.0%	29	35.8%	6	7.4%
Price	12	13.5%	39	43.8%	29	32.6%	9	10.1%
Labour	11	12.6%	38	43.7%	29	33.3%	9	10.3%
Household income and Consumption	14	16.7%	36	42.9%	28	33.3%	6	7.1%
Welfare monitoring survey	10	14.5%	30	43.5%	23	33.3%	6	8.7%
Employment/unemployment	15	12.8%	50	42.7%	43	36.8%	9	7.7%
Population and housing census	27	13.8%	75	38.5%	84	43.1%	9	4.6%
DHS	16	13.2%	53	43.8%	44	36.4%	8	6.6%

As can be seen in Table 4.28, paper is the second preferred (most, more) channel to access official statistics produced by CSA as reported by 98% of the respondents. Almost all respondents were in favour of accessing all types of official statistics produced by CSA through paper as a channel of dissemination.

Table 4.28: Extent of preference of Paper as a channel to access official statistics

	Most preferred		More preferred		Preferred		Least preferred	
	Coun	%	Count	%	Count	%	Count	%
Agriculture	30	26.5%	36	31.9%	44	38.9%	3	2.7%
Industries	23	26.1%	30	34.1%	32	36.4%	3	3.4%
Manufacturing	19	21.1%	34	37.8%	33	36.7%	4	4.4%
Trade	23	28.0%	30	36.6%	28	34.1%	1	1.2%
Price	23	25.6%	36	40.0%	29	32.2%	2	2.2%
Labour	27	31.4%	32	37.2%	25	29.1%	2	2.3%
Household income and Consumption	18	21.2%	37	43.5%	29	34.1%	1	1.2%
Welfare monitoring survey	16	23.5%	28	41.2%	24	35.3%	0	0.0%
Employment/unemployment	36	30.0%	39	32.5%	44	36.7%	1	0.8%
Population and housing census	69	34.3%	71	35.3%	57	28.4%	4	2.0%
DHS	36	28.6%	46	36.5%	42	33.3%	2	1.6%

In general, the preferred channel to access official statistics in the order of preference as rated by the respondents were website, followed by paper-based reports/publications, and CD.

This survey confirmed that 59 (18%) of all the respondents drawn from CAS's salient stakeholders were not using the official statistics produced by CSA. According to Table 4.28, the main reasons for not using CSA's official statistics include: i) inaccessibility (39%) and unavailability of official statistics for meeting their specific needs (33.9%).

Table 4.29: Reasons for not using CSA's OS

Reasons for using CSA's OS	Count	Percent
Do not need them for my professional activities	17	28.8%
Do not trust official statistics	1	1.7%
It is difficult to access official statistics	23	39.0%
Official Statistics related to my activities are not available	20	33.9%
Other reasons	9	15.3%
Total	59	100.0%

As the continuation of the above three tables above, the main reasons for not using CSA's official statistics by participating organizations were presented in Table 4.30 While 47.4% of the non-users of official statistics from the Federal MDAs, and 50% from civil society and NGOs said that the main reason was unavailability of official statistics related to their activities, difficulties in accessing official statistics were reported as the main reason for not using CSA's official statistics by all non-users from press and media, and 46.9% of the group from regional states. There were no any non-users of official statistics from universities, banks, financial institutions, research institutions, and consultancy firms.

Table 4.30: Reasons for not using CSA's OS by sector of activity

Reasons		Responses by Sector					
		Federal Gov't	Regional States	Banks & Financial Institutions	Universities, RIs, Consultant firms	Civil society & NGOs	Press & Media
Do not need them for my professional activities	Count	7	8	0	0	2	0
	%	36.8%	25.0%	0.0%	0.0%	33.3%	0.0%
Do not trust official statistics	Count	0	1	0	0	0	0
	%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
It is difficult to access official statistics	Count	4	15	0	0	2	2
	%	21.1%	46.9%	0.0%	0.0%	33.3%	100.0%
.Official Statistics related to my activities are not available	Count	9	8	0	0	3	0
	%	47.4%	25.0%	0.0%	0.0%	50.0%	0.0%
Other reasons	Count	5	4	0	0	0	0
	%	26.3%	12.5%	0.0%	0.0%	0.0%	0.0%
Total	Count	19	32	0	0	6	2
	%	100.0%	100.0%	0.0%	0.0%	100.0%	100.0%

4.8 Overall Improvement of OS since the launch of the National Statistical Development Strategy (NSDSI) (2010/11)

The National Statistics for Development Strategy (NSDSI) had been implemented from 2010/11 to 2014/15. In this survey, participants were requested to compare official statistics availability today to the situation before the initiation of NSDS I in order to track the overall improvement of official statistics since the launch of NSDS I in 2010/11.

Table 4.31: Use of Official Statistics before 2010/11

Item		Sector of Activity						
		Federal Gov't	Regional States	Banks & Financial Institutions	Universities, RIs, Consultant firms	Civil society & NGOs	Press & Media	Total
yes	Count	37	81	6	12	17	5	158
	%	61.7%	63.8%	60.0%	50.0%	65.4%	71.4%	62.2%
No	Count	23	46	4	12	9	2	96
	%	38.3%	36.2%	40.0%	50.0%	34.6%	28.6%	37.8%

This survey reveals that the majority of respondents (62.2%) were using official statistics before the launch of NSDS I 2010/11 as shown in Table 4.31 above. When they compare the changes in the quality of official statistics after the implementation of NSDS 1, the majority of participants who have been using official statistics during the last five years witnessed improvement to great improvement of official statistics as described in the following tables.

Table 4.32: Improvement of OS vis-à-vis Completeness/Coverage since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	7	8.9%	10	12.7%	22	27.8%	21	26.6%	19	24.1%
Industries	7	13.5%	4	7.7%	13	25.0%	19	36.5%	9	17.3%
Manufacturing	6	11.8%	10	19.6%	12	23.5%	16	31.4%	7	13.7%
Trade	6	12.2%	6	12.2%	12	24.5%	15	30.6%	10	20.4%
Price	11	19.0%	4	6.9%	12	20.7%	21	36.2%	10	17.2%
Labour	6	11.3%	10	18.9%	14	26.4%	14	26.4%	9	17.0%
Household income and Consumption	13	22.8%	5	8.8%	14	24.6%	15	26.3%	10	17.5%
Welfare monitoring survey	10	22.2%	4	8.9%	11	24.4%	10	22.2%	10	22.2%
Employment/unemployment	11	14.9%	11	14.9%	19	25.7%	18	24.3%	15	20.3%
Population and housing census	18	12.6%	16	11.2%	37	25.9%	35	24.5%	37	25.9%
DHS	9	10.6%	5	5.9%	20	23.5%	27	31.8%	24	28.2%

Table 4.32 above depicts that the majority (74%) of the users have recognized improvement to great improvement of completeness or coverage of official statistics since 2010/11 irrespective of the type of statistics. The three highest scores were attributed to DHS (83.5%), industries (78.8%), and agriculture (78.5%), whereas the completeness or coverage of official statistics regarding household income and

consumption, and manufacturing were reported as low improvement by the great minority of the users. Additional efforts are required to further improve the completeness of official statistics on the latter aspects of official statistics.

Table 4.33: Improvement of OS vis-à-vis Accessibility since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	8	10.1%	10	12.7%	17	21.5%	22	27.8%	22	27.8%
Industries	4	7.7%	8	15.4%	12	23.1%	16	30.8%	12	23.1%
Manufacturing	5	9.8%	10	19.6%	10	19.6%	16	31.4%	10	19.6%
Trade	2	4.2%	5	10.4%	10	20.8%	16	33.3%	15	31.2%
Price	6	10.5%	4	7.0%	10	17.5%	22	38.6%	15	26.3%
Labour	3	5.7%	7	13.2%	15	28.3%	15	28.3%	13	24.5%
Household income and Consumption	9	15.8%	8	14.0%	12	21.1%	14	24.6%	14	24.6%
Welfare monitoring survey	5	11.1%	5	11.1%	10	22.2%	12	26.7%	13	28.9%
Employment/unemployment	10	13.5%	9	12.2%	13	17.6%	24	32.4%	18	24.3%
Population and housing census	17	12.0%	15	10.6%	31	21.8%	38	26.8%	41	28.9%
DHS	8	9.4%	9	10.6%	16	18.8%	22	25.9%	30	35.3%

According to Table4.33 above, the majority (78%) of users of official statistics have recognized the improvement to great improvement of accessibility to official statistics since 2010/11 irrespective of the type of statistics. The highest scores (more than 80%) were attributed to trade (85.3%), price statistics (82.4%), labour (81.4%), and DHS (80%). However, a considerable minority of users suggested that no or slight improvement was observed on the accessibility of official statistics like household income and consumption, manufacturing, and employment/unemployment, which still necessitate additional efforts of CSA to make them more accessible to users.

Table 4.34: Improvement of OS vis-à-vis Methodology since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	13	16.5%	14	17.7%	16	20.3%	15	19.0%	21	26.6%
Industries	9	17.6%	6	11.8%	14	27.5%	14	27.5%	8	15.7%
Manufacturing	8	16.0%	9	18.0%	13	26.0%	14	28.0%	6	12.0%
Trade	7	14.6%	6	12.5%	14	29.2%	14	29.2%	7	14.6%
Price	11	19.3%	6	10.5%	12	21.1%	17	29.8%	11	19.3%
Labour	8	15.4%	8	15.4%	17	32.7%	10	19.2%	9	17.3%
Household income and Consumption	16	29.1%	5	9.1%	10	18.2%	14	25.5%	10	18.2%
Welfare monitoring survey	8	17.8%	7	15.6%	11	24.4%	9	20.0%	10	22.2%
Employment/unemployment	14	18.9%	13	17.6%	17	23.0%	17	23.0%	13	17.6%
Population and housing census	21	15.6%	19	14.1%	28	20.7%	36	26.7%	31	23.0%
DHS	13	15.5%	9	10.7%	16	19.0%	21	25.0%	25	29.8%

The fact that CSA is collecting and compiling statistics of highest national policy significance, the approach or methodology it applies should involve considerable level of scientific rigor. In this regard, the data organized in Table 4.34 above reveal that the methodologies used for the production of official statistics were improved to

greatly improved since 2010/11 as reported by 68% of the respondents irrespective of the type of statistics. The three most appreciated improvement were methodologies for DHS (73.8%), trade (73%), and industries (70.7%). A considerable minority of the users reported that further improvement is required on methodologies for Household income and Consumption, and Employment/unemployment.

Table 4.35: Improvement of OS vis-à-vis Accuracy since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	14	17.7%	13	16.5%	19	24.1%	16	20.3%	17	21.5%
Industries	6	11.8%	10	19.6%	10	19.6%	15	29.4%	10	19.6%
Manufacturing	8	16.3%	10	20.4%	14	28.6%	12	24.5%	5	10.2%
Trade	5	10.6%	9	19.1%	13	27.7%	14	29.8%	6	12.8%
Price	9	15.8%	7	12.3%	18	31.6%	14	24.6%	9	15.8%
Labour	7	13.5%	8	15.4%	18	34.6%	13	25.0%	6	11.5%
Household income and Consumption	13	23.2%	8	14.3%	14	25.0%	11	19.6%	10	17.9%
Welfare monitoring survey	8	18.2%	9	20.5%	11	25.0%	9	20.5%	7	15.9%
Employment/unemployment	15	20.3%	13	17.6%	18	24.3%	16	21.6%	12	16.2%
Population and housing census	22	15.7%	20	14.3%	39	27.9%	32	22.9%	27	19.3%
DHS	17	20.2%	8	9.5%	17	20.2%	24	28.6%	18	21.4%

Table 4.35 above indicates that the user who recognized improvement to great improvement of accuracy of official statistics were 67% irrespective of the type of statistics. The two best improvements in accuracy were witn essed due to facts compiled on price (72%) and trade (71.1%). The three least performers on the accuracy were welfare monitoring survey, employment/unemployment, and manufacturing, which require additional attention for further improvement.

Table 4.36: Improvement of OS vis-à-vis Timeliness since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	14	17.9%	13	16.7%	18	23.1%	18	23.1%	15	19.2%
Industries	7	13.5%	9	17.3%	11	21.2%	14	26.9%	11	21.2%
Manufacturing	9	18.0%	9	18.0%	12	24.0%	13	26.0%	7	14.0%
Trade	5	10.4%	9	18.8%	11	22.9%	13	27.1%	10	20.8%
Price	8	14.0%	10	17.5%	11	19.3%	19	33.3%	9	15.8%
Labour	11	21.2%	9	17.3%	15	28.8%	11	21.2%	6	11.5%
Household income and Consumption	14	25.0%	9	16.1%	9	16.1%	16	28.6%	8	14.3%
Welfare monitoring survey	10	22.2%	7	15.6%	8	17.8%	12	26.7%	8	17.8%
Employment/unemployment	19	25.7%	13	17.6%	17	23.0%	16	21.6%	9	12.2%
Population and housing census	27	19.1%	21	14.9%	31	22.0%	33	23.4%	29	20.6%
DHS	13	15.5%	9	10.7%	15	17.9%	26	31.0%	21	25.0%

As reported by the majority of participants (65%), the timeliness of publication of official statistics were improved or greatly improved since 2010/11 (see Table 4.36 above). While DHS (74%) and

Trade (71%) were reported as the best performers in this regard, a very modest improvement was witnessed regarding employment or unemployment, and housing income and consumption. This entails that CSA is expected to exert additional efforts to improve the timeliness of publication of official statistics on the latter variables.

Table 4.37: Improvement of OS vis-à-vis Relevance since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	8	10.1%	12	15.2%	13	16.5%	26	32.9%	20	25.3%
Industries	5	9.4%	6	11.3%	9	17.0%	22	41.5%	11	20.8%
Manufacturing	4	8.0%	7	14.0%	11	22.0%	21	42.0%	7	14.0%
Trade	5	10.4%	5	10.4%	12	25.0%	17	35.4%	9	18.8%
Price	7	12.3%	3	5.3%	8	14.0%	26	45.6%	13	22.8%
Labour	6	11.5%	7	13.5%	11	21.2%	19	36.5%	9	17.3%
Household income and Consumption	7	12.5%	7	12.5%	9	16.1%	22	39.3%	11	19.6%
Welfare monitoring survey	7	15.6%	4	8.9%	9	20.0%	17	37.8%	8	17.8%
Employment/unemployment	13	17.6%	11	14.9%	11	14.9%	26	35.1%	13	17.6%
Population and housing census	14	10.0%	18	12.9%	24	17.1%	46	32.9%	38	27.1%
DHS	8	9.4%	9	10.6%	11	12.9%	32	37.6%	25	29.4%

Table 4.37 above portrays that the majority of the users who perceived improvement to great improvement of relevance of official statistics since 2010/11 were 77% irrespective of the type of statistics. The three highest scores (more than 80%) were attributed to price (82.4%), DHS (80%), and industries (79). However, a great minority of users recognized no improvement or slight improvement on the relevance of official statistics regarding employment/unemployment (33%).

Table 4.38: Improvement of OS vis-à-vis Interpretability since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	12	15.4%	13	16.7%	15	19.2%	21	26.9%	17	21.8%
Industries	5	9.6%	7	13.5%	9	17.3%	23	44.2%	8	15.4%
Manufacturing	7	14.0%	8	16.0%	9	18.0%	22	44.0%	4	8.0%
Trade	6	12.5%	7	14.6%	12	25.0%	15	31.2%	8	16.7%
Price	8	14.0%	5	8.8%	10	17.5%	21	36.8%	13	22.8%
Labour	9	17.3%	8	15.4%	12	23.1%	15	28.8%	8	15.4%
Household income and Consumption	10	17.9%	9	16.1%	9	16.1%	16	28.6%	12	21.4%
Welfare monitoring survey	9	20.0%	5	11.1%	11	24.4%	11	24.4%	9	20.0%
Employment/unemployment	14	18.9%	12	16.2%	14	18.9%	19	25.7%	15	20.3%
Population and housing census	15	10.9%	15	10.9%	28	20.3%	36	26.1%	44	31.9%
DHS	10	11.8%	8	9.4%	18	21.2%	21	24.7%	28	32.9%

The majority (72%) of the users perceived that improvement to great improvement of the interpretability of official statistics were observed since 2010/11 irrespective of the type of statistics as shown in Table 4.38 above. The three highest scores were attributed to DHS (79%), population

and housing census (78%), and price (77%), whereas the great minority of users recognized no improvement or slight improvement with regard to employment/unemployment and household income and consumption requiring additional efforts for improvement.

Table 4.39: Improvement of OS vis-à-vis Coherence since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	10	12.7%	18	22.8%	17	21.5%	18	22.8%	16	20.3%
Industries	6	11.5%	9	17.3%	12	23.1%	18	34.6%	7	13.5%
Manufacturing	9	18.0%	9	18.0%	12	24.0%	16	32.0%	4	8.0%
Trade	9	18.8%	7	14.6%	13	27.1%	14	29.2%	5	10.4%
Price	9	15.8%	5	8.8%	13	22.8%	19	33.3%	11	19.3%
Labour	8	15.4%	8	15.4%	16	30.8%	13	25.0%	7	13.5%
Household income and Consumption	9	16.1%	11	19.6%	12	21.4%	12	21.4%	12	21.4%
Welfare monitoring survey	10	22.2%	6	13.3%	10	22.2%	11	24.4%	8	17.8%
Employment/unemployment	15	20.3%	13	17.6%	13	17.6%	21	28.4%	12	16.2%
Population and housing census	22	15.6%	17	12.1%	32	22.7%	35	24.8%	35	24.8%
DHS	14	16.5%	7	8.2%	19	22.4%	23	27.1%	22	25.9%

As shown in Table 4.39 above, the majority (68%) of the users of statistics have witnessed improvement to great improvement of the coherence of official statistics since 2010/11 irrespective of the type of statistics. While DHS (75%), and price (75%) were the two highest scores on this particular quality dimension, employment or unemployment and manufacturing were still areas that need further attention for improvement.

Table 4.40: Improvement of OS vis-à-vis Unbiasedness since 2010/11

	No improvement		Slight improvement		Improvement		Good improvement		Great improvement	
	Count	%	Count	%	Count	%	Count	%	Count	%
Agriculture	9	11.8%	15	19.7%	21	27.6%	17	22.4%	14	18.4%
Industries	5	10.0%	6	12.0%	12	24.0%	20	40.0%	7	14.0%
Manufacturing	9	18.4%	7	14.3%	12	24.5%	17	34.7%	4	8.2%
Trade	5	10.4%	8	16.7%	14	29.2%	14	29.2%	7	14.6%
Price	7	12.5%	5	8.9%	14	25.0%	18	32.1%	12	21.4%
Labour	7	13.7%	8	15.7%	12	23.5%	16	31.4%	8	15.7%
Household income and Consumption	9	16.4%	9	16.4%	13	23.6%	14	25.5%	10	18.2%
Welfare monitoring survey	9	20.5%	5	11.4%	10	22.7%	11	25.0%	9	20.5%
Employment/unemployment	14	19.2%	10	13.7%	14	19.2%	23	31.5%	12	16.4%
Population and housing census	16	11.5%	15	10.8%	35	25.2%	35	25.2%	38	27.3%
DHS	10	12.0%	8	9.6%	21	25.3%	22	26.5%	22	26.5%

The majority (72%) of the users of statistics have recognized improvement to great improvement of the integrity of official statistics since 2010/11 irrespective of the type of statistics as shown in Table 4.40 above. The three highest scores were attributed to price (78.5%), DHS (78.3%), and industries (78%), whereas a great minority of users recognized no improvement or slight improvement

regarding employment/unemployment and household income and consumption. Additional efforts should be exerted to bring further improvement in the latter variables.

Table 4.41: Level of confidence of Users on the future improvement of CSA's OS

level of confidence of Users	Count	Percent
Not at all confident	17	6.4%
Slightly confident	35	13.1%
Moderately confident	121	45.3%
Fully confident	94	35.2%
Total	267	100.0%

According to Table 4.41 above, 80.5% of the participants were convinced on the future improvement of CSA's official statistics for providing the basis for monitoring and evaluating the government development plans and strategies.

CHAPTER FIVE
CONCLUSIONS AND RECOMMENDATIONS

5.1 CONCLUSIONS

Ethiopia has been using statistics information for socio-economic management since 1963. In its operation for the last six decades, the current CSA has made a gentle expansion in terms of organizational and infrastructure capacity development to dynamically meet the statistics needs in formulating, updating monitoring and evaluating the strategies and targets of the country's socio-economic development programs. The statistical law passed on 20 April 2005 (proclamation No 442/2005) re-established the Central Statistical Agency (CSA) as an autonomous Federal Agency reporting to the then Ministry of Finance and Economic Development. The CSA has two objectives: i) to plan, collect, process, and disseminate statistical data and ii) to lead national coordination and provide technical guidance and assistance to government agencies and institutions in building administrative systems and registers. The CSA believes that the production of official statistics cannot be justified unless it is used for evidence based decision making and for measuring the impact of Government policies, programs, and projects. Thus, the CSA attempts to assess on a regular basis to what extent the National Statistical Development Strategy (NSDS) outputs are meeting the needs of the users and evaluate the level of use of official statistics for policy formulation and decision making in the Ethiopian society.

CSA in collaboration with the World Bank planned to conduct this 2015 User Satisfaction Survey to gauge the level of user's satisfaction with available statistical outputs of NSDS I implementation, and this would serve as the baseline to measure any future improvements or changes and as the key inputs for the preparation of the second NSDS II (2015/16-2019/20). The main purpose of the Survey was to conduct the 2015 User Satisfaction Survey for CSA-Ethiopia. The specific objectives included:

a. Assessing the extent to which official statistics are being used for informed decision making and informed discussion as well as debate.
b. Gauging to what extent official statistics satisfy the most urgent needs of the users at the time of the survey.
c. Determining how easy or difficult it is to access official statistics and their metadata.
d. Monitoring changes in supply and, quality, use and of official statistics.

To address the above objectives, the Consultant had applied a fairly rigorous research methodology. The survey team had standardized the data collection instrument and collected data from diverse sources. In particular, primary data were gathered from 323 participants who were drawn from: (i) the Federal MDAs, (ii) four Regional States, (iii) Banks & Financial Institutions, (iv) Universities, Research Institutions, and consultant firms, (v) Civil society & NGOs, and (vi) Press & Media. Most of these stakeholders are current members of the National Statistics System. The target population was

not limited to the members of the National Statistics System identified in the NSDSI but extended to other organizations based on their background as users of official statistics. Additionally, data were collected from national laws, regulations, development strategies and plans as part of the documentary evidence. In terms of data analysis, the main activities included data verification, coding, developing database/template for data entry via ***CSPro***, entering data into computer software, using SPSS for data analysis, and applying both descriptive (cross-tab) and in-depth analysis to answer the basic research questions. The key findings of this research are summarized below.

This study concludes that the salient stakeholders of CSA are reasonably satisfied with the current official statistics produced by the Agency. The respondents also clearly reiterated that the intervention of NSDS I has brought about significant improvements on all quality dimensions of Official Statistics. Most of the stakeholders often use official statistics for a) planning, programming and budgeting; b) analysis of current developments for short term decision making; c) research; d) analysis of trends for longer term policy formulation; and general economic information. The overall quality of official statistics produced by CSA in most quality dimensions was positively rated. However, CSA faces a critical challenge in its lack of collecting data from all regional states and Woredas in Ethiopia. There are also serious data gaps in some sectors, most importantly in construction, business, mining, etc. for meeting the users' urgent needs. So far, the majority of the users judged official statistics produced by CSA as biased irrespective of the type of official statistics. Similarly, concerns are aired on the methodologies used by CSA for the production of official statistics. The CSA needs to strengthen its methodology for formulating and enforcing statistical standards.

The users were not informed about the dissemination calendar of official statistics produced by CSA. Nor were the official statistics produced by CSA released on the announced dates irrespective of the types of statistics .Accessibility of official statistics and related micro-data are still causes of concern for many users. There are also challenges related to CSA's website. The weakness in dissemination is due to lack of knowledge on the user side. Improved accessibility of official statistics and related information will contribute increased use by professionals, decision and policy makers, media and civil society hence contributing to greater feedback to the producer of official statistics and faster improvement of the quality and relevance of official statistics in Ethiopia. In conclusion, CSA needs to further strengthen its overall capacity so that it can formulate and enforce statistical standards and provide quality official statistics for the users.

5.2 RECOMMENDATIONS

Overall, this research clearly shows that the production of quality official statistics for ensuring users satisfaction is influenced by a multitude of interrelated factors in both the internal and external environments of CSA. This implies that there is a need for improvement in both the internal and external environments of the Agency to bring positive changes in the production of official statistics. While acknowledging positive achievements of CSA in producing official statistics that have been well documented, the following recommendations are suggested to address the unmet priority needs of the users.

1. Although the federal CSA is the main legitimate governmental organ for producing official statistics, other governmental entities both at the federal government and regional state levels produce their own statistics. In order to avoid duplication of efforts, wastage of resources and contradictory estimates from data producers on similar variables, CSA should play a leadership role in streamlining official statistics and national coordination by providing technical guidance and assistance to government organs in building their data administrative system.

2. The users need micro-data for their research activities either for planning, programming and budgeting, for short-term decision making or for the design of long-term policies. So far a small number of users are aware of the existence of micro-data. Awareness campaign is needed to inform potential users about the availability of micro-data as well as identification of statistical skills' gaps and trainings of users to enable them to use effectively micro-data.

3. The government of Ethiopia in collaboration with development partners are advised to support CSA's activities to strengthen the quality of data produced, following internationally accepted standards and methodologies in data collection, compilation, and validation.

4. CSA should formulate information dissemination strategies that support improvements in services for users, including dissemination of regular of regular statistics publications produced by the CSA as per the release calendar.

5. CSA should promote and sensitize users on how it discharges its mandates including the methodologies used for data collection.

6. CSA should work hard on some official statistics where data are not available or of poor quality. The Agency as a leading organization in producing official statistics need to continuously work closely with line MDAs and regional states to empower them to produce and disseminate credible and reliable official statistics in their areas of competence.

7. Finally, in order to solidify its achieved improvement in quality of official statistics during the implementation of NSDS I, CSA needs to test the quality of official statistics in Ethiopia against the international standard for data quality assessment and also benchmark itself with those countries with best statistical infrastructures and outputs as part of NSDS II. This will enable the Agency to become a learning organization that adopts the culture of continuous improvement in its practice.

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ANNEX I: CORE STUDY TEAM MEMBERS

- Dr Tilaye Kassahun (Team Leader)
- Dr. Fisseha Mamo (Co-Team Leader)
- Dr Dejen Tesfaw (Member)
- Dr Wassie Kebede (Member)
- W/ro Amsalu Hundie (Member)
- Mr. Ermias Kibreab (Member)

ANNEX II: TIMEFRAME

Activity	Suggested time	Responsibility
Signing agreement	September 3, 2015	CSA, PRIN
Hand of all the project documents and other documents	September 5, 2015	CSA
orientation on the project nature for PRIN Team	September 7, 2015	PRIN
Research Design, Desk Review, and preparation of Data collection Instruments	September 8-18, 2015	PRIN
Submission of a Draft Inception Report including detail work schedule and samples	September 18, 2015	PRIN
Review the inception report and conduct debriefing	September 22,2015	CSA, PRIN
Logistical arrangement for the study (printing tools/, contacting officials, renting cars, recruitment of enumerators & supervisors)	September 25-October 2, 2015	PRIN, CSA
Training for supervisors and enumerators of data	October 3-4, 2015	PRIN
Field work	October 5-20/ 2015	PRIN, CSA
Data processing and analysis	October 21-30/ 2015	PRIN
Preparing and submitting the first draft report	November 1-15/ 2015	PRIN
Incorporating feedbacks into the draft documents and producing the final document	November 16-22/ 2015	
Conduct validation workshop	November 23/ 2015	PRIN, CSA
Incorporate comments, and produce final report	November 24-December 2/ 2015	PRIN

ANNEX III: LIST OF TARGET ORGANIZATIONS

Federal Level	Regional level	Federal	Regional	Total
Ministries, bureaus and offices				
Office of the Prime minister	President Office	2	8	10
Ethiopian Revenue & Customs Authority	Revenue office	2	8	10
Ministry of Civil Service	Bureau	2	8	10
Ministry of Agriculture and Rural Development	Bureau	4	8	12
Ministry of Education	BoE	4	8	12
Higher Education Relevance & Quality Agency	-	1		1
Education Strategy Centre	-	1		1
Ministry of Federal Affairs	-	2		2
MoFED	BoFED	4	12	16
Ministry of Foreign Affairs	-	3		3
Ministry of Health	BoH	4	8	12
Federal HIV/AIDS Prevention & Control Office	Office	1	4	5
Ministry of Construction & Urban Development	Bureau	2	8	10
Ministry of Mines	Bureau	2	8	10
Ministry of Labor & Social Affairs	Bureau	3	8	11
Ministry of Water and Energy	Bureau	2	8	10
Ministry of Trade & Ministry of Industry	Bureau	4	8	12
Ministry of Information & Communication	-	3		3
Ministry of Culture & Tourism	Bureau	2	8	10
Ministry of Transport,	Bureau	2	8	10
Ethiopian Agricultural Research Organization (EARO)	-	3		3
Ministry of Justice	Bureau	2	8	10
Ministry of Women, Children and Youth Affairs	Bureau	3	8	11
Federal Sport Commission	Commission	2	8	10
National Planning Commission	Commission	3	-	3
Immigration and Refugee Affairs	-	2		2
Parliament	Council	2	8	10
House of Federation	-	3		3
Environmental Protection Authority	-	2		2
Ethiopian Mapping Agency	Agency	2		2
Vital Registration Agency	Agency	2		2
Agricultural Transformation Agency (ATA)	Agency	2		2
Ethiopian Electric and Power Corporation	-	2		2
Ethiopian Health & Nutrition Research Institute	-	2		2
Federal Police Commission	Police Commission	2	8	10
Ethiopian Roads Authority	Bureau	2	8	10
Political parties/(EPRDF, Mederek, Blue Party)	-	4		4
Central Bank of Ethiopia	-	3		3
Development Bank of Ethiopia	-	3		3
Social Security Agency	-	2		2
Commercial Bank of Ethiopia	-	3		3
Federal Micro and Small Enterprises Agency	-	3		3
Government Houses Agency	-	1		1
Private Sectors				
A.A. Chamber of Commerce		2		2

Federal Level	Regional level	Federal	Regional	Total
Ethiopian Chamber of Commerce		2		2
MIDROC		1		1
Awash Bank		2		2
Wogagon Bank	-	2		2
First Consult PLC		2		2
Precise Consult International PLC		2		2
Earnest & Young Ethiopia		2		2
Education Sector & Research Institutions				
Addis Ababa University		5		5
Ethiopian Civil Service university	-	3		3
Mekelle University	-	-	3	3
Bahir Dar University	-	-	3	3
Hawassa University	-	-	3	3
EDRI		2		2
IFPRI		2		2
Medias				
Ethiopian News Agency		2		2
Walta Information centre		2		2
Ethiopian Broadcasting Corporation		2		2
Ethiopian Press Agency		2		2
Reporter		2		2
Sheger Addis FM 102.1		2		2
International Agencies				
UNECA		2		2
UNDP		2		2
UNFPA		2		2
WHO		2		2
FAO		2		2
WB		3		3
DFID		2		2
USAID		2		2
UNICEF		2		2
UNESCO		2		2
Civil Society				
Save the children		2		2
Ethiopian Micro-Finance Association	-	2		2
CRDA		2		2
Ethiopian Economic Association	-	2		2
Ethiopian Teachers' Association	-	2		2
Ethiopian Statistical Association	-	2		2
Ethiopian Public Health Association	-	2		2
Overall Total		**179**	**177**	**356**

Questionnaire Code _____

The 2015 User Satisfaction

Survey Questionnaire

Coordinator ID _____
Enumerator ID _____
Date _____

Instruction

Dear respondents,

The purpose of this survey questionnaire is to gather facts and opinions regarding the level of satisfaction of users of the Federal Central Statistical Agency's (CSA's) statistical information. The Questionnaire is designed based on the basic research questions, conceptual framework and operationalization of the key variables of the survey. Your organization is found to be one of the salient stakeholders that use official statistics published and disseminated by CSA for various purposes such as for formulating sound policies and strategies, preparing feasible plan, passing informed decisions, monitoring and evaluation, and for discussions and debates. Thus, ball information you provide through filling in this questionnaire is highly valuable. You are kindly requested to give your honest answer for each question by choosing the best answer or writing the answer in the space provided. Please feel assured that your anonymity and the information you provide will be treated with the strictest confidentiality.

We thank you for your cooperation in advance!

The Survey team

Section A. Identification of the User

A.1. Indicate the sector of activity or the type of organization/institution you come from as a user of official statistics (***Please put a cross in the box corresponding to the right answer or a letter for Government Officials***)

1. Government: a=Federal Government (Ministries); b=Federal Government Agency/Board/Authority/Commission; c=Regional state (Bureaus); d=Regional state Agency/Board/Authority/Commission; e= Higher Education Institutions	
2. Parliament	
3. National Bank, other Government Financial Authority	
4. Government Banks	
5. Private Bank, Saving & credit organizations,	
6. Other commercial company or enterprise	
7. Private Sector Federation (Chambers), professional associations	
8. Press and other media	
9. Civil society (political party, unions, human rights organizations)	

A.2. If you are from Government, please select the category that best describes your position; **then skip to Section B.**

1. Prime Minister, Minister	
2. Regional Head or Bureau Head	
3. Director General or Deputy Director General or CEO	
4. Member of Parliament or Commissioner or Prosecutor or Judge	
5. Agency Head or Mayor or Vice-Mayor	
6. Head of Department, Division or Unit	
7. Expert in a ministry, regional bureau or other public institution	
8. Advisor	
9. Other (please specify)	

A.3. If you are from the Private Sector and Media, please select the category that best describes your position; **then skip to Section B.**

1. Chief Executive Officer or Director General or Managing Director	
2. Agency Head	
3. Director	
4. Head of Department, Head of Division, Head of Unit	
5. Expert, or Journalist	
6. Advisor	
7. Other (please specify)	

A.4. If you are from Civil Society or International Organization, NGOs please select the category that best describes your position; **then skip to Section B.**

1. Ambassador or Country representative or National coordinator	
2. United Nation organs, World Bank, EU, ADB	
3. Advisor	
4. Head of department, Division or Directorate	
5. Experts	
6. Other (please specify)	

A.5. If you are from higher education institutions or research sector, please select the category that best describes your position

1. President or vice president	
2. Dean or Director	
3. Head of department	
4. Professor, Researcher, or lecturer	
5. Other (please specify)	

Section B: General Information about Relevance and Use of Official Statistics in Ethiopia

B1. For your professional activities or for your business, do you use statistics producedby:

Write the number (1 = Yes; 2=No) corresponding to the right answer in the box *(Please check all relevant sources, multiple answers are possible)*	
1. The Central Statistics Agency of Ethiopia	
2. The National Bank of Ethiopia?	
3. The Ministries	
4. The Regional Bureaus	
5. The Ethiopian Revenue Authority	
6. Other Government entities (specify)	
7. International Organizations (specify)	

☐In **case you do not use statistics produced by CSA, please go to Sub-section F5. Otherwise, continue to B2.**

If you use statistics produced by CSA,

B2. Which official statistics do you use regularly? *(Please check off all relevant responses,* **multiple answers are possible***)*

12. Agriculture	
13. Industries	
14. Manufacturing	
15. Trade	
16. Price	
17. Labour	
18. Household income and Consumption	
19. Welfare monitoring survey	
20. Employment/unemployment	
21. Population and housing census	
22. Demographics and Health Survey	
23. Other (specify)	

B.3. Where do you get those (official)statistics? *(Please check all relevant sources, multiple answersare possible)*

1. Official press releases or website of the Central Statistics Agency of Ethiopia	
2. Publications of the Central Statistics Agency of Ethiopia	
3. Ministry of Finance and Economic Development	
4. Official press releases or website of National Bank of Ethiopia	
5. Publications of the National Bank of Ethiopia	
6. Official press releases or website of other public agency (specify institution)	
7. On request from an institution (Specify _____)	
8. Private sector summaries and analyses	
9. Publications or websites of international organizations (e.g. IMF, UN Agencies, AfDB, World Bank)	
10. Other sources (Please specify)	

B.4. Do you refer to or make use of the official descriptions of the sources and methods to compile official statistics? 1=Yes 2=No

Please explain----------

B.5. For what purposes do you use official statistics? (*Please check all relevant uses, multiple answers are possible)*

1. Analysis of current developments for short-term decision making	
2. Analysis of trends for longer-term policy formulation	
3. **For** model building and forecasting	
4. Teaching Purposes	
5. Research purposes	
6. General **Socio**-economic information	
7. Planning and programming/budgeting	
8. Other purposes (please specify)	

B.6. To what extent do the available official statistics meet your priority data needs?

1 = Not at all; 2=Slightly well; 3 = Moderately well; 4= Well; 5 = Very well; 6 = No opinion **Write the number corresponding to the right answer in the box**	

B.6.1. If your answer is 1, 2, or3, please indicate what data are missing to meet your priority needs.

_____
_____
_____

B.7. To what extent do official statistics allow you to carry out the purposes mentioned in Table below?

1 = Not at all; 2=Slightly well; 3 = Moderately well; 4= Well; 5 = Very well; 6 = No opinion ***Write the number corresponding to the right answer in the box vis a vis your answer for B.5.***	
1. Analysis of current developments for short-term decision making	
2. Analysis of trends for longer-term policy formulation	
3. Formodel building and forecasting	
4. Teaching Purposes	
5. Research purposes	
6. General**Socio-**economic information	
7. Planning and programming/budgeting	
8. Other purposes (please specify)	

B.8. To what extent are official statistics being used for informed decision-making, discussions or debates?

1 = Not at all; 2=Slightly well; 3 = Moderately well; 4= Well; 5 = Very well; 6 = No opinion ***Write the number corresponding to the right answer in the box***	

Section C: Information concerning Quality Aspects of Official Statistics

C.1. Completeness/Coverage of the Official Statistics

C.1. In your opinion, how complete do you think are the official statistics of Ethiopia in light of the items listed below.

1=Not complete at all; 2=slightly complete; 3=moderately complete; 4= complete; 5 = No opinion

Put a cross(X) mark corresponding to the right answer for each item below.

	1	2	3	4	5
1. Agriculture					
2. Industries					
3. Manufacturing					
4. Trade					
5. Price					
6. Labour					
7. Household income and Consumption					
8. Welfare monitoring survey					
9. Employment/unemployment					
10. Population and housing census					
11. Demographics and Health Survey					
12. Other (specify)					

C.2Appropriateness and soundness of the methodology

C.2. In your opinion, how sound and appropriate is the underlying methodology used by the CSA for collecting and compiling official statistical data in Table hereafter

1=neither sound nor appropriate; 2=slightly sound and appropriate; 3=moderately sound and appropriate; 4= sound and appropriate; 5= highly sound and appropriate; 6 = No opinion

Put a cross (X) mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C. Accuracy of the Official Statistics

In general, how accurate do you consider official statistics to be for your purposes?

1 = inaccurate; 2 = slightly accurate; 3 = moderately accurate; 4 = accurate; 5 = highly accurate; 6=No opinion

Put a cross (X) mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.4. Unbiasedness or Integrity of the Official Statistics

In general, how unbiased (e.g. free from political interference, adherence to objectivity, professionalism, transparency and/or ethical standards) do you consider official statistics to be for your purposes?

1 = Completely biased; 2 = slightly biased; 3 = moderately biased; 4 = unbiased; 5 = highly unbiased, 6=No opinion

Put a cross mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.5.Timeliness

In general, how satisfied are you with the frequency of the publication of official statistics for your purposes?

1= not satisfied at all; 2=slightly satisfied;3=moderately satisfied;4=satisfied; 5= highly satisfied;

6 = No opinion ***Put a cross (X) mark corresponding to the right answer for each item below.***

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.6. Dissemination practices

C.6.1. Do you know that there is a publicly disseminated calendar that announces in advance the dates on which many of the various official statistics will be disseminated?

1 = Yes 2 = No 3 = Don't know.

Put a cross (X) mark corresponding to the right answer for each item below.

	1	2	3
1. Agriculture			
2. Industries			
3. Manufacturing			
4. Trade			
5. Price			
6. Labour			
7. Household income and Consumption			
8. Welfare monitoring survey			
9. Employment/unemployment			
10. Population and housing census			
11. Demographics and Health Survey			
12. Other (specify)			

C.6.2. In your experience, to what extent are official statistics released on the dates announced?

1=Yes, always; 2=yes, mostly; 3=yes, sometimes; 4=yes, rarely; 5=Never; 6=Don't know

Put a cross mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.6.3. How often is enough information available to you in advance about revisions to official statistics to satisfy your needs?

1=Yes, always; 2=yes, mostly; 3=yes, sometimes; 4=yes, rarely; 5=Never; 6=Don't know
Put a cross (X) mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.6.4. How easy is it for you to access official statistics?

1 = very difficult; 2 = somewhat difficult; 3= somewhat easy; 4=easy 5 = very easy; 6 = No opinion
Put a cross (X) mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.6.5. How easy is it for you to access official statistics in its micro (raw) data form?

1 = very difficult; 2 = somewhat difficult; 3= somewhat easy; 4=easy 5 = very easy; 6 = No opinion ***Put a cross (X) mark corresponding to the right answer for each item below.***

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.6.6. How easy is it for you to access official statistics in its aggregate report form?

1 = very difficult; 2 = somewhat difficult; 3= somewhat easy; 4=easy 5 = very easy; 6 = No opinion *Put a cross (X) mark corresponding to the right answer for each item below.*						
	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

C.6.7. How easy is it for you to access information about official statistics that you use in light of the following parameters?

1 = very difficult; 2 = somewhat difficult; 3= somewhat easy; 4=easy 5 = very easy; 6 = No opinion *Write the appropriate number corresponding to the right answer against each item below.*					
	explanatory notes	methodological descriptions	references concerning concepts	classifications	statistical practice
1. Agriculture					
2. Industries					
3. Manufacturing					
4. Trade					
5. Price					
6. Labour					
7. Household income and Consumption					
8. Welfare monitoring survey					
9. Employment/unemployment					
10. Population and housing census					
11. Demographics and Health Survey					
12. Other (specify)					

C.6.8.To what extent is the above information on methodology sufficiently clear and at an adequate level of detail to be useful to you?

1 = Not at all; 2=slightly well; 3 = moderately well; 4= well; 5 = very well; 6 = No opinion ***Write the number corresponding to the right answer in the box***	

C.6.9.To what extent scientifically rigorous is the methodology applied to produce official statistics?

1 = Not at all; 2=slightly well; 3 = moderately well; 4= well; 5 = very well; 6 = No opinion ***Write the number corresponding to the right answer in the box***	

C.6.10. If your answer to C.6.9. is not 4 or 5, what do you suggest for possible improvement? ----------
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C.6.11. Are official statistics presented in an easy-to-understand way?

1 = not at all; 2 = slightly easy 3=Moderately easy; 4 = easy; 5 = very easy; 6 = No opinion. ***Write the number corresponding to the right answer in the box***	

C.7. Coherence

How do you rate the coherence (i.e., harmonization of different information within broad analytical framework) of the official statistics to be for your purposes?

1 = Not at all; 2=slightly well; 3 = moderately well; 4= well; 5 = Very well; 6 = No opinion
Write the number corresponding to the right answer in the box
Put a cross mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

Section D. Overall Assessment and Trust in Official Statistics

D.1 How do you assess the overall quality of official statistics in Ethiopia today?

1= very low; 2=low; 3 = moderate; 4 = high; 5 = very high; 6 = No opinion.
Put a cross mark corresponding to the right answer for each item below.

	1	2	3	4	5	6
1. Agriculture						
2. Industries						
3. Manufacturing						
4. Trade						
5. Price						
6. Labour						
7. Household income and Consumption						
8. Welfare monitoring survey						
9. Employment/unemployment						
10. Population and housing census						
11. Demographics and Health Survey						
12. Other (specify)						

D.2. Did you use official statistics before 2010/11 (the launch of the National Statistical Development Strategy(NSDSI) activities)? 1=Yes 2=No

D.2.1. If yes, how do you assess the improvement of Official Statistics in Ethiopia?

Use a 10-point scale on which "1" means "no improvement" and"10" means "Great improvement"
Write a number corresponding to quality aspects for each item below.

	Completeness/ Coverage	Accessibility	Methodology	Accuracy	Timeliness	Relevance	Interpretability	Coherence	Integrity
1. Agriculture									
2. Industries									
3. Manufacturing									
4. Trade									
5. Price									
6. Labour									
7. Household income and Consumption									
8. Welfare monitoring survey									
9. Employment/unemployment									
10. Population and housing census									
11. Demographics and Health Survey									
12. Other (specify)									

D.3. How often did you use official statistics for your professional activities or for your business during the last 12 months?

At least once (write the number corresponding to the right answer in the box. 1=Per Day;2= Per Week; 3=Per Month; 4=Per Quarter; 5=Per Year; 6=Other(specify)	

D.4. Consider all your experience in using CSA Official Statistics.

Using a 10-point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how satisfied are you with CSA Official Statistics? ***Write the right answer in the box.***	

D.5. Considering all of your expectations, to what extent have the CSA Official Statistics fallen short of your expectations or exceeded your expectations?

Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have the CSA Official Statistics fallen short of or exceeded your expectations? ***Write the right answer in the box.***	

D.6. Forget the CSA Official Statistics for a moment. Now, we would like you to imagine Official Statistics of an ideal country that offers the same types of services.

How well do you think the CSA Official Statistics compared with that ideal country? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal " ***Write the right answer in the box***	

Section E: Services related to CSA's website

E.1. Did you use CSA's website for accessing official statistics?

1=Yes, always; 2=yes, mostly; 3=yes, sometimes; 4=yes, rarely; 5=Never; 6=Don't know ***Put a cross mark corresponding to the right answer for each item below.***	

E.2. If your answer to E.1. is 1, 2, 3, or 4, how easy is it for you to access official statistics on CSA's website?

1 = Difficult or impossible; 2 = slightly easy; 3=Moderately easy; 4 = easy; 5 = very easy; *6 = No opinion;* ***Write the right answer in the box.***	

E.3. If you do not visit CSA's website for accessing official statistics, what are the main reasons? (Please check all relevant responses)

1. The website often goes down	
2. It is difficult to navigate through the website to acquire required data	
3. The contents are not regularly updated	
4. I do not trust data on CSA's website	
5. Other reasons (specify)	

E.4. Other comments on the quality of services related to CSA's website and your recommendations for improvement ----------
---

Section F: Limitations and Ways forward

F.1. Have you ever complained to a provider of Official Statistics in the past 5 years in relation with Official Statistics? 1=Yes 2=No. **Write the right answer in the box.**	

F.1.1. If Yes, how well, or poorly, was your most recent complaint handled? Using a 10-point scale on which"1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint? **Write the right answer in the box.**	

F.2. How confident are you that the delivery of Official Statistics in Ethiopia will improve in the future?

Using a 10-point scale on which "1" means "not at all confident" and"10" means "very confident," how confident are you that the CSA Official Statistics will be of better quality in the future? **Write the right answer in the box.**	

F.3. If asked, would you be willing to say positive things about the CSA Official Statistics you used?

Using a 10-point scale on which "1" means "not at all willing" and 10 means "very willing," how willing would you be to say positive things about the Ethiopian Official Statistics? **Write the right answer in the box.**	

F.4. What is your preferred channel to access Official Statistics? (Websites; CD; Paper based reports/publications; Others). **Please rank them from 1 to 4; 1=Most preferred and 4=Least preferred.**

Please rank them from 1 to 4 1=Most preferred and 4=Least preferred	Website	CD	Paper	Other
1. Agriculture				
2. Industries				
3. Manufacturing				
4. Trade				
5. Price				
6. Labour				
7. Household income and Consumption				
8. Welfare monitoring survey				
9. Employment/unemployment				
10. Population and housing census				
11. Demographics and Health Survey				
12. Other (specify)				

F.5. If you do not use official statistics, what are the main reasons? (Please check all relevant responses)

1. Do not need them for my professional activities	
2. Do not trust official statistics	
3. It is difficult to access official statistics	
4. Official Statistics related to my activities are not available	
5. Other reasons (specify)	

F.6. Other comments, including areas where you see room for improvement
(*Please specify the Official Statistics your comments refer to)* ----------
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G. Background information about the respondent

G.1. Your sex: 1. Male 2. Female	
G.2.Age (in years):	
G.3. What is your area of specialization (studies)?	
G.4. What is your highest level of educational attainment?	
1. Ph. D. or equivalent	
2. Master's degree or a Post-graduate diploma	
3. Bachelor degree	
4. Diploma	
5. Secondary School level Certificate	
6. Other (Please specify)	
G.5. Please indicate the name of your institution	

Thank you for your time and patience!