

BPS Statistics Indonesia
2010 Results of User Satisfaction Survey

22 October 2010

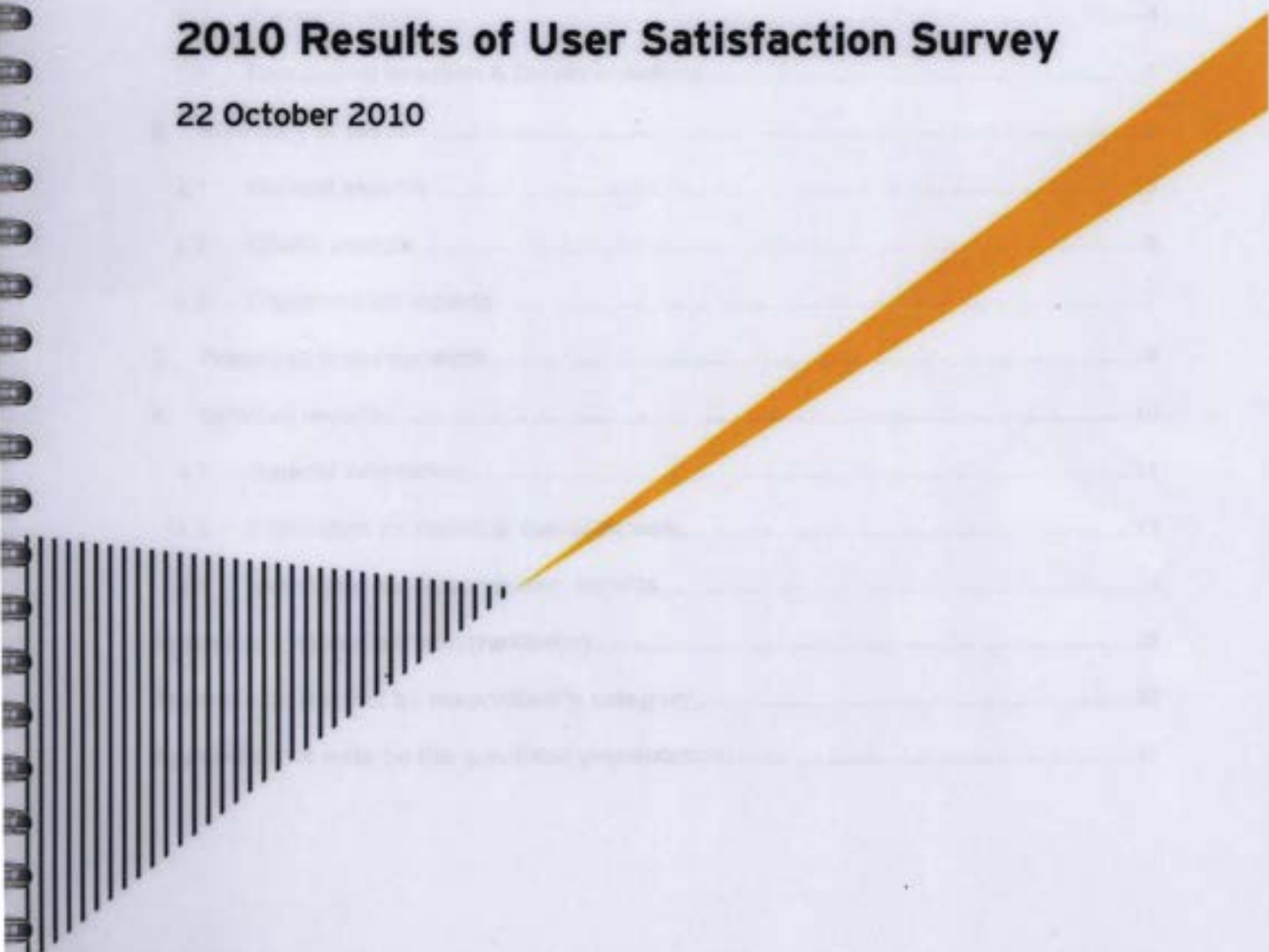


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1. BACKGROUND

1.1 Context and objectives

The main statement of mission of Badan Pusat Statistik (BPS) is to provide their users with a high-quality statistical information service.

In order to make an initial assessment of users' satisfaction, a survey has been designed to obtain from the key BPS statistics users their views on various aspects concerning the quality of the statistics.

This initial survey is being conducted independently of BPS by Ernst & Young. The results are presented in this report, which constitutes a summary of the most interesting and compelling findings in the **priority statistical areas** of importance to these key users included in the STATCAP Program (National Accounts, International Trade, Manufacturing, Horticulture and Food Crops, Prices, Household Income, Expenditure and Other Social statistics, Labour). The other statistics are not covered in this report.

It must be paid attention to the fact that the panel survey has been set to include the most significant users of BPS' statistics in regards of the CERDAS¹ program according to an agreed process with the Project Management Unit of BPS, the World Bank and recommendations made by Ernst & Young (see § 1.3 Respondent selection section). By choosing this approach to capture main messages in a short timeframe, the panel selection process does not ensure that all relevant feedbacks would have been obtained on a representative basis.

However, analysis of the respondents' replies give the opportunity to identify improvement areas so that it can develop a program for continuous enhancement of its priority statistical products and services (STATCAP²), and provide benchmark information for monitoring the effectiveness of the implemented program.

1.2 Survey coverage

To prepare this report, various BPS key users (hereafter the "Stakeholders" as defined in section 1.3) were interviewed following a questionnaire of 24 questions (see Appendix 1).

The questionnaire covered three central subject matters:

1. Understanding respondents needs for official statistics,
2. Understanding respondents views on specific aspects related to the services provided by BPS,
3. The quality of BPS official statistics:
 - Accessibility of information
 - Coverage and detail
 - Periodicity and timeliness
 - Consistency and comparability
 - Methodology

The developed material for this initial survey exercise is to be reused in future surveys on a more expanded panels and a regular pace to get timely and representative results.

¹ CERDAS: Change and Reform for the Development of Statistics.

² The STATCAP Program covers the main macroeconomics statistics produced by BPS

1.3 Respondent selection & Survey limitations

A total of 37 respondents who widely use BPS statistics were interviewed. The selection of users was established together with the World Bank, BPS Dissemination Service, the Project Management Unit and Ernst & Young and was based on a listing of purchased data hold by BPS Dissemination Service.

Some respondents, who were not in the list were identified later to complete the list, in order to supplement the knowledge of the Stakeholders' views.

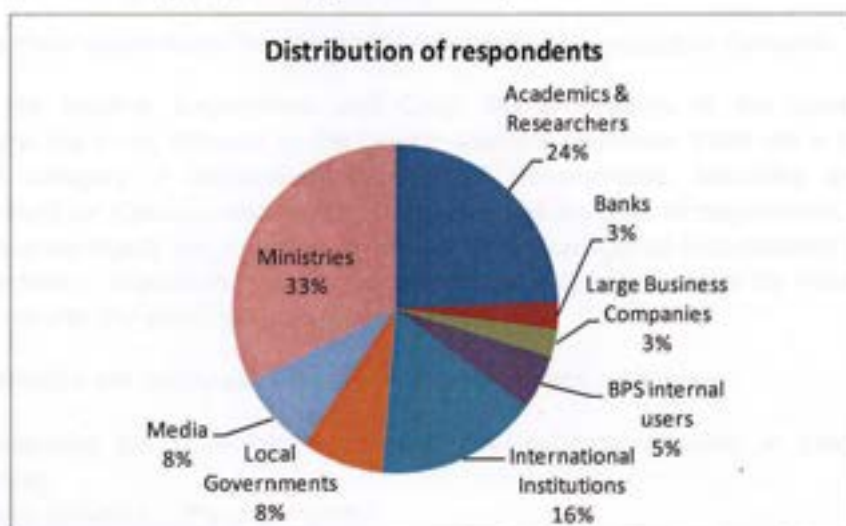
Different respondent groups were distinguished in the survey, which might correspond to different type of usage (Academics and Researchers, Banks, Large Business Companies, BPS internal users, International Institutions, Local Governments, Media and Ministries).

The final list of potential respondents was submitted by Ernst & Young to the Project Management Unit for validation. Finally, Ernst & Young looked for missing contacts and sent the questionnaire to the selected users.

Considering the fact that the sample is composed of only 37 Stakeholders and that no statistical sampling method but a purposive sampling approach has been used, it is irrelevant to consider that statistics from the survey can be precise or even discriminant. For communication purposes, percentages have been however maintained. But the results can only help identifying some issues and are not sufficient to draw general conclusions.

However, the survey will be renewed with a more efficient sample in the near future and the results presented here are sufficiently significant to give some directions of what key users –with a certain influence on the BPS image on the market- think about BPS and its statistical services.

Below is the repartition of each group sub category. Ministries (33%), Academics and Researchers (24%) and International Institutions (16%) represent the three main sub categories of respondents, followed by Local Governments (8%), Media (8%), BPS' internal users (5%), Large Business Companies (3%) and Banks (3%, including Central Bank).



2. SUMMARY OF RESULTS

This summary has to be read in relation with the Respondent selection & Survey limitations section (§1.3).

The broad findings of the study are:

- There are lots of positive views about BPS, and relatively few negative views. So BPS has a good base of goodwill to work on improvements as long as it keeps the key users engaged.
- But there are also relatively high levels of neutral categories such as "neither agree or disagree", "have no opinions", etc, particularly about quality aspects. It is not clear how informed some users are. Many are not engaged enough in BPS developments.
- BPS needs to work closely with its key users to understand their perspective on the balance between accuracy and timeliness, and improve user satisfaction.
- BPS is not meeting needs for time series.
- There is a low level of satisfaction with information on revisions.
- A lot of users do not use metadata but a significant proportion of users think the metadata are not understandable.
- As regards the specific fields of statistics, the findings are generally as expected. They support the changes being proposed.
- There is plenty of evidence that the website needs improving.
- There is the usual dissent against charging, but it is smaller than the acceptance of charging. BPS needs to determine if the problem is perceived lack of value for money or just resistance. The key is to get the right balance between charged and uncharged products and services.

2.1 General aspects

An important objective of this initial survey is to understand the Stakeholders specific needs.

The responses show respondents' heterogeneity concerning their statistical demands.

On average, the Income, Expenditure and Other Social statistics is the statistical area that Stakeholders use the most, followed by the Labour statistics. However, there are a lot of differences between each category of respondent. While local Governments, Ministries and International Institutions demand for statistics represents well the average demand of respondents, Media or Large Business Companies mostly pay attention to other statistical categories (International Trade and other statistics respectively). Academics and Researchers have a specific interest for Prices statistics and Banks are neutral with the same demand for each area.

On average, statistics are mostly used for five different purposes, which are:

- Understanding the economic, social and environmental situation in Indonesia (15% of demands),
- Research activities (13% of demands),
- To prepare forecasts (13% of demands),
- For short-term analysis (13% of demands),
- For long-term analysis (also 13% of demands).

However, results vary between each category of respondents. Academics and Researchers and International Institutions' purposes correspond to the average respondent, while Banks purposes are equally distributed between three purposes (33% each), which are understanding the economic, social and environmental situation in Indonesia, econometric modeling and preparing forecasts. Large

Business Companies' purposes are also equally divided into three categories: business analyses, preparing forecasts and econometric modeling. Finally, Ministries and Local Governments both use BPS' statistics for short and long term analysis and to prepare forecasts.

2.2 Quality aspects

- **Overall quality**

BPS statistical good quality is underlined by a large part of respondents. They are 70% to state that BPS produce statistics of good quality and 81% think BPS is an approachable organization. BPS' statistics are seen as highly objective since, on average, 80% of respondents agree with the fact that BPS' statistics are objective. Nonetheless, results about the accuracy of BPS' statistics are more uncertain and depend mostly of the statistical areas. With 57% of respondents who agreed (or strongly agreed) with its accuracy, National Accounts come first, while Household Income, Expenditure and Other Social statistics come last with only 34% of respondents who agreed with their accuracy. Finally, respondents do not feel they are consulted or listened enough by BPS when it deals with major developments and priorities (27% only feel that they are consulted).

- **Periodicity and Timeliness**

The timeliness in which statistics are released was an issue highlighted by BPS Stakeholders during the survey. Overall, 23% of respondents consider the statistics dissemination too low, 24% are neither satisfied nor dissatisfied with it and 53% find it acceptable. Concerning the frequency of BPS' statistics, the dissatisfaction rate is very different among the statistical areas and varied from 5% (Prices) to 28% (Labour statistics). On average, 15% of respondents are dissatisfied with the frequency of BPS' statistics, 58% are satisfied and 27% are neither satisfied nor dissatisfied.

- **Balance between Accuracy and Timeliness**

The trade-off between accuracy and timeliness is not well accepted by respondents concerning at least two statistical areas, which are Manufacturing and International Trade (32% and 29% of respondents dissatisfied or completely dissatisfied). They are rather dissatisfied with the current balance of Household Income, Expenditure and Other social statistics also it is to a lesser extent (16% of respondents dissatisfied or completely dissatisfied).

- **Coverage and level of detail**

Respondents were asked to give us their opinions about the coverage of the main statistical areas of BPS which are "National Accounts", "International Trade", "Manufacturing", "Horticulture and Food crops", "Prices", "Household Income and other Social statistics", "Labour" and "Other" (if any). On average, it appears that 55% of respondents are satisfied with the coverage of topics in BPS' statistics although a significant part of them are either not satisfied or completely dissatisfied with BPS' coverage (16%) while 29% are neither satisfied nor dissatisfied. The replies shows that the lack of satisfactory on coverage is to be related to the difficulties encountered to access to data and sectoral analysis as well as the level of detail which is not sufficient in some cases (breakdown or grouping of information, classification according international standards).

- **Consistency and comparability over time**

Although 85% of respondents found consistency sufficient on average, it is considered particularly low for Manufacturing, Labour and Price statistics. Because, respondents have difficulties in understanding methodologies, definitions, classifications applied in surveys, any

improvements in socializing the methodological information would be seen as a progress by most respondents.

65% of respondents stated that BPS' statistics were sufficiently comparable over time, 35% stated not comparable over time. A majority of stakeholders reported they needed to access to time series as they appear essential to their analysis of the evolution of Indonesian economy figures.

2.3 Dissemination aspects

Although 95% of respondents say they use BPS' website, only 18% of the statistical information they use comes directly from BPS' website which is relatively low.

The respondents primarily go on BPS' website to look for data and figures (81%), publication (57%), press release (46%), latest news (32%), charts (32%), methodological materials and explanations (30%), comments and data analysis (27%). Getting information about revisions currently appears with a lower score of information consulted on BPS' website (16%) but the respondents highlighted their need to be better informed when revisions are disseminated and to obtain accurate explanation on the history of revisions. Overall, 40% of respondents said to be dissatisfied or completely dissatisfied with the level of information on revisions.

The methodological explanations (metadata) are hardly consulted by almost 51% of respondents. Some respondents explained they do not consult BPS' methodological data mainly because the information is not easy to find on the website or they preferred to obtain explanations from their internal statistical experts. On the 51% of the respondents, 33% mentioned that the metadata published by BPS were not understandable and sufficient and suggested that BPS should provide more documentation.

60% of respondents declared they obtained the information via other BPS' internal sources (i.e. publications, library, press releases, purchased micro data, personal contact or special requests to BPS' Information Centre). Among the other BPS' internal sources, direct access to the data through personal contacts within BPS statistical areas stands out as an unusual procedure, relatively often used (11%). Finally, the external sources represent 22%, which is relatively a high score.

The possibilities of downloading statistical data from BPS' website have to be enhanced as 19% of the respondents declare to be dissatisfied and 34% neither satisfied nor dissatisfied. In addition, 56% of respondents who do use BPS' website also say they usually do not find or never find the information they seek and only 24% have already contacted BPS' Information Centre.

Though, a majority of respondents consider BPS' website would be the most practical mean to get BPS statistical information. They would appreciate a more user friendly website, providing the most recent information, clear indication of updated data, more details and explanation of methodology used, ready to use downloadable files and harmonized data formats (e.g. text, excel) with functional possibilities to customize the level of detail (annually, quarterly, national or district level etc.), in respect of data confidentiality rules.

Most of the respondents are convinced that BPS is good in capturing and observing the data but they mention there is a room for improvement in the domain of access to the data : the accessibility of the different statistical areas satisfies on average 61% of respondents and dissatisfies or completely dissatisfies 10% of them. The major issue mentioned by the respondents is the accessibility to raw data, historical data and more details (e.g. national, regional and district levels, sectoral data, time series, other segmentations etc.).

Currently, due to their difficulties in accessing the information in a ready to use format, the respondents reported that they find the price for tailored data too expensive.

3.1.1 Quality aspects

The problems identified for improvement are mainly:

- Level of detail (please see in the detailed analysis section of this report to see the various examples of details derived by the respondents)
- Frequency and timeliness. Concerning BPS' statistical timeliness, respondents stated that some statistics (Prices, International Trade, etc.) were released too late and that BPS should review its publication frequency for other often statistical areas. Therefore, BPS would certainly take advantage of speeding up its survey process. This could be done by improving its communication with data suppliers, by redesigning its surveys and procedures or by a better training of its staff.

3.1.2 Dissemination aspects

According to all respondents, the main issue for BPS is to dramatically improve the functionalities and capacities of its website and to improve its services offered to statistics users.

- To be more "user friendly" and use international standards of website presentation.
- To provide more charts, line graphs, as well as clear notification and explanation of revisions, methodologies and source information (quarterly, biannual, annual, etc.).
- To ensure the data purchased are the most recent data available.
- To improve the timeliness of dissemination.
- To ensure the data is accessible and comparable over time.
- To provide the data in formats which are ready to be used by the stakeholders (interoperable functionalities).
- To provide more statistical analysis.
- To give free access to standard statistics and review the pricing policy of tailored data.
- To develop an efficient gateway with "statstock" users (regular consultation service, regular communication and consultation with users, follow-up of their demands, etc.).

3. PROPOSED IMPROVEMENTS

3.1.1 Quality aspects

The domains identified for improvements are mainly:

- **Level of detail** (please see in the detailed analysis section of this report to see the various examples of details desired by the respondents)
- **Frequency and timeliness:** Concerning BPS' statistics timeliness, respondents stated that some statistics (Prices, International Trade, etc.) were released too late and that BPS should review its publication frequency for some main statistical areas. Therefore, BPS would certainly take advantage of speeding up its survey process. This could be done by improving its communication with data suppliers, by reviewing its sources and processes or by a better training of its staff.

3.1.2 Dissemination aspects

According to all respondents, the main issue for BPS is to dramatically improve the functionalities and capacities of its website and to improve the services offered to statistics' users:

- To be more "user friendly" and use international standards of website presentation,
- To provide more details, time series, as well as clear notification and explanation of revisions, methodological and basic information (glossary, statistics' base years, etc).
- To ensure the data published are the most recent data available
- To improve the timeliness of dissemination
- To ensure the data is consistent and comparable over time
- To provide the data in formats which are ready to be used by the stakeholders (downloadable functionalities)
- To provide more sectoral analysis
- To give free access to standard statistics and review the pricing policy of tailored data
- To develop an efficient gateway with statistics' users (regular satisfaction surveys, regular communication and consultation with users, follow-up of their demands etc.)

4. DETAILED RESULTS

The results presented in this section reflect the overall **answers obtained from all respondents**. Different statistical aspects are presented in sub sections:

- **Respondents' needs**
- **Overall quality aspects**
- **Specific quality aspects (e.g. periodicity and timeliness, coverage and detail etc.)**
- **Dissemination aspects**

To illustrate the results and facilitate the identification of improvements, some of the respondents' suggestions, recommendations or needs were indicated in the sub sections.

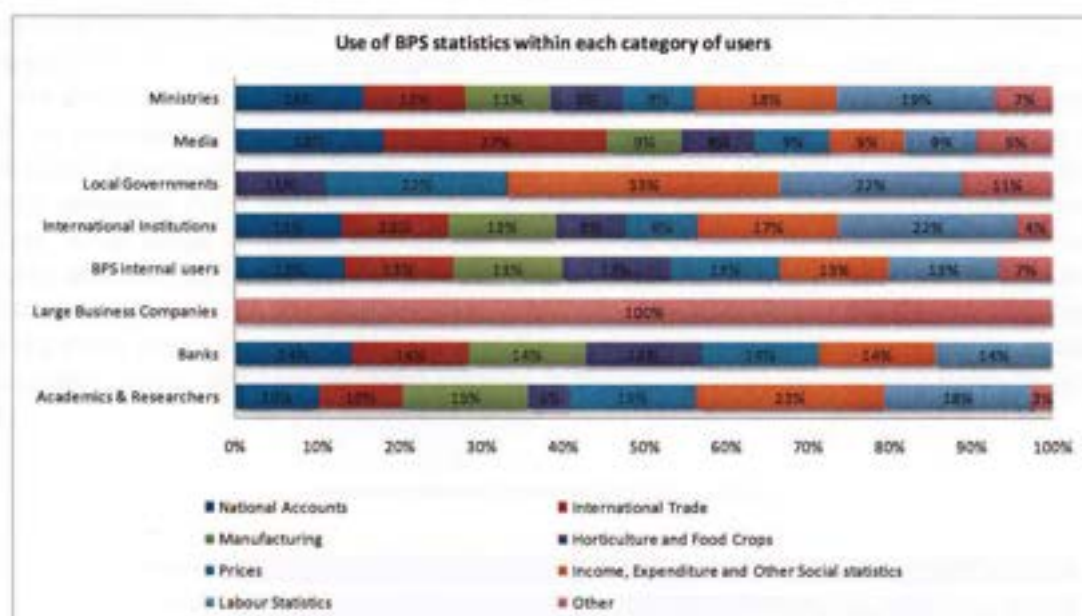
In addition to the graphics presented hereafter, a more detailed level of analysis by category of respondents is included in Appendix 2 for some of the most relevant aspects.

4.1 General information

4.1.1 What statistics are used?

Respondents were asked which statistical areas they regularly use knowing that they could pick more than one answer. On average, on 162 responses, 18% go to the Income, Expenditure and Other Social statistics, which makes it the most consulted statistical area, followed by the Labour statistical area.

The results also give an overview of respondents' heterogeneity concerning their statistical demands (see graphic below). Academics and Researchers look primarily for Income, Expenditures and Other Social statistics (23%), Labour statistics (18%) and Prices statistics (15%). Banks and BPS' internal users use all major statistical areas (14% each), while Large Business Companies are mainly interested in Other statistics³ provided by BPS. Local Governments and International Institutions use mostly Income, Expenditures and Other Social statistics (33% and 17% respectively) and Labour statistics (22% each), like Ministries (18% for Income, Expenditure and Other Social statistics and 19% for Labour statistics) who also logically pay attention to National Accounts (16%). Finally, Media mainly use International Trade (27%) and National Accounts (18%) statistics.

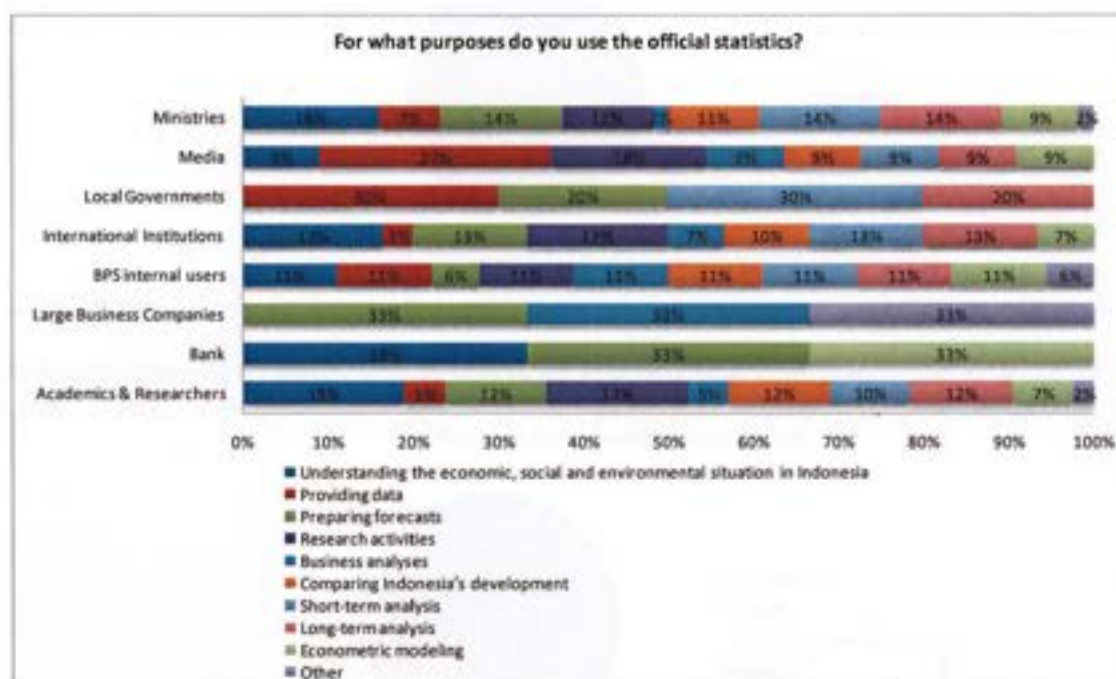


³ Other statistics include Tourism, Financial, Mining and Energy statistics

4.1.2 To do what?

To understand Stakeholders' needs, respondents were also asked for what purposes they use official statistics among "understanding the economic, social and environmental situation in Indonesia", "providing data", "preparing forecasts", "research activities", "business analyses", "comparing Indonesia's development", "short-term analysis", "long-term analysis", "econometric modeling" or "other" and could pick more than one purpose (see graphic hereafter). On the 173 responses, 15% go to the understanding the economic, social and environmental situation in Indonesia, which makes it the first purpose, followed by four purposes equally distributed (13% each), which are scientific and research activities, preparing forecasts, analysis for current developments for short-term decision making, analysis of trends for longer-term policy and strategy formulation. Comparing Indonesia's development with the one of other countries counts for 10% of demands. While the econometric modeling and providing data purposes come after with about 8% of demand each. Finally, the business analysis purpose represents 5% of demands.

However, these results differ between each category of respondents. Not surprisingly, Ministries firstly use official statistics to understand the economic, social and environmental situation in Indonesia (16%), before preparing forecasts, short-term analysis and long-term analysis (14% each). Media expect to be provided with data (27%) and also use official statistics for their research activities (18%). Local governments' use of official statistics is distributed according to four main purposes: providing data and short-term analysis (30% each) as well as preparing forecasts and long-term analysis (20% each). As International Institutions mainly seek to have a large vision of Indonesia, they use official statistics to understand the economic, social and environmental situation in Indonesia and for their research activities (17% each). BPS' internal users use statistics homogenously between each purpose, while Large Business Companies need official statistics to prepare forecasts and for business analysis (33% each). The Banking sector looks for official statistics to understand the economic, social and environmental situation in Indonesia, to prepare forecasts and for econometric modeling (33% each). Finally, Academics and Researchers also use official statistics to understand the economic, social and environmental situation in Indonesia (19%) and for their research activities (17%).

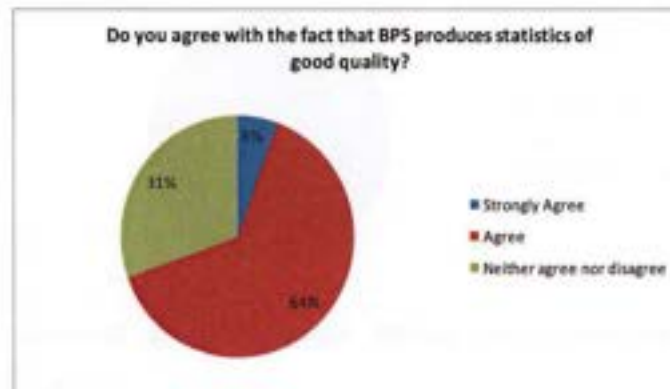


4.2 Information on statistical quality aspects

4.2.1 Overall quality

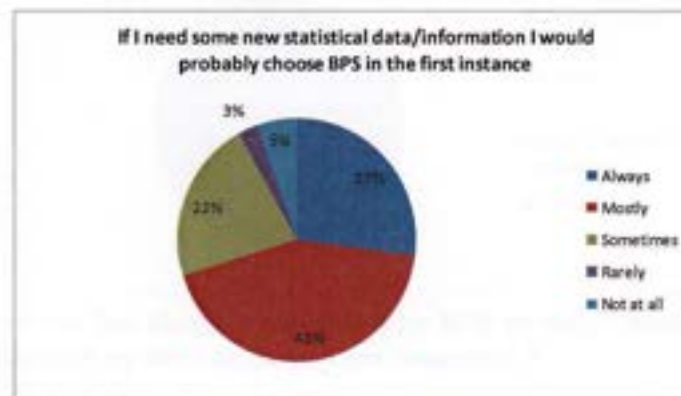
- Does BPS produce statistics of good quality?

The assessment of the overall quality of the statistics provided by BPS is rather positive since 69% of respondents agree or strongly agree with the statement "BPS produces statistics of good quality", while 31% of respondents are neutral and neither agree nor disagree to the previous statement.



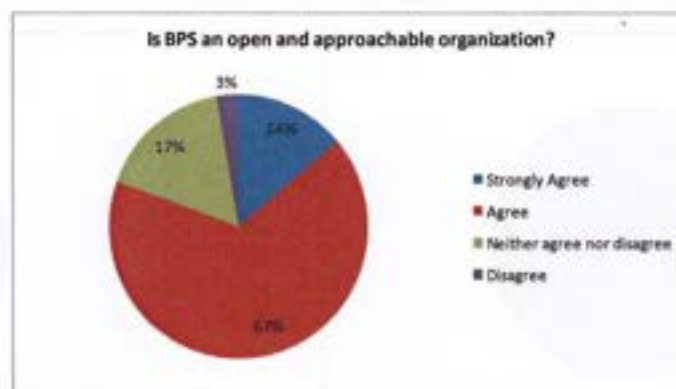
- Would the respondents choose BPS in the first instance if they needed new statistical data or information?

70% of respondents stated that they would probably choose BPS in the first instance if they needed new statistical data or information, while 22% are neutral and 8% would tend to choose another source.



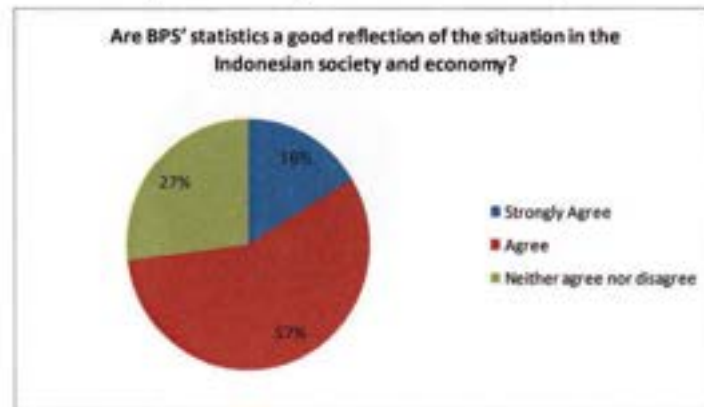
- Is BPS an approachable organization?

Most respondents (81%) stated that BPS was an approachable organization and only 3% of them disagree with the statement.



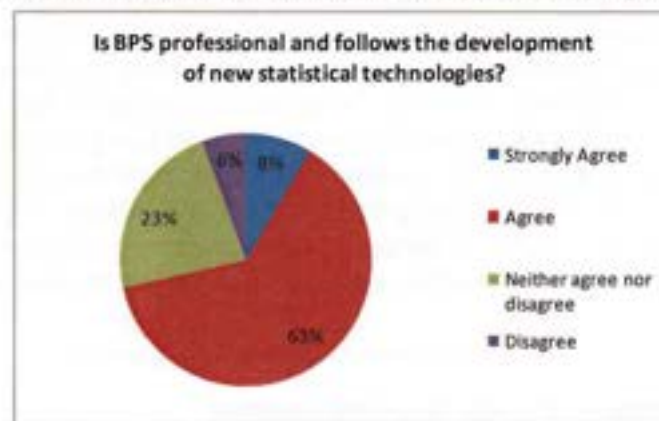
- Are BPS' statistics a good reflection of the situation in the Indonesian society and economy ?

73% of respondents think that BPS' statistics are a good reflection of the situation in the Indonesian society and economy, 27% neither agree nor disagree and no one disagree.



- Is BPS a professional structure, which follows the development of new statistical technologies ?

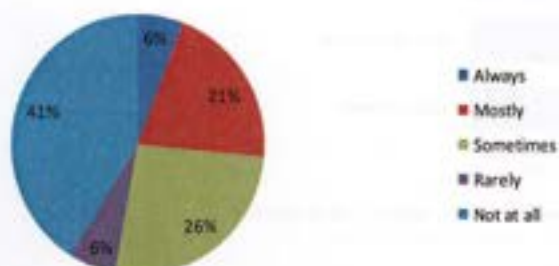
71% of respondents agree with the statement, 6% disagree and 23% neither agree nor disagree.



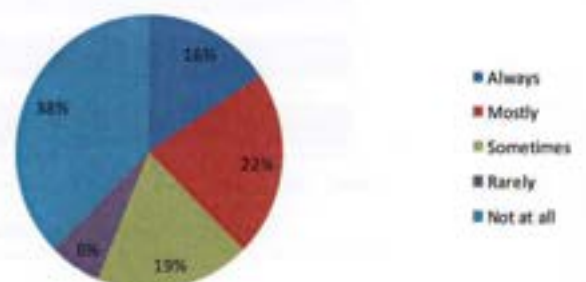
- Do the respondents feel they are consulted by BPS on major developments, priorities, etc. or are listened to by BPS when they are consulted ?

Only 27% of respondents feel they are always or mostly consulted by BPS on major developments and priorities (against 26% sometimes and 47% rarely or not at all) and 38% feel they are always or mostly listened to by BPS when consulted (against 19% sometimes and 44% rarely or not at all).

I feel I am consulted by BPS on major developments, priorities, etc

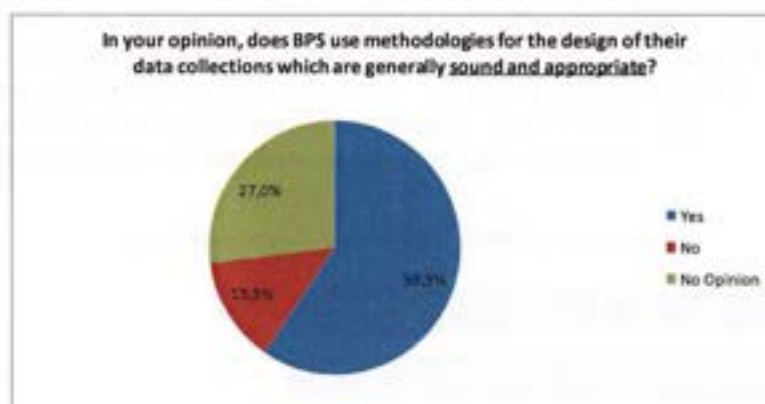


I feel I am listened to by BPS when consulted



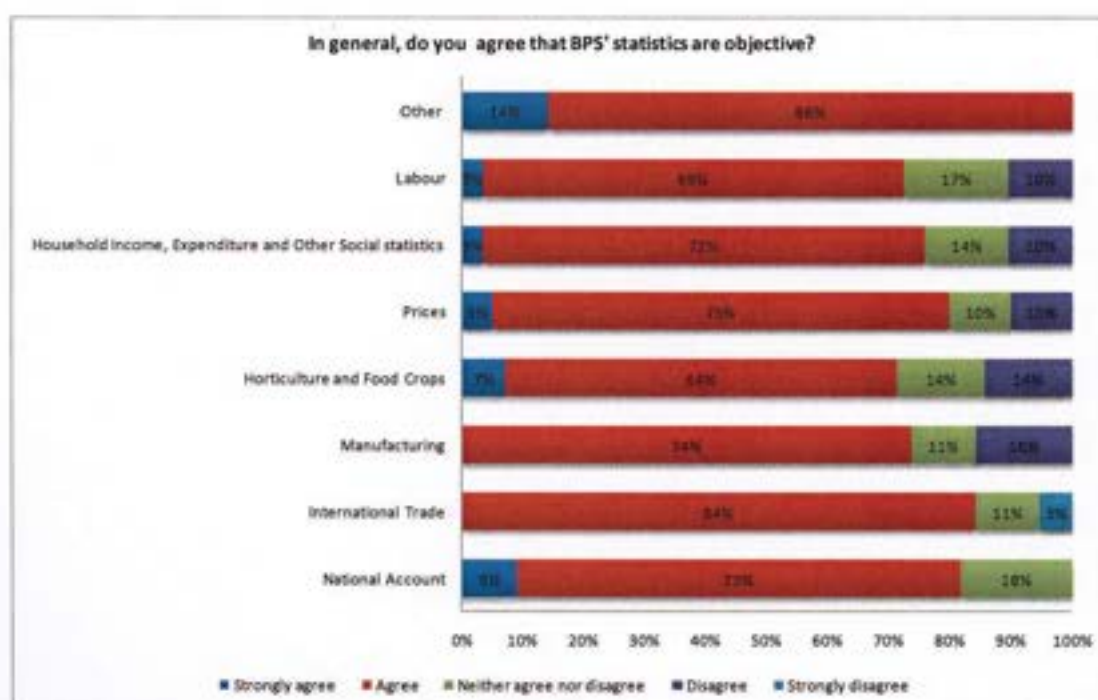
- **About the design of the data collection**

Technically speaking, 60% of respondents find that BPS methodologies for the design of their data collections are generally sound and appropriate, although 27% are neutral and 13% do not agree.

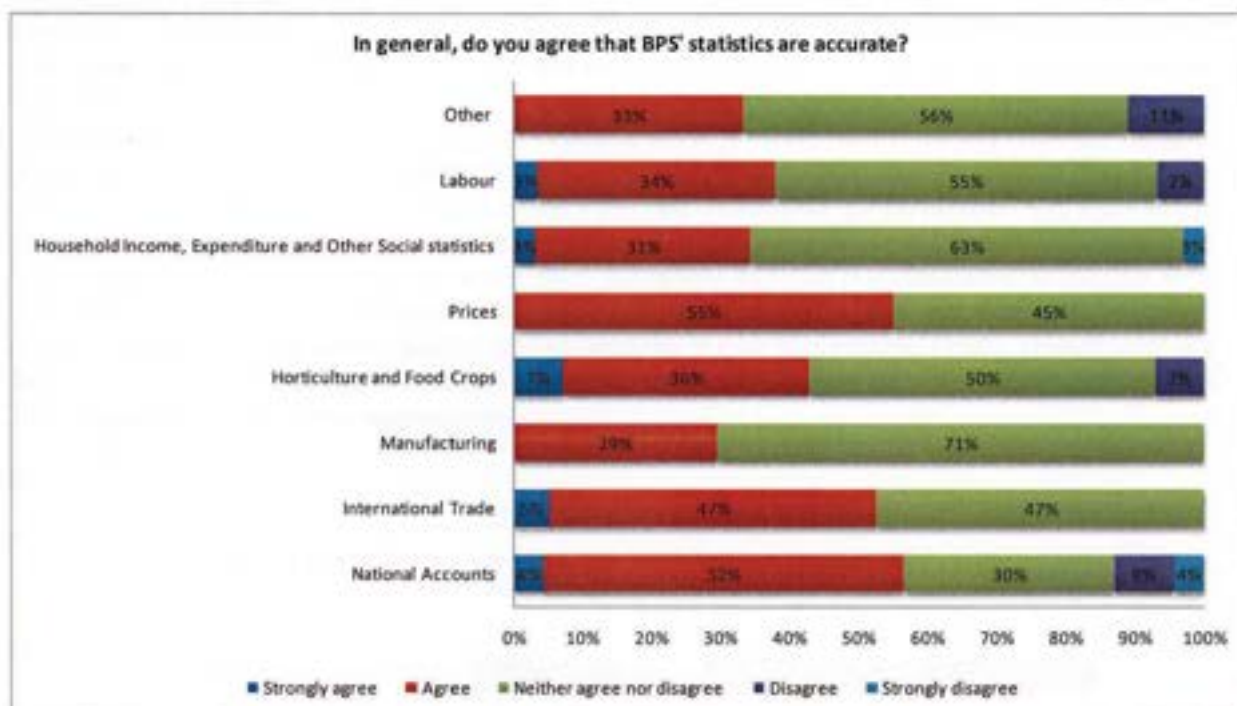


- **On objectivity and accuracy**

The survey also assessed BPS' statistics accuracy and objectivity by splitting up all the different statistical areas and asking respondents if they agreed (or strongly agreed), disagreed (or strongly disagreed) or neither agreed nor disagreed with the fact that BPS' statistics are objective and accurate. Concerning the objectivity of BPS statistical areas, the results are on average rather good since 80% of respondents agree or strongly agree. However, it conceals many disparities between each statistical area. The highest score was obtained by the International Trade statistics (84% of respondents agree or strongly agree with its objectivity), followed by the National Accounts (82%). On the other hand, the Manufacturing and the Horticulture and Food Crops statistics are considered to be less objective by a significant part of respondents (respectively 16% and 14%). Respondents generally agree with the fact that BPS' statistics are objective but they would like to have more explanations to be able to analyse the evolution of statistics (e.g. the effect of inflation on prices). In the field of Manufacturing and Social statistics some concerns appear on the sample size.

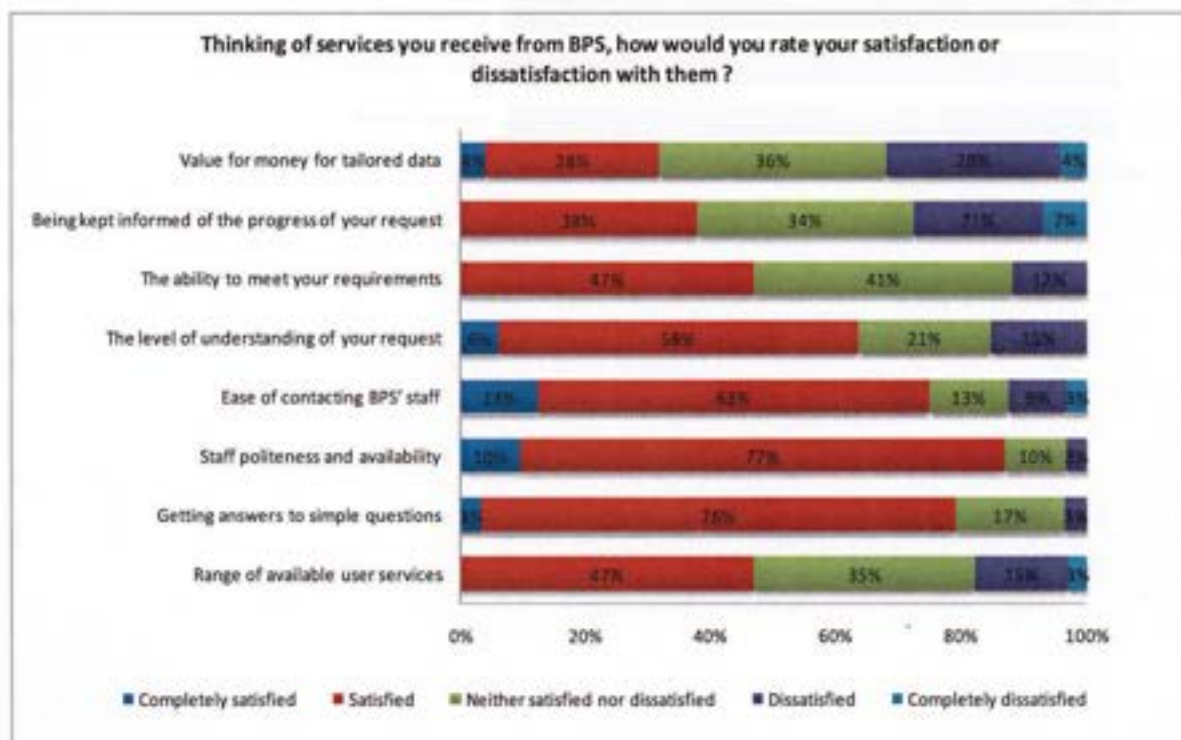


Concerning the accuracy of BPS' statistics, it may be noted that National Accounts statistics are assessed the most accurate (56% of the respondents agree or strongly agree), followed by Prices statistics (55%) and International Trade (52%). Nonetheless, these figures have to be considered with caution since they are just above the average and due to the purposive sampling which has been used. On the other side, Household Income, Expenditure and Other Social statistics, Other statistics and Manufacturing statistics are considered much less accurate with respectively 34%, 33% and 29% of respondents who recon the accuracy of those categories, while the other neither agree nor disagree. Overall, some respondents reported that they felt unconfident to rely on some data provided by BPS (e.g. differences observed with data published by other sources).



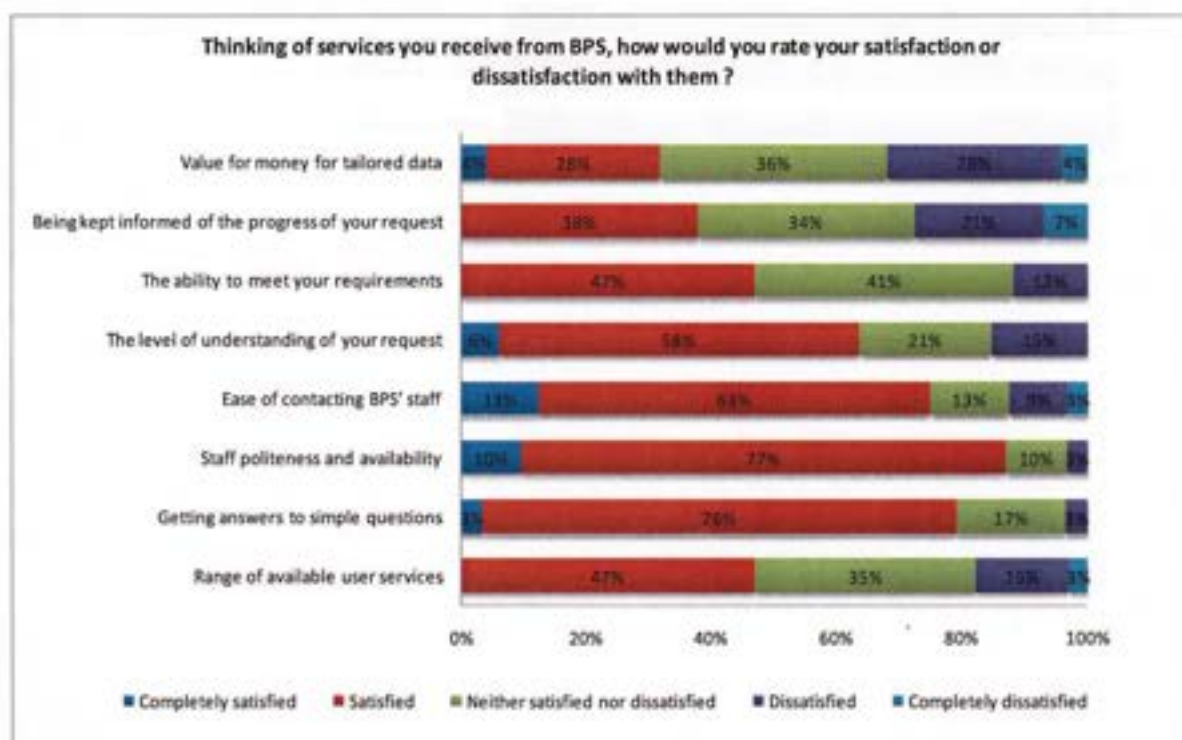
• Thinking of services provided by BPS

Another aspect of the survey was to understand if BPS' services (e.g. providing special file formats or detailed data, answering to questions etc.) fulfilled the expectations of respondents. The analysis of responses (see graphic hereafter) shows that respondents are firstly dissatisfied with "not being informed of the progress of their request" (28% dissatisfied or completely dissatisfied against 38% satisfied, the rest of respondents are neither satisfied nor dissatisfied). A significant part of respondents reported that they were hardly informed by BPS and so had to be proactive and contact BPS themselves to know the progress of their request. The price of tailored data is another point of dissatisfaction for respondents with 32% of them dissatisfied or completely dissatisfied (against 32% satisfied). Some respondents highlighted that the time needed to get the purchased data was too long. They also stressed the difficulty of getting data without directly visit BPS or without having a contact from BPS, directly to the statistical area. The ability to meet respondents requirements satisfies only 47% of respondents, who reported that their requests were generally not completely fulfilled. The level of understanding of respondents request and the ease of contacting BPS staff dissatisfied respectively 15% and 12% of respondents and a part of them are neither satisfied nor dissatisfied with it (21% and 13% respectively). The range of available services is an important issue for respondents who were 18% to point out their dissatisfaction and 35% to be neither satisfied nor dissatisfied while only 47% were satisfied with it (none completely satisfied). Some respondents reported that BPS published mostly tables and figures without putting enough analysis in their publications. Finally, respondents are very satisfied with the staff politeness and availability and when they ask for simple question (87% and 79% of satisfied respondents respectively).



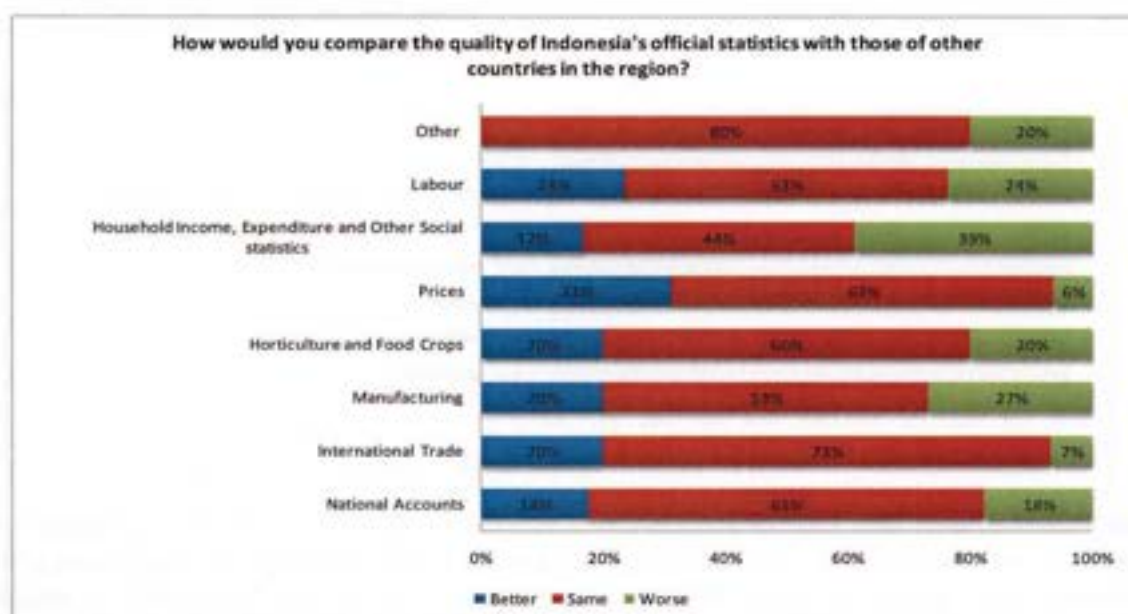
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4.2.2 Comparability with other regional countries

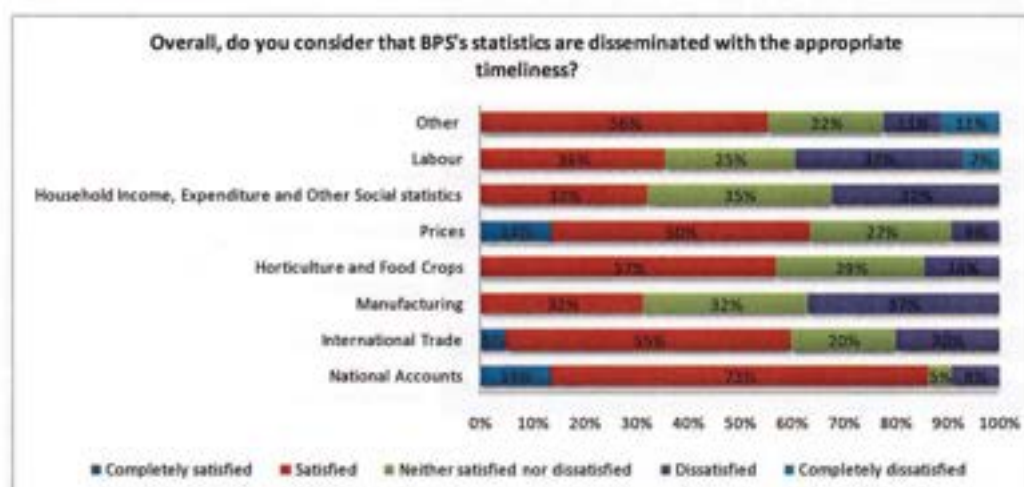
To get a clearer picture of users' opinions, respondents were also asked to compare BPS' statistics quality with the ones of its regional peers. The results presented on the graphic below show the differences between each statistical area. If the quality of the Prices statistics is rather well ranked (31% of respondents assess that the quality of the Prices statistics published by BPS is better than the ones published by other national statistical organizations from the region, against 6% worst), Household Income, Expenditure and Other Social statistics, Manufacturing and Labour statistics receive a low ranking with respectively 39%, 27% and 24% of respondents who assess that those statistics are worse than the ones published by other countries (against respectively 17%, 20% and 24% better). Respondents are neutral concerning National Accounts and Horticulture and Food Crops statistics, with the same percentage of respondents (18% and 20% respectively) who stated these statistics were better and worse than the ones from other countries in the region.



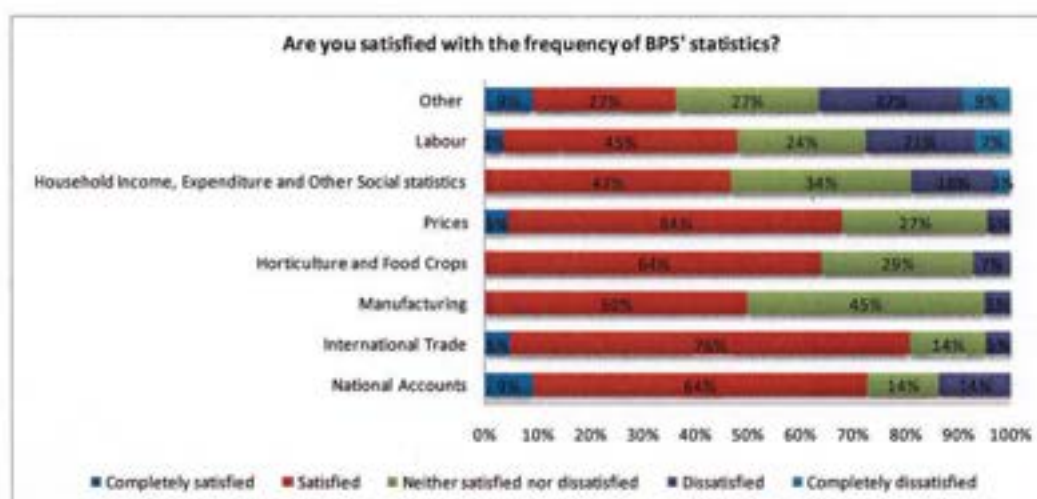
4.2.3 Other statistical quality aspects

• Timeliness and periodicity

The timeliness in which statistics are published by BPS is a key factor of its Stakeholders' satisfaction. As it is showed on the graphic below, BPS should improve this specific point in the future. In various statistical areas, the numbers of respondents who are dissatisfied or completely dissatisfied about BPS timeliness are above 30%. Indeed, Labour, Manufacturing and Household Income, Expenditure and Other Social statistics are concerned with respectively 39%, 37% and 32% of respondents dissatisfied (against 36%, 32% and 32% satisfied respondents respectively). International Trade statistics shows a high level of respondents dissatisfied concerning its timeliness (20% dissatisfied, though it also has 60% of satisfied respondents). Some respondents commented that Trade statistics could be produced faster with a strong institution support. It was also reported that BPS had to give better information about its date of publications since it was not the same among each statistical area, except for press releases.

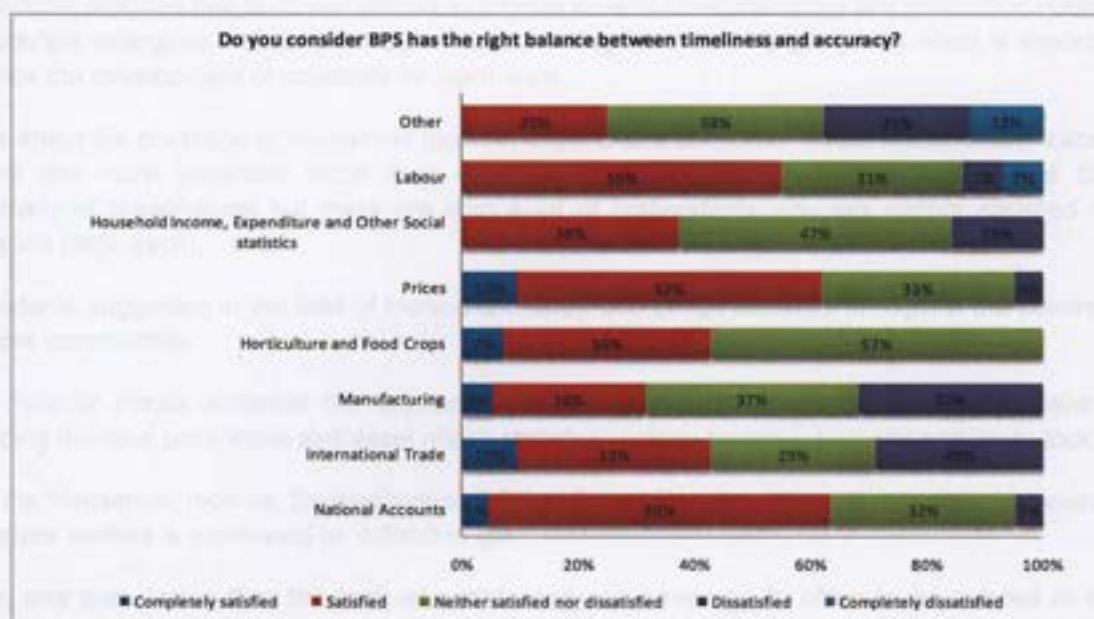


The frequency is another point of future possible improvements for BPS (see graphic below). When asking respondents for each statistical area, one can notice that 58% of respondents are on average satisfied or completely satisfied with the frequency of BPS' statistics against 15% dissatisfied. However as there is a large standard deviation of the dissatisfaction rate between each statistical area (+/- 8%), it is worth noting that this dissatisfaction is particularly high concerning Labour statistics (28%), Household, Income and Other Social statistics (19%), and National Accounts (14%), when the frequency of other statistical areas like Prices dissatisfied only 5% of respondents. In the Labour area in particular, the statistics would be appreciated quarterly at least and monthly better.



4.2.4 Balance between accuracy and timeliness

As there is a tradeoff between accuracy and timeliness, respondents were asked if they were satisfied with the actual BPS balance. Timeliness and periodicity issues reported above are partly confirmed by respondents concerning the balance between accuracy and timeliness of the Manufacturing and International Trade statistics and, to a less extent, for the Household Income, Expenditure and Other Social statistics (respectively 32%, 29% and 16% of respondents dissatisfied or completely dissatisfied against 31%, 43% and 38% of respondents being satisfied, the rest being neither satisfied nor dissatisfied).



4.2.5 Coverage and detail

Concerning the different statistical areas covered by BPS, the level of respondents' satisfaction is on average ranked with a score of 56% (see graphic hereafter). The highest level of satisfaction with the coverage of BPS' statistics was reached by Prices (73%) followed by National Accounts with almost 68% of respondents satisfied (against respectively 14% and 9% of respondents dissatisfied). But in every statistical area, one can see a proportion of respondents dissatisfied.

Concerning the National Accounts some respondents suggested to produce GDP per commodity. Manufacturing statistics appears with 15% of respondents dissatisfied (against 35% satisfied). Respondents reported that BPS was unable to provide several basic indicators like production volume; raw materials, energy or fuel used, or export data showing the area of origin goods which is important to monitor the development of capability for each area.

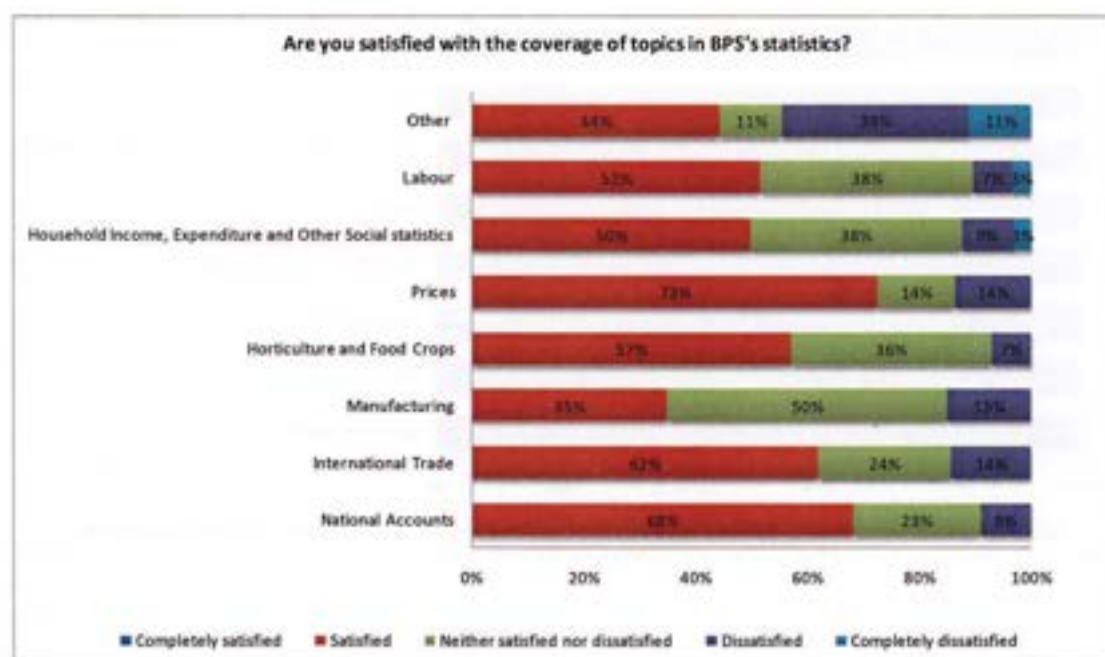
Results about the coverage of Household Income, Expenditure and Other Social statistics and Labour statistics are more uncertain since their coverage gives satisfaction to about 50% and 52% respectively of respondents but there are also a lot of respondents who are neither satisfied nor dissatisfied (38% each).

Respondents suggested in the field of Horticulture and Food Crops statistics to expand the coverage with more commodities.

In the field of Prices statistics the improvements desired by the respondents would consist of developing the rural price index and asset prices statistics such as housing, property and land stock.

As for the Household Income, Expenditure and Other Social statistics, the outcome data to measure the farmers' welfare is mentioned as difficult to get.

Finally, one can notice that the lack of satisfactory on coverage is often to be related to the issues of data and sectorial analysis accessibility as well as the level of detail (breakdown or grouping of information, classification used, etc.) as we will see hereafter.



Concerning the level of detail of BPS statistical areas, the results are presented on the graphic hereafter. One can remark that the Manufacturing statistics still present the highest level of

dissatisfaction from the respondents' view (23% dissatisfied against 39% satisfied). Generally speaking, the level of detail is not highly rated by respondents for almost all statistical areas but Prices, whose level of detail satisfies 60% of respondents, which can still be considered as not sufficient. A proportion of respondents completely dissatisfied appears in each statistical area but Prices. Most of the respondents pointed out that they would like to have detailed regional data (provincial and possibly district level). They also reported some more technical points concerning the level of detail in accordance with international standard in several areas, for instance the following were mentioned (non exhaustive list) :

1/ In Labour statistics, BPS combines teachers, education workers and booksellers into one simple workers' category, which leads to a loss in the level of detail of such statistics. Also in the Labour statistical area, respondents consider that children and women's labour should be divided based on the gender and detailed according to the regional level.

2/ The level of details for commodities is not sufficient.

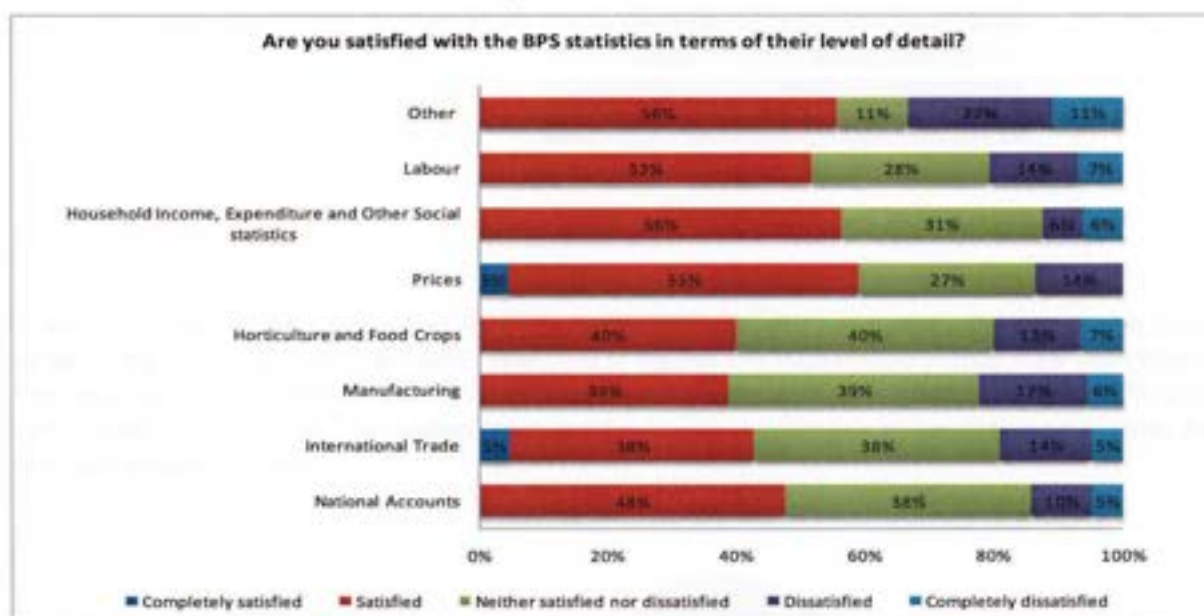
3/ The segmentation of large and medium enterprises should be made according to the KBLI standard.

4/ In Manufacturing statistics, details need to be available on shipments, inventory and R&D.

5/ Respondents generally underlined that, overall, they can rely on BPS concerning statistics in large cities or in the main Indonesia's economical areas but that BPS was much less effective in providing data from Indonesia's rural regions. BPS should consider improving its coverage by extending its links with its Regional Offices and should keep the same level of statistical quality among Indonesia's main economic regions and rural areas.

6/ In Trade statistics, the grouping of data is not always adequate. Data by destination countries would be helpful.

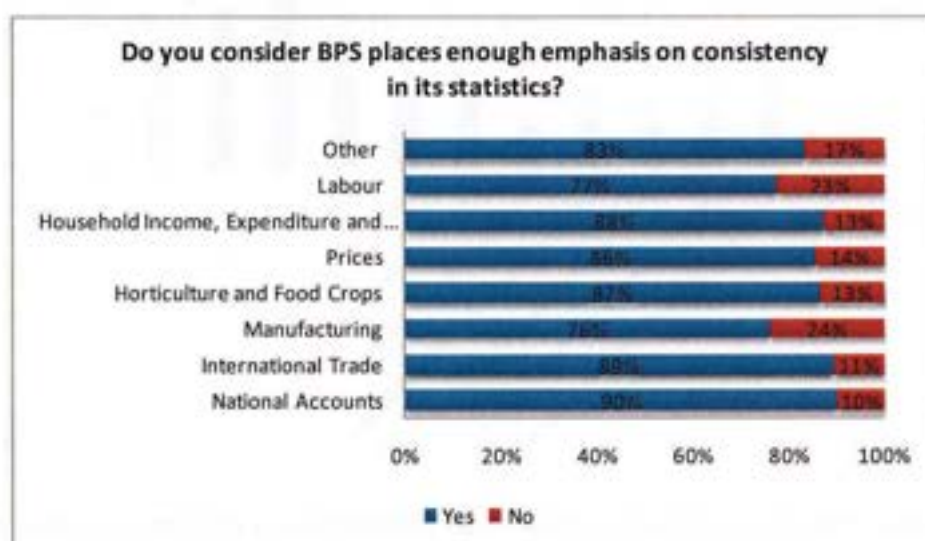
In general, respondents tend to look for the level of detail they need by consulting other sources if they do not find it directly and easily in the statistics published on BPS' website (see related dissemination sub section hereafter).



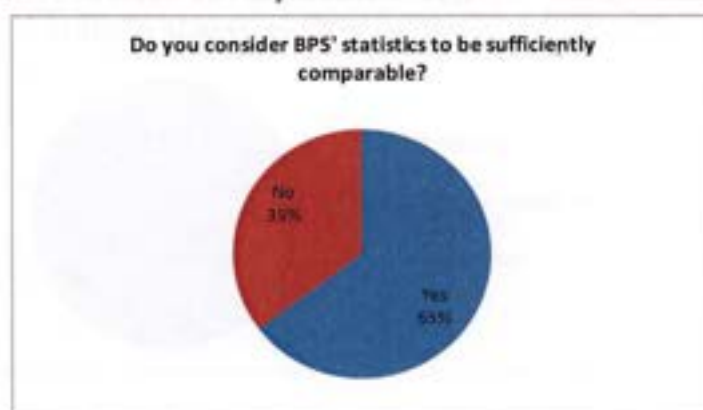
- **Consistency and comparability over time**

The survey also measured the consistency of BPS' statistics by asking respondents if they considered that BPS placed enough emphasis on consistency for each of the statistical area. On average, 85% of respondents responded that the consistency was sufficient. The lowest score was reached by Manufacturing and Labour and Price statistics with respectively 24%, 23% and 14% of respondents who do not find the consistency of these areas sufficiently high.

Respondents explained that their perception of inconsistency is related to their difficulty to understand the methodologies, definitions, classifications etc. applied in BPS surveys. Socializing the BPS methodological information in particular any change in methodology would be considered as a progress for most respondents (see related dissemination sub section hereafter). For instance, difficulties were reported in the analysis of large and medium industrial manufacture time series due to differences of definition perceived in the questionnaires. Some respondents expressed that the fluctuation of Prices in Indonesia are not well observed. Others explained they found discrepancies between the national data and the regional data. The difficulties in analysing the unemployment data were mentioned: some methodological changes were applied in the unemployment categories without sufficient explanation and the previous time series related to these changes are not published anymore. In Labour and Social statistics, some inconsistencies in questionnaires were detected over time which create difficulties in the analysis with the previous year results.



In addition, respondents were asked if they consider BPS' statistics as sufficiently comparable (time series of the same topic are identically measured or figures are reconcilable across data collections). The result is uncertain since only 65% of respondents stated that BPS' statistics were sufficiently comparable. A majority of stakeholders declared they needed to access to consistent time series for their own analysis purpose.



4.3 Information on Dissemination aspects

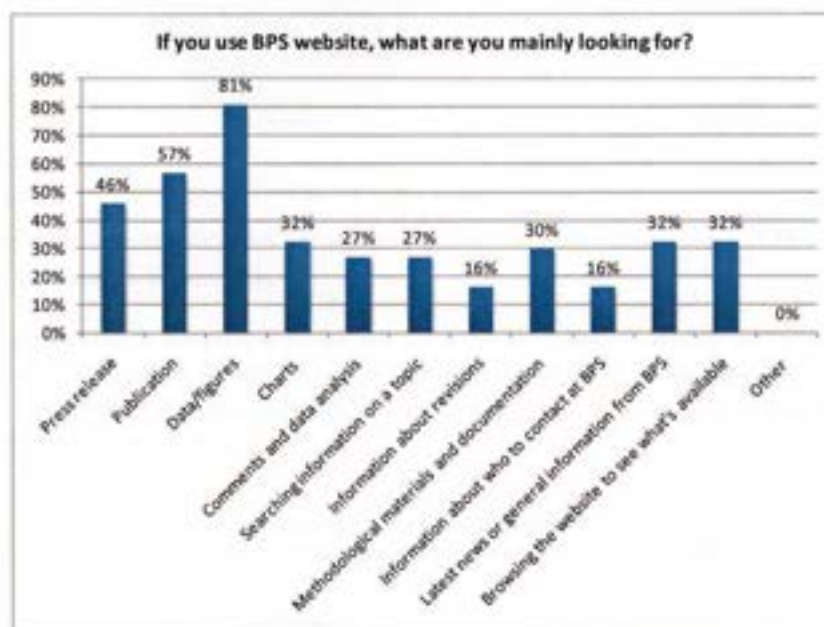
- How many respondents are looking for BPS statistical information on its website?

One has to remark that almost all respondents have already employed BPS' website. On the 37 respondents to the survey, 35 employ BPS' website (95%).

A majority of respondents consider BPS' website is the most practical mean to get BPS statistical information.

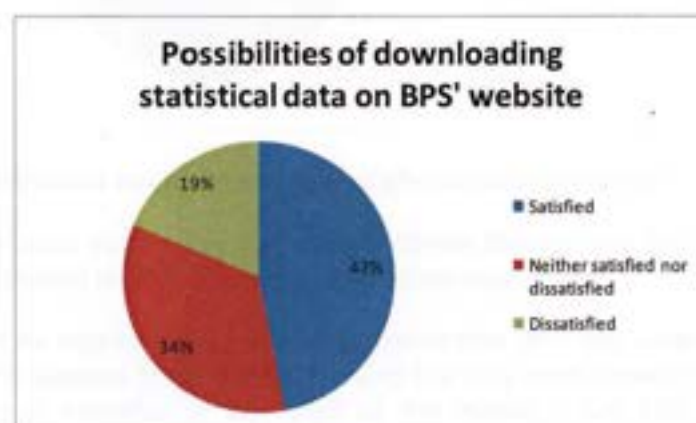
- What information are they looking for?

Many of them (81%) **primarily look for data and figures**. Publications and press releases come after with respectively 57% and 46% of respondents who do look for it. Other items, like latest news or general information from BPS, charts, methodological information, comments and data analysis are less sought by respondents but still represent together about 30% of the demand.



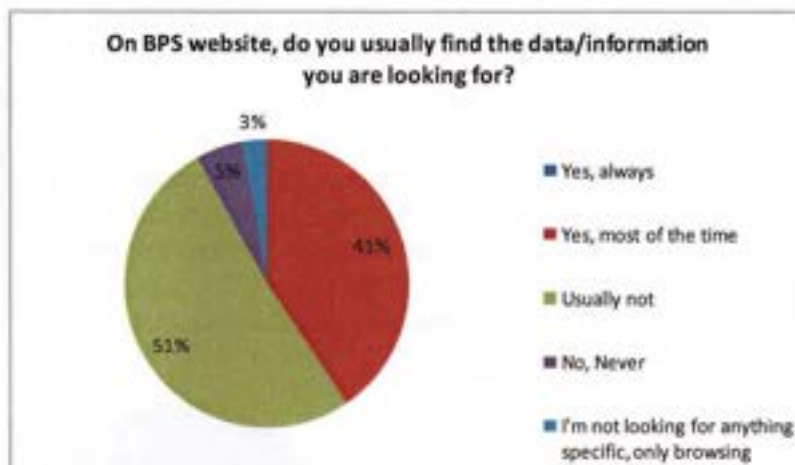
- How are evaluated the possibilities of downloading information on BPS' website?

The possibilities of **downloading statistical data on BPS' website satisfy only 47% of respondents** while it dissatisfies 19% of them (34% are neither satisfied nor dissatisfied).



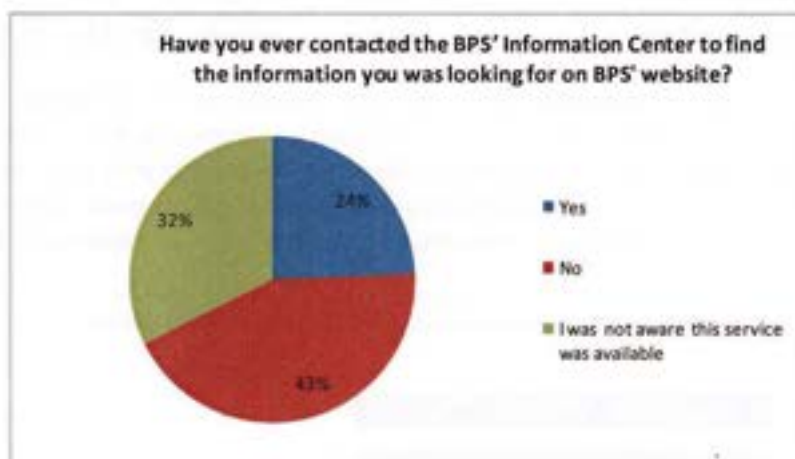
- **Do respondents find the information they are looking for on BPS' website?**

The survey highlights the difficulties experienced by respondents to actually find the information they are looking for. In fact, **56% of them usually do not find or never find the information they seek on BPS' website.**



- **Do respondents contact the Information Centre when they have difficulties to find the information on BPS' website?**

24% of respondents have already contacted BPS' Information Centre, which is responsible for helping users having difficulties in finding the information on BPS' website, because they were having difficulties in finding what they were looking for. Moreover, 32% of Stakeholders were not aware that this service was provided by BPS.



- **What are the different sources used to find statistical information?**

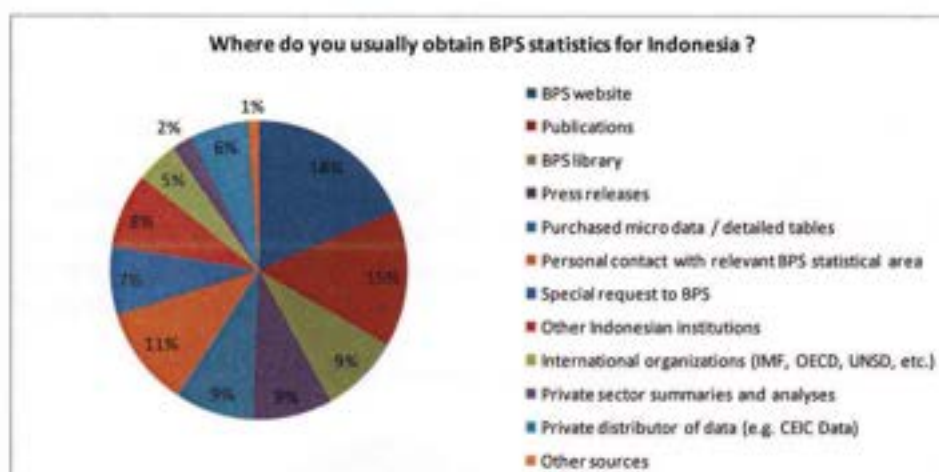
Only 18% of the information obtained by respondents comes directly from BPS' website, which is a relatively low score compared to other international statistical organization.

As BPS' website is not the only way to get some information from BPS, one asked to respondents how they usually obtain BPS statistics for Indonesia, knowing that they were allowed to pick more than one answer. On the graphic hereafter is the result of this question. On 174 responses, **60% of respondents declared they obtained the information via other BPS' internal sources (i.e.**

publications, library, press releases, and purchased micro data, personal contact or special requests to BPS' Information Centre). Among the other BPS' internal sources, direct access to the data through personal contacts within BPS statistical areas stands out as an unusual procedure, relatively often used (11%). Finally, the external sources represent 22%, which is a relatively high score.

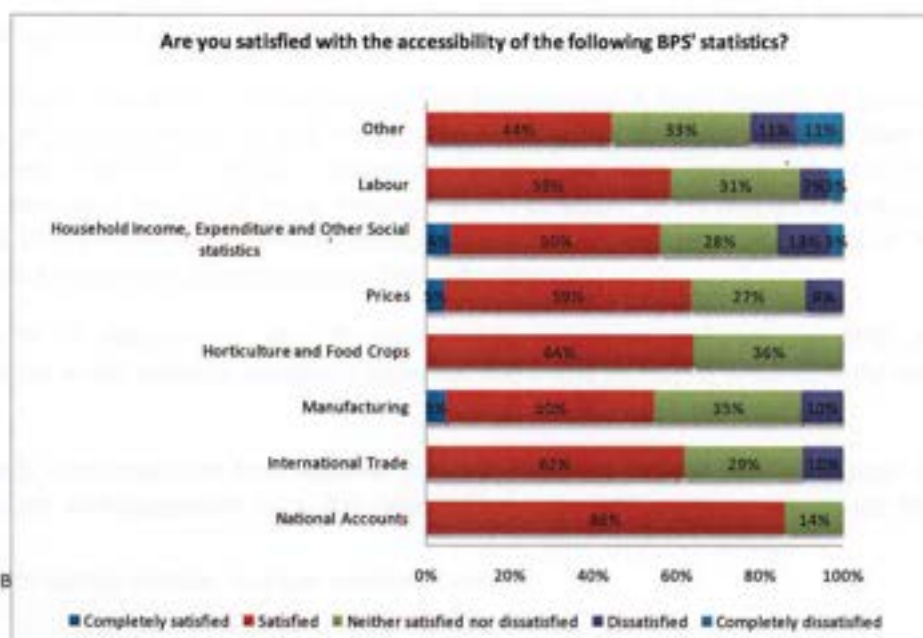
Stakeholders stated that BPS' website was not user friendly and that it mainly provides recent data or not enough details concerning its data. They also reported that the price of data was too expensive compared to other external sources.

Most respondents stated that they can't find a useful presentation of data among BPS' sources. For instance, they would like to find Excel or Text file format on BPS' website with possibilities to customize the data presentation according to their needs and select the level of detail (annually, quarterly, monthly, etc.). Another specific expectation would be to find the small, medium, and large industries data in the same format to be able to compare, combine and totalize etc. the figures.



- **Accessibility of BPS statistics in each statistical area (any BPS' source used)**

Concerning the accessibility of the different statistical areas, respondents are on average 61% to be satisfied with it with some important variation among statistical areas. National Accounts are the highest ranked area with 86% of satisfied respondents whereas Manufacturing comes last with 55% of satisfied respondents. However, 10% of BPS Stakeholders stated to be dissatisfied or completely dissatisfied with the accessibility of the statistical information on average.



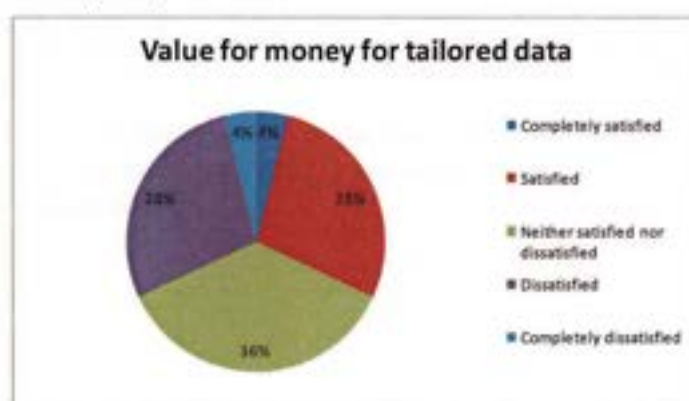
The major issue mentioned by the respondents is the accessibility to raw data or sectoral data for their own analysis. Some respondents get the data directly from BPS' Directorate because the data is not available on BPS' website. Most respondents stated that some private survey provide more segmentation, more detailed data and more complete time series than BPS. Some respondents need to analyse the figures on 5 consecutive years but they can not find them on BPS' website: there is a need for historical data. In Trade statistics, respondents are looking for a higher level of detail in the import and export data. Concerning the Prices statistics, some data are not available on BPS' website (e.g. rice price). Also, respondents reported that BPS was unable to provide a detailed information on SUSENAS and SAKERNAS surveys. And in Labour statistics, respondents stated that they could not access to the larger companies statistics.

Some respondents reported that both Bahasa Indonesia and English version were available in most BPS' Publication which is good point, but sometimes the English version is available later.

Most of the respondents are convinced that BPS is good in capturing and observing data. The main issue they mention is the access to the data.

- **Value for money of tailored data**

As mentioned in a previous section of the report, respondents were asked how they assessed the price for tailored data. Respondents are 32% to be dissatisfied of the value for money for tailored data, against 36% neither satisfied nor dissatisfied and 32% satisfied. Most respondents reported they usually buy tailored data when they can not find the right level of data or presentation on BPS's website. Some respondents remarked that they had to purchase data which are actually free of charge on other national statistical agency's website.



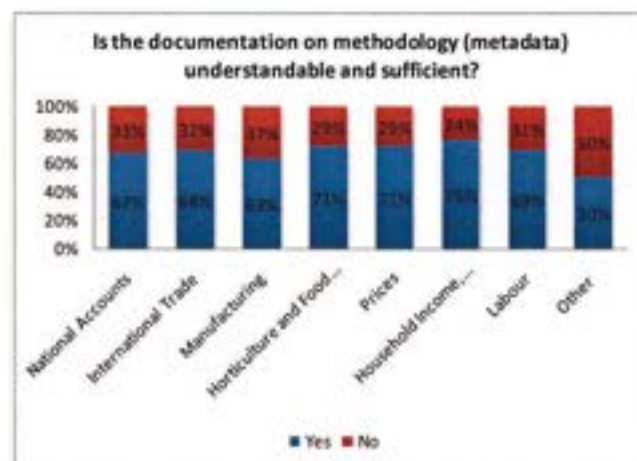
- **Metadata and other methodological information**

The methodology was another issue assessed by respondents. A short majority of them (51%) consult the methodological explanations published by BPS (metadata) in order to inform themselves on the methods used by BPS to produce its statistics. Metadata are rarely consulted by 21% of respondents and never consulted by 28% of them. Among this last category, some respondents explained they do not consult BPS's methodology mainly because the information is not easy to find on the website or they can ask to their statistician experts in their organization.

On the 51% of respondents who do consult the metadata published by BPS, 67% find the documentation which explains metadata understandable and sufficient, while 33% do not (see graphic hereafter).

Respondents mentioned that the metadata published by BPS did not provide enough details or was not completely self-explanatory (e.g. the definition of large and medium enterprise) so it should be

more documented, clearer and user friendly (e.g. include a glossary with all definitions used). They also reported that BPS did not use the same terms for each survey, which highlights a coherency issue. Most of the time respondents prefer to contact the related Directorate to obtain the clarification they need on methodological aspects including the compilation methods, weights data, when a rebase has been done and the reason for the rebase etc.



Revisions seem to be an important issue for respondents as, on average, only 32% of respondents said to be satisfied with it while 40% stated to be dissatisfied or completely dissatisfied (29% were neither satisfied nor dissatisfied). Respondents mainly explained their dissatisfaction because they were **not informed about what data was revised and why it was revised**. Most respondents reported changes in previous published data is not understandable without sufficient explanation. Moreover, they report that information about revisions should be available on BPS' website in a standard format and give complete tracks (history of revisions).

Manufacturing, Prices are the areas which dissatisfied the most with respectively 41%, 44% of dissatisfied respondents. Horticulture and Food Crops is the statistics which dissatisfied the less, with still 21% of dissatisfied respondents.

APPENDIX 1: QUESTIONNAIRE (REMINDER)

Which statistics do you need?

1. Which official statistics produced by BPS do you use regularly? (tick more than one box)

- ☐ National Accounts
☐ International Trade statistics
☐ Manufacturing
☐ Horticulture and Food Crops statistics
☐ Price statistics
☐ Income, Expenditure and Other Social statistics
☐ Labour statistics
☐ Other (Please specify)
☐ None

2. For what purposes do you use the official statistics? (tick more than one box)

- ☐ Understanding the economic, social and environmental situation in Indonesia.
☐ Providing data to the public or other organizations (e.g. journalism, consultancy services, etc.)
☐ Preparing forecasts/ projections
☐ Scientific and research activity
☐ Business analyses
☐ Comparing Indonesia's development with the development in other countries
☐ Analysis of current developments for short-term decision making
☐ Analysis of trends for longer-term policy and strategy formulation
☐ Econometric model building and forecasting
☐ Other (Please specify)

3. Where do you usually obtain BPS statistics for Indonesia? (tick more than one box)

- ☐ BPS website
☐ BPS official publications
☐ BPS library
☐ BPS official press releases
☐ Purchased BPS micro data / detailed tables on CDROM etc.
☐ Personal contact with relevant BPS statistical area
☐ Request to BPS for special / non standard tables by e-mail, fax, telephone or post
☐ Other Indonesian institutions summaries and analyses (e.g. Bank of Indonesia, Ministry of Finance etc.)
☐ Publications/websites from international organizations (IMF, OECD, UNSD, etc.)
☐ Private sector summaries and analyses
☐ Private distributor of data (e.g. CEIC Data)
☐ Other sources (Please specify)

Which services do you want from BPS?

4. Do you use the BPS website?

- ☐ Yes
☐ No

If you use BPS website, what are you mainly looking for? (tick more than one)

- ☐ Press release
☐ Publication
☐ Data/figures
☐ Charts
☐ Comments and data analysis
☐ Searching information on a topic
☐ Information about revisions
☐ Methodological materials and documentation
☐ Information about who to contact at BPS
☐ Latest news or general information from BPS
☐ Browsing the website to see what's available
☐ Other (Please specify)

5. On BPS website, do you usually find the data/information you are looking for?

- ☐ Yes, always
☐ Yes, most of the time
☐ Usually not
☐ No, never
☐ I am not looking for anything specific, only browsing

6. Have you ever contacted the BPS' information centre (Subdirektorat Layanan dan Promosi Statistik) which is responsible for helping users having difficulties in finding data/information on BPS' website?

- ☐ Yes
☐ No
☐ I was not aware this service was available

7. Describe your relationship with BPS according to how well you agree or disagree with each of the following statements:

ID	Questions	Always	Mostly	Sometimes	Rarely	Not at all	Don't know
A	If I need some new statistical data/information I would probably choose BPS in the first instance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	I feel I am consulted by BPS on major developments, priorities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	I feel I am listened to by BPS when consulted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Think of BPS as a whole and evaluate BPS according to how well you agree or disagree with the following statements:

ID	Questions	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
A	BPS' statistics are a good reflection of the situation in the Indonesian society and economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	BPS produces statistics of good quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	BPS is an open and approachable organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	BPS is professional and follows the development of new statistical technologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Thinking of services you receive from BPS, how would you rate your satisfaction or dissatisfaction with them?

EXAMPLE: Customized tables, raw data, special file formats, any special services that you like to have etc.

ID	Questions	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't know	Don't use
A	Range of available user services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	Getting answers to simple questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	Staff politeness and availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Ease of contacting BPS' staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E	The level of understanding of your request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F	The ability to meet your requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G	Being kept informed of the progress of your request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Value for money for tailored data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I	Possibilities of downloading statistical data on website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J	Timeliness of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What do you think of the quality of National Statistics?

10. Are you satisfied with the accessibility of the following BPS statistics?

EXAMPLE: How easy is it to find what information is available (any sources used), to obtain what you want and to get the statistics in a form that is ready to use

ID	Statistics field	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. In general, are you satisfied with the coverage of topics in BPS statistics?

ID	Statistics field	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. In general, are you satisfied with the BPS statistics in terms of their level of detail?

EXAMPLE: Breakdown of information, classification etc.

ID	Statistics field	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Are you satisfied with the frequency of BPS statistics?

EXAMPLE: Monthly, quarterly, annual, greater than annual

ID	Statistics field	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. In general, do you consider that BPS statistics are disseminated with the appropriate timeliness?

EXAMPLE: The time lag after the period to which they refer, e.g., 60 days after the end of a quarter

ID	Statistics field	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. For your major uses of BPS statistic do you consider BPS has the right balance between timeliness and accuracy?

EXAMPLE: Does not delay the release while making only slight quality improvements to the data

ID	Statistics field	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't know	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Is there enough information about revisions to BPS statistics to satisfy your needs?

EXAMPLE: Revisions are clearly indicated with the reason why

ID	Statistics Field	Completely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Completely dissatisfied	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Do you consider BPS places enough emphasis on consistency in its statistics?

EXAMPLE: Using the same methods, definitions, classifications over time

ID	Statistics Field	Yes	No	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Do you consider BPS statistics to be sufficiently comparable?

EXAMPLE: Time series of the same topic are consistently measured or figures are reconcilable across data collections

- ☐ Yes
☐ No
☐ Don't know

19. Do you consult the methodological explanations published by BPS (metadata) in order to inform yourself on the methods used by BPS to produce the statistics?

ID	Statistics Field	Often	Sometimes	Rarely	Never	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. In your mind, is the documentation on methodology (metadata) understandable and sufficient?

ID	Statistics Field	Yes	No	Don't use	If no, why?
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

21. In your opinion, does BPS use methodologies for the design of their data collections which are generally sound and appropriate?

- ☐ Yes
☐ No
☐ No opinion

22. In general, do you agree that the BPS statistics are objective?

ID	Statistics Field	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. In general, do you agree that the BPS statistics are accurate?

ID	Statistics Field	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. How would you compare the quality of Indonesia's official statistics with those of other countries in the region?

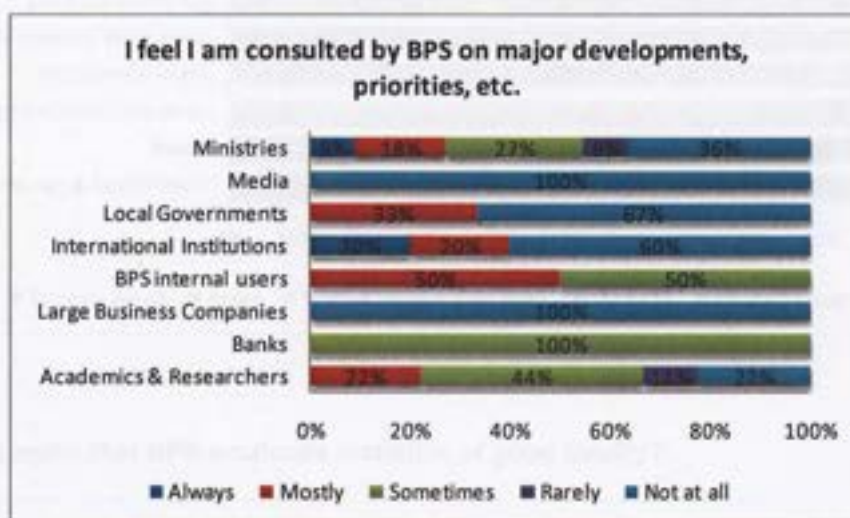
ID	Statistics Field	Better	Same	Worse	Don't know	Don't use
N	National Accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	International Trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Manufacturing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Horticulture and Food Crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Household Income, Expenditure and Other Social statistics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Labour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX 2: RESULTS BY RESPONDENT'S CATEGORY

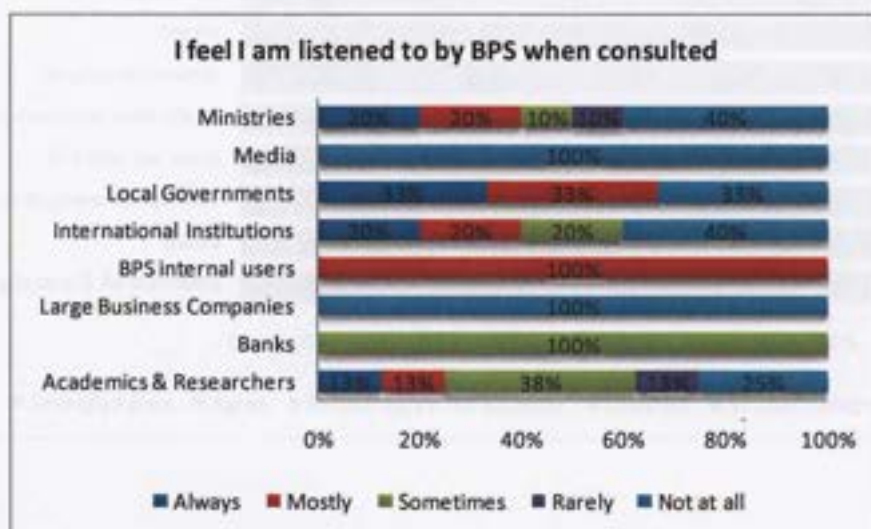
NB: When a category of respondents has not responded to the following questions and/or had no opinion to formulate, it will be indicated as a comment on the graph that the concerned respondents "don't use this statistical area"

INFORMATION ON STATISTICAL QUALITY ASPECTS

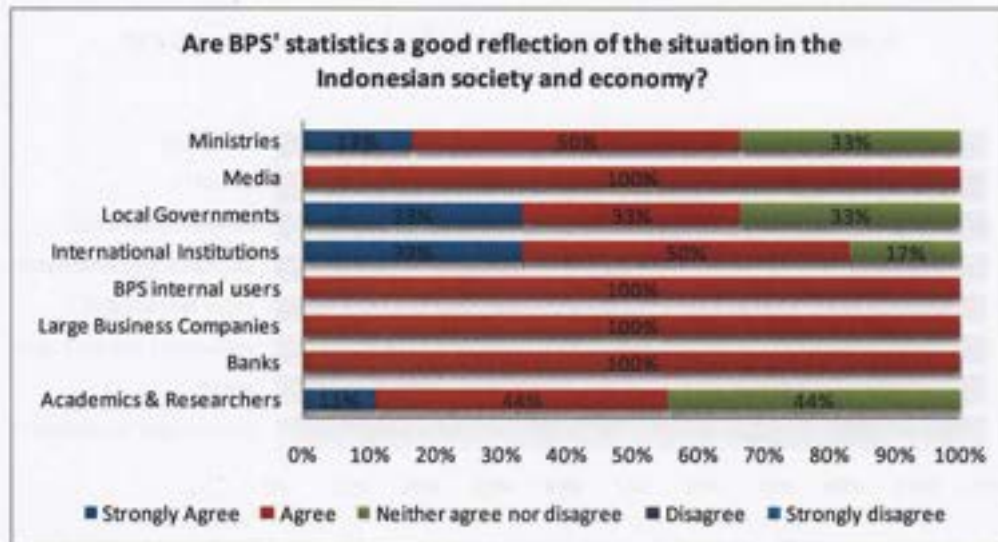
- Are you consulted by BPS on major developments, priorities, etc?



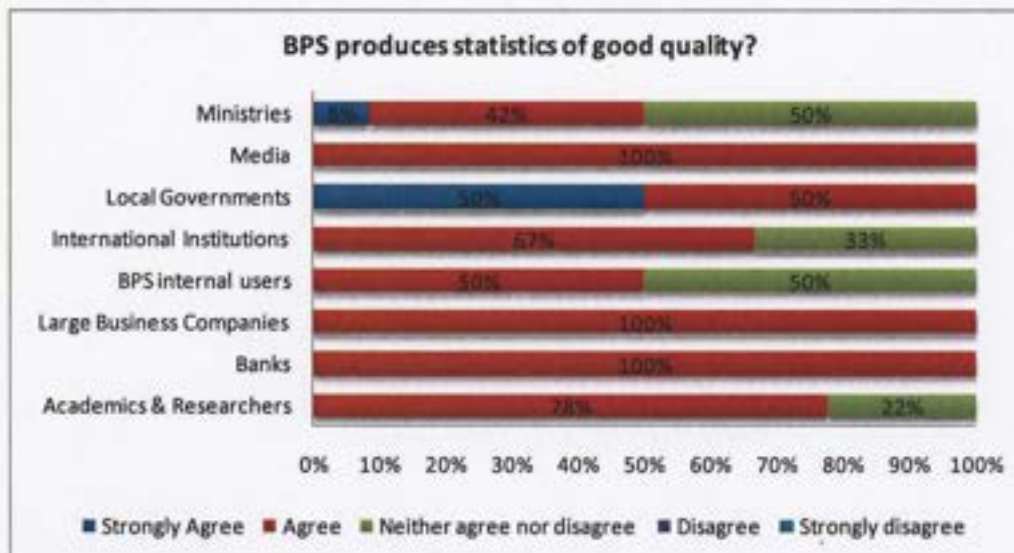
- Are you listened by BPS when consulted?



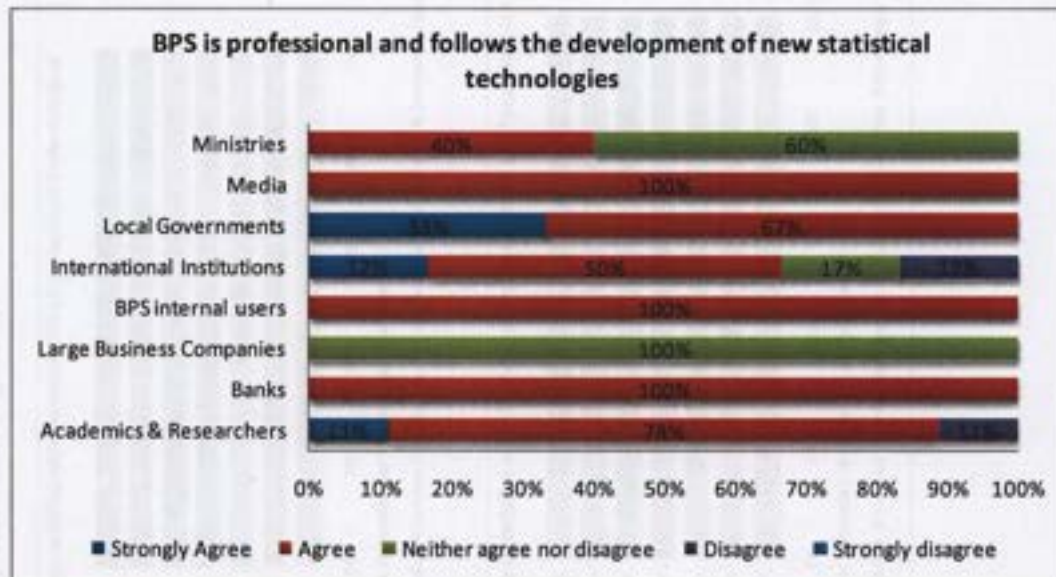
- From your point of view, are BPS' statistics a good reflection of the situation in the Indonesian society and economy?



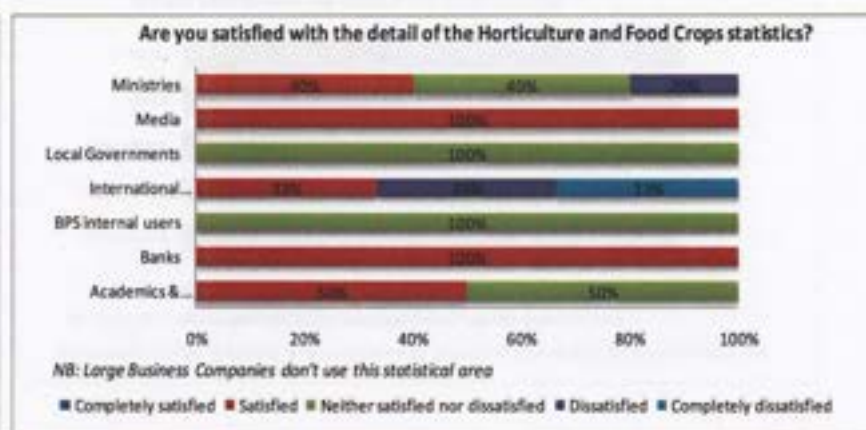
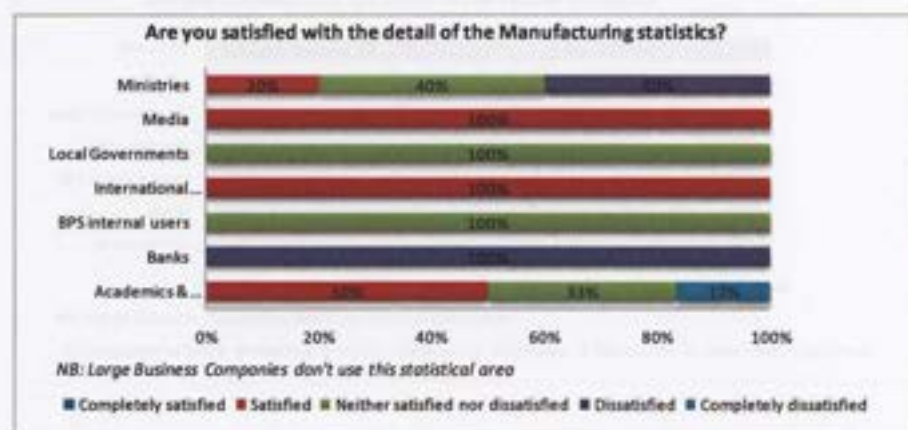
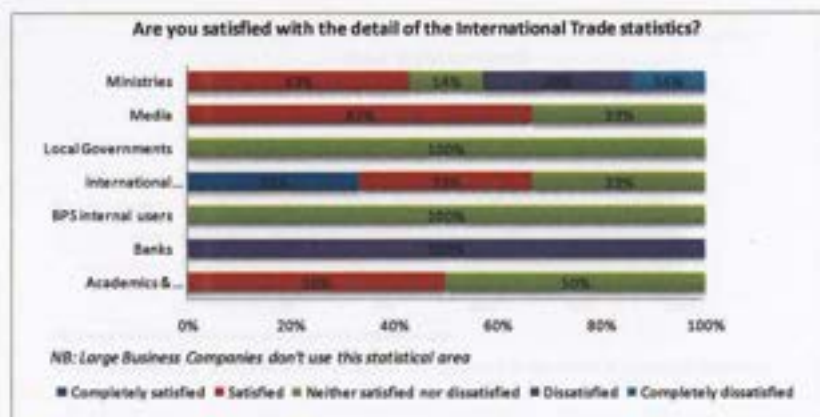
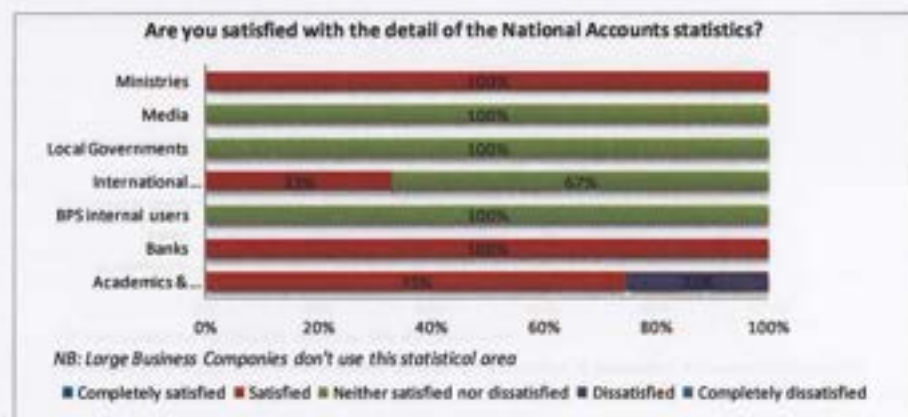
- Do you agree that BPS produces statistics of good quality?



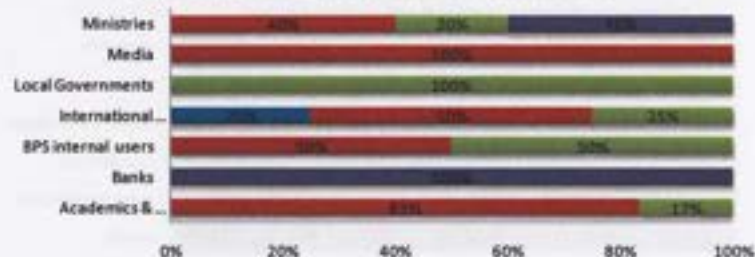
- Do you agree that BPS is professional and follows the development of new statistical technologies?



• Are respondents satisfied with BPS statistics in terms of their level of detail (by statistical segment)?



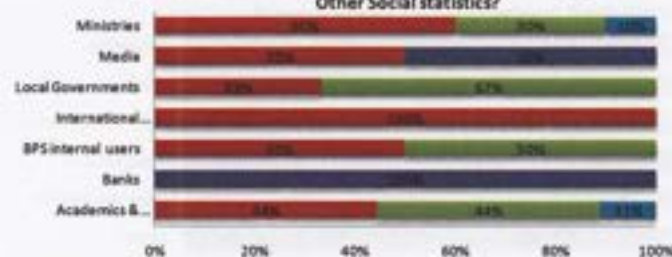
Are you satisfied with the detail of the Prices statistics?



NB: Large Business Companies don't use this statistical area

■ Completely satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Completely dissatisfied

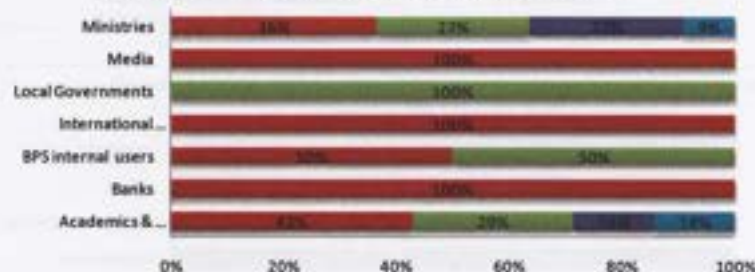
Are you satisfied with the detail of the Household Income, Expenditures and Other Social statistics?



NB: Large Business Companies don't use this statistical area

■ Completely satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Completely dissatisfied

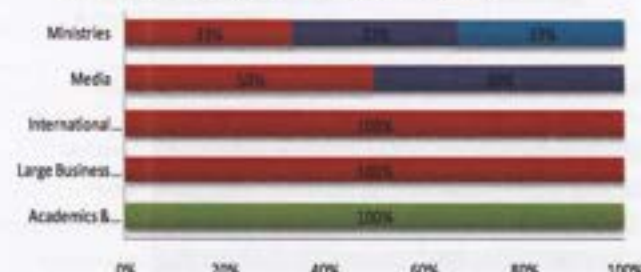
Are you satisfied with the detail of the Labour statistics?



NB: Large Business Companies don't use this statistical area

■ Completely satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Completely dissatisfied

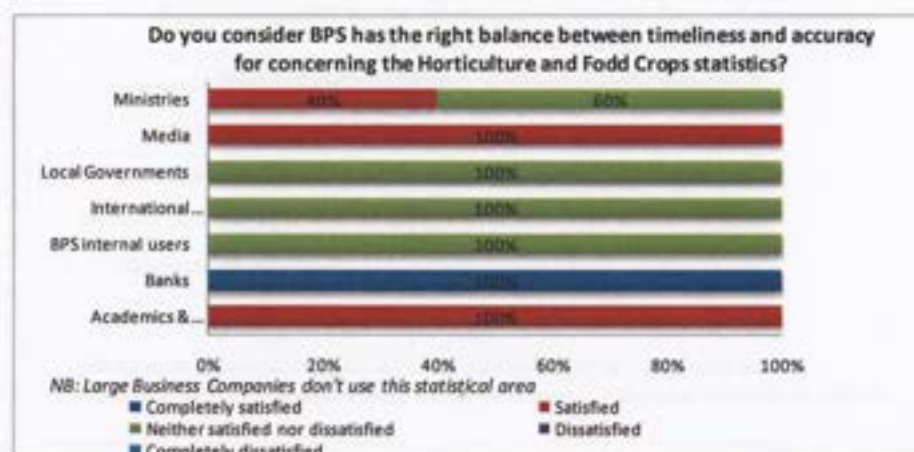
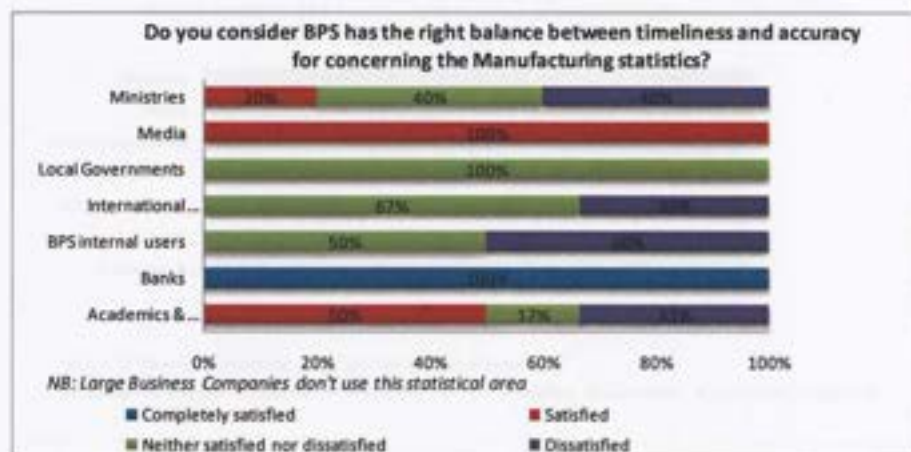
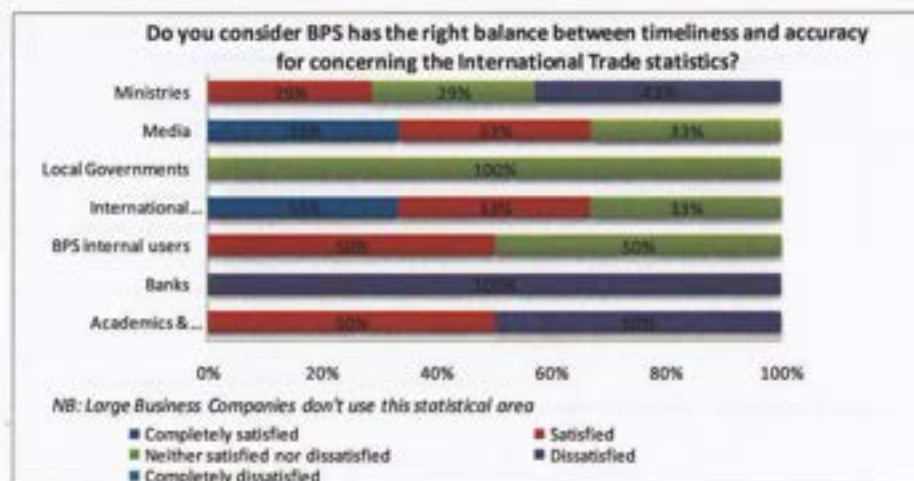
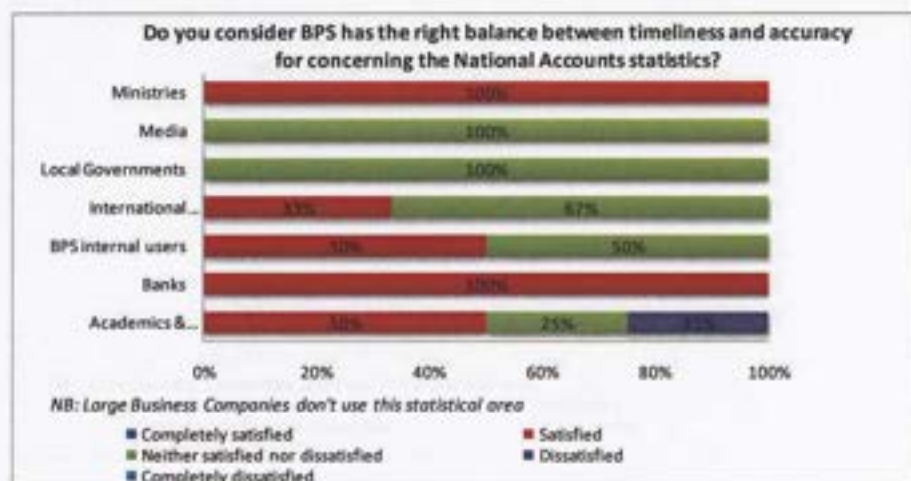
Are you satisfied with the detail of the Other statistics?



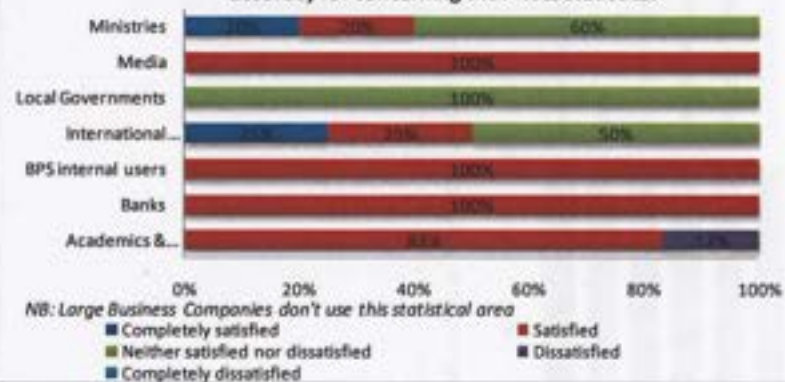
NB: Banks, BPS internal users and Local Governments don't use this statistical area

■ Completely satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Completely dissatisfied

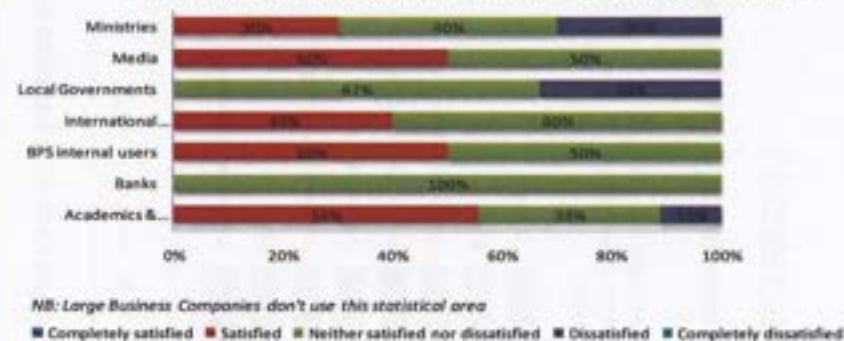
• Do you consider BPS has the right balance between timeliness and accuracy (by statistical segment)?



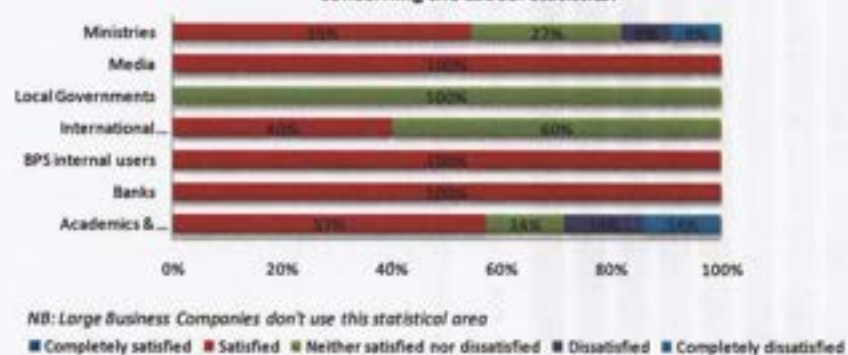
Do you consider BPS has the right balance between timeliness and accuracy for concerning the Prices statistics?



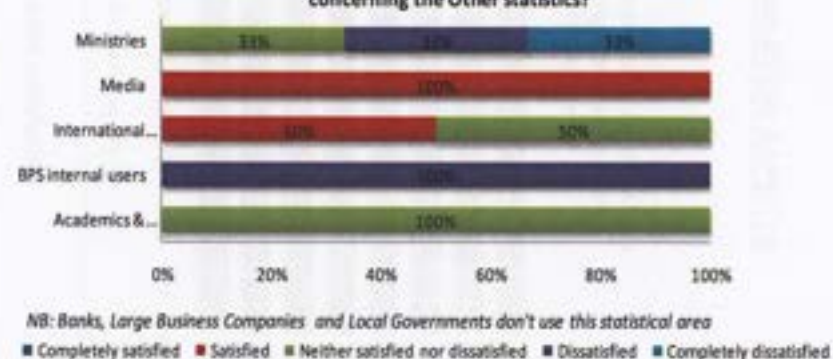
Do you consider BPS has the right balance between timeliness and accuracy for concerning the Household Income, Expenditures and Other Social statistics?



Do you consider BPS has the right balance between timeliness and accuracy for concerning the Labour statistics?

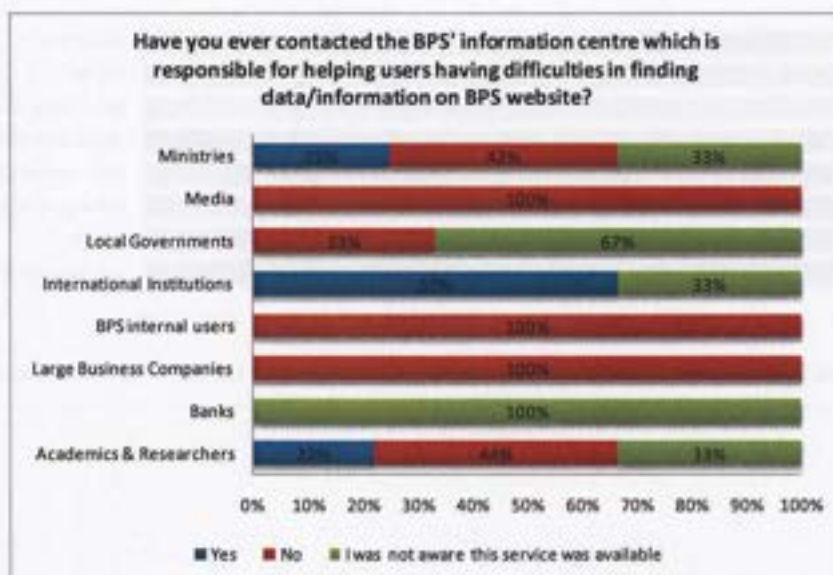


Do you consider BPS has the right balance between timeliness and accuracy for concerning the Other statistics?

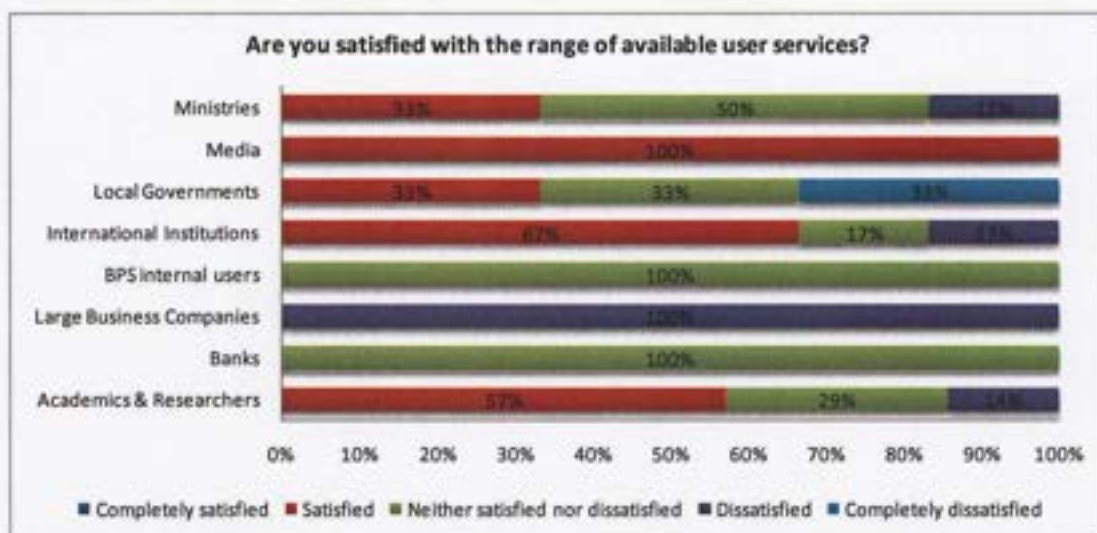


INFORMATION ON DISSEMINATION ASPECTS

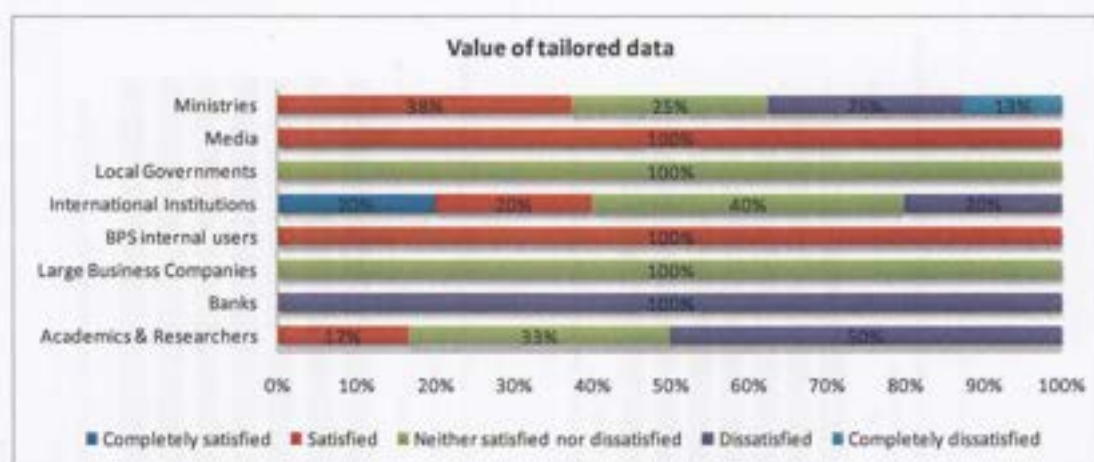
- Who contacts the BPS' information centre?



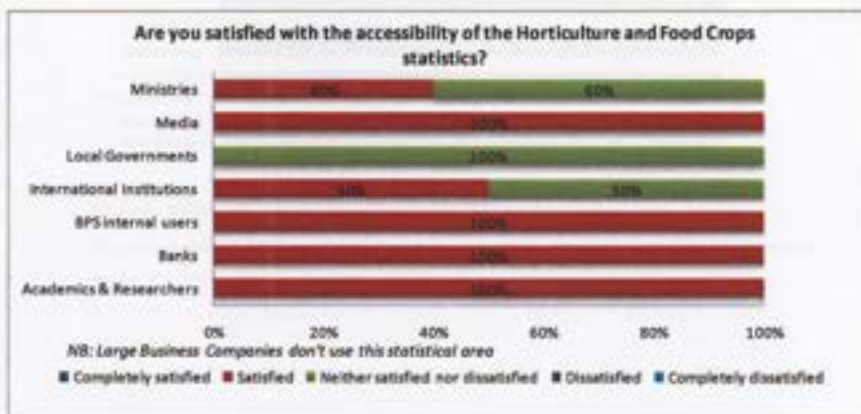
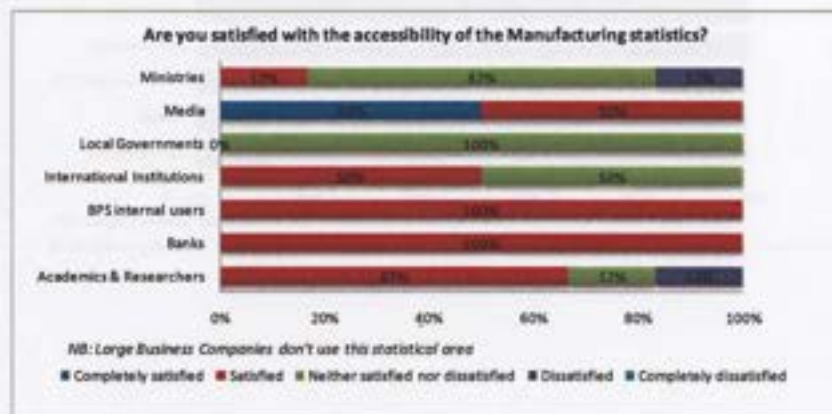
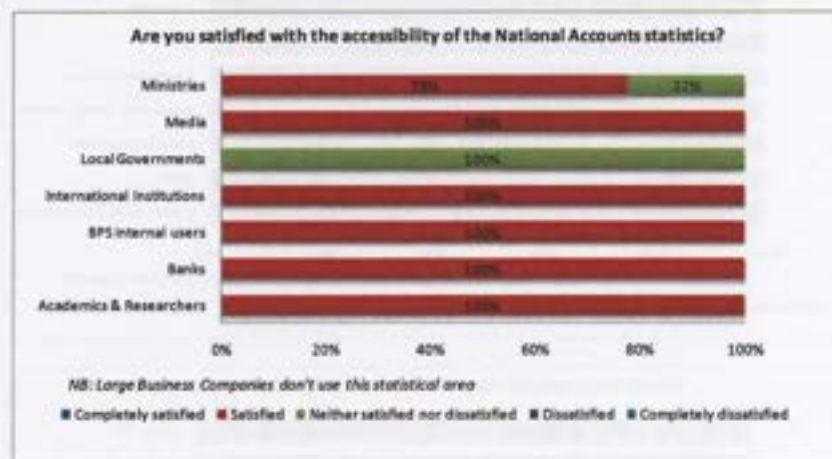
- Are you satisfied with the range of available user services?



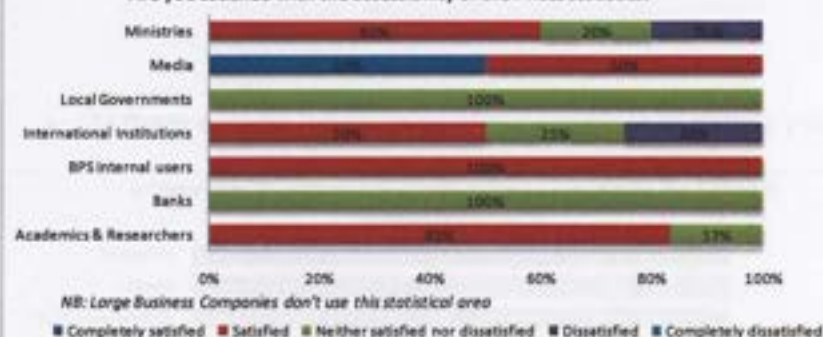
- Are you satisfied with the value of tailored data?



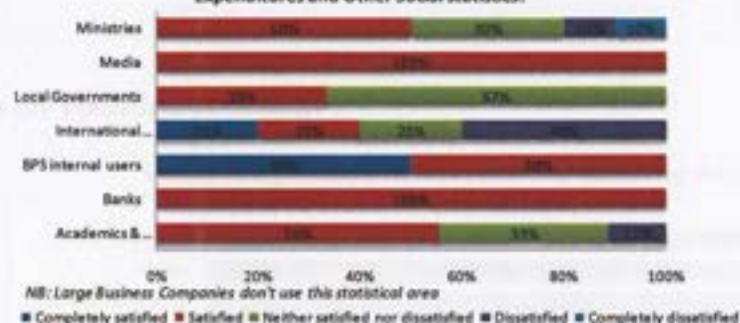
• Are respondents satisfied about the accessibility of information (by statistical segment)?



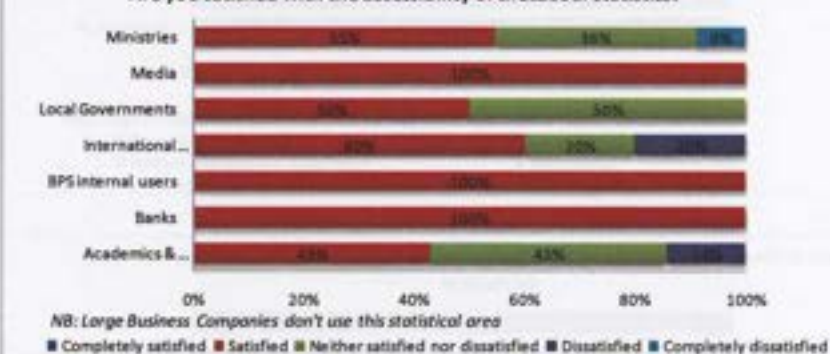
Are you satisfied with the accessibility of the Prices statistics?



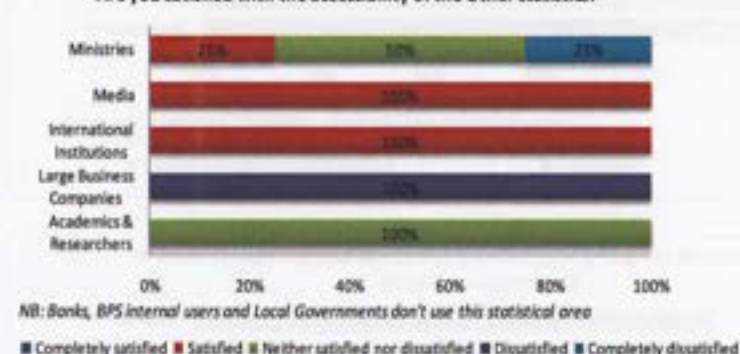
Are you satisfied with the accessibility of the Household Income, Expenditures and Other Social statistics?



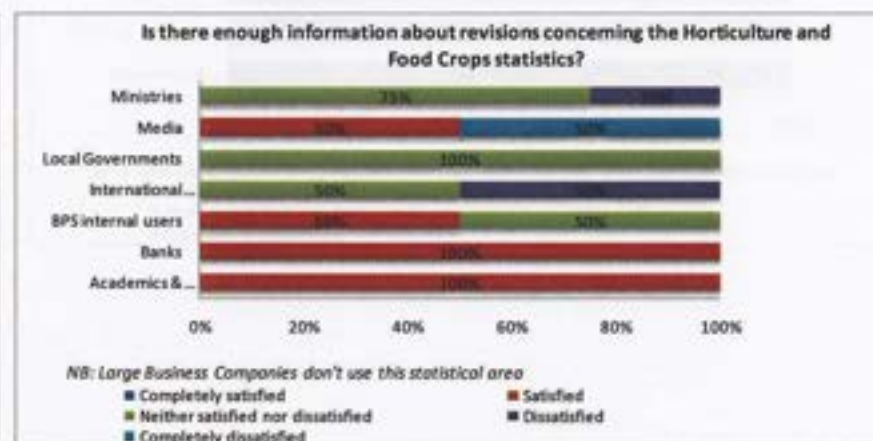
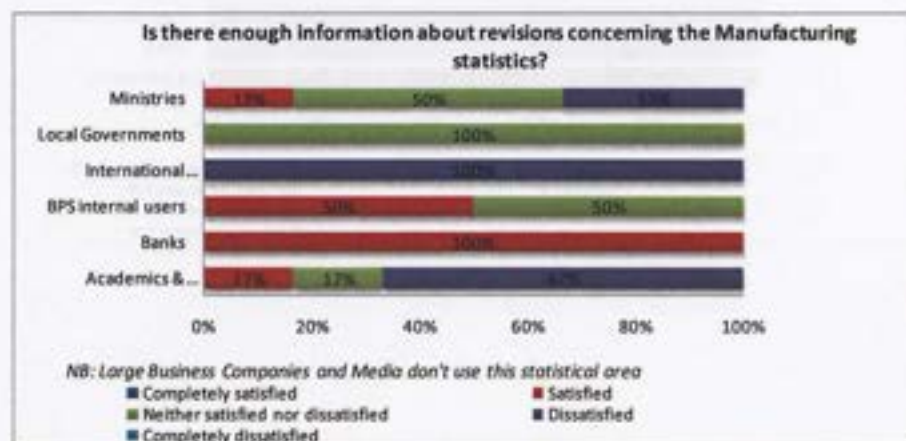
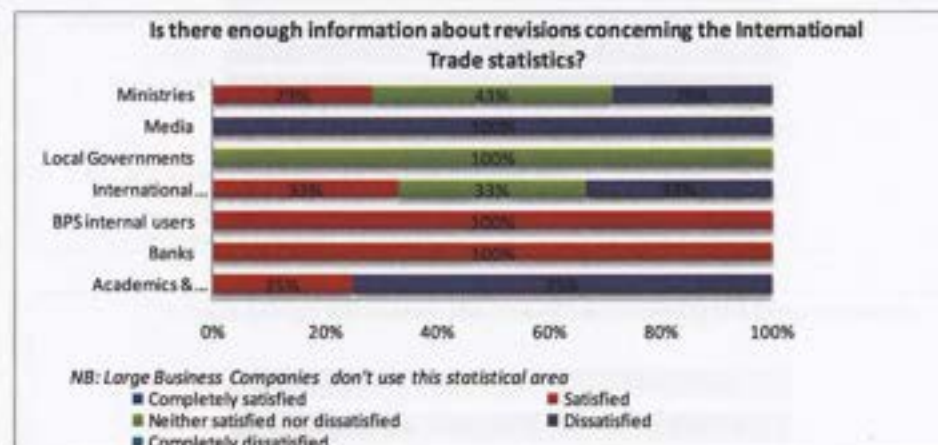
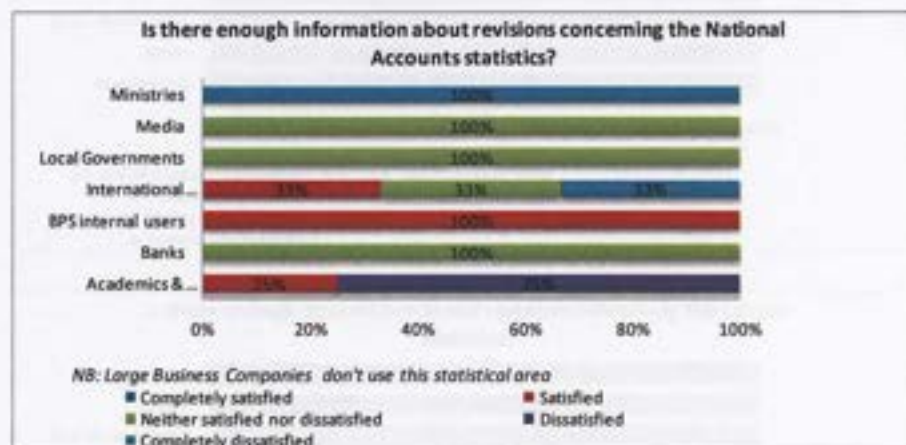
Are you satisfied with the accessibility of the Labour statistics?



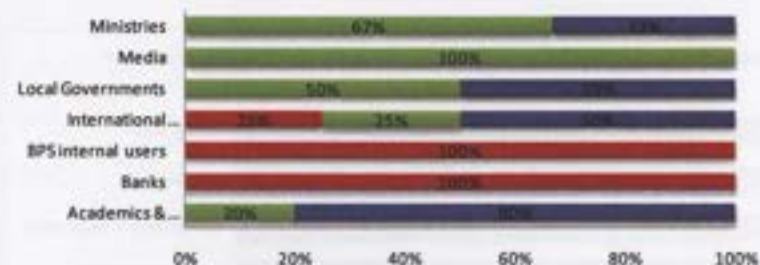
Are you satisfied with the accessibility of the Other statistics?



• Is there enough information about revisions to satisfy your needs (by statistical segment)?



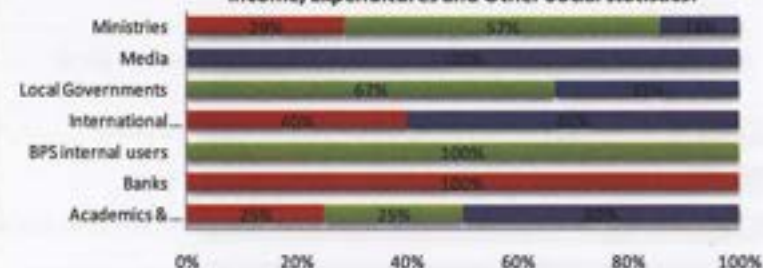
Is there enough information about revisions concerning the Prices statistics?



NB: Large Business Companies don't use this statistical area

■ Completely satisfied ■ Satisfied
 ■ Neither satisfied nor dissatisfied ■ Dissatisfied
 ■ Completely dissatisfied

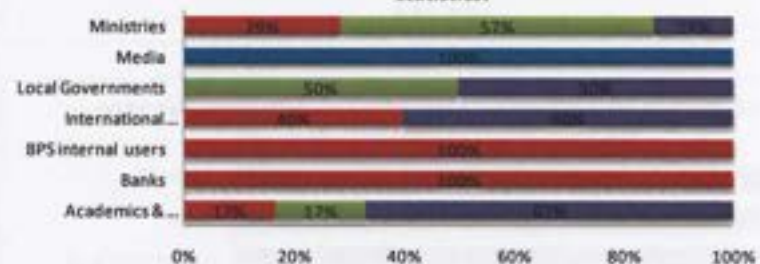
Is there enough information about revisions concerning the Household Income, Expenditures and Other Social statistics?



NB: Large Business Companies don't use this statistical area

■ Completely satisfied ■ Satisfied
 ■ Neither satisfied nor dissatisfied ■ Dissatisfied
 ■ Completely dissatisfied

Is there enough information about revisions concerning the Labour statistics?



NB: Large Business Companies don't use this statistical area

■ Completely satisfied ■ Satisfied
 ■ Neither satisfied nor dissatisfied ■ Dissatisfied
 ■ Completely dissatisfied

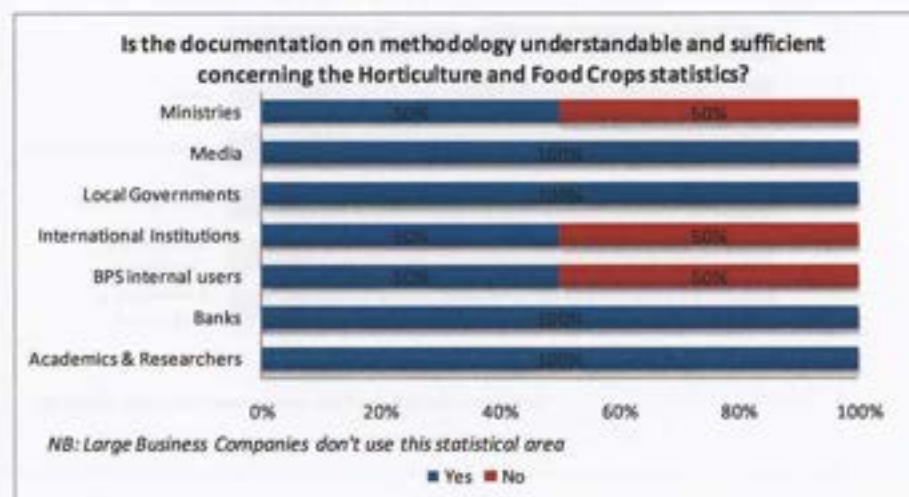
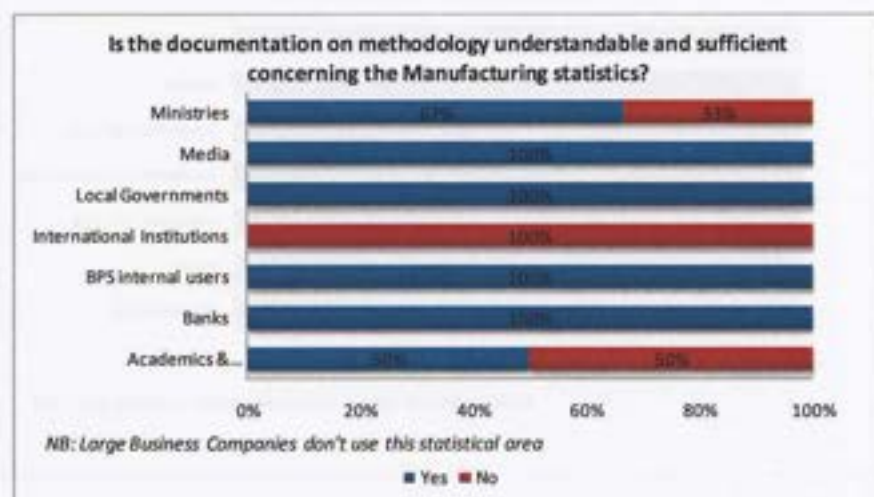
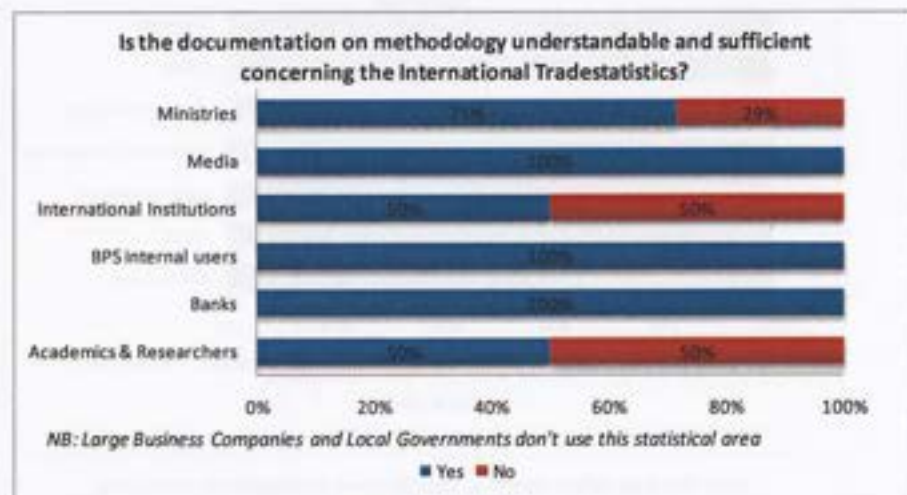
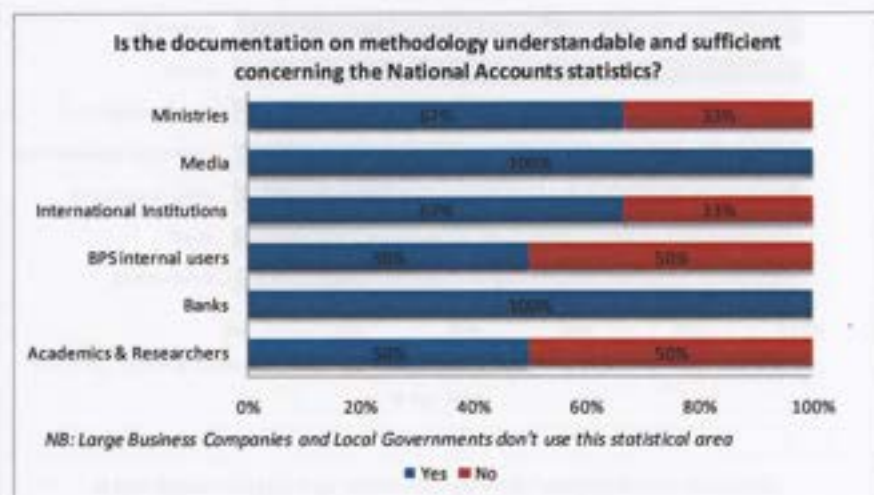
Is there enough information about revisions concerning the Other statistics?



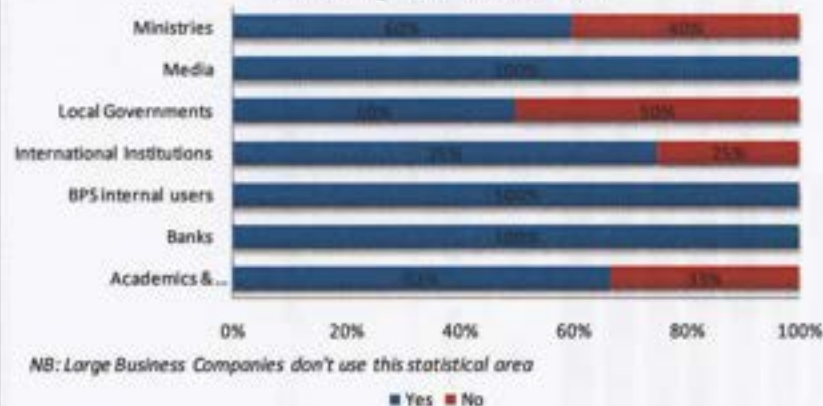
NB: Banks, Large Business Companies and Local Governments don't use this statistical area

■ Completely satisfied ■ Satisfied
 ■ Neither satisfied nor dissatisfied ■ Dissatisfied
 ■ Completely dissatisfied

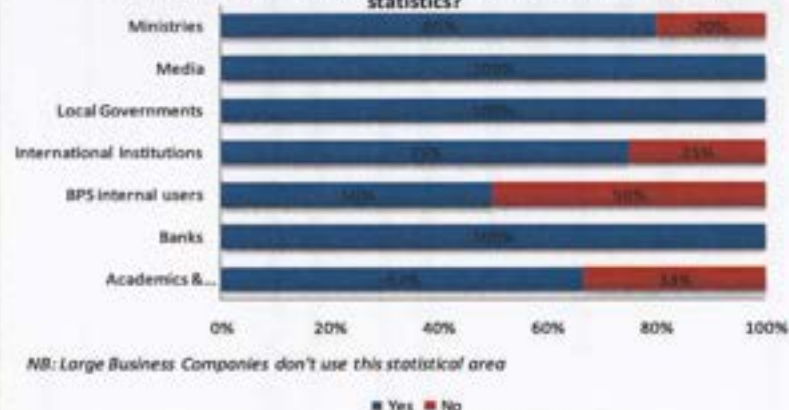
• Is the documentation on methodology understandable and sufficient (by statistical segment)?



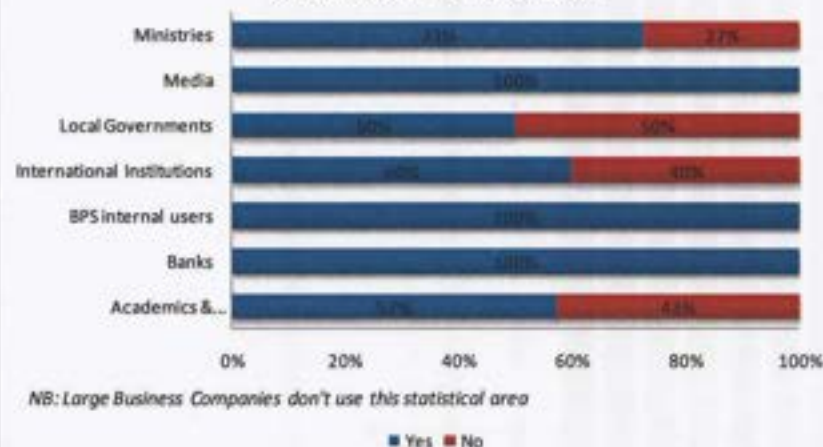
Is the documentation on methodology understandable and sufficient concerning the Prices statistics?



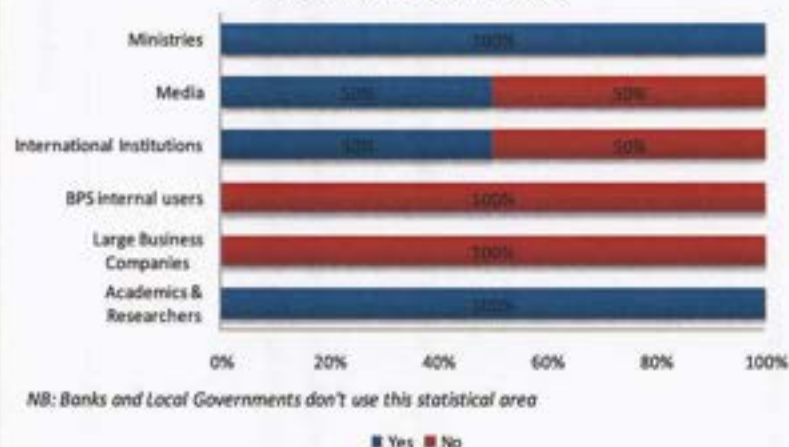
Is the documentation on methodology understandable and sufficient concerning the Household Income, Expenditures and Other Social statistics?



Is the documentation on methodology understandable and sufficient concerning the Labour statistics?



Is the documentation on methodology understandable and sufficient concerning the Other statistics?



APPENDIX 3: A NOTE ON THE GRAPHICAL PRESENTATION

Some graphics present different satisfaction degrees of respondents. For instance, one may find the following classification:

- Completely satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Completely dissatisfied

To avoid any risk of confusion, a convention has been set up in addition to the use of different colors for each category. The convention is the following:

- The "Completely Satisfied" category will always appear on the left side of the bar graphs.
- The "Completely Dissatisfied" category will always appear on the right side of the bar graphs.

Example:

