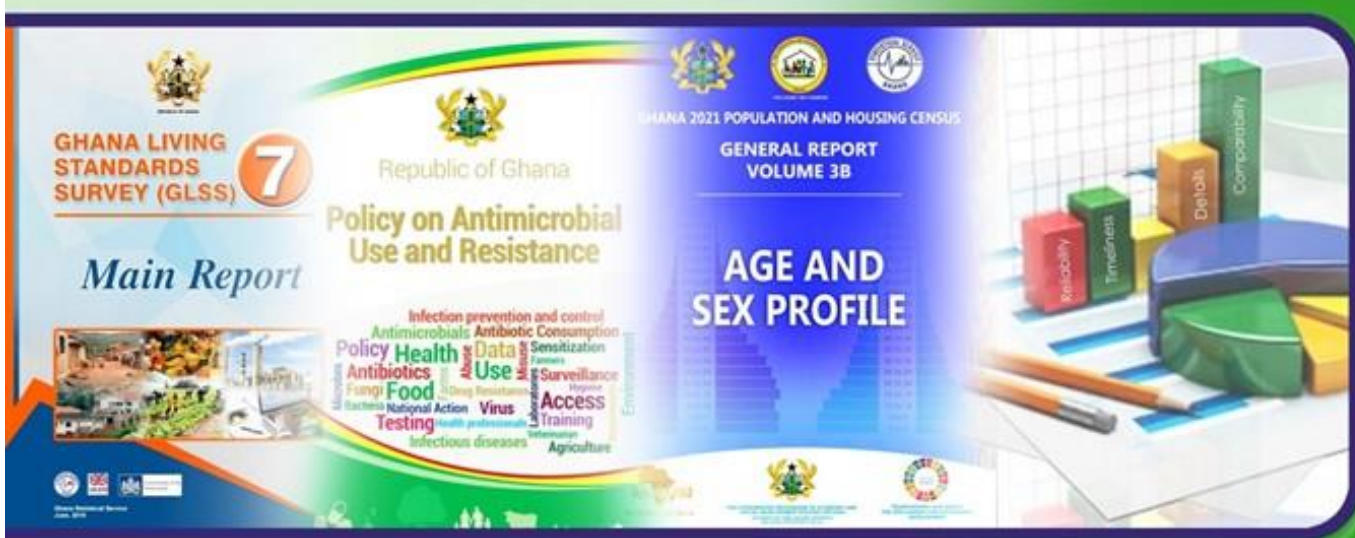




GHANA STATISTICAL SERVICE

2022 | USER SATISFACTION SURVEY



ABRIDGED REPORT

January 2023

ADMINISTRATIVE MAP OF GHANA



FOREWORD

The 2022 User Satisfaction Survey (USS), the fourth in the series, is a survey of institutions and individuals who ever used statistical products and services produced by the Ghana Statistical Service (GSS) and Ministries, Departments, and Agencies (MDAs) between 2015 and 2021. The survey assesses users' perceptions and opinions about statistical products and services produced by the National Statistical System (NSS).

The 2022 USS Report presents statistics on the usefulness, levels of satisfaction and quality of official statistics from the perspectives of the users. The results will inform strategies for determining the relevance of official statistics produced and improving upon the quality, reliability, timeliness and accuracy of the statistical products and services in the country. The report also presents the opinions of users on GSS and MDAs mandates.

This publication serves to enhance the work of GSS; MDAs; Metropolitan, Municipal and District Assemblies (MMDAs), researchers, academia and all data users. Thus, the report will provide guidance to address high-priority data needs, and provide consistent, reliable, timely and accurate statistics of high quality for policy decision-making, monitoring and evaluation processes.

PROFESSOR SAMUEL KOBINA ANNIM

(GOVERNMENT STATISTICIAN)

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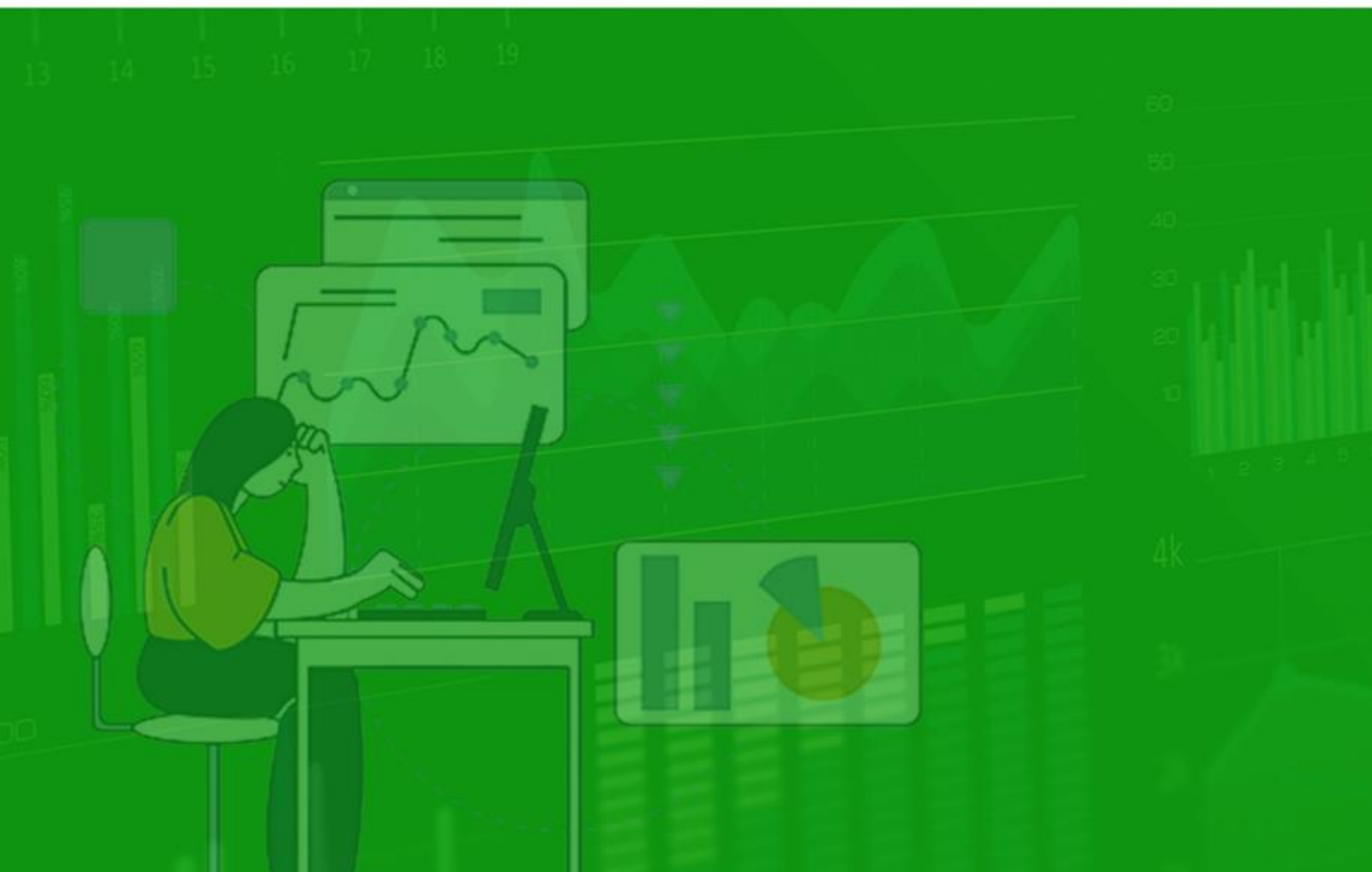
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ABBREVIATIONS AND ACRONYMS

BoG	Bank of Ghana
GES	Ghana Education Service
GHS	Ghana Health Service
GSS	Ghana Statistical Service
MDAs	Ministries, Departments and Agencies
MMDAs	Metropolitan, Municipal and District Assemblies
MLGDRD	Ministry of Local Government, Decentralisation and Rural Development
MoF	Ministry of Finance
MoFA	Ministry of Food and Agriculture
NDPC	National Development Planning Commission
NSDS	National Strategy for the Development of Statistics
NSS	National Statistical System
USS	User Satisfaction Survey
USI	User Satisfaction Index

CHAPTER 1

INTRODUCTION



1. INTRODUCTION

Although the collection, compilation, analysis, publication and dissemination of Official Statistics in Ghana by law is the mandate of the Ghana Statistical Service, other statistical organisations and units also exist within the National Statistical System (NSS) and produce data in order to meet the needs of users with the GSS playing the lead and coordinating role. The NSS of Ghana encompasses all data producing institutions like Ministries, Departments and Agencies (MDAs), Metropolitan, Municipal, and District Assemblies (MMDAs) and the Ghana Statistical Service (GSS).

In order to measure the degree to which it meets its obligations towards its users, the GSS carried out the 2022 User Satisfaction Survey (USS), the fourth in the series, with the view to obtaining better information about users, their needs and satisfaction with the products and services provided. The survey covered institutions and individuals who ever used statistical products and services produced by the Ghana Statistical Service (GSS) and Ministries, Departments, and Agencies (MDAs) between 2015 and 2021.

The report presents statistics on the usefulness, levels of satisfaction and quality of official statistics from the perspectives of the users. The results of previous USSs have culminated in the production of wide-ranging official statistics to meet the changing needs of users. Again, the previous USSs informed the publication of a statistical release calendar, which informs users on the timeliness of the releases of statistical products. It is the expectation that this report will be a source of information for producers of official statistics in their quest to improve on the quality, reliability, timeliness and accuracy of the statistical products and services produced in the country.

The next chapters presents the summary of the findings in the NSS, an outlook of the products and services by the GSS, statistical product and services of other MDAs and conclusion and recommendations.

CHAPTER 2

NATIONAL STATISTICAL SYSTEM



2. THE NATIONAL STATISTICAL SYSTEM

2.1. Use and Sources of Official Statistics/Products

2.1.1. Uses of Official Statistics

The majority of users of official statistics use it for planning, report writing and for research / academic purposes.

Among users in Ghana, 57.3 percent report using official statistics for planning with 48.6 percent for report writing. For users outside the country, 82.3 percent used official statistics for research and academic purposes and 26.6 percent used it for report writing.



FIGURE 2.1: USES OF OFFICIAL STATISTICS

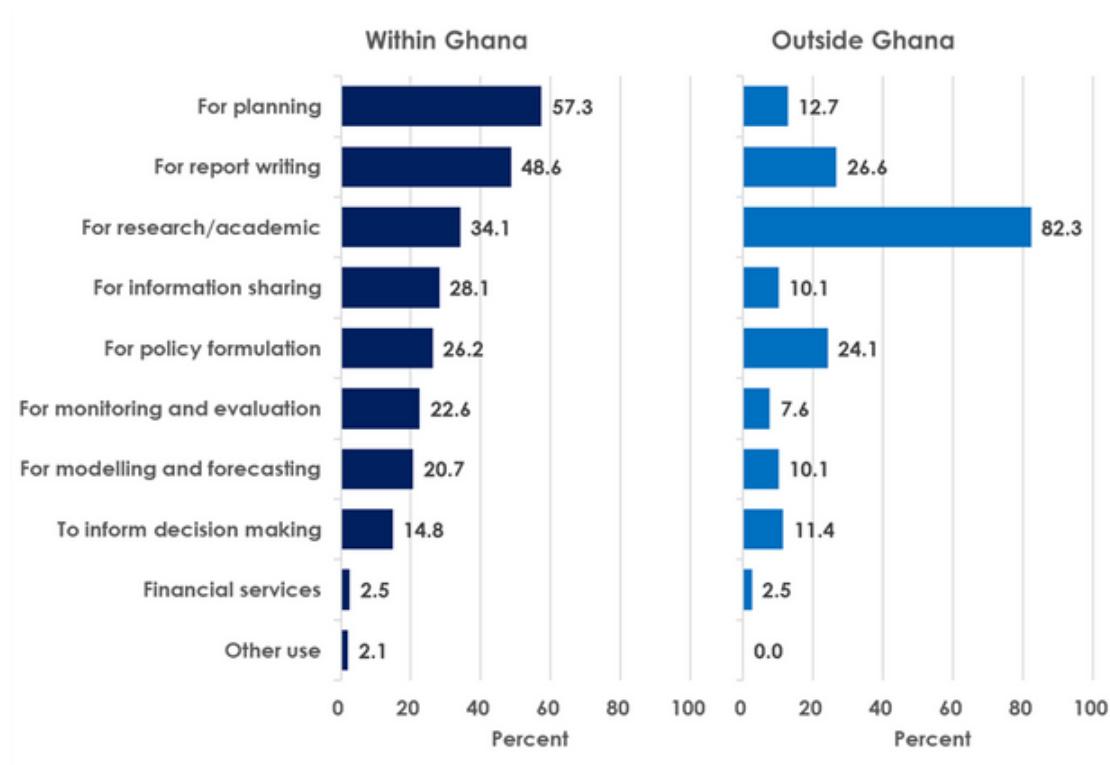
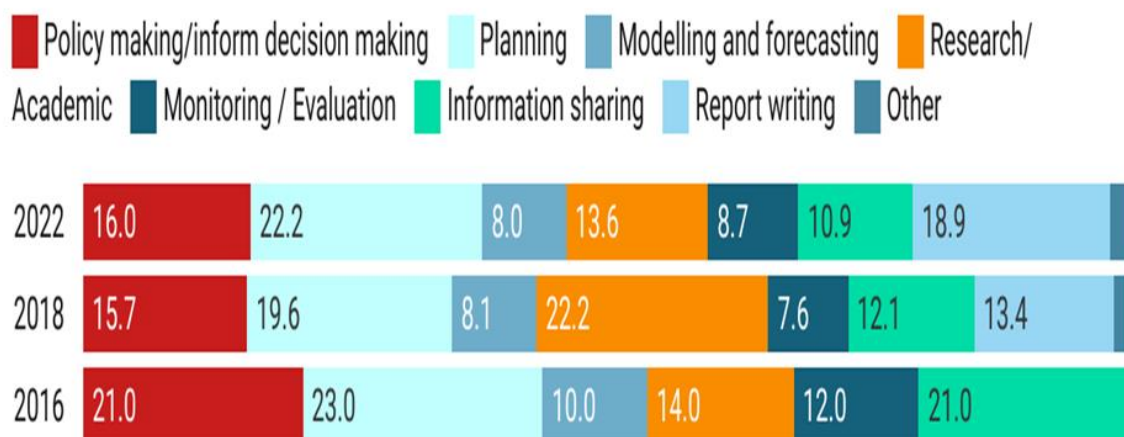


FIGURE 2.2: USES OF OFFICIAL STATISTICS 2016 - 2022

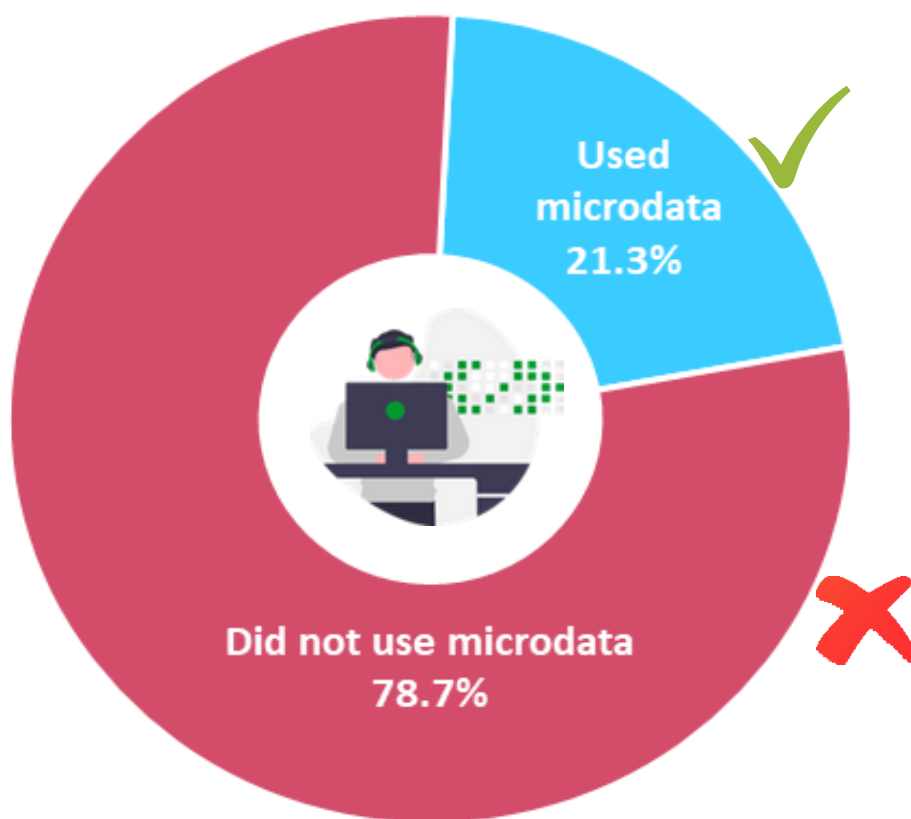


2.2. Use of Microdata

A little **more than a fifth** of users of official statistics use microdata.

Respondents' utilisation of microdata was assessed and the results reveal that 21.3 percent of respondents use both survey or census microdata and 78.7 did not use survey and census microdatasets.

FIGURE 2.3: USE OF MICRODATA



2.3. Usage of Official Statistics for Policy Formulation

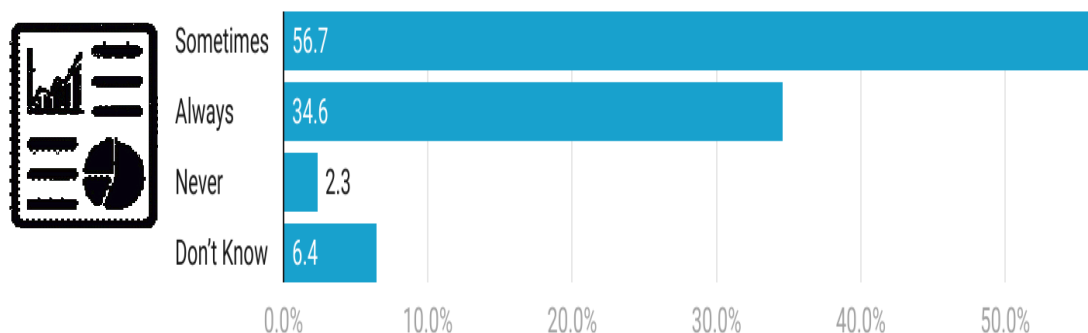
2.3.1. Extent of use of Official Statistics for Policy Formulation

A little more than half (56.7%) of user institutions are of the view that official statistics are seldom use for policy formulation.

Generally, only 34.6 percent of the user institutions thought that policymakers always use official statistics for policy formulation. The majority (56.7%) of the respondents are of the view that official statistics are rarely used for policy formulation with 2.3 percent never having used official statistics for policy formulation.



FIGURE 2.4: FREQUENCY OF USE OF OFFICIAL STATISTICS FOR POLICY FORMULATION



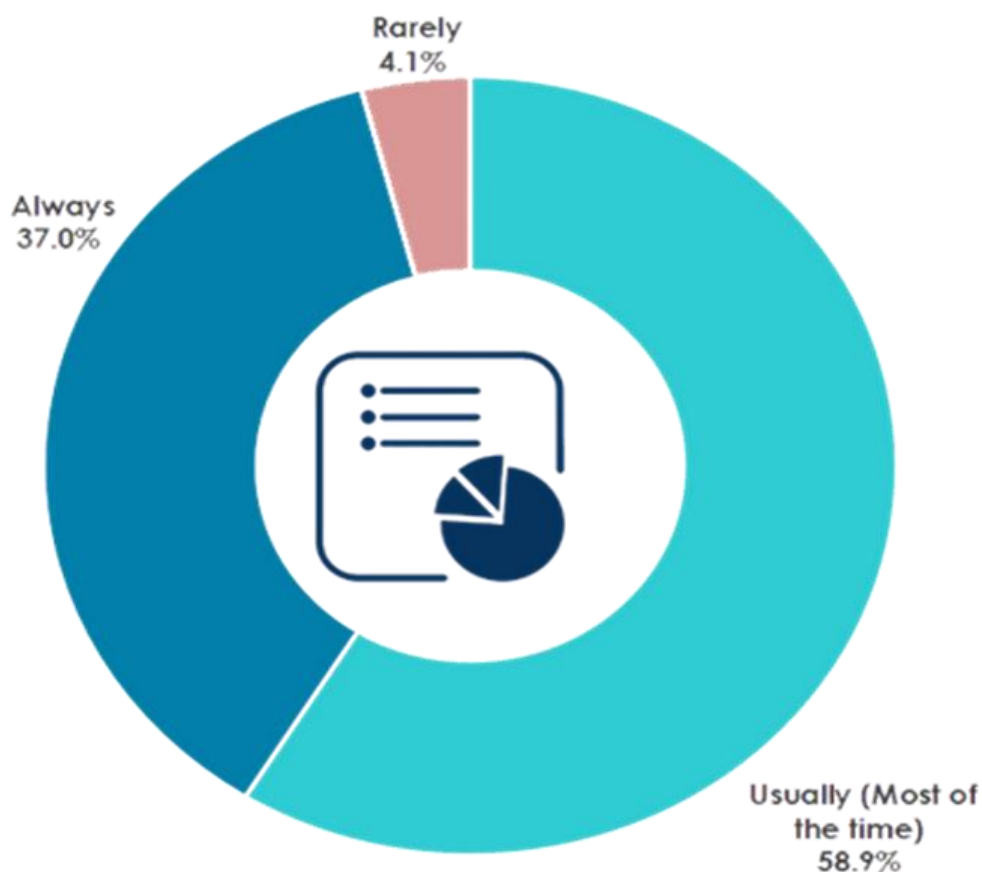
2.4. Frequency of Use of Statistics for Policy Documents

Almost 6 out of 10 user institution thinks that institutions usually make reference to official statistics in the production of policy documents.

The survey shows that 37.0 percent of institutions always made reference to official statistics in the production of policy documents and 58.9 percent do so most of the time with 4.1 percent rarely making reference to statistics.



FIGURE 2.5: FREQUENCY OF USE OF STATISTICS FOR POLICY DOCUMENTS



2.5. Challenges Faced Using the Statistical Products/Services in Preparing Policy Documents

Almost 4 out of 10 users reported that not enough details are provided of official statistics as a challenge in the preparation of policy documents.

Nearly two-fifths (39.1%) of institutions reported that not enough statistical details are usually provided and 16.0 percent cited delays in updating sources as a challenge. Getting outdated data (14.3%), having gaps in the data provided (12.6%), and irregular provision of data (8.8%) are other challenges cited by the respondents (Figure 4.58).

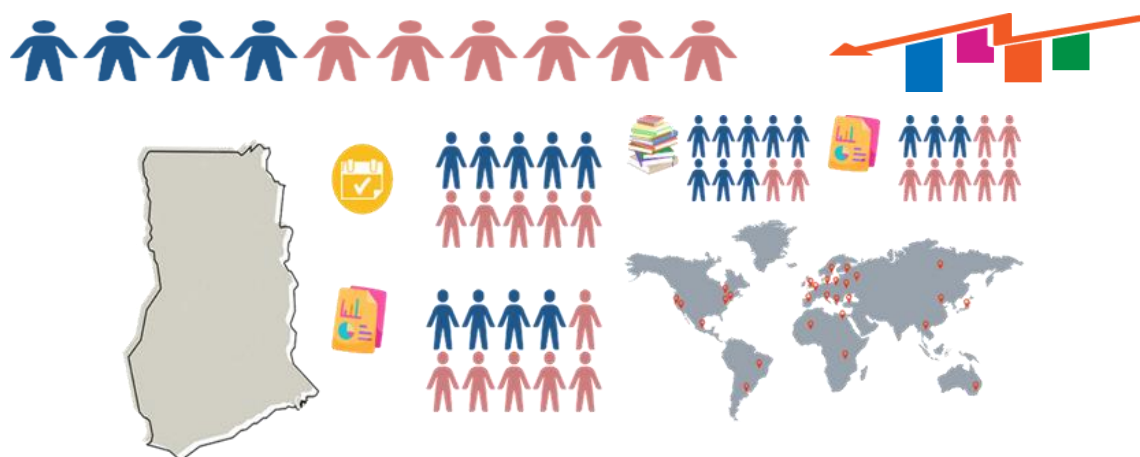
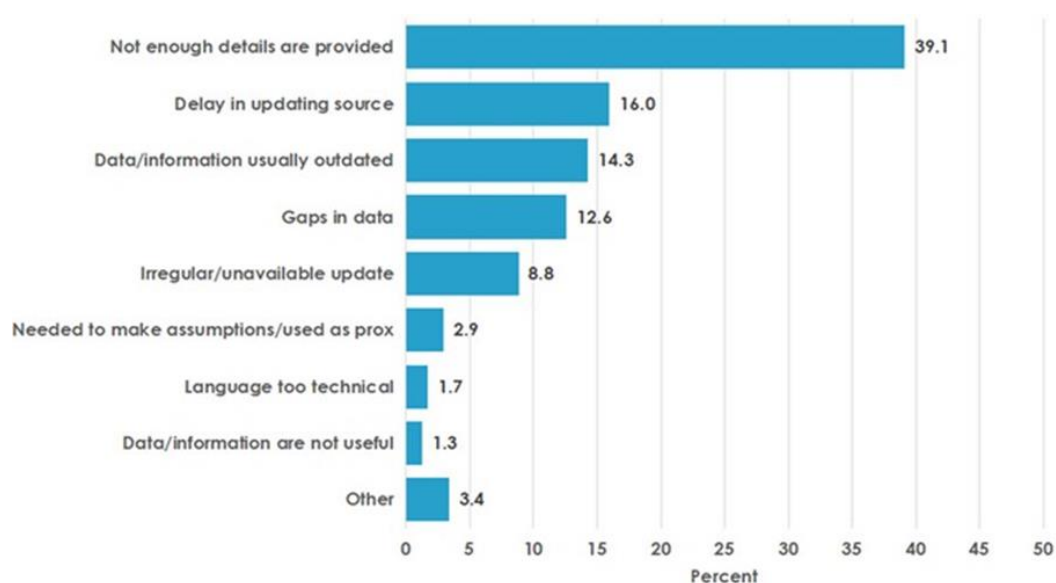


FIGURE 2.6: CHALLENGES FACED USING THE STATISTICAL PRODUCTS/SERVICES IN PREPARING POLICY DOCUMENTS



2.6. Sources of Official Statistics/Products

About 3 out of 5 users obtain their official statistics from the Ghana Statistical Service.

To identify data sources of users, respondents were asked to indicate three sources where they requested their statistics. Generally, users sourced data from the Ghana Statistical Service with exceptions in the areas of data for COVID-19, Governance, Vital Statistics and Transport which are obtained from the Ministry of Health/Ghana Health Service, Ministries, Departments and Agencies (MDAs) Ghana Police Service and other MDAs respectively

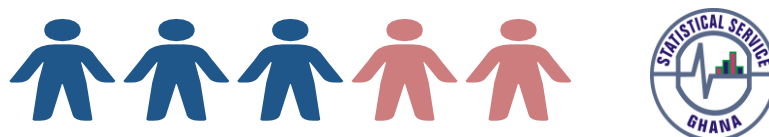
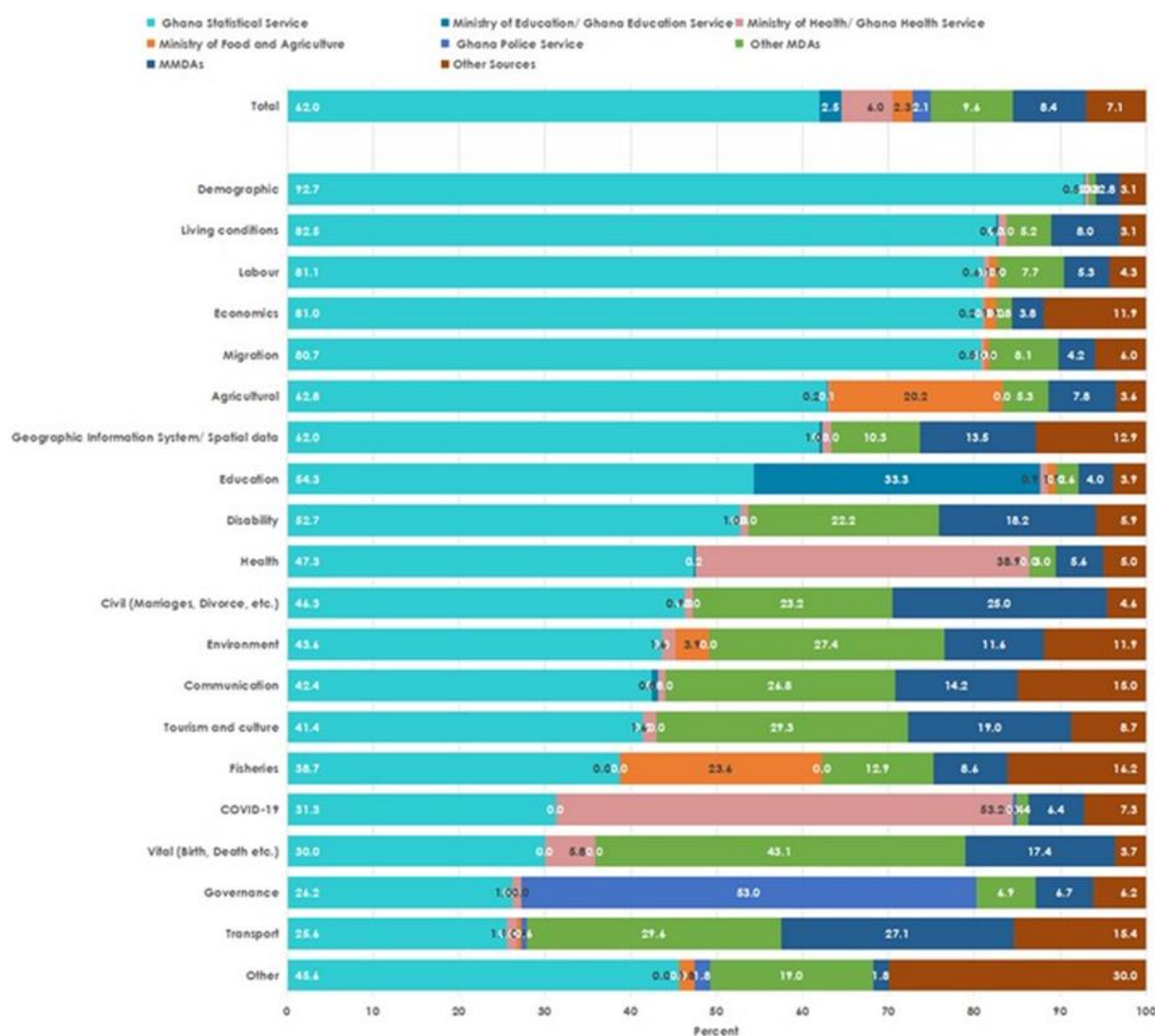


FIGURE 2.7: FIRST SOURCE OF OFFICIAL STATISTICS AND STATISTICAL PRODUCTS USED

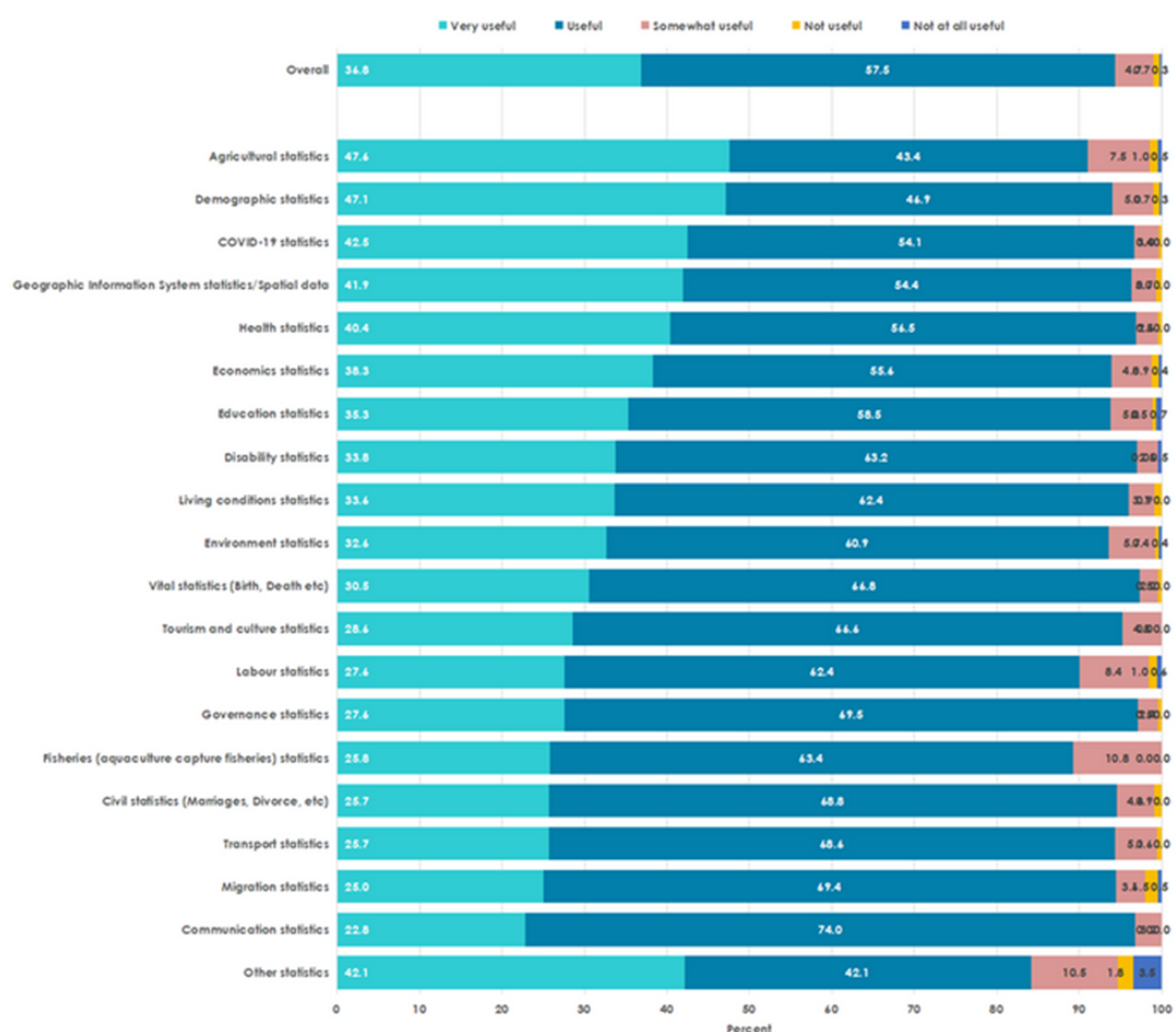


2.7. Usefulness of Official Statistics

The vast majority of users stated that official statistics were either very useful or useful and other MDAs respectively.

In terms of usefulness, the survey revealed that more than 90 percent of users found almost all the listed products useful. The proportion of users who did not find statistics useful indicates that there is room for improving the usefulness of all official statistics

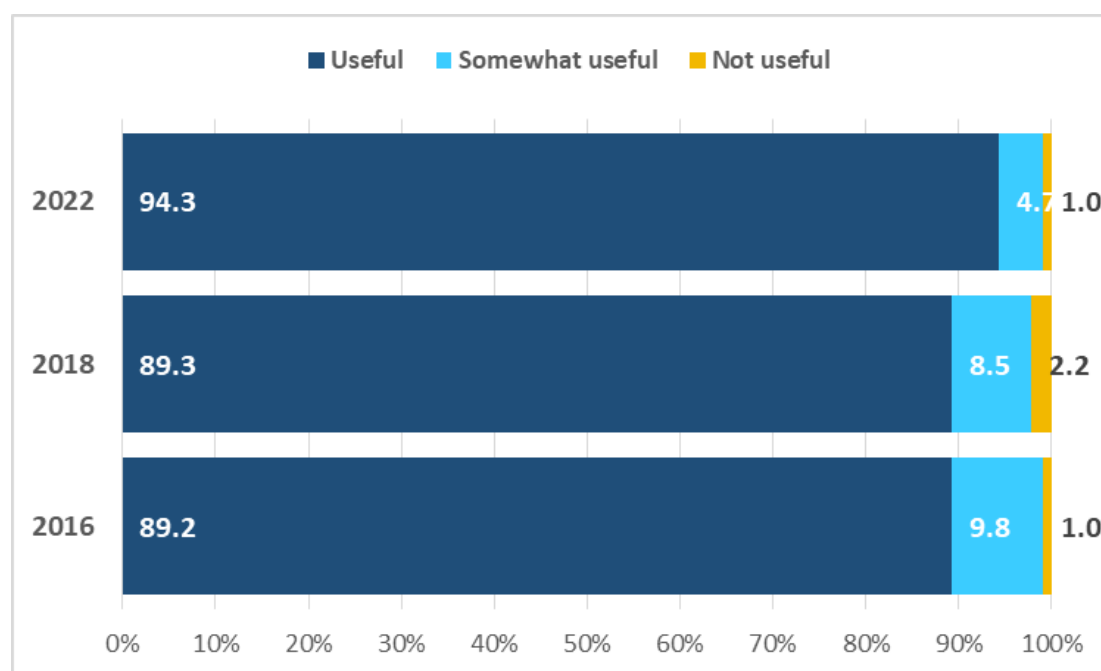
FIGURE 2.8: USEFULNESS OF OFFICIAL STATISTICS



The usefulness of official statistics has increased over the years, from 89.2 percent in 2016 to 94.3 percent in 2022.

The percentage of users who are not satisfied with the official statistics produced was 1.0 percent in 2016. This increased to 2.2 percent in 2018 and declined to 1.0 percent in 2022.

FIGURE 2.9: USEFULNESS OF OFFICIAL STATISTICS 2016-2022



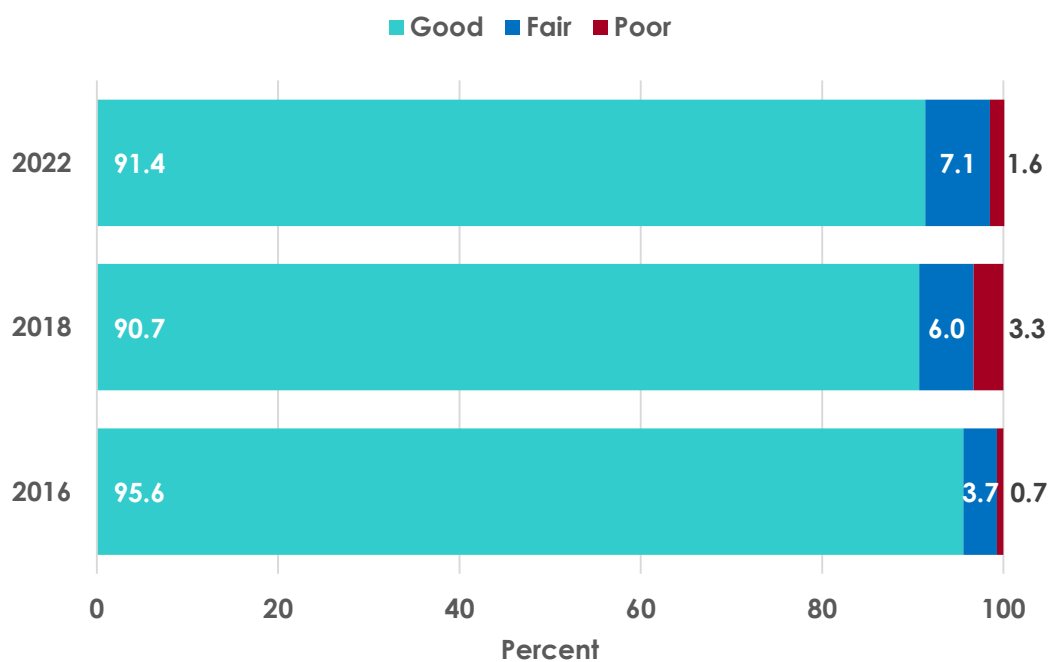
2.8. Quality and Satisfaction of Official Statistics/Products

2.8.1. Quality of official statistics

A little more than 9 out of 10 of the users indicated that the quality of official statistics was good. This figure represents a slight increase of the quality levels expressed by users over the years.



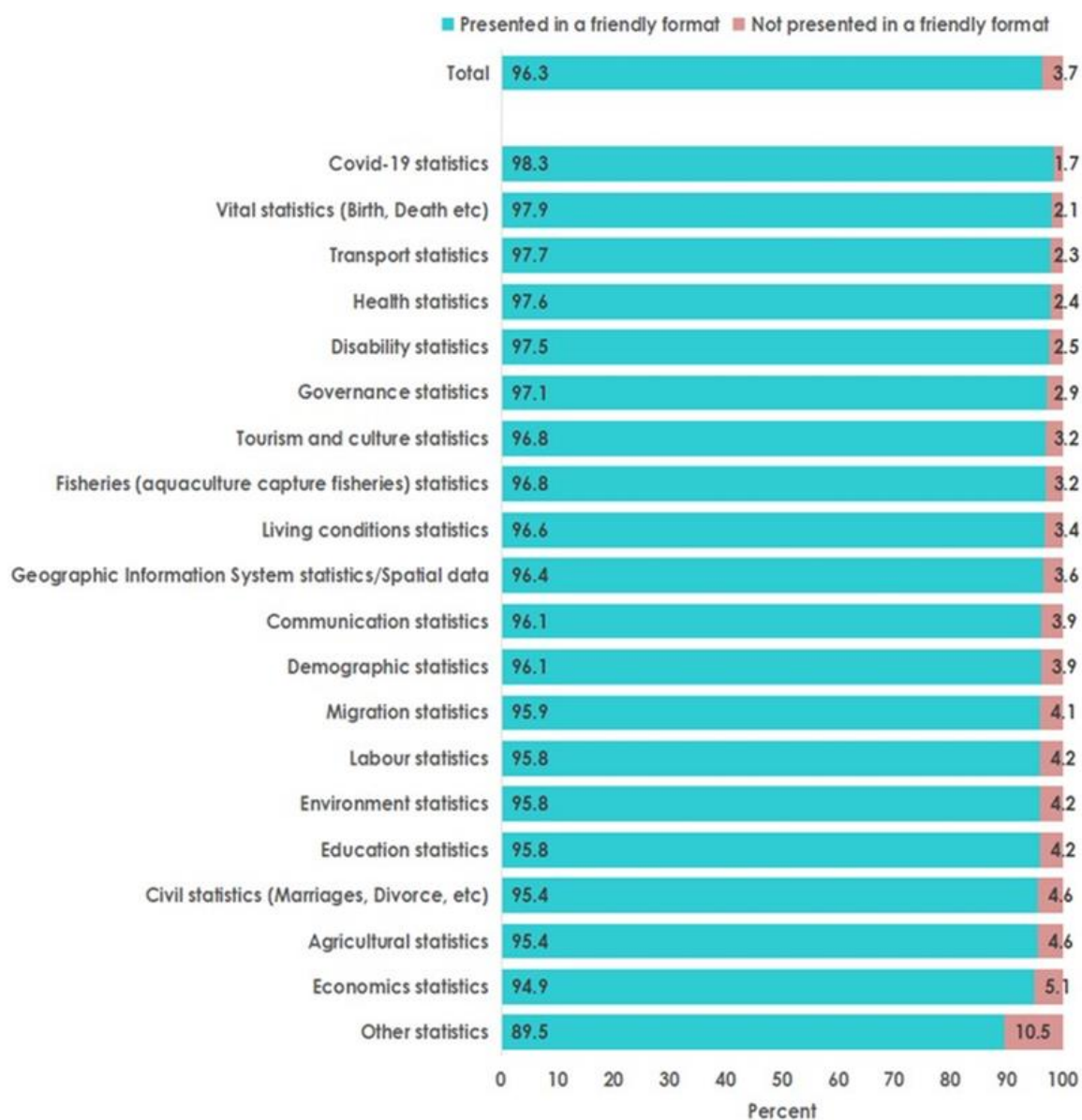
FIGURE 2.10: QUALITY OF OFFICIAL STATISTICS 2016-2022



More than 9 out of 10 users indicated their satisfaction with the user-friendly format of all statistical products presented.

The survey showed little variation of satisfaction with the user-friendly manner the different official statistics were presented. For all the different official statistics, more than 90 percent of users were of the opinion that they were presented in a user- friendly manner

FIGURE 2.11: OFFICIAL STATISTICS PRESENTED IN A USER-FRIENDLY FORMAT



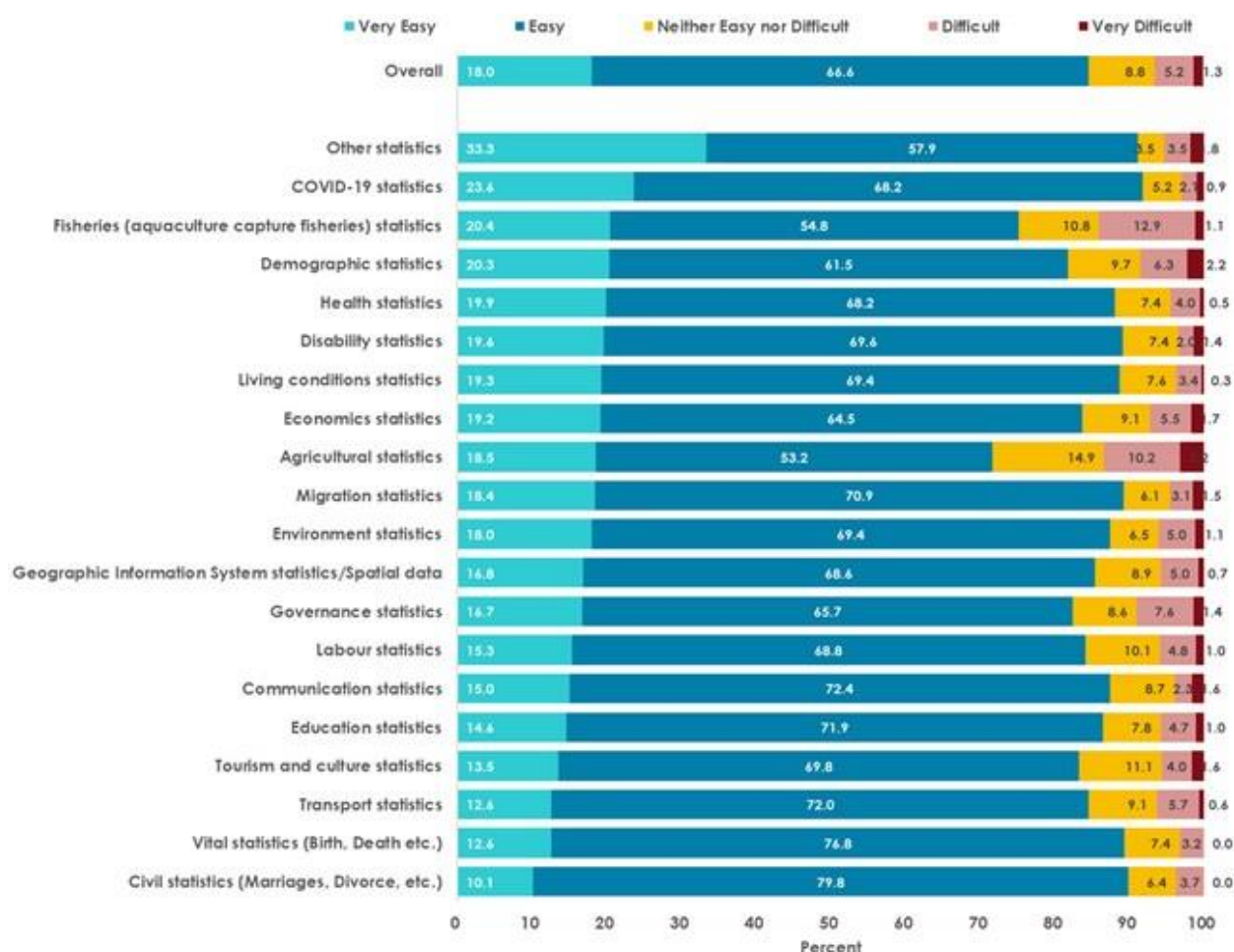
2.9. Ease of Accessing Official Statistics

Overall, 84.6 percent of users think it is easy to access official statistics and statistical products

The survey shows that 6.5 percent of users think it is difficult to access official statistics and statistical products. Relatively higher proportions of users of Fisheries statistics (14.0%) and Agricultural Statistics (13.4%) think it is difficult to access statistical products.



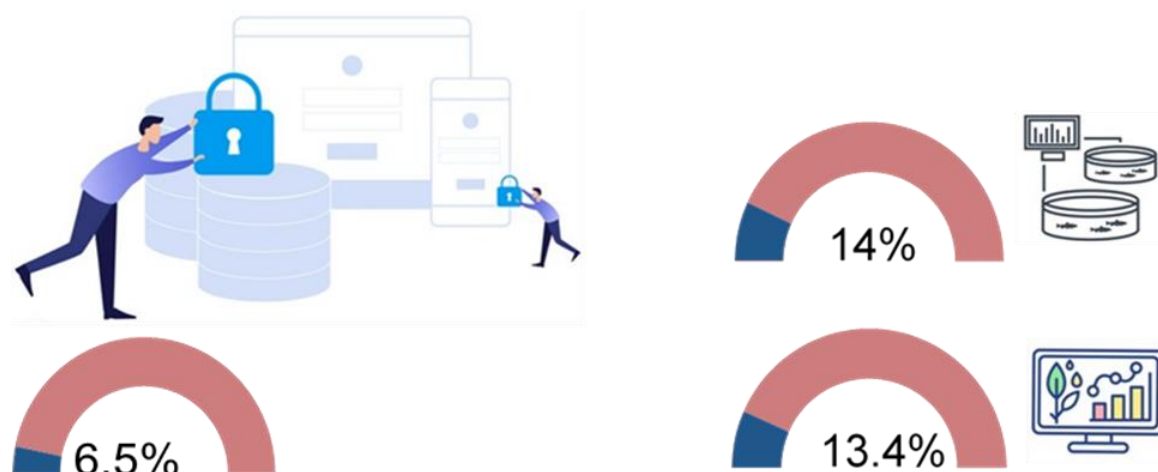
FIGURE 2.12: EASE OF ACCESSING OFFICIAL STATISTICS



2.9.1. Access to official statistics and statistical products

The survey shows that 6.5 percent of users think it is difficult to access official statistics and statistical products. Relatively higher proportions of users of Fisheries statistics (14.0%) and Agricultural Statistics (13.4%) think it is difficult to access statistical products.

FIGURE 2.13: ACCESS TO OFFICIAL STATISTICS AND STATISTICAL PRODUCTS



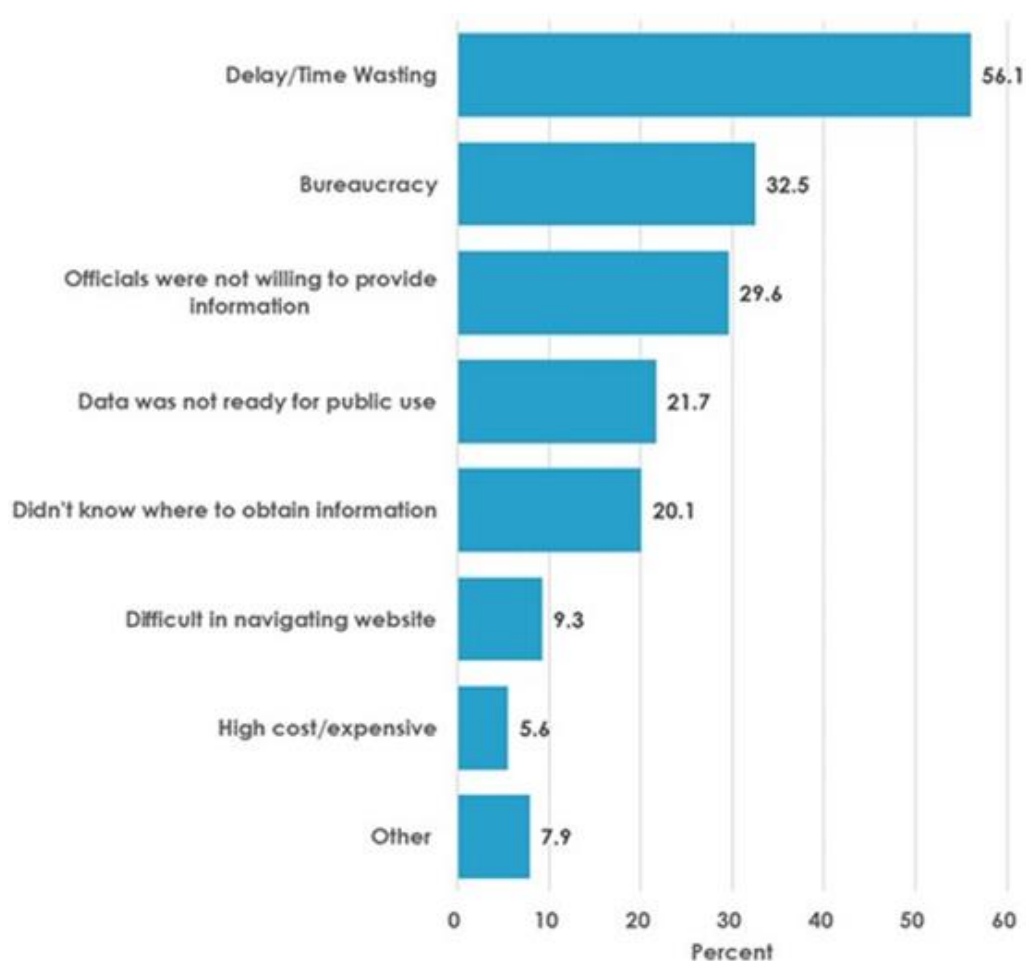
2.10. Barriers to Obtaining Official Statistics

More than half (56.1%) of users attributed the difficulty in obtaining official statistics to delay/time-wasting in the provision of official statistics by producers.

Respondents, who indicated they had difficulty accessing statistical information from producers of official statistics were asked to state the reasons why. More than half (56.1%) attributed the difficulty to delay/time-wasting statistics while 32.5 percent attributed the difficulty to bureaucracy. About thirty percent ascribed the difficulty to officials who were not willing to give out information



FIGURE 2.14: BARRIERS TO OBTAINING OFFICIAL STATISTICS

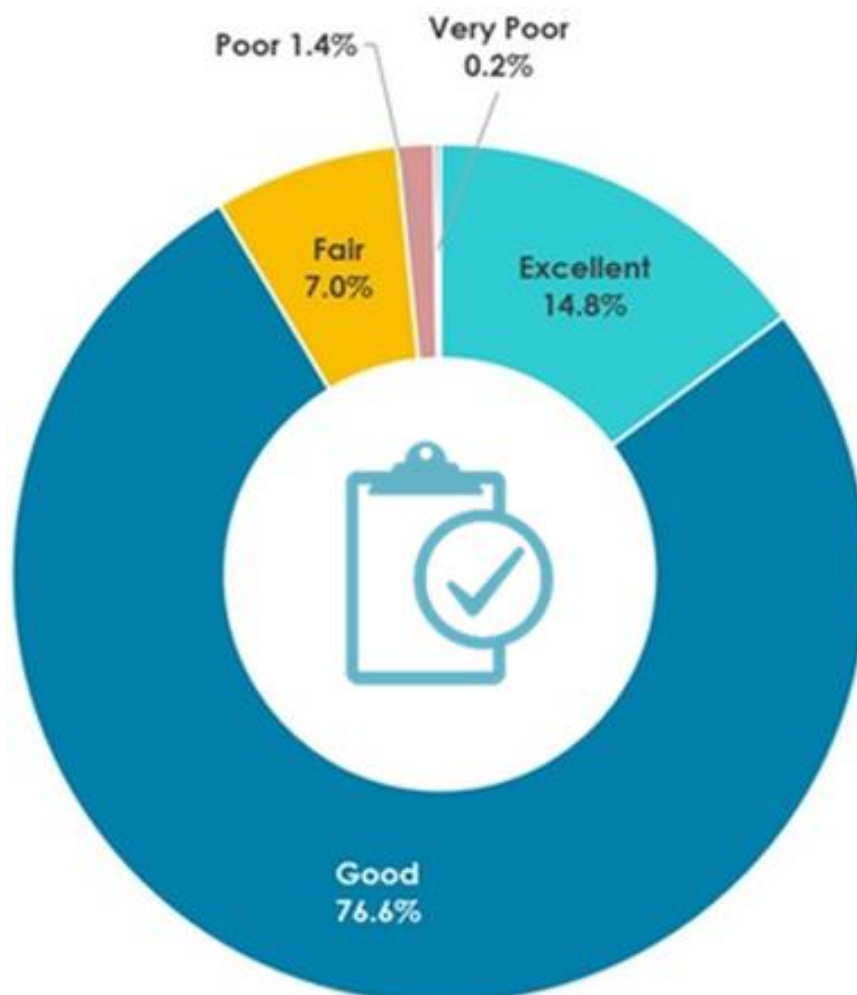


2.11. Overall Quality of Official Statistics/Products Ever Used

The survey further showed that 1.6 percent of users found the quality of official statistics to be poor.



FIGURE 2.15: OVERALL QUALITY OF OFFICIAL STATISTICS/PRODUCTS EVER USED



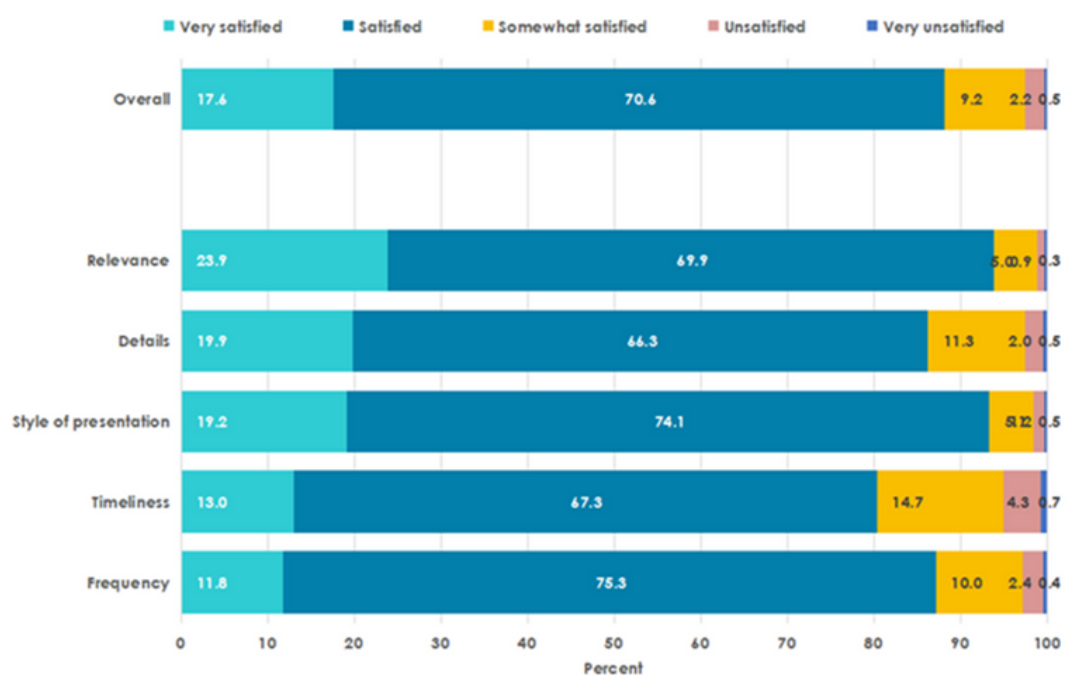
2.12. Satisfaction Levels with Official Statistics

More than 4 out of 5 users were satisfied with official statistics used.

The survey shows that 86.2 percent of the respondents were satisfied with the level of detail that was provided in the statistical products. About a fifth (19.7%) of users were unsatisfied with the timeliness of release of official statistics and 12.8 percent were also unsatisfied with the frequency of release of official statistics.



FIGURE 2.16: SATISFACTION LEVELS WITH OFFICIAL STATISTICS

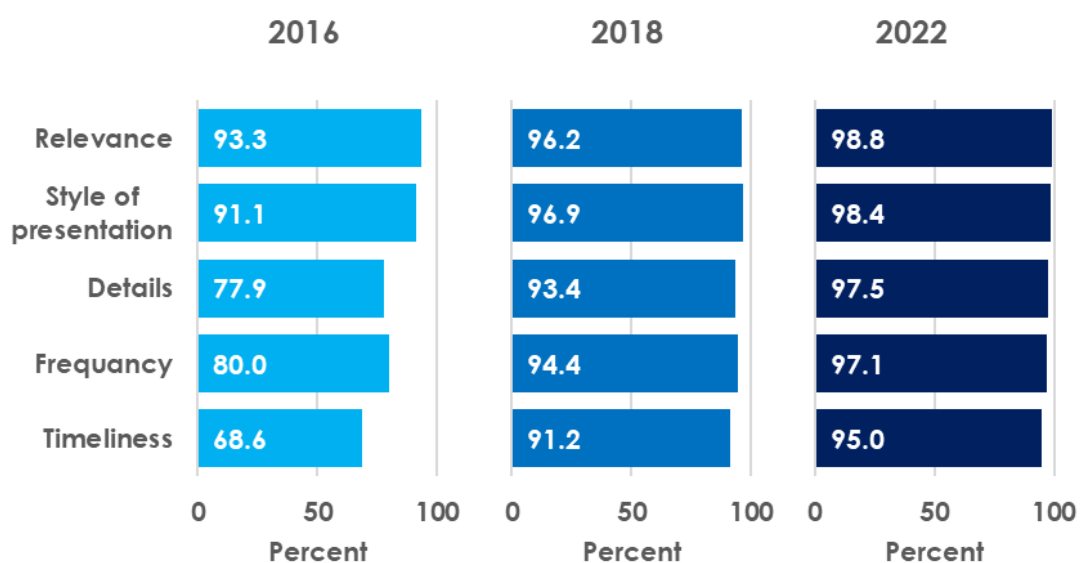


2.13. Overall satisfaction level of statistical products

Over the years, the overall satisfaction level of official statistics and products has seen an increased rating in all quality dimensions. Timeliness of release of official statistics and statistical products continue to record the least satisfaction level from users

The satisfaction levels of the Relevance and style of presentation of official statistics has increase more than five percentage points from the year 2016 to 2023.

FIGURE 2.17: OVERALL SATISFACTION LEVEL OF STATISTICAL PRODUCTS



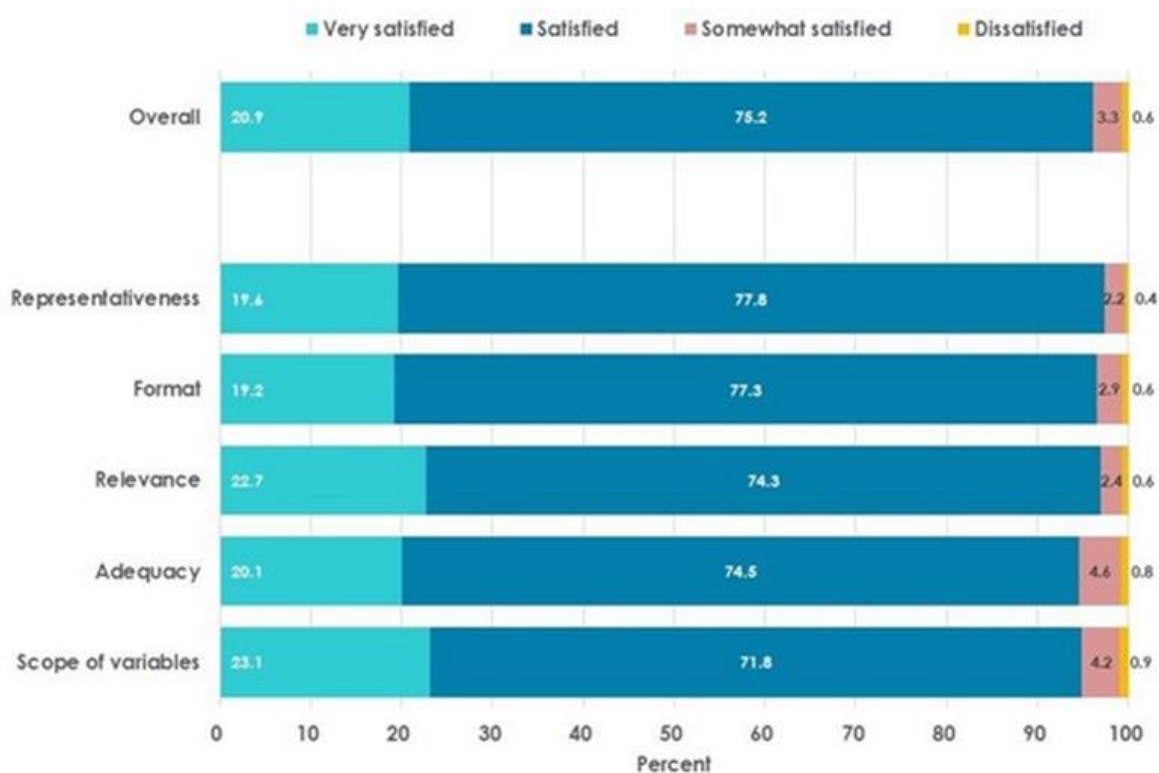
2.14. Satisfaction Levels with Microdata

A vast majority of microdata users were satisfied with the microdata used

The survey shows that overall more than 9 out of 10 users of microdata users were satisfied with all the quality dimensions of the microdata that they used.



FIGURE 2.18: SATISFACTION LEVELS WITH MICRODATA



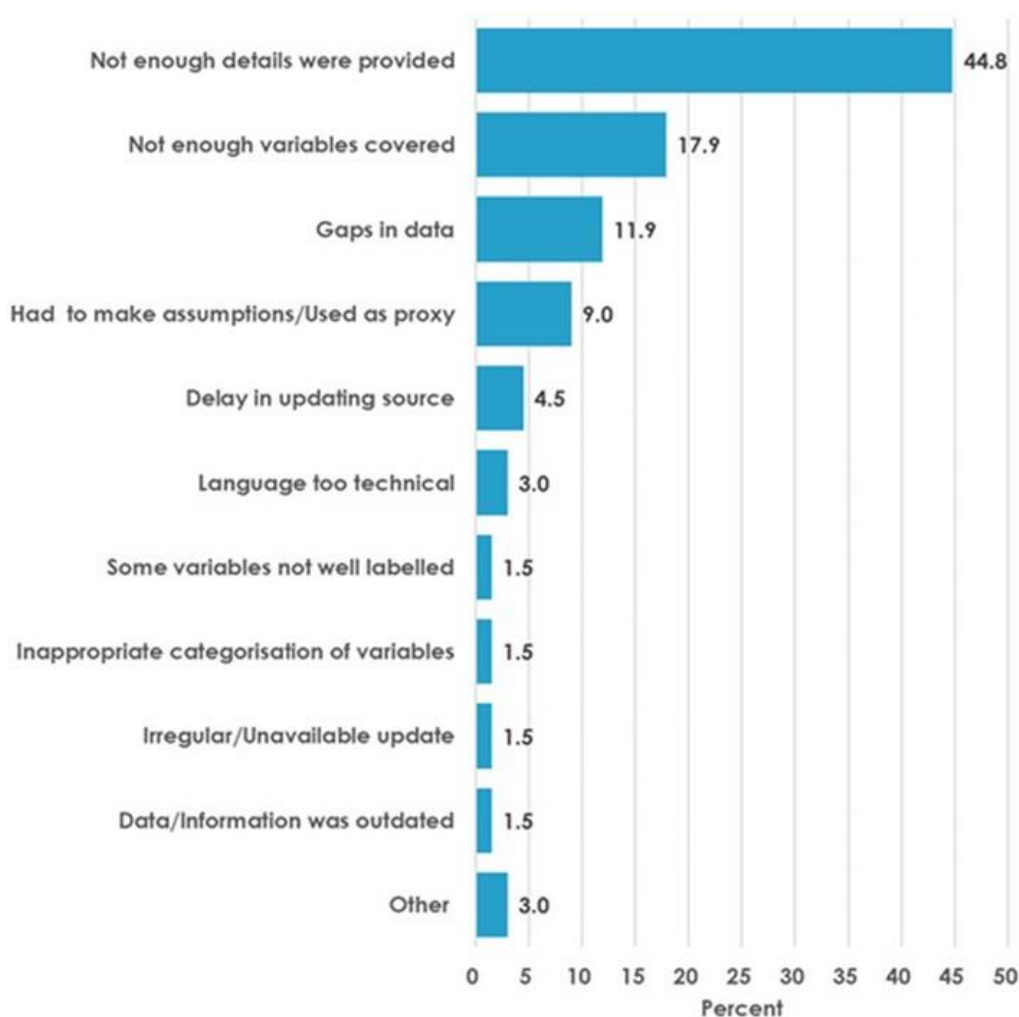
2.14.1. Reasons for Non-Satisfaction with the Adequacy of Microdata

A vast majority of microdata users were satisfied with the microdata used

For users who expressed dissatisfaction with the microdata provided to them, 44.8 percent indicated that the micro data did not contain enough details as the main reason. This is followed by gaps in data (11.9%), delay in updating sources (4.5%) and inappropriate categorisation of variables (1.5%).



FIGURE 2.19: REASONS FOR NON-SATISFACTION WITH THE ADEQUACY OF MICRODATA



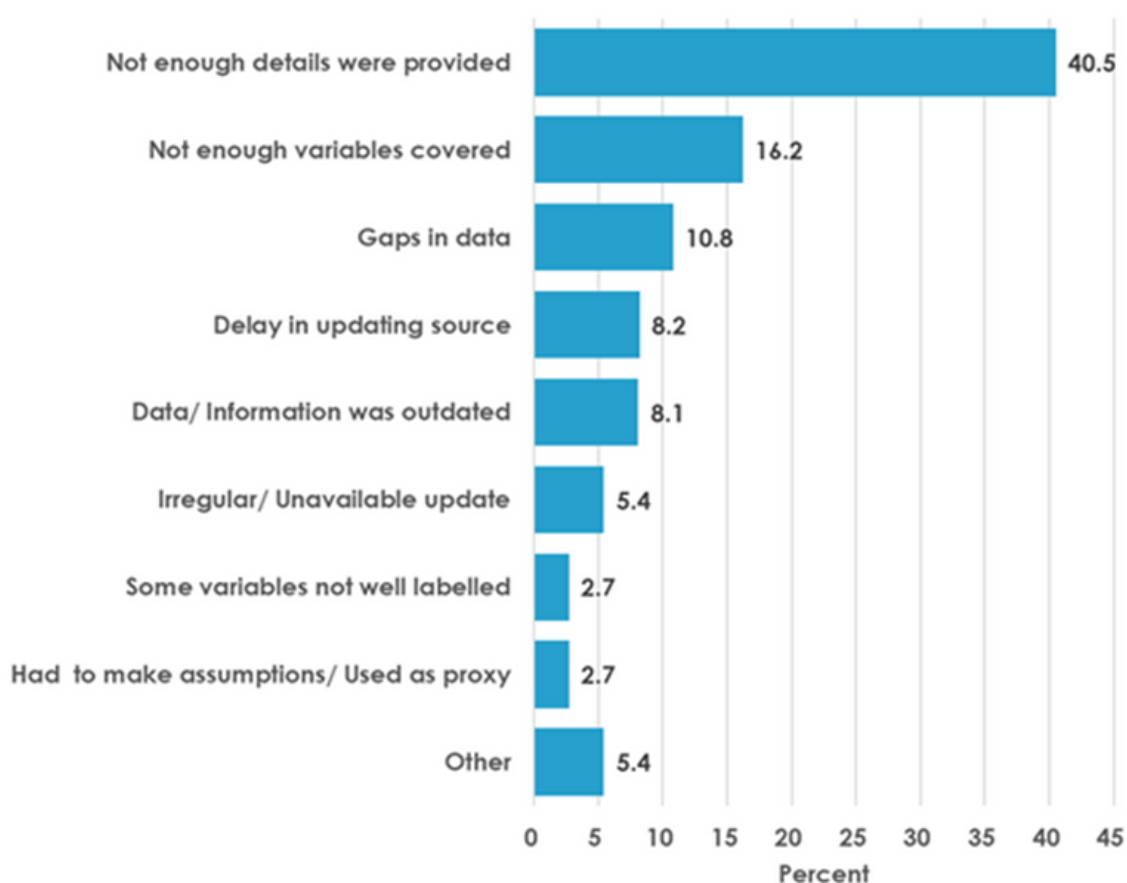
2.14.2. Reasons for Non-Satisfaction with The Relevance of Microdata

Two-fifth of users cited the unavailability of enough details as the reason for their dissatisfaction with the relevance of microdata.

Users who were dissatisfied with the relevance of the microdata assigned a paucity of details (40.5%) provided in the dataset as the main reason why. More than one-third (35.1%) of the respondents gave other reasons such as inadequate variables covered in microdata (16.2%), gaps in data (10.8%) and delay in updating source (8.1%).



FIGURE 2.20: REASONS FOR NON-SATISFACTION WITH THE RELEVANCE OF MICRODATA

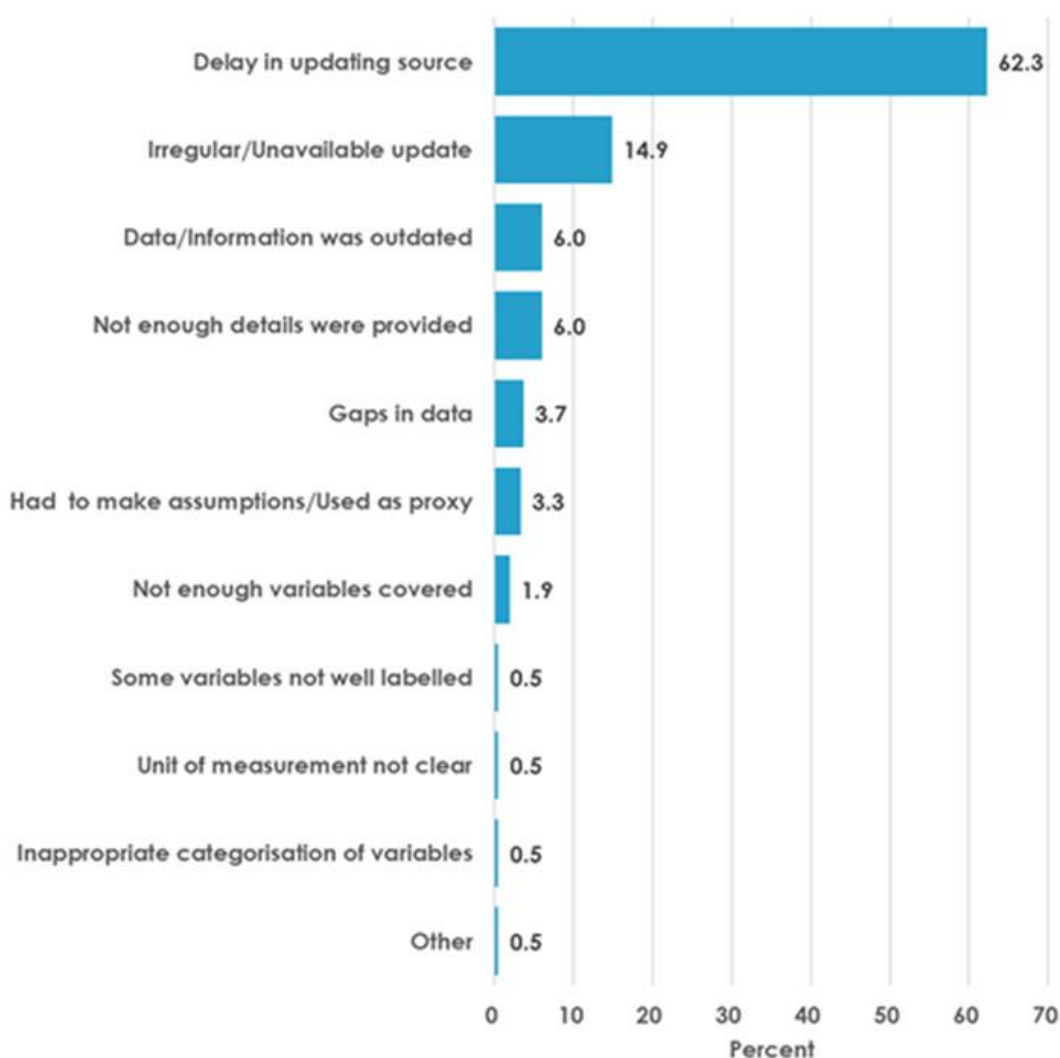


2.14.3. Reason for Non-Satisfaction on Format of Microdata

More than three-quarters of users stated that the delay in updating source and irregular/unavailable updates are the reasons for dissatisfaction of the timeliness of microdata

The survey shows that the delay in updating source and irregular/unavailable updates accounted for more than three-quarters (77.2%) of the reasons given by users regarding the timeliness of microdata. Less than five percent (3.7%) of users indicated gaps in data as a reason for their dissatisfaction

FIGURE 2.21: REASON FOR NON-SATISFACTION ON FORMAT OF MICRODATA



2.15. The User Satisfaction Index (USI) Scores

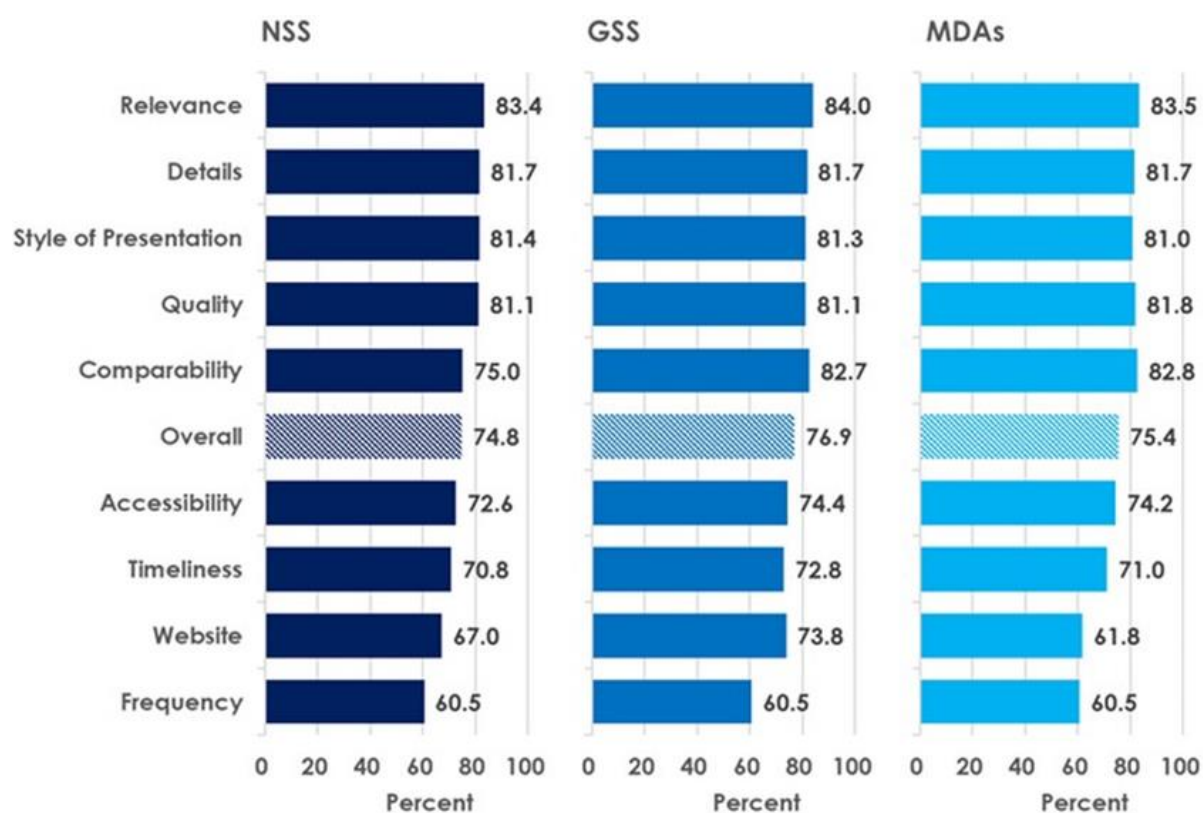
Three-quarters of users rated the performance of the NSS in the production of quality official statistics as good



2.15.1. User Satisfaction Index (USI) By Quality Dimensions

The survey shows that the USI for the National Statistical System was 74.8 percent. This indicates that overall, in the view of users, the producers of Ghana's official statistics have been rated very good. Users rated GSS and MDAs 76.9 percent and 75.4 percent respectively. The outstanding performance of the NSS was in the areas of relevance (83.4%), and details of content (81.7%), and the least was in the frequency of release of official statistics (60.5%)

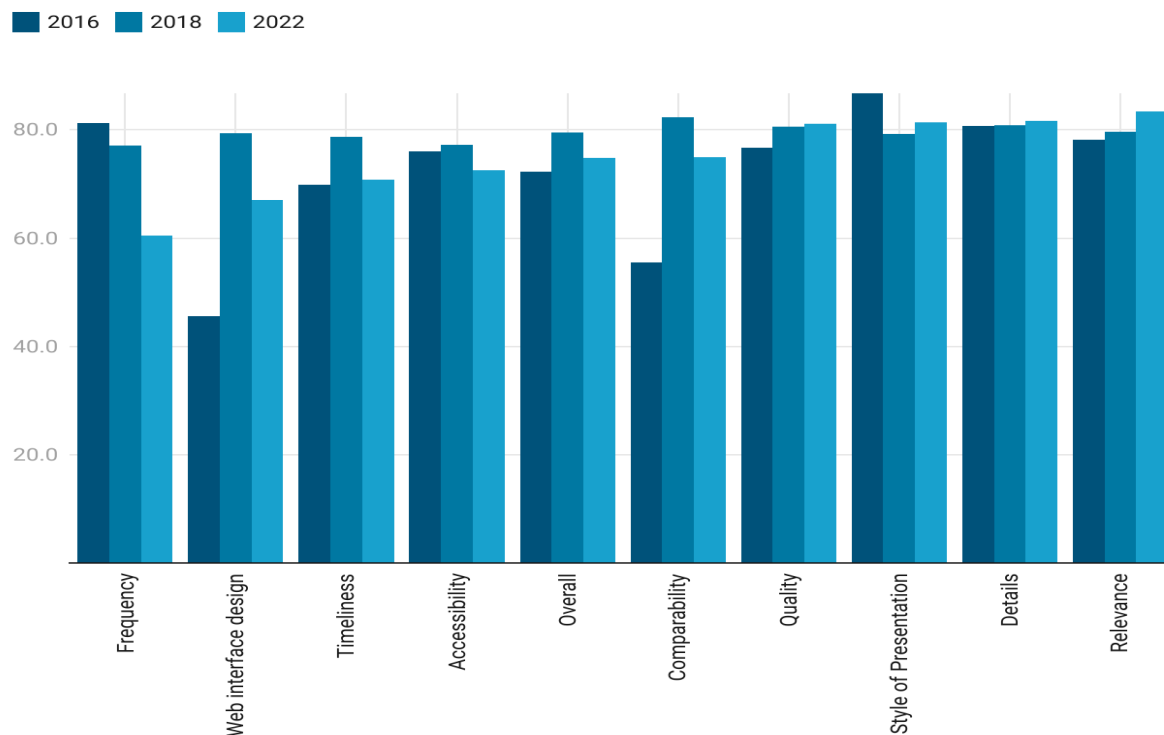
FIGURE 2.22: USER SATISFACTION INDEX (USI) BY QUALITY DIMENSIONS



The overall USI decreased by five percentage points from 79.9 percent in 2018 to 74.8 percent in 2022.

The USI of the Quality, Details and Relevance of official statistics increased over the years, while Frequency, Timeliness, Accessibility and Comparability of official statistics decreased.

FIGURE 2.23: USER SATISFACTION INDEX (USI) BY QUALITY DIMENSIONS

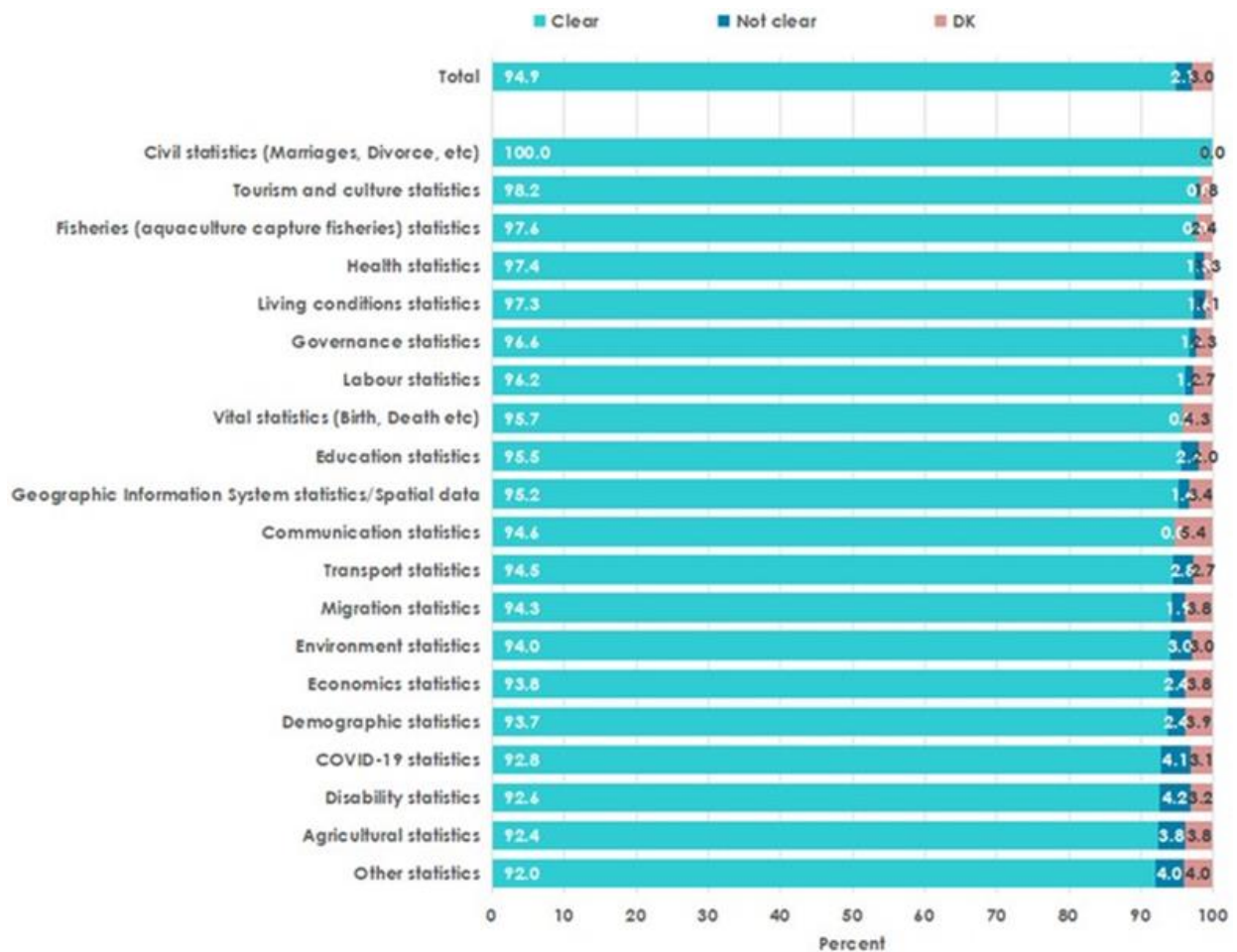


2.16. Clarity of Methodology

A vast majority of users indicated the methodology of official statistics was very clear.

Providing responses to how clear users found the methodology used in the official statistics, 94.9 percent indicated the methodology was very clear, with 2.1 percent finding it to be unclear

FIGURE 2.24: CLARITY OF METHODOLOGY

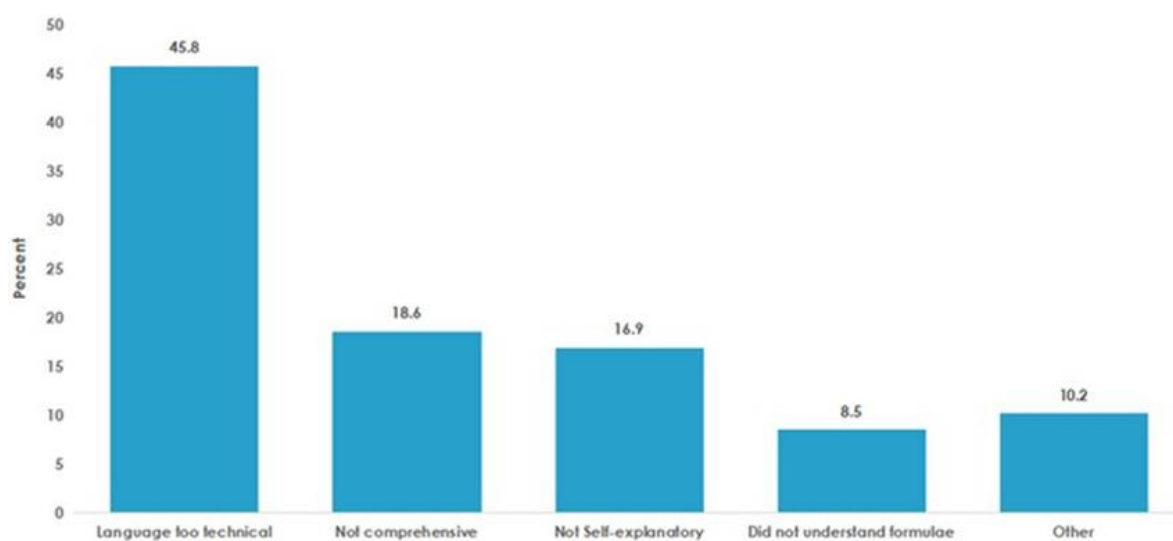


2.16.1. Main Reasons why Methodology is Unclear

The use of technical language in definitions and concepts accounts for about two-fifths of the reasons why users think the methodology of official statistics were not clear

Among the respondents who indicated that the methodology was not clear, 45.8 percent indicated that the language was too technical and 18.6 percent reported that the methodology was not comprehensive enough

FIGURE 2.25: MAIN REASONS WHY METHODOLOGY IS UNCLEAR

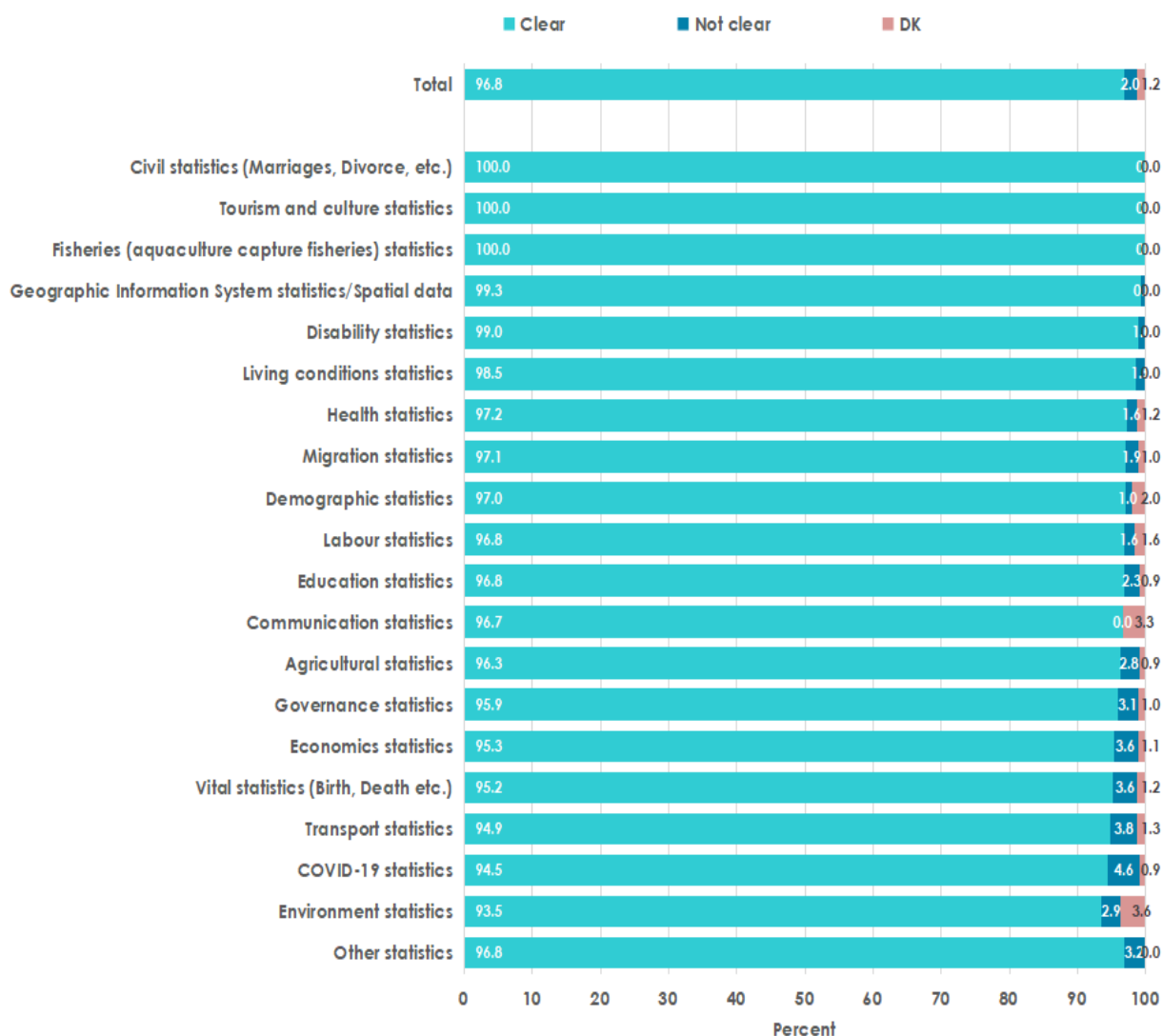


2.17. Clarity of Definitions and Concepts

An overwhelming majority of users indicated the definitions and concepts of official statistics were very clear.

The survey shows that 96.8 percent of the respondents indicated they were satisfied with the definitions and concepts with 2.2 percent indicating that the definitions and concepts were not clear.

FIGURE 2.26: CLARITY OF DEFINITIONS AND CONCEPTS

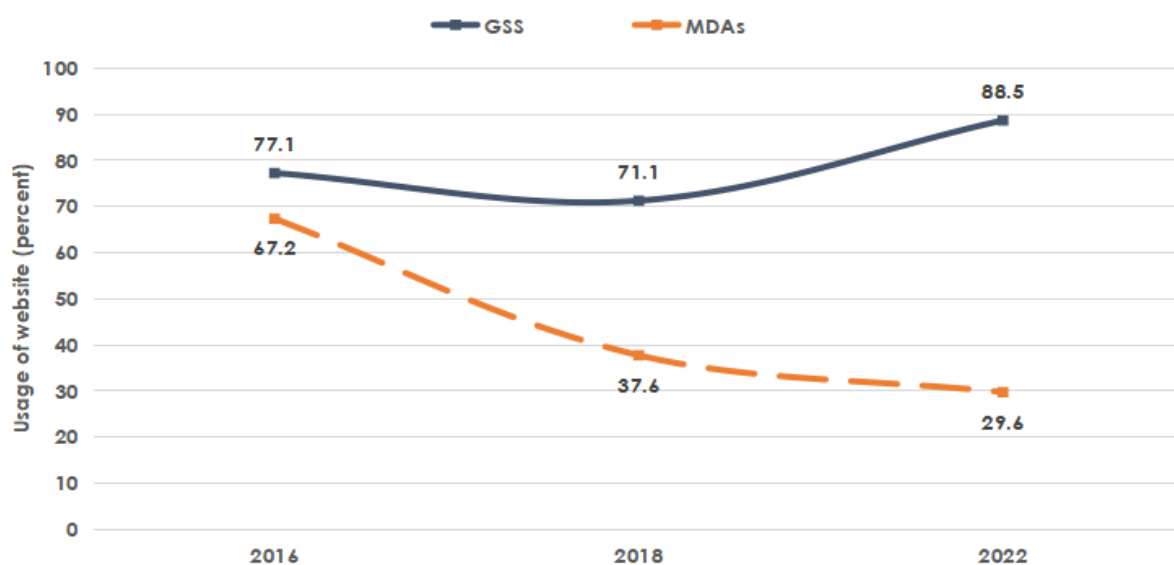


2.18.Usage of Website by Users

The usage of GSS website by users has increased by 17.4 percentage points from 71.1 percent in 2018 to 88.5 percent in 2022.

On the contrary, the usage of the websites of MDAs has seen a continues downward trend, decreasing from 67.2 percent in 2016 to 29.6 percent in 2022.

FIGURE 2.27: USAGE OF WEBSITE BY RESPONDENTS OR USERS



CHAPTER 3

OUTLOOK OF GSS PRODUCTS AND SERVICES



3. GSS PRODUCTS AND SERVICES

3.1. Data request and receipt

Majority of data users who requested for data had their request responded to within the time period they wanted it.

Whilst the Ghana Statistical Service could respond to all the data requests from users, the majority had their data request responded in a timely manner.

FIGURE 3.1: DATA REQUEST AND RECEIPT

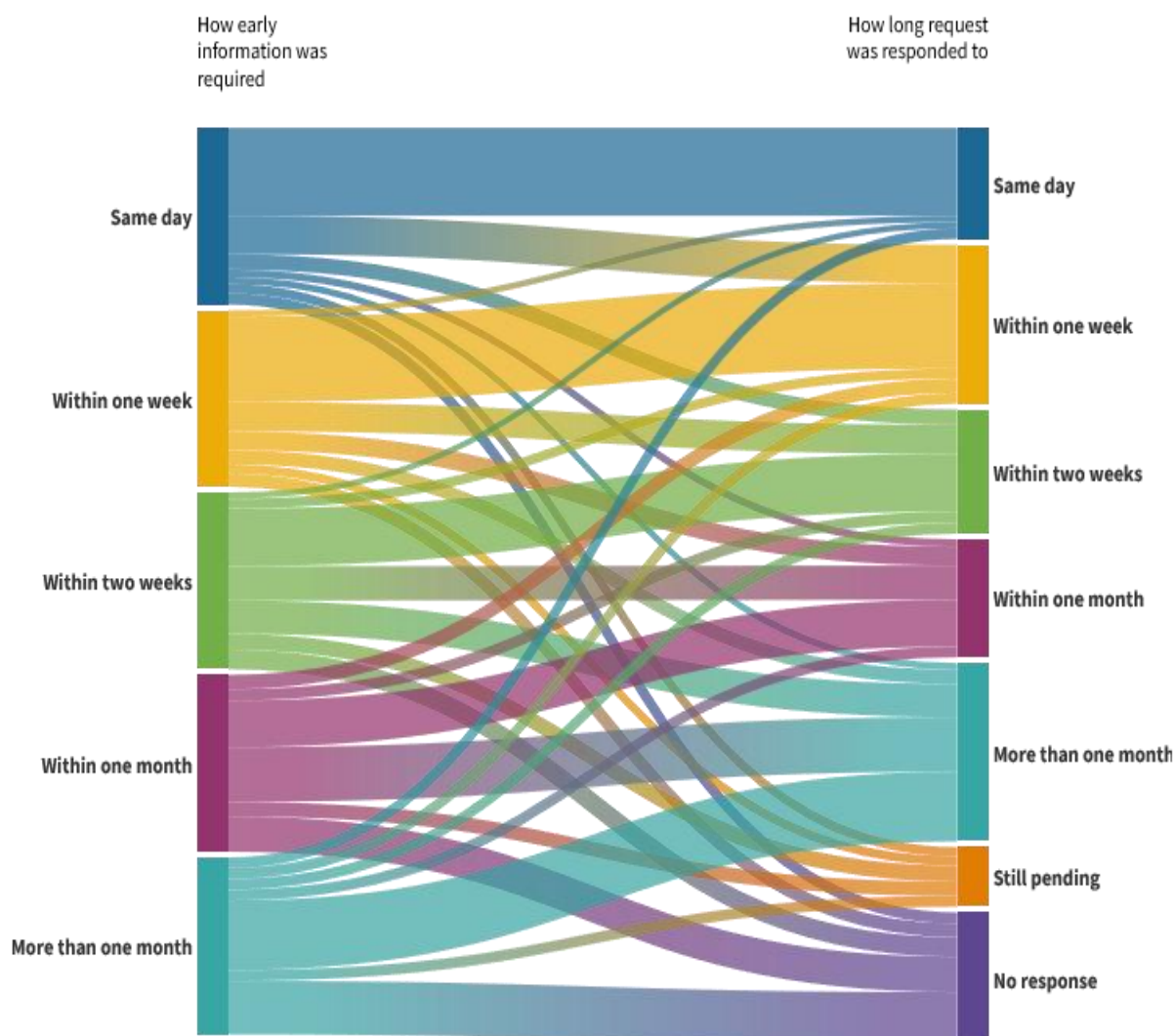


TABLE 3.1: HOW EARLY INFORMATION WAS REQUIRED AND HOW LONG IT TOOK TO RESPOND

How early information was required	How long request was responded to							Total
	Same day	Within one week	Within two weeks	Within one month	More than one month	Still pending	No response	
Same day	49.8	21.7	8.7	4.3	3.9	5.3	6.4	100.0
Within one week	3.6	48.4	16.5	10.6	8.0	5.2	7.6	100.0
Within two weeks	3.5	5.6	32.6	19.4	18.8	9.0	11.1	100.0
Within one month	0.0	8.2	6.4	26.4	30.9	8.2	20.0	100.0
More than one month	6.1	6.1	6.1	6.1	39.4	6.1	30.3	100.0
<i>N</i>	243	355	176	131	131	73	114	1,223

3.1.1. Users request and its outcome

There are mixed outcomes in relation to users' requests for GSS products and services

In relation to the outcome of users' requests for GSS products and services, the survey found that 67.5 percent users had their needs fully met, 27.1 percent had their needs partially met and 5.4 percent had their needs were not met

FIGURE 3.2: USERS REQUEST AND ITS OUTCOME

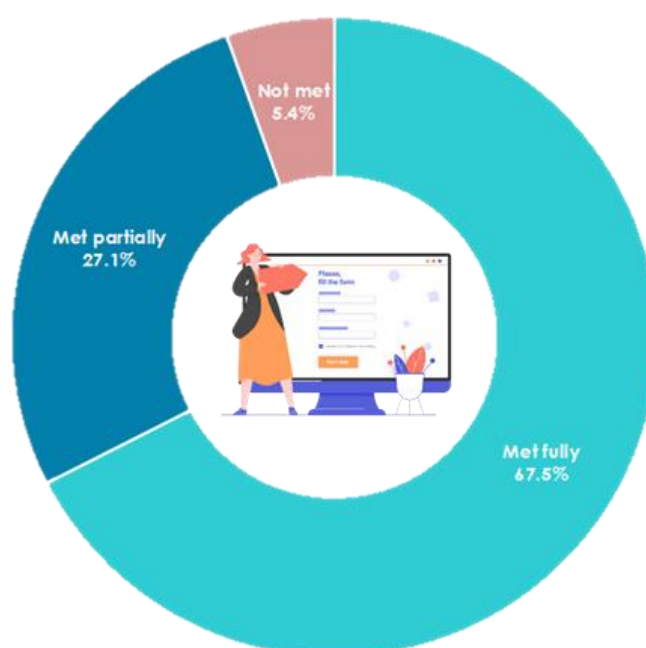
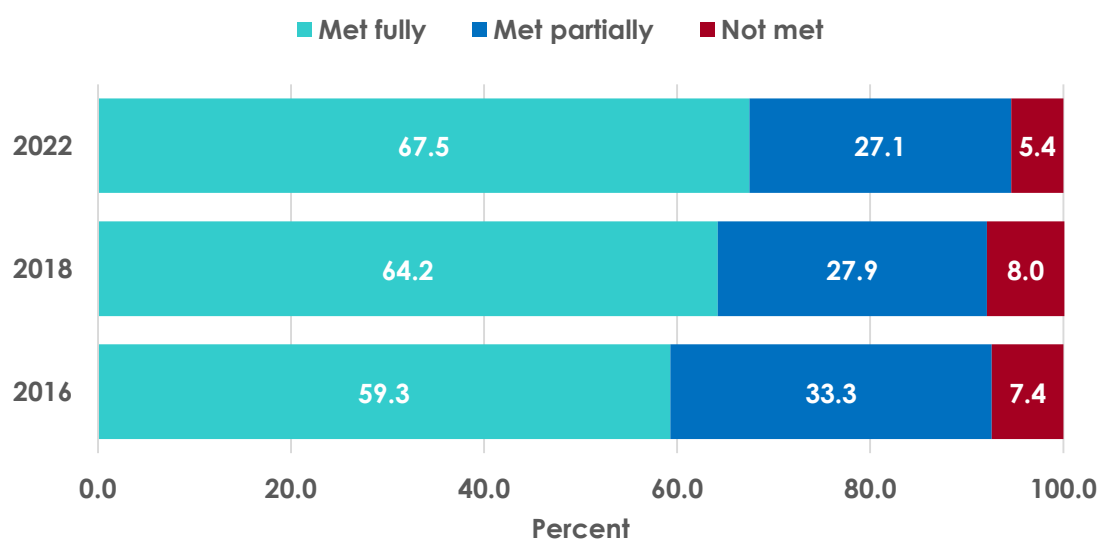


FIGURE 3.3: MEETING DATA REQUEST 2016-2022

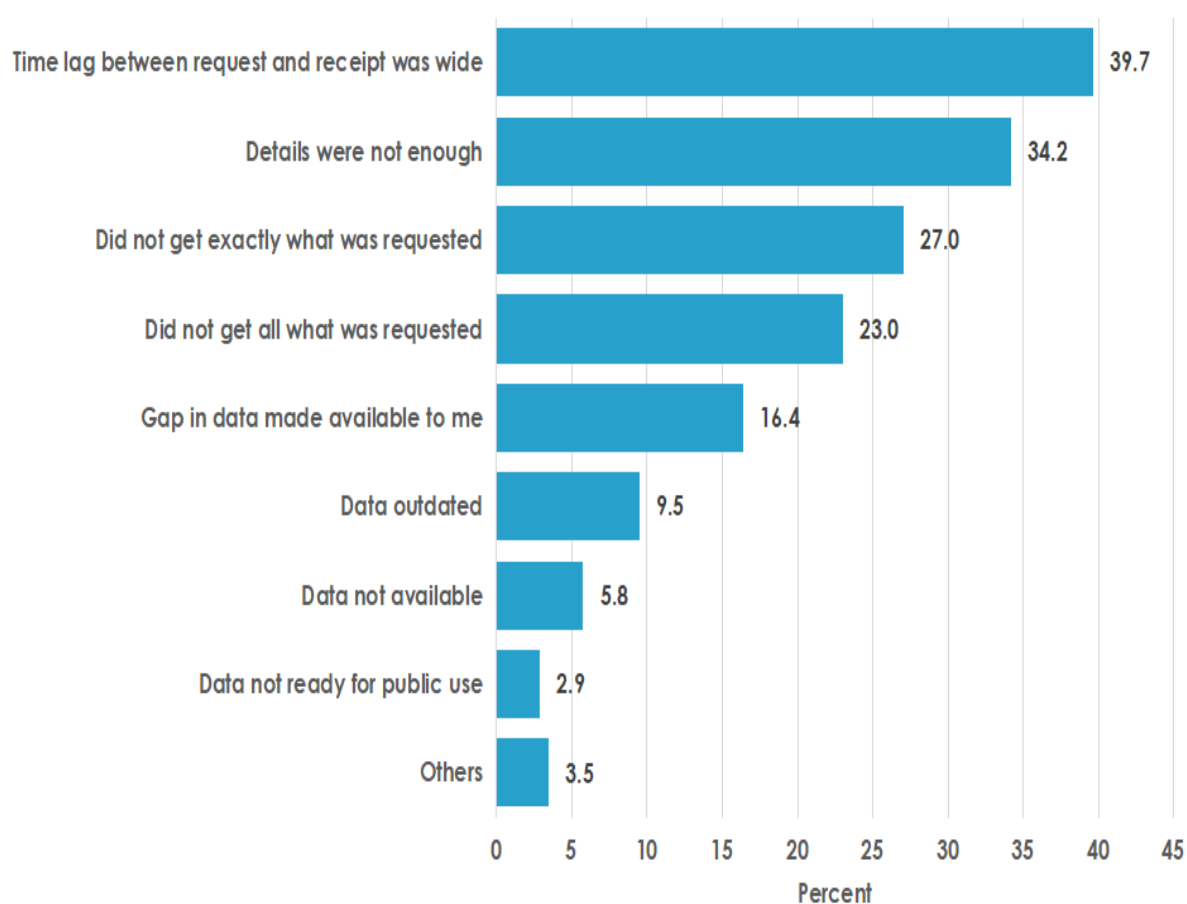


3.1.2. Reasons for not Meeting Data Needs

The Ghana Statistical Service was unable to meet all data request needs of users

The gap between the time data was requested and how long it took to respond to the request (39.7%) and the lack of details in the data presented (34.2%) were the two main reasons users cited explaining why their data request was not met by the Ghana Statistical Service. Other reasons included receiving something different from what was requested (27.0%) and not getting what was requested at all (23.0%).

FIGURE 3.4 : REASONS WHY USERS' REQUEST WERE NOT FULLY MET

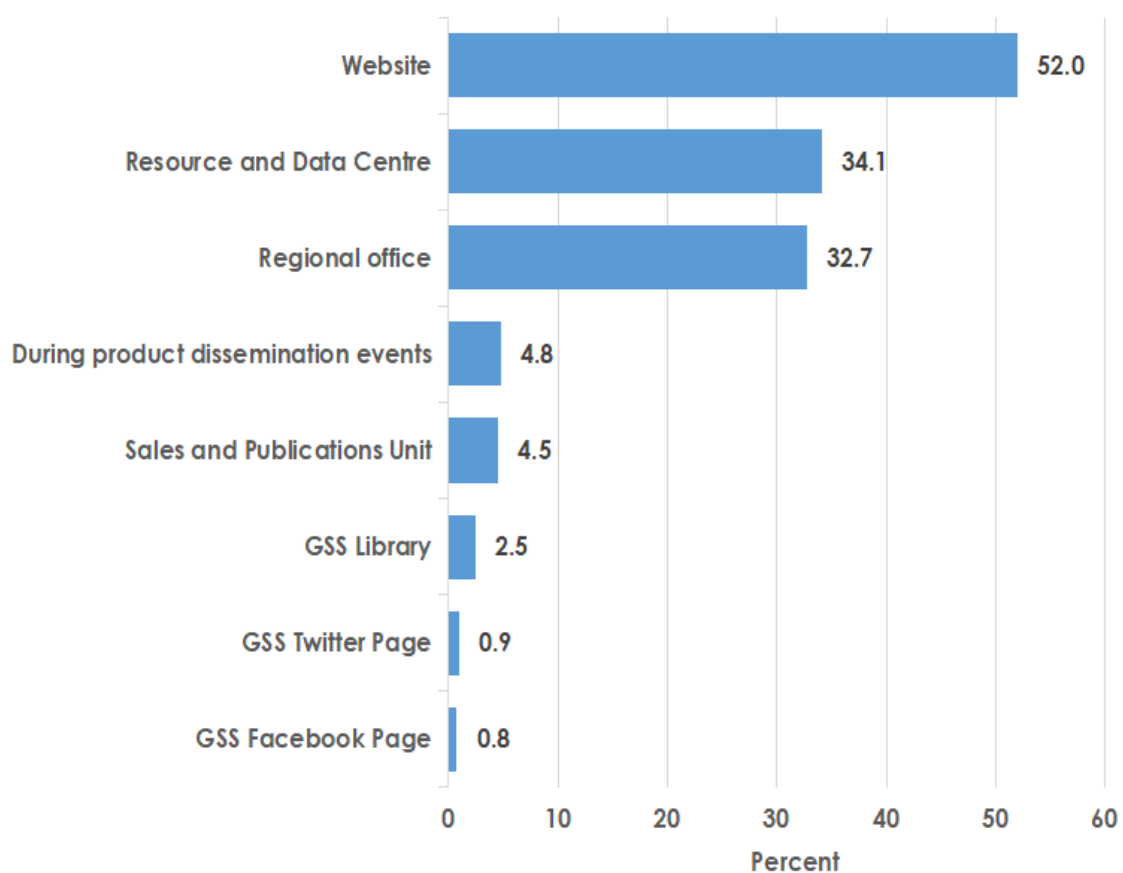


3.2. Source of GSS's Products

The GSS's website is the main source for accessing statistical publications, services, and products by users.

The GSS's website (52.0%), Resource and Data Centre (34.1%), and Regional Offices (32.7%) account for the top three sources within GSS where users access statistical publications, services, and products. Social media sources were the least used sources.

FIGURE 3.5: SOURCES OF GSS PRODUCTS



3.3. Rating of Statistical Products

More than 9 out of 10 users (94.5%) rated statistical products from GSS as excellent or good

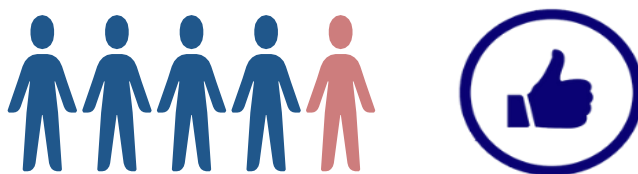


FIGURE 3.6: RATING OF STATISTICAL PRODUCTS

Good Excellent Fair Poor

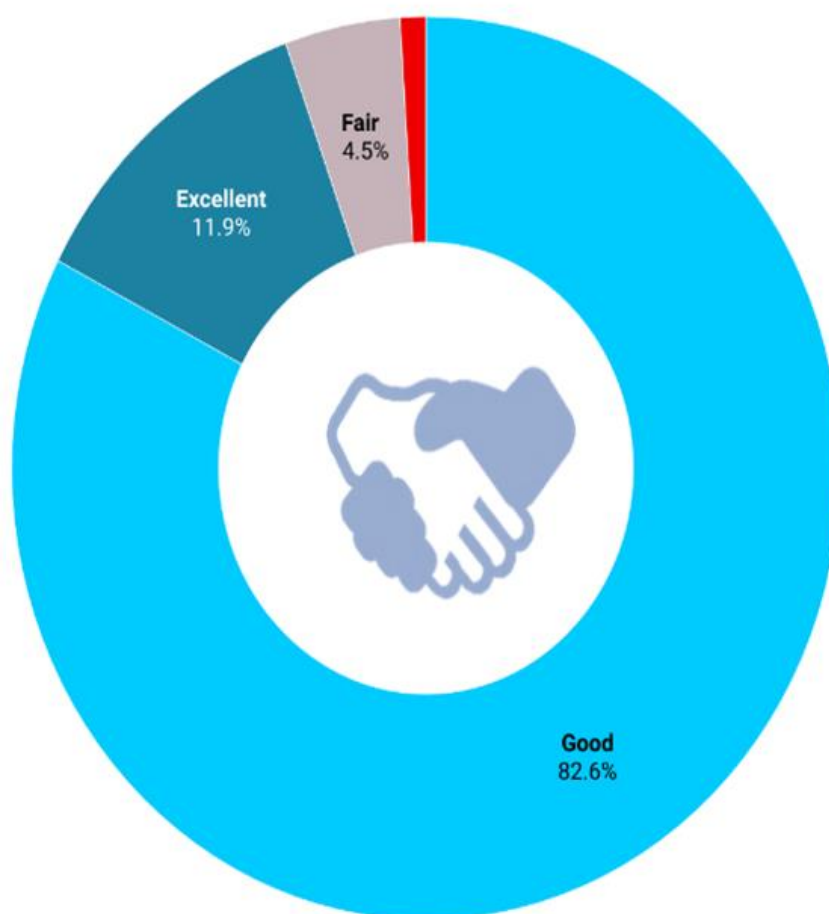


FIGURE 3.7: RATING OF STATISTICAL PRODUCTS 2016-2022



3.4. Website Rating

In all its quality dimensions areas such as accessibility, content, ease of use, user interface, design and update, users rated the GSS website as good with 74.2 percent overall rating

More than 70 percent of all users rated the quality dimension areas of the GSS website as good, except for the regular updates on the website which recorded the lowest rating (59.3%) for good with 11.3 percent poor rating

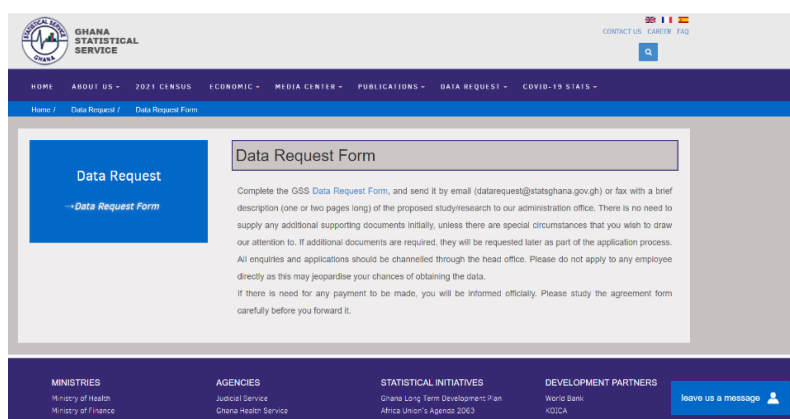
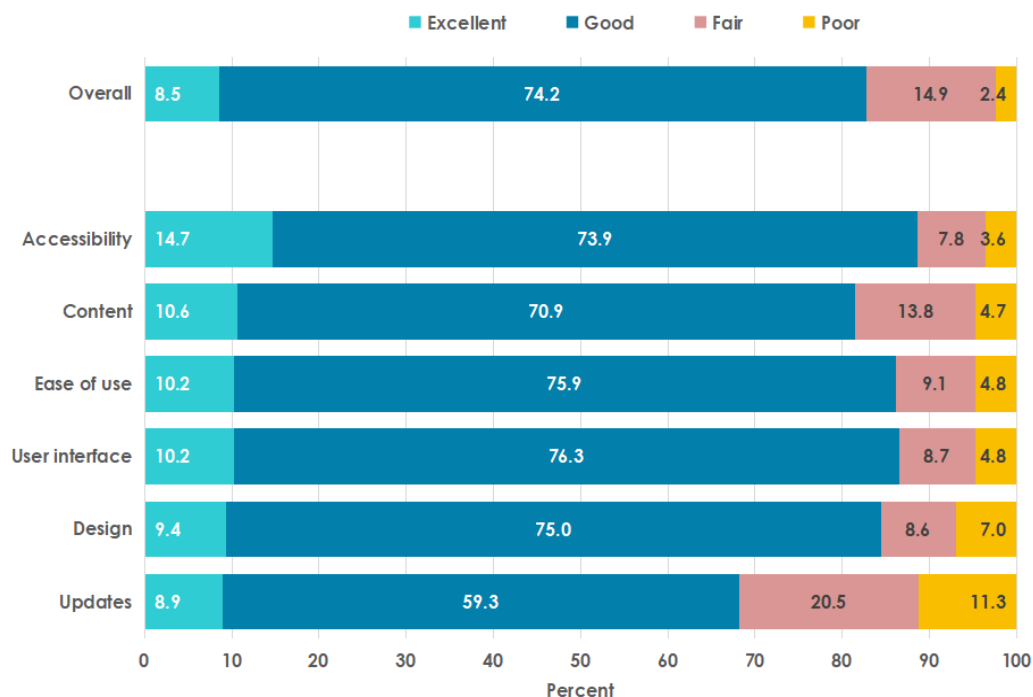


FIGURE 3.8: WEBSITE RATING

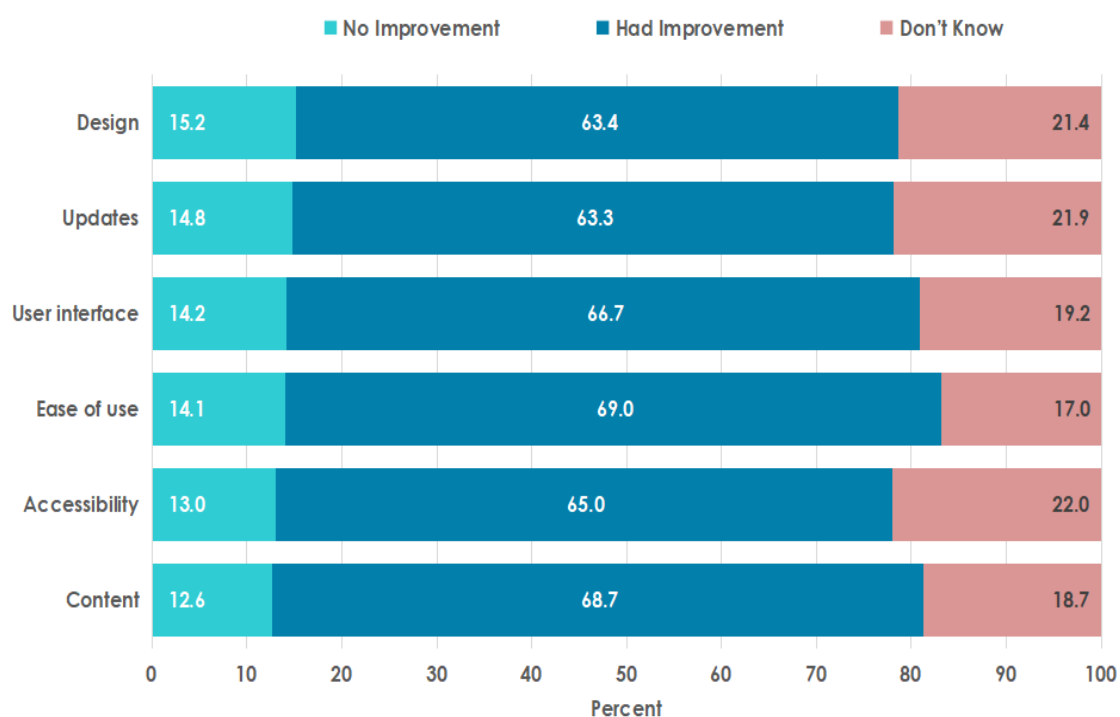


3.4.1. Website Improvements

Despite its good rating, users indicated there is still need for improvements in almost.

The highest proportion (69.0%) stated improvements are needed in the ease of use of the website. About two-thirds of the users stated that improvements are needed in the content (68.7%) and user interface (66.7%).

FIGURE 3.9: WEBSITE IMPROVEMENTS

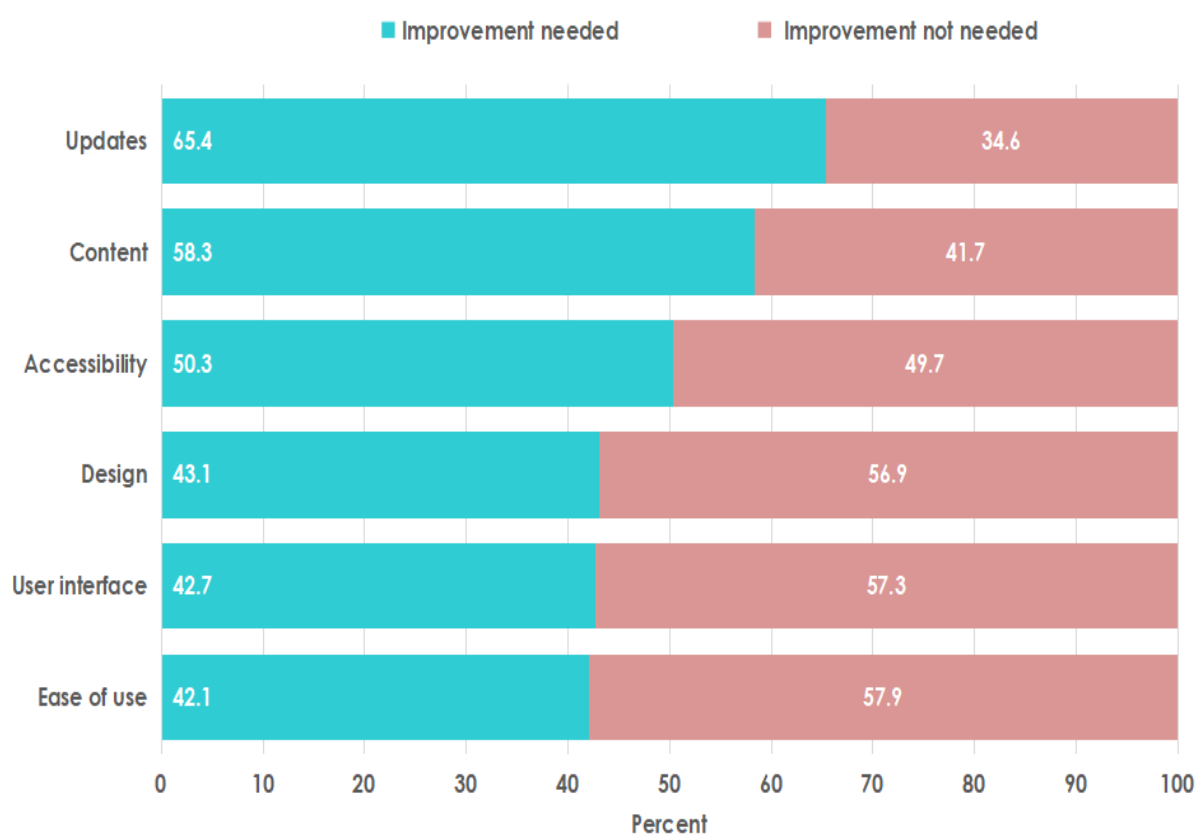


3.4.2. Specific Areas of Website Improvement

Users expect to see improvement in the website updates, content, and accessibility.

The survey results indicate that the regular updates (65.4%), content (58.3%) and accessibility (50.3%) are the areas user's expect to see improvement in.

FIGURE 3.10: SPECIFIC ASPECTS OF THE WEBSITE USERS WANT TO SEE IMPROVEMENT IN



3.5. Preferred Medium for Disseminating GSS Products

Almost half of users' preferred medium for disseminating statistical information and products is the GSS website.

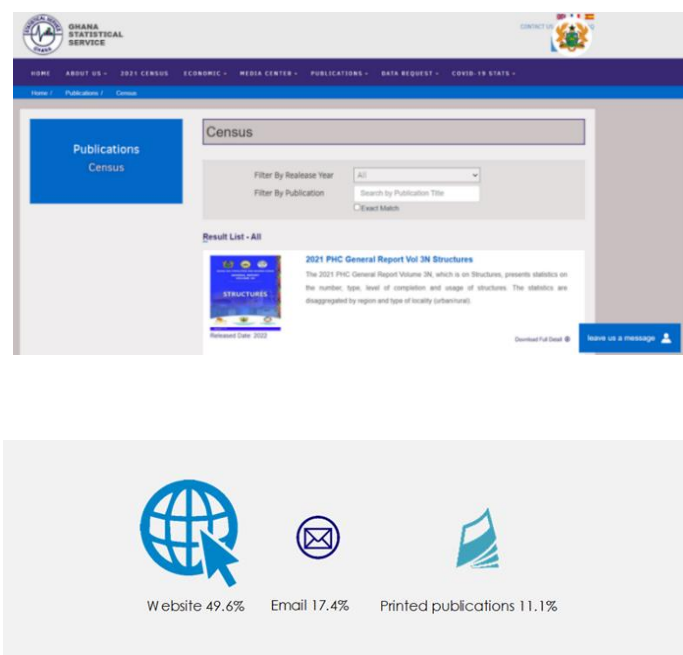


FIGURE 3.11: PREFERRED MEDIUM FOR DISSEMINATION OF STATISTICAL PRODUCTS

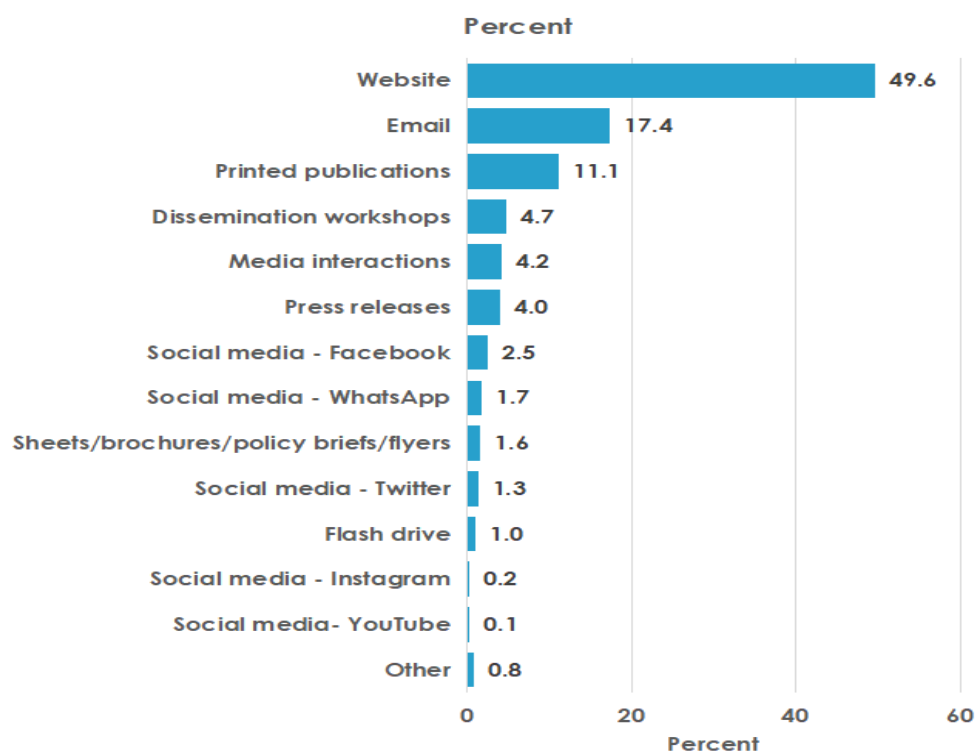
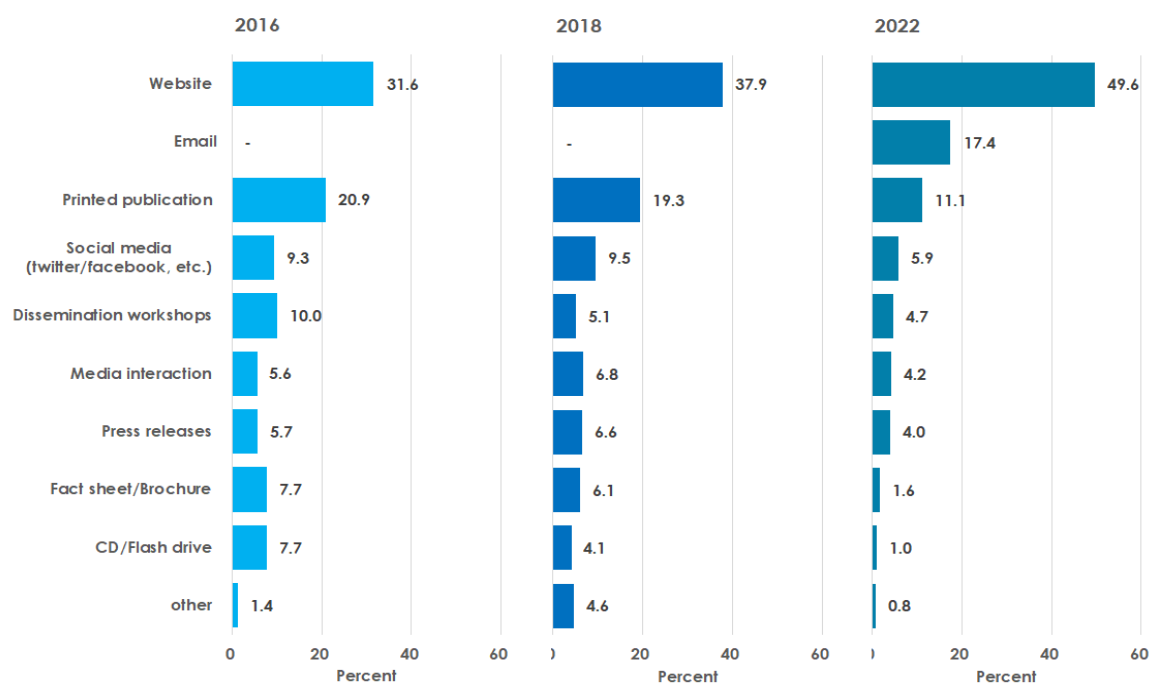


FIGURE 3.12: PREFERRED MEDIUM FOR DISSEMINATION OF STATISTICAL PRODUCTS 2016-2022



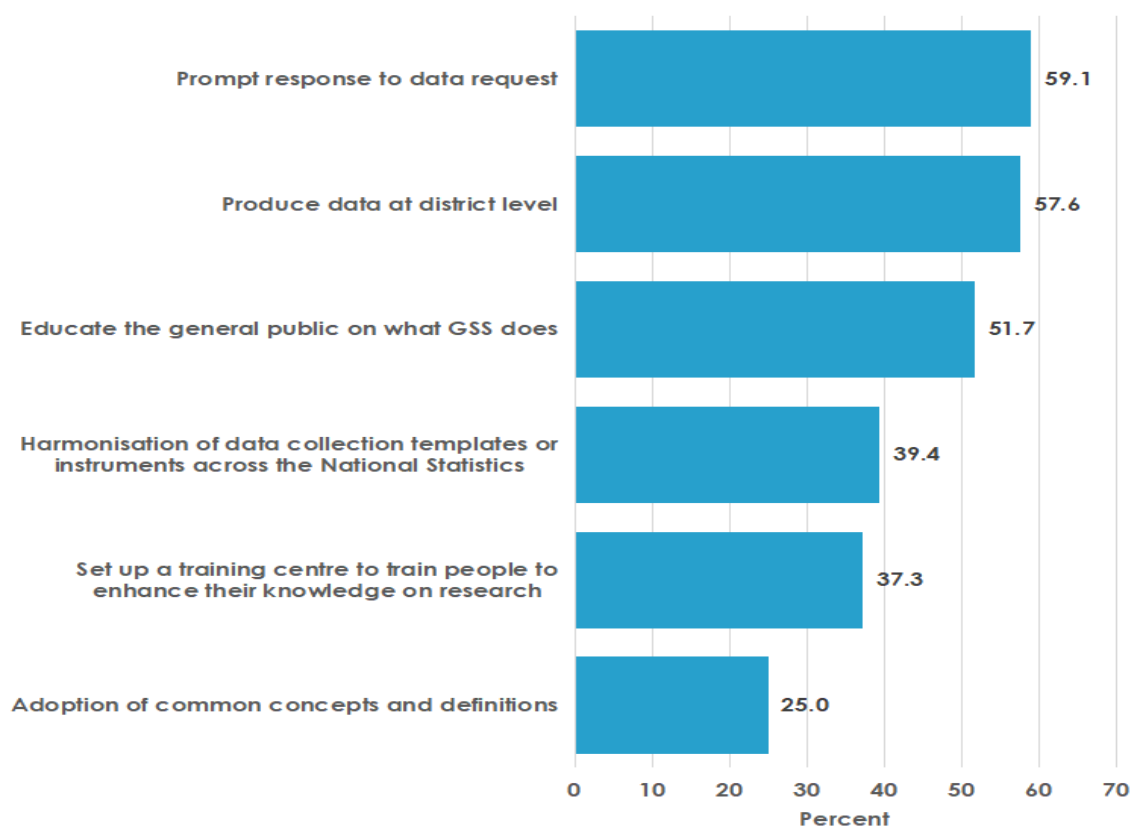
3.6. Areas for Improvement for GSS Products and Services

Majority users expect to see improvements in the products and services of the GSS.

Six out of every 10 users (59.1%) expect prompt responses to their data requests. This is followed by those who expect improvement in data production at the district level (57.6%) and offering education on what GSS does (51.7%). Other areas users want to see improvements include the harmonisation of data collection templates across institutions (39.4%) and setting up a training centre to train people to improve knowledge (37.3%) and adoption of common concepts and definitions (25.0%).



FIGURE 3.13: IMPROVEMENTS USERS EXPECT TO SEE IN GSS PRODUCTS AND SERVICES



3.7. GSS's Mandate

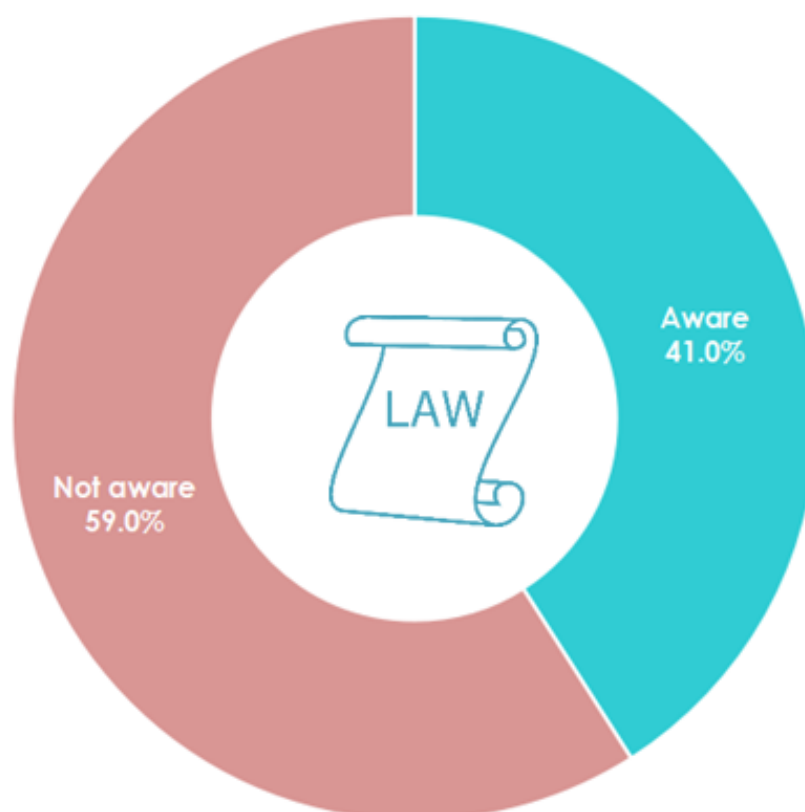
This section describes the opinion of respondents on the Ghana Statistical Service (GSS) in terms of coordination, resourcefulness, statistical support, and strategy.

3.7.1. Awareness of Statistical Service Act

About two-fifths (41.0%) of the respondents reported that they were aware of the Statistical Service Act while 59.1 percent of the respondents reported that they were not aware (Figure 4.38).

Respondents were asked about the mandate of GSS as stipulated by the Statistical Service Act, 2019 (Act 1003) and its role as the coordinating institution of the National Statistical System (NSS). About 86 percent of the respondents were aware of the mandate of GSS with 14.1 percent of the respondents indicating that they were not aware

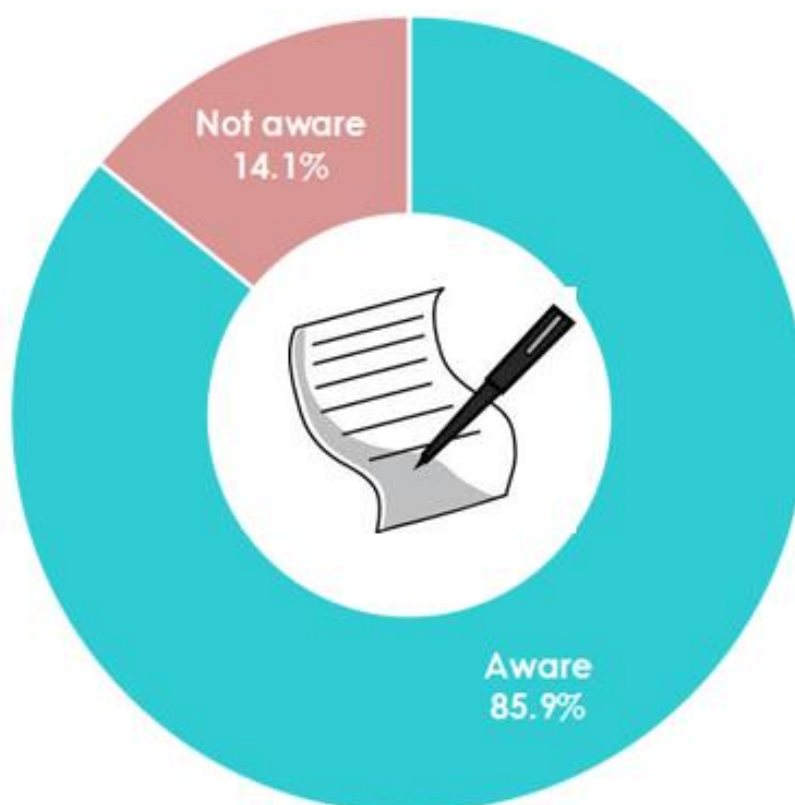
FIGURE 3.14: AWARENESS OF THE STATISTICAL SERVICE ACT



3.7.2. Awareness of GSS's Mandate and Coordinating Role of the NSS

Respondents were asked about the mandate of GSS as stipulated by the Statistical Service Act, 2019 (Act 1003) and its role as the coordinating institution of the National Statistical System (NSS). About 86 percent of the respondents were aware of the mandate of GSS with 14.1 percent of the respondents indicating that they were not aware

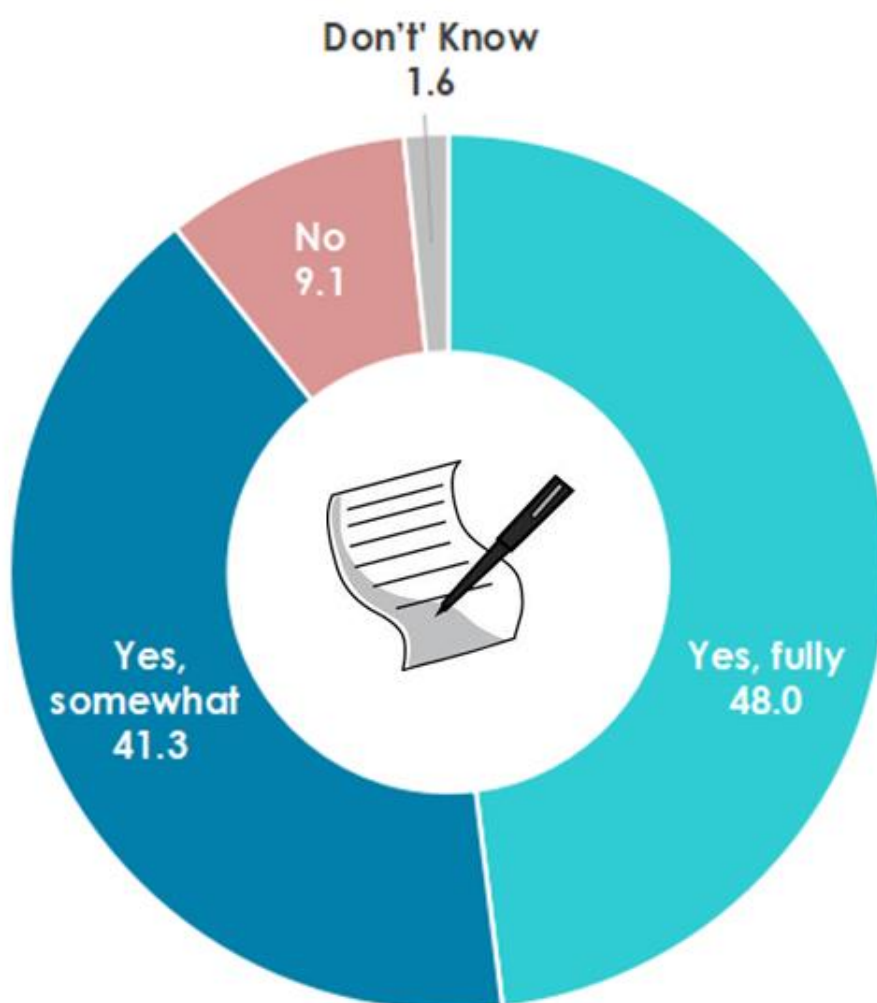
FIGURE 3.15: AWARENESS OF GHANA STATISTICAL SERVICE MANDATE



3.7.3. Users' Opinion on GSS Performance of Mandate

On the performance of GSS as a coordinating institution, 48.0 percent of the respondents were of the opinion that GSS is fully performing its mandate as the coordinating institution of the NSS to expectation. Slightly more than two-fifths (41.3%) of the respondents thought that although GSS is performing its mandate, but not as expected and 9.1 percent of the respondents thought that GSS is not performing its expected mandate at all.

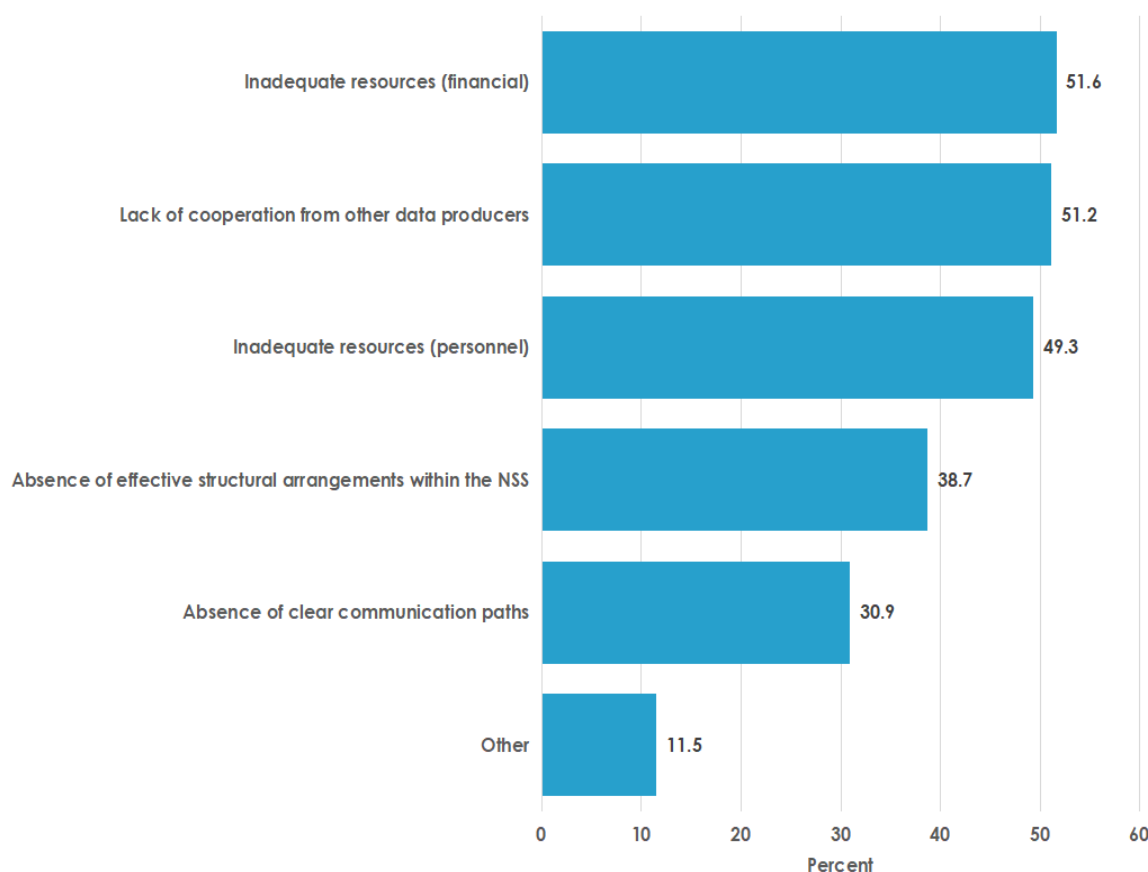
FIGURE 3.16: USERS' OPINION ON GSS PERFORMANCE OF MANDATE



3.7.4. Reasons Accounting for GSS's Inability to Perform Its Mandate

Inadequate financial resources (51.6%), lack of cooperation from other data producers (51.2%) and inadequate personnel (49.3%) were cited as some of the perceived reasons why GSS was not performing its mandate.

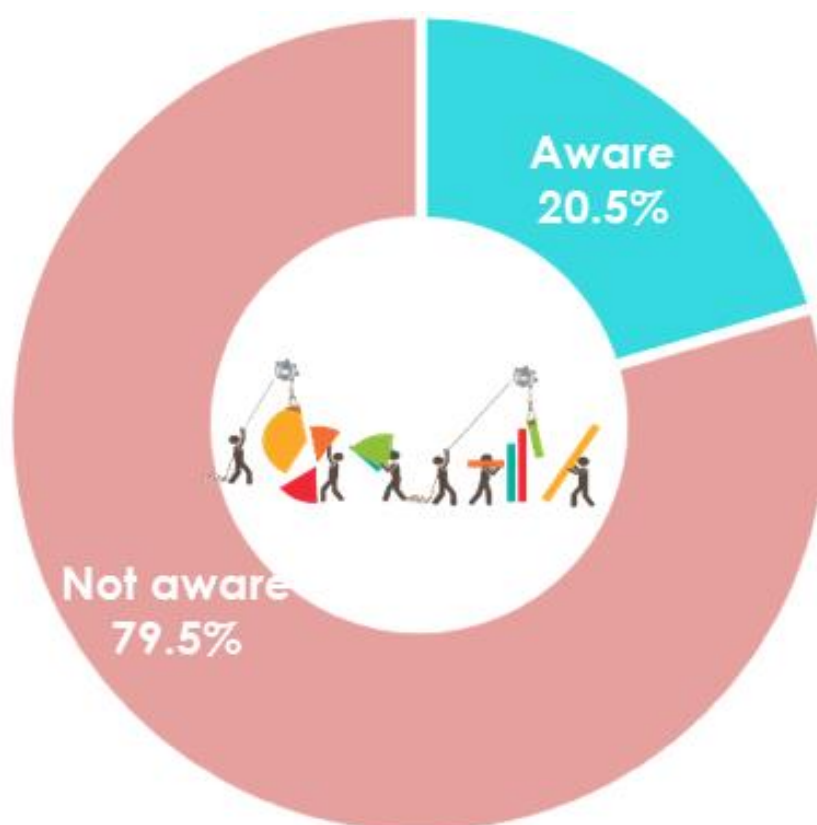
FIGURE 3.17: REASONS ACCOUNTING FOR GSS'S INABILITY TO PERFORM ITS MANDATE



3.8. Awareness of NSDS

National statistical organisations in Africa were supported by PARIS21 to develop a National Strategy for the Development of Statistics (NSDS) to guide the growth and development of statistics. Thus, the survey sought to find out if institutions were aware of such a strategic document. Eight in every 10 (79.5%) users were not aware of the NSDS strategy document.

FIGURE 3.18: AWARENESS OF NSDS



3.8.1. Ability Of NSDS to Address Statistical Needs of Ghana

Among the institutions that were aware of the NSDS, 68.7 percent of them think that the NSDS can address the statistical needs of Ghana compared to 15.2 percent who think it cannot.

FIGURE 3.19: ABILITY OF NSDS TO ADDRESS STATISTICAL NEEDS OF GHANA

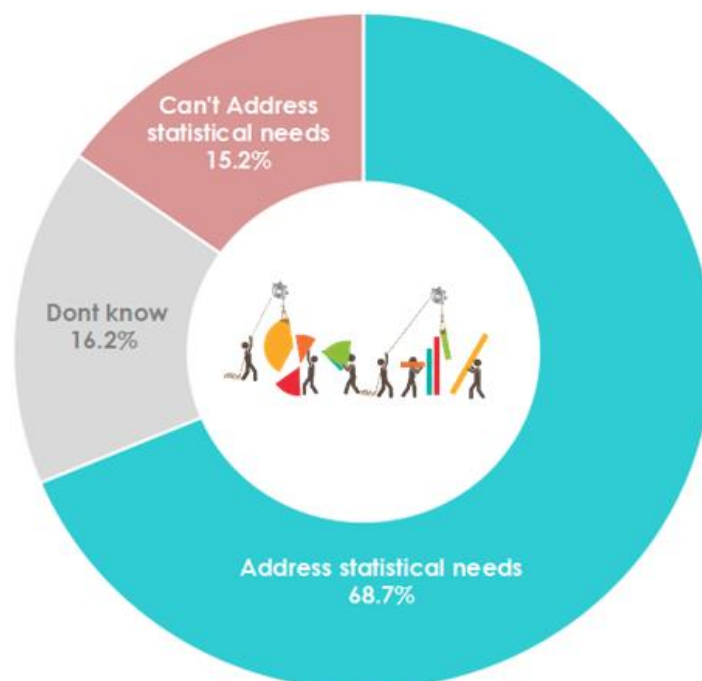
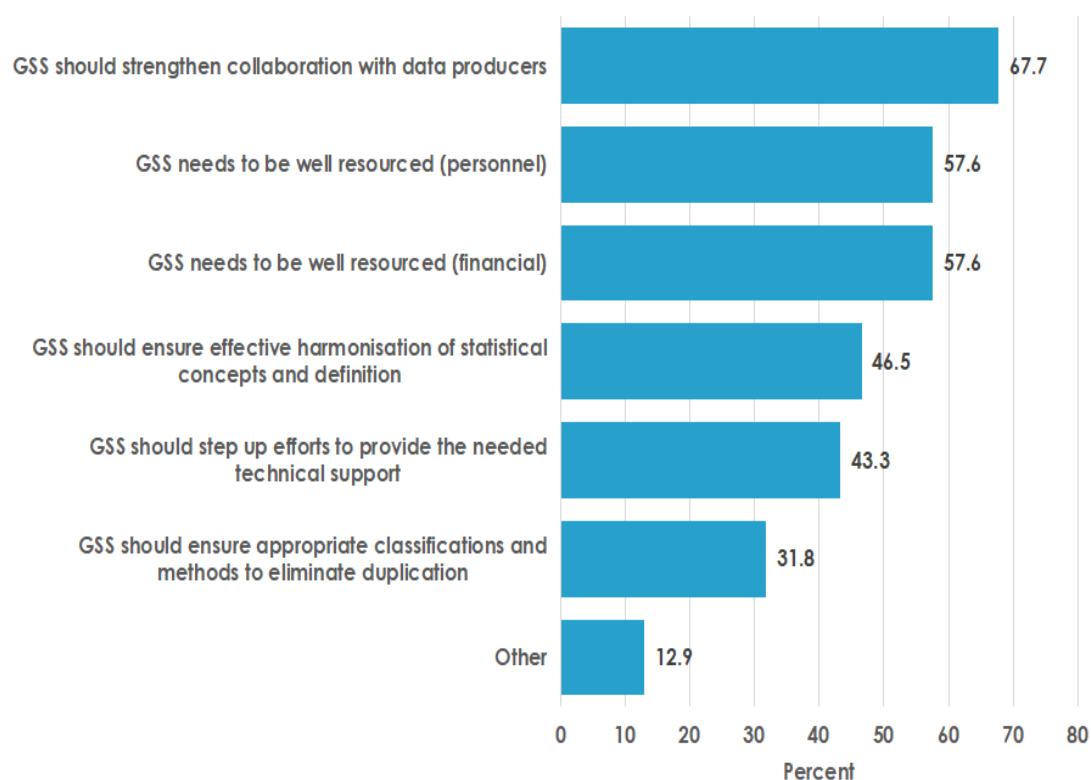


FIGURE 3.20: ENHANCING GSS COORDINATING ROLE IN THE NSS

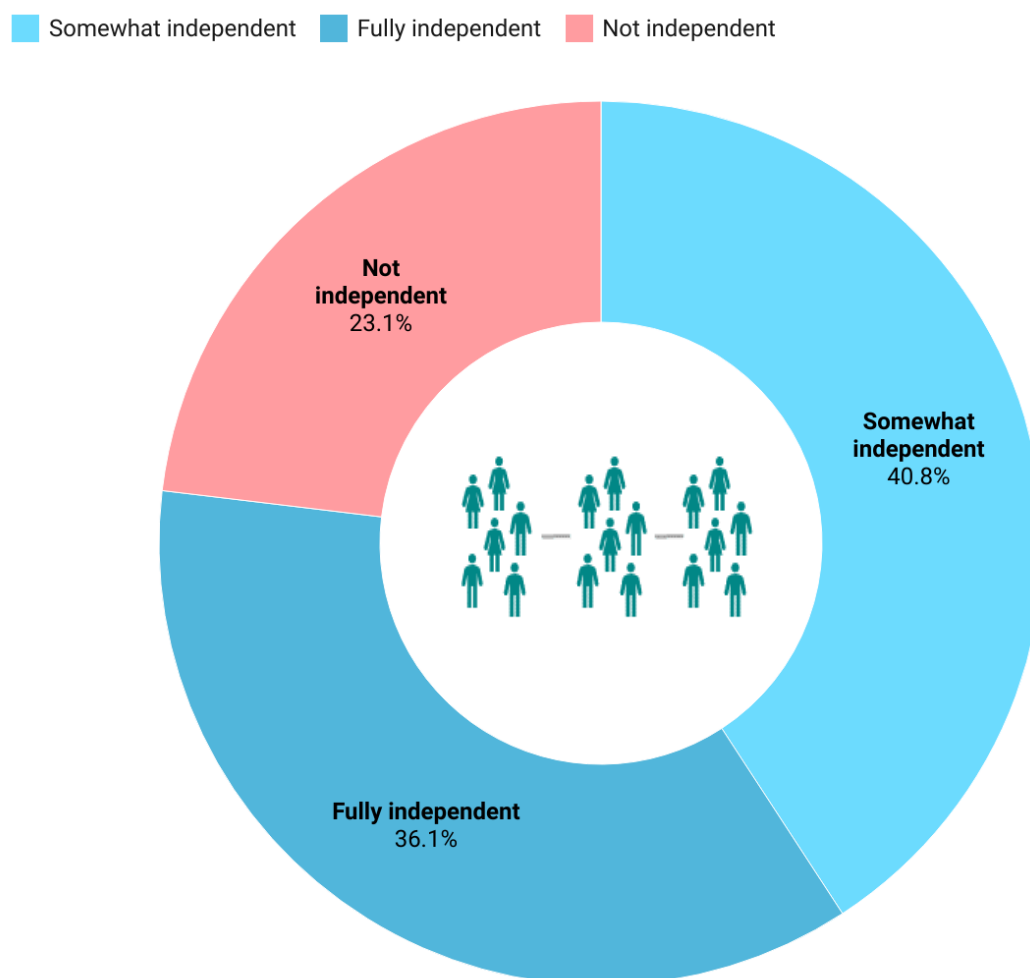
To enhance the coordinating role of GSS within the NSS, user suggested strengthening collaboration with other data producers (67.7%), resourcing GSS financially (57.6%) and personnel (57.6%), ensuring harmonisation of statistical concepts and definitions within the NSS (46.5%) and provision of technical support by GSS to other MDAs (43.3%) as pathways to improving its service delivery coordination.



3.9. Users' Opinion on GSS as an Independent Data Producing Institution

To evaluate respondents' opinion as to the independence of GSS as expected of all NSOs, 36.1 percent of the respondents view GSS as independent, 40.9% percent think that GSS is somewhat independent and 12.7 percent think that GSS is not independent.

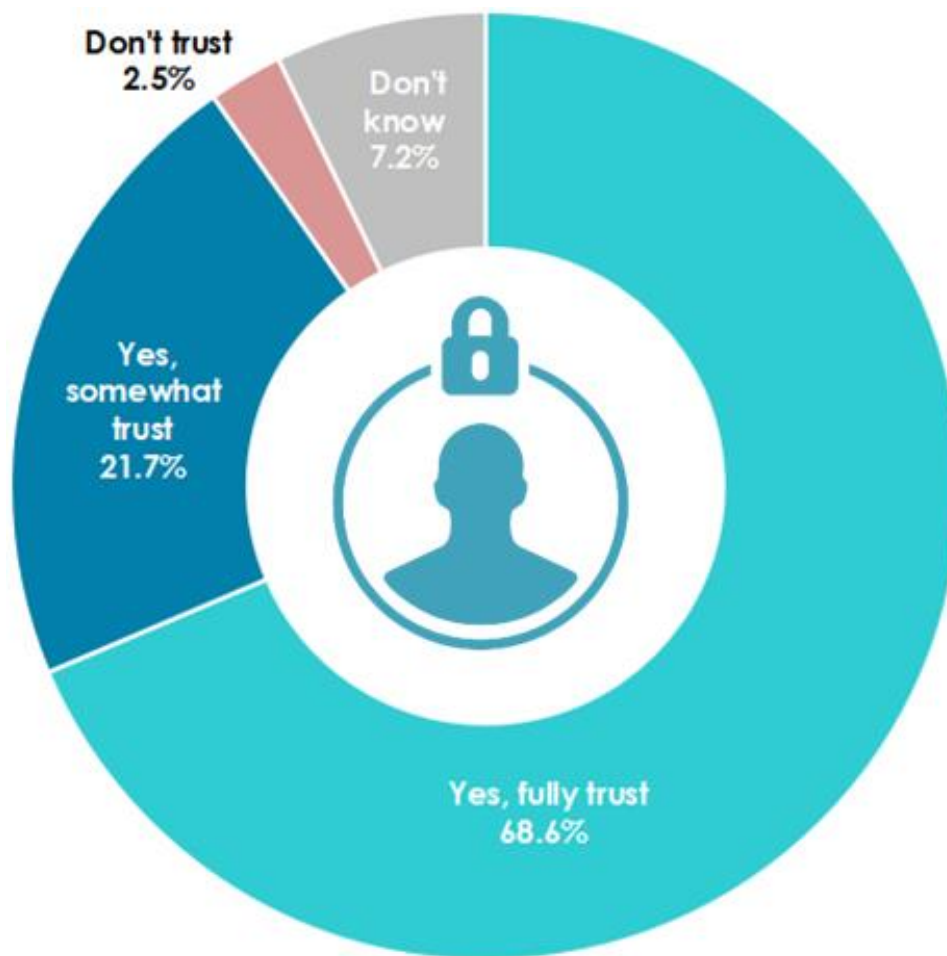
FIGURE 3.21: USERS' OPINION ON GSS AS AN INDEPENDENT DATA PRODUCING INSTITUTION



3.10. GSS Confidentiality Ratings

The survey revealed that more than two-thirds (68.6%) of the respondents fully trust GSS to keep and protect information collected from individuals or institutions confidential. A little more than one-fifth (21.7%) only trust GSS to some extent and 2.5 percent said they do not trust GSS's ability to adhere to issues of confidentiality in the discharge of its duties.

FIGURE 3.227: GSS CONFIDENTIALITY RATINGS

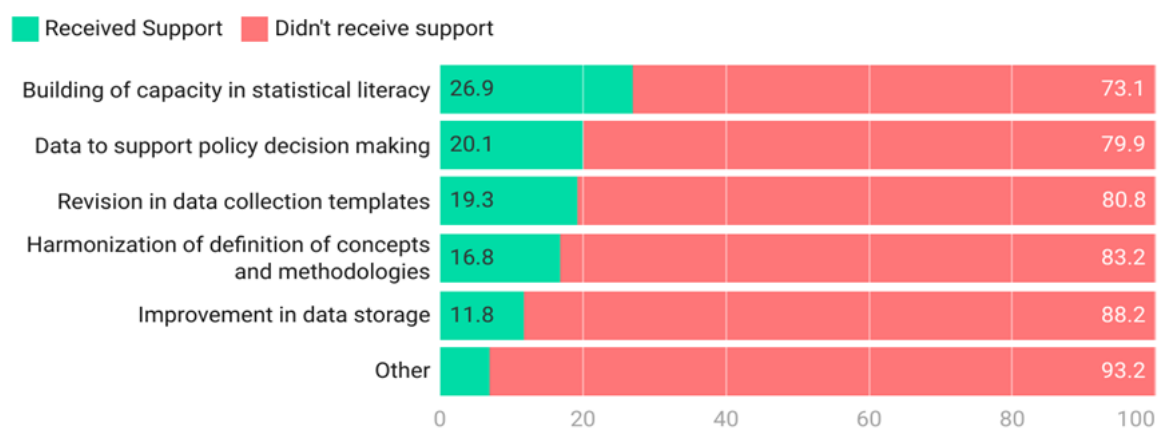


3.11. GSS Collaboration with other Institutions and Satisfaction Levels

3.11.1. GSS Statistical Support to Other Institutions

GSS's offered various support to institutions in the National Statistical System. Figure 3.21 shows that more than one-quarter (26.9%) of institutions received statistical support for building capacity in statistical literacy. About 20 percent of the institutions also received support in accessing data to inform policy and decision-making, as well as revision in data collection instruments. Other areas of support included harmonisation of definition of concepts and methodologies (16.8%) and Improvement in data storage (11.8%).

FIGURE 3.23: GSS SUPPORT TO OTHER INSTITUTIONS

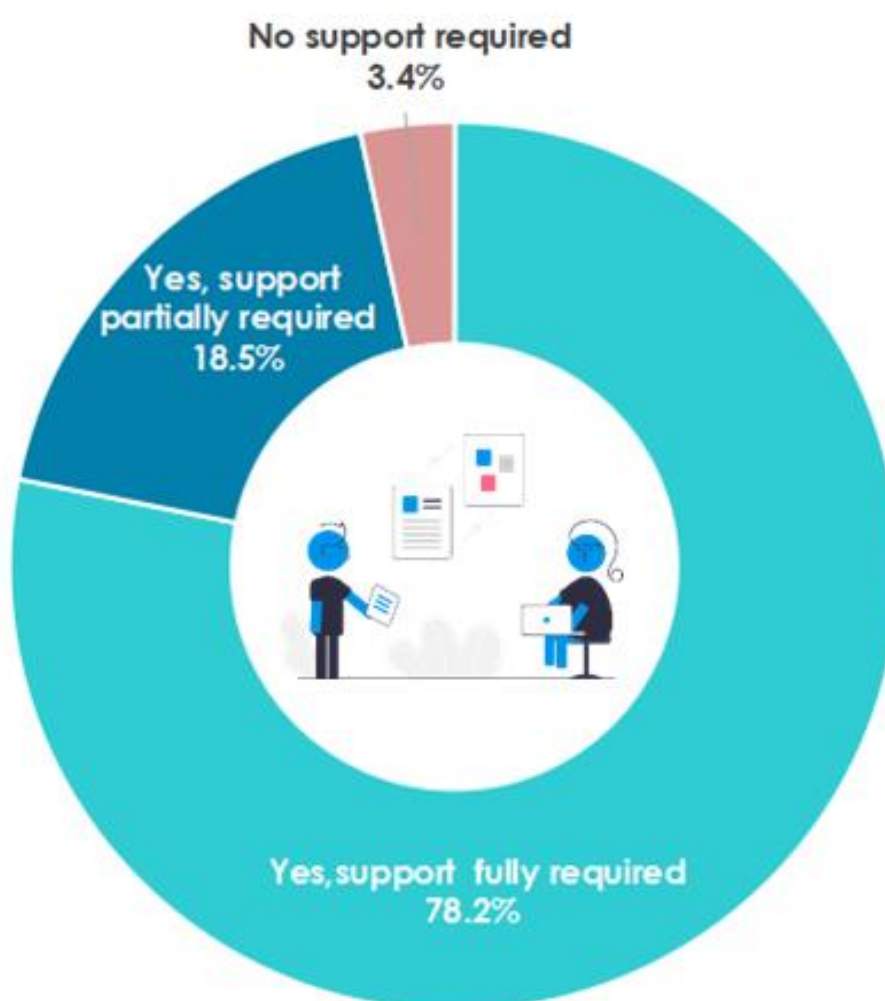


3.11.2. Relevance Of GSS Support to other Institutions

In assessing whether GSS's support to institutions meets their required needs, 78.2 percent of the institutions indicated that the support fully met their needs while 18.5 percent of them said it partially did and 3.4 percent of the respondent reported that support from GSS was not required

Seven in every 10 (72.9%) institutions indicated that the support by GSS helped to fully achieve their set objectives while 26.1 percent of them said it partially helped and one percent stated it did not help achieve their objectives

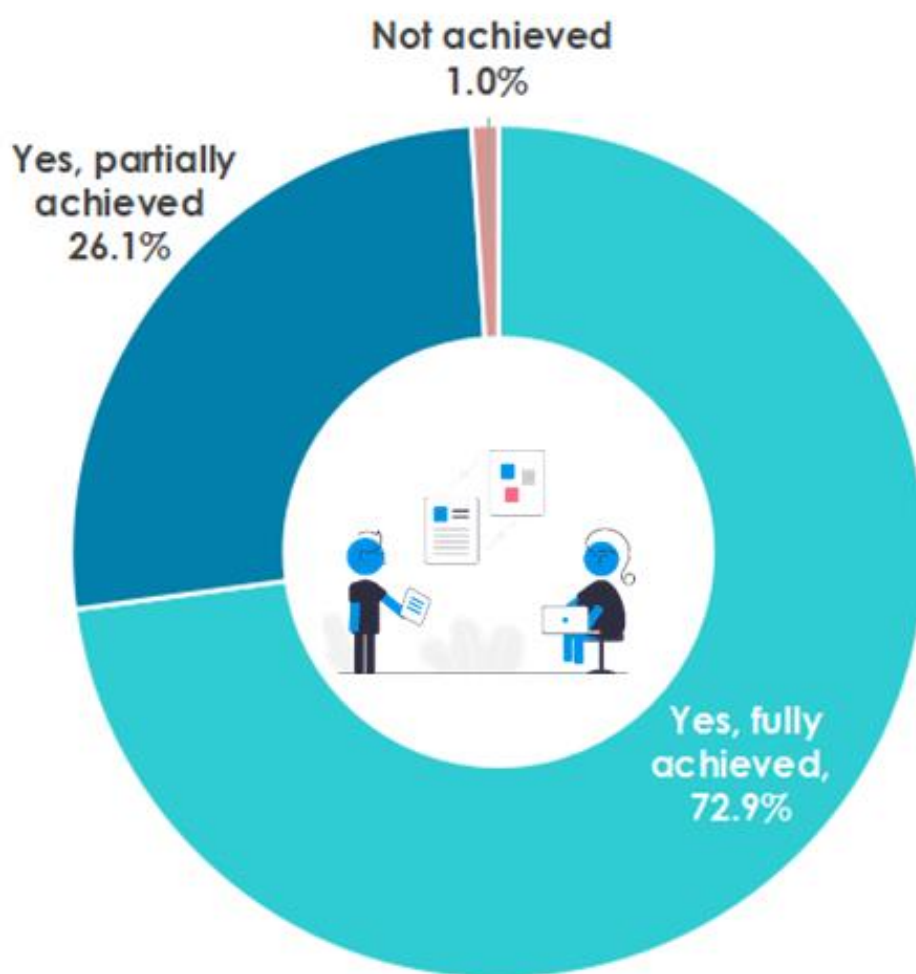
FIGURE 3.24: RELEVANCE OF GSS SUPPORT TO OTHER INSTITUTIONS



3.11.3. Achieving Institutional Objectives with GSS Support

Figure 4.49 shows that 92.9 percent of institutions were satisfied with their collaboration with GSS in the discharge of their duties while 7.1 percent were not satisfied

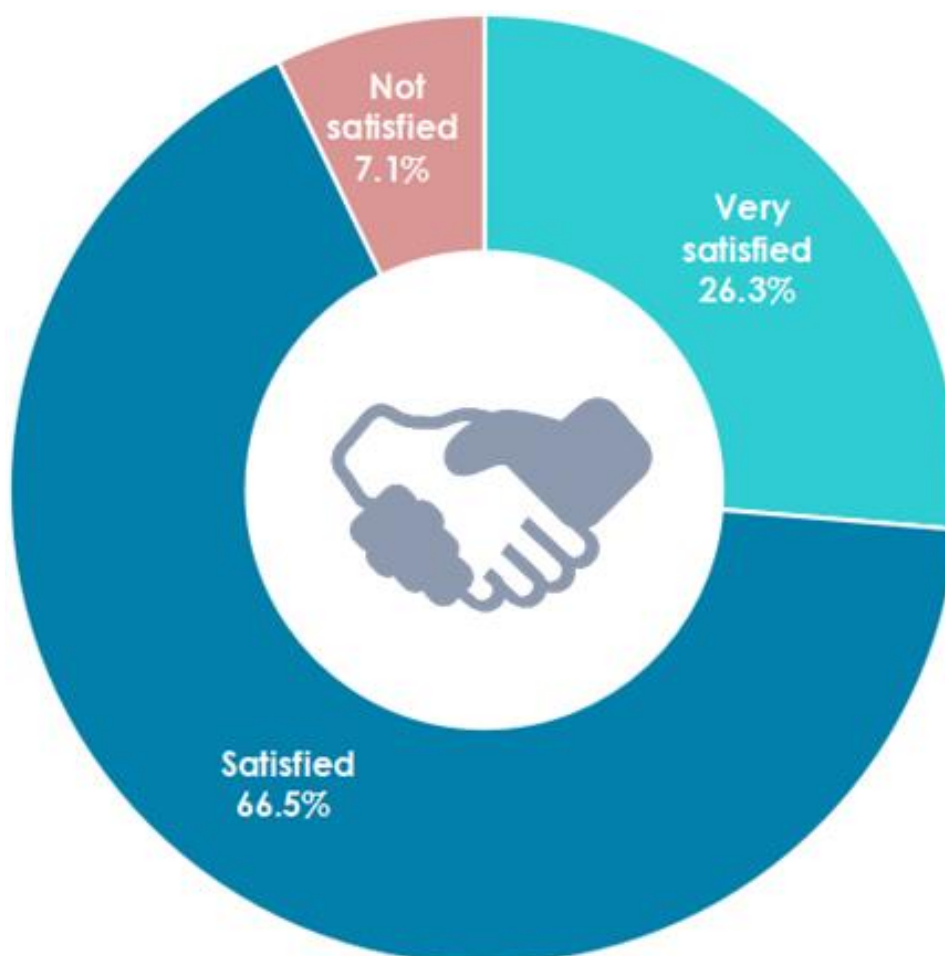
FIGURE 3.25: ACHIEVING INSTITUTIONAL OBJECTIVES WITH GSS SUPPORT



3.11.4. Overall Satisfaction with GSS Collaboration

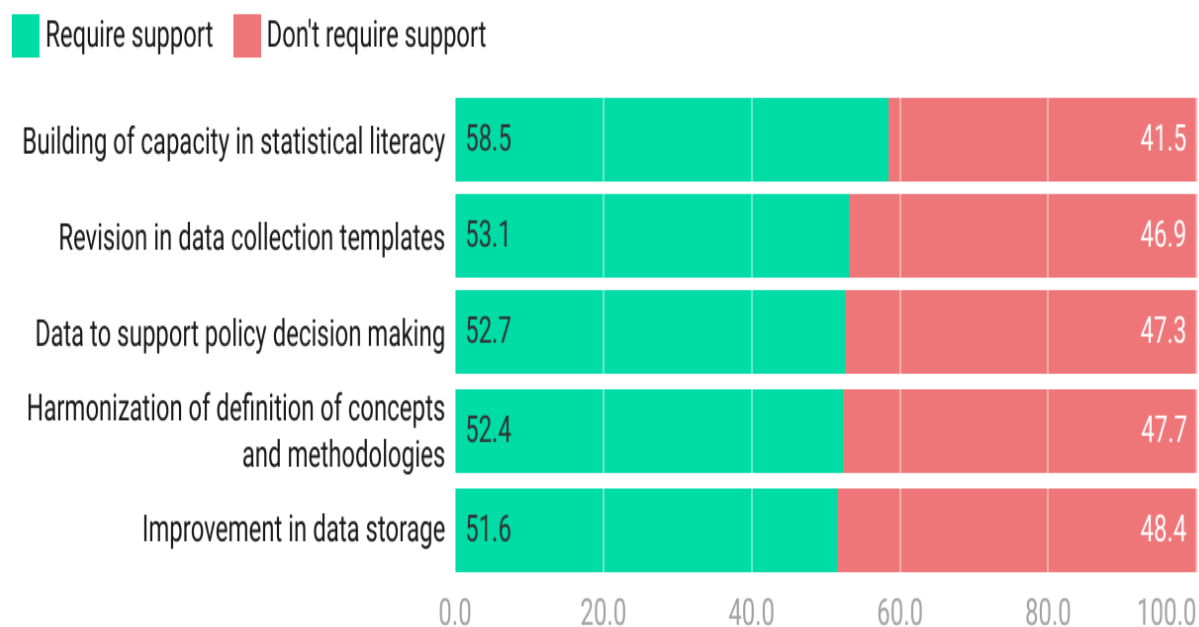
Institutions were asked to indicate the kind of support required to meet their objectives. Capacity building (58.5%) is mostly required by the institutions. More than half of the respondents reported that to achieve their objectives, they require statistical support in the revision of data collection templates, data to support policy decision-making, harmonisation of concepts and methodologies as well as improvement in data storage systems

FIGURE 3.26: OVERALL SATISFACTION WITH GSS COLLABORATION



3.11.5. Support Required by Institutions

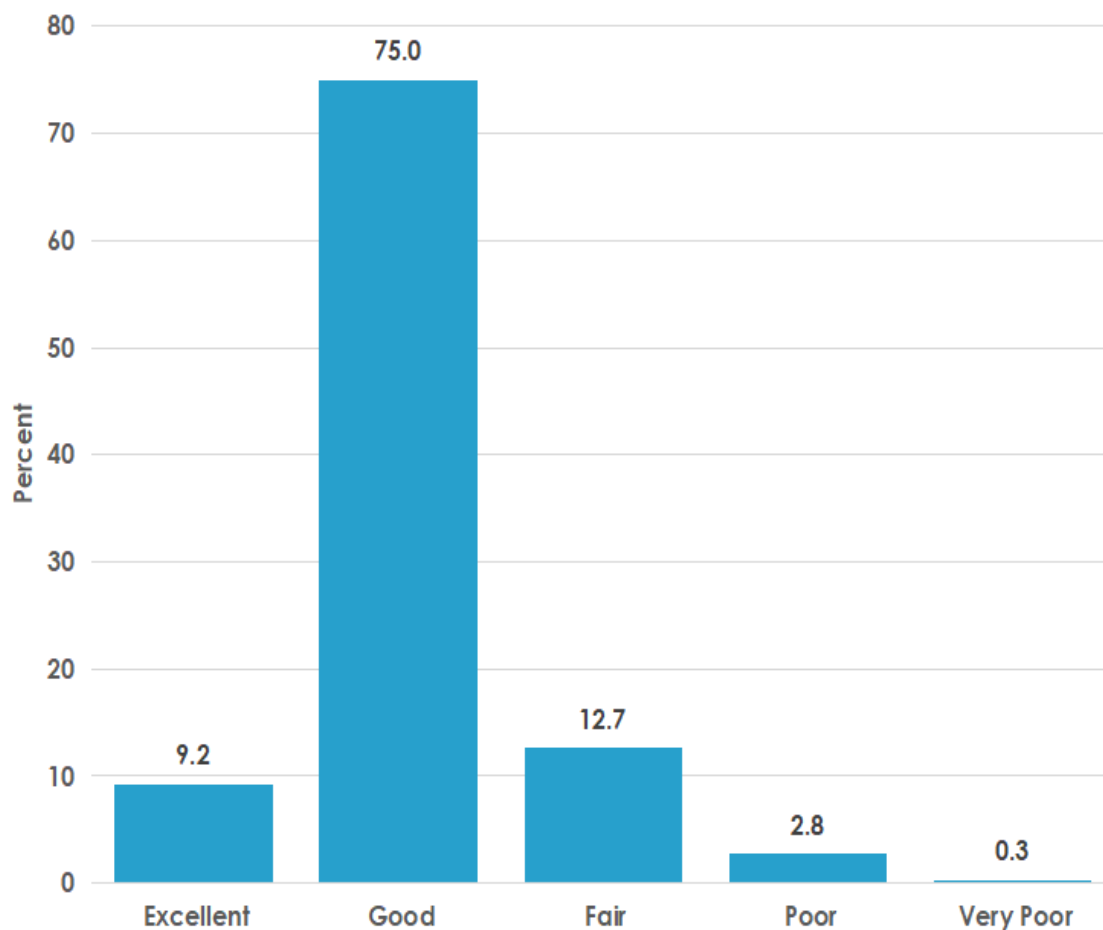
FIGURE 3.27: SUPPORT REQUIRED BY INSTITUTIONS



3.12. Overall Assessment of GSS's Performance in the NSS

The institutions provided their assessment of GSS's performance within the NSS and 84.2 percent of them rated it as either good or excellent. However, 15.8 percent of the respondents rated GSS's performance as poor or fair.

FIGURE 3.28: ASSESSMENT OF GSS PERFORMANCE IN THE NSS



3.12.1. Involvement in Public Policy-Making

An overwhelming majority (95.2%) of the respondents want to see GSS actively involved in public policy making

Respondents suggested that GSS's involvement should be at all levels, particularly, at the Executive (79.5%), MDAs (75.1%) and Legislature (68.6%) levels.

FIGURE 3.29: INVOLVEMENT IN PUBLIC POLICY-MAKING

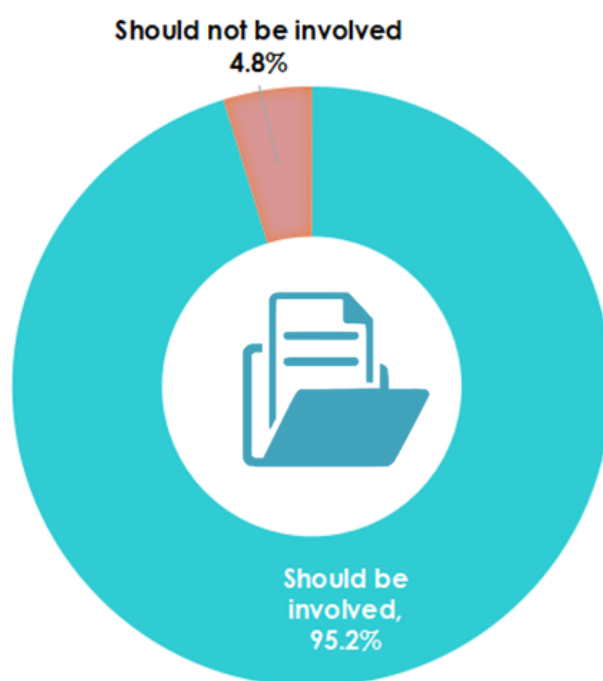
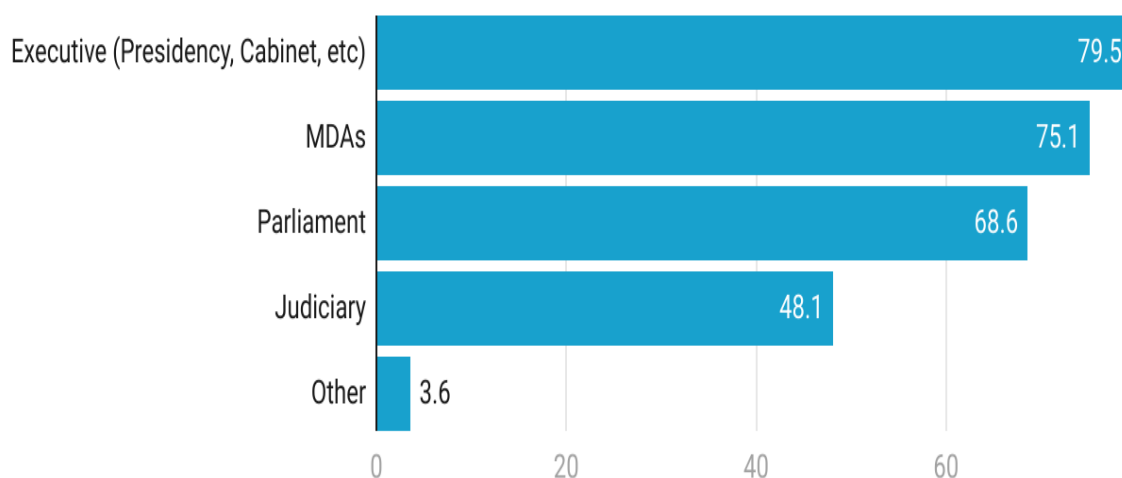


FIGURE 3.30: INVOLVEMENT IN PUBLIC POLICY-MAKING



CHAPTER 4

STATISTICAL PRODUCTS AND SERVICES OF OTHER MDA'S



The role of
evidence in
policymaking
in Ghana

A political
economy
analysis

March 2021



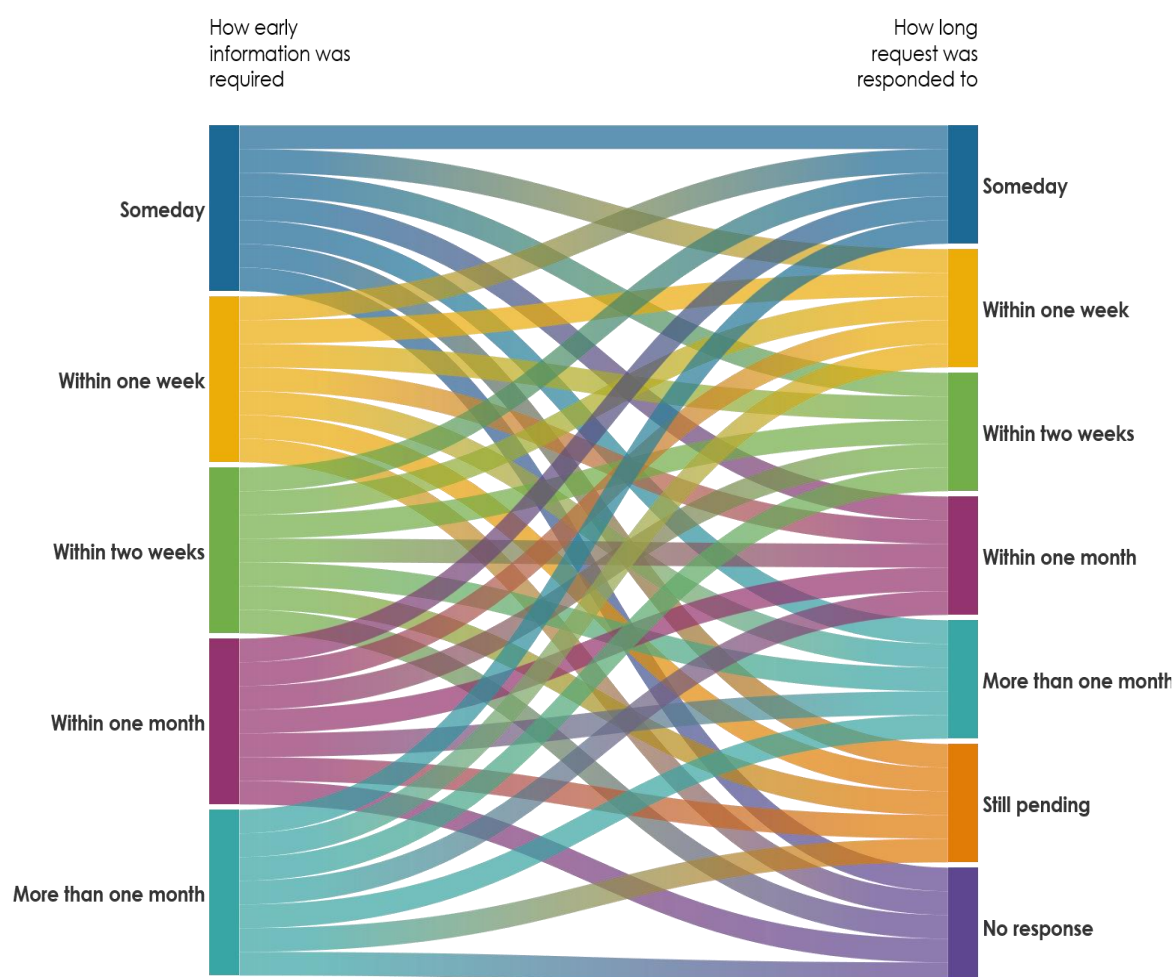
4. MDA'S PRODUCTS AND SERVICES

4.1. MDA Response to Data Request

The MDAs were unable to meet all the data request needs of users within the time frame they needed it



FIGURE 4.1: MDA RESPONSE TO DATA REQUEST



The MDAs were unable to meet all the data request needs of users within the time frame they needed it

TABLE 4.1: MDA RESPONSE TO DATA REQUEST

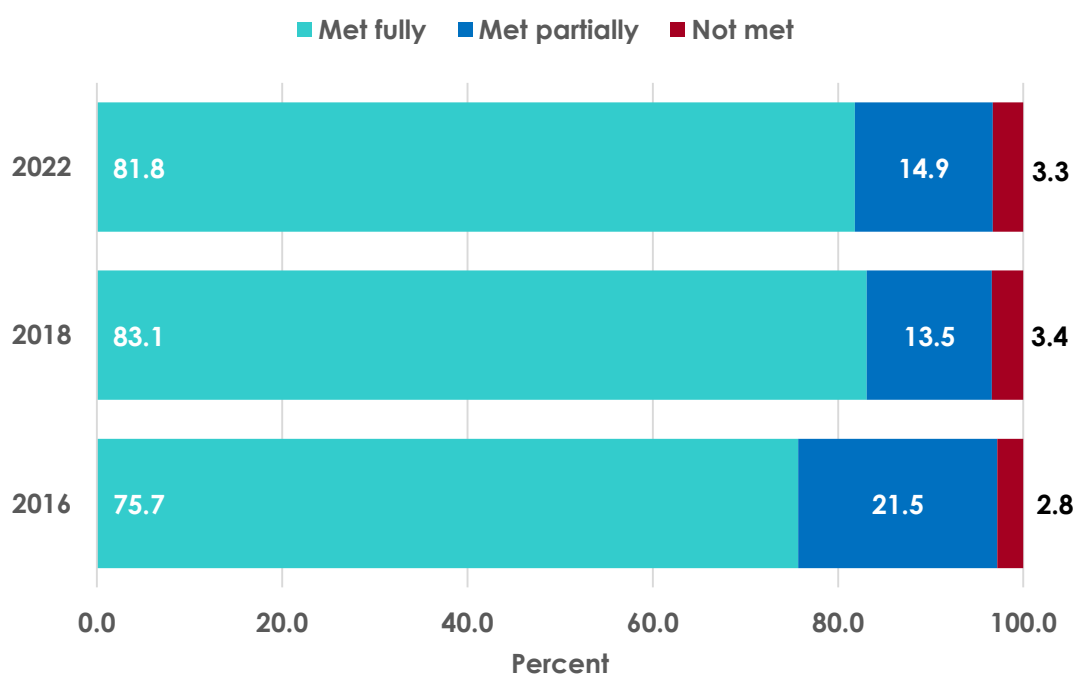
How early information was required	How long request was responded to							Total
	Someday	Within one week	Within two weeks	Within one month	More than one month	Still pending	No response	
Same day	68.5	20.0	3.6	2.3	1.5	1.6	2.6	100.0
Within one week	1.7	66.6	18.1	6.9	3.2	1.2	2.3	100.0
Within two weeks	0.6	8.4	64.8	19.0	4.0	1.1	2.1	100.0
Within one month	1.3	5.3	4.6	48.7	25.7	7.2	7.2	100.0
More than one month	-	4.9	-	2.4	68.3	14.6	9.8	100.0
N	881	1,337	642	301	154	60	93	3,468

4.1.1. Meeting User Needs

More than 4 out of 5 users had their data requests fully met by various MDAs.

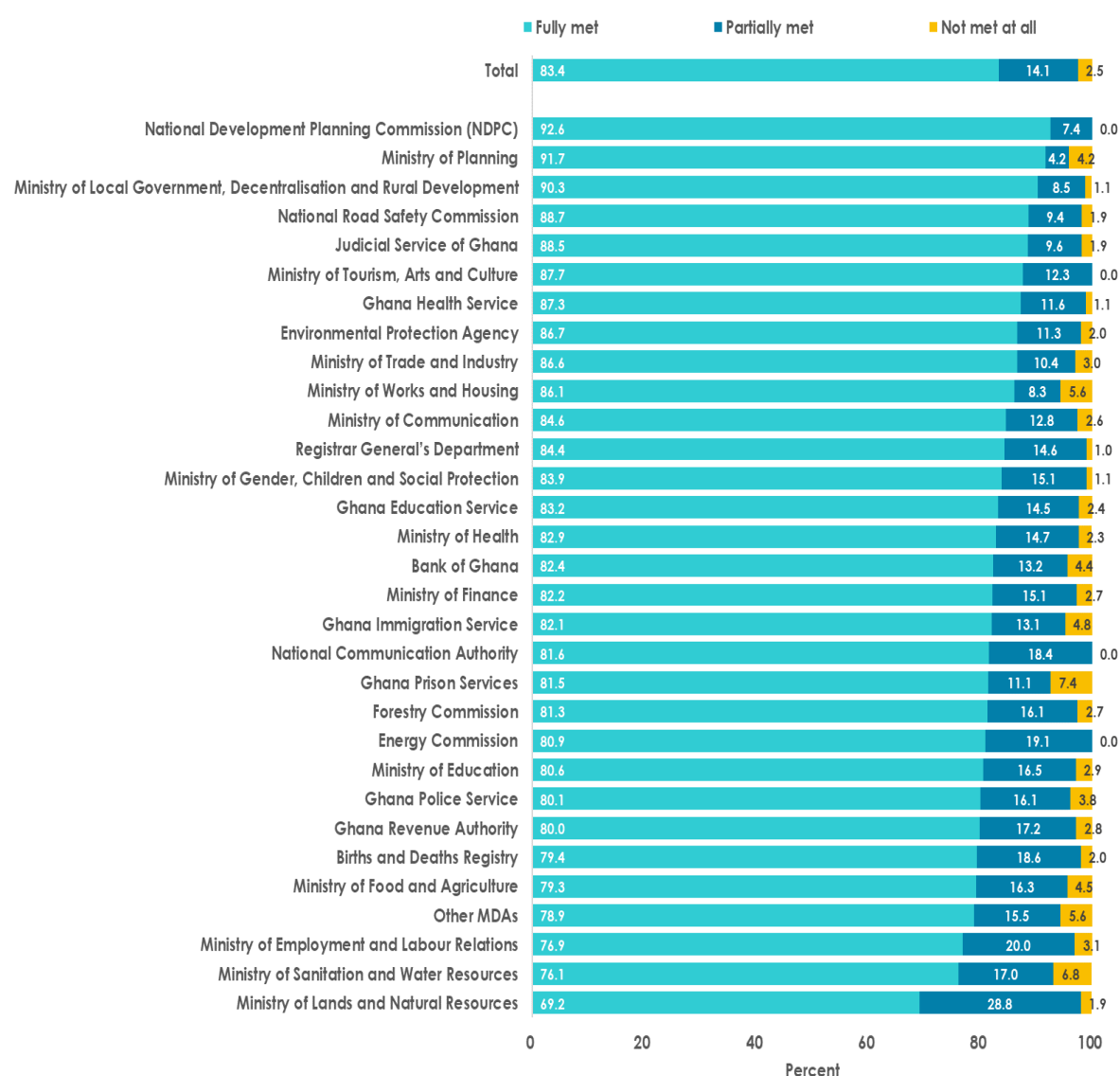


FIGURE 4.2: MEETING DATA REQUEST (OTHER MDAs)



To evaluate the relevance of the statistical products produced by the other MDAs, users were asked if their requests were met. On average, 83.4 percent of users had their requests fully met, 14.1 percent had their requests partially met and 2.5 percent did not have their needs met. Three MDAs (NDPC, Ministry of Planning and Ministry of Local Government, Decentralisation and Rural Development) had more than 90 percent of users indicating that their needs were fully met.

FIGURE 4.3: PROPORTION OF USERS' NEEDS MET BY MDA'S

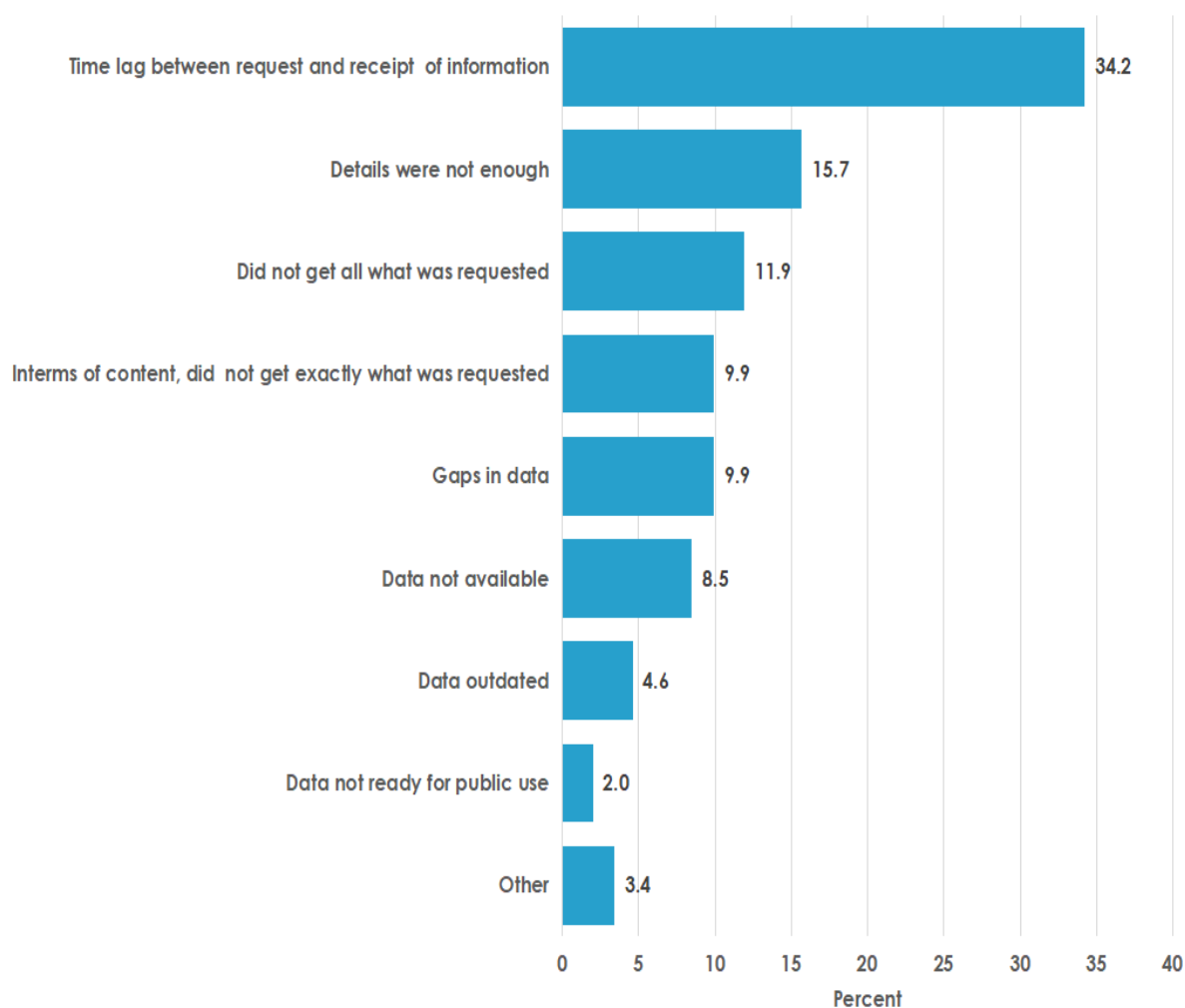


4.1.2. Reasons Needs were either Partially Met or Not Met

A third of users cited the time lag between request and receipt of data as the main reason why their needs were either partially met or not met at all.

The time lag between request and receipt of data (34.2%), not getting enough details (15.7%) and not getting all what was requested (11.9%) are the three main reasons for which the requests were either partially met or not met at all.

FIGURE 4.4: REASONS NEEDS WERE EITHER PARTIALLY MET OR NOT MET



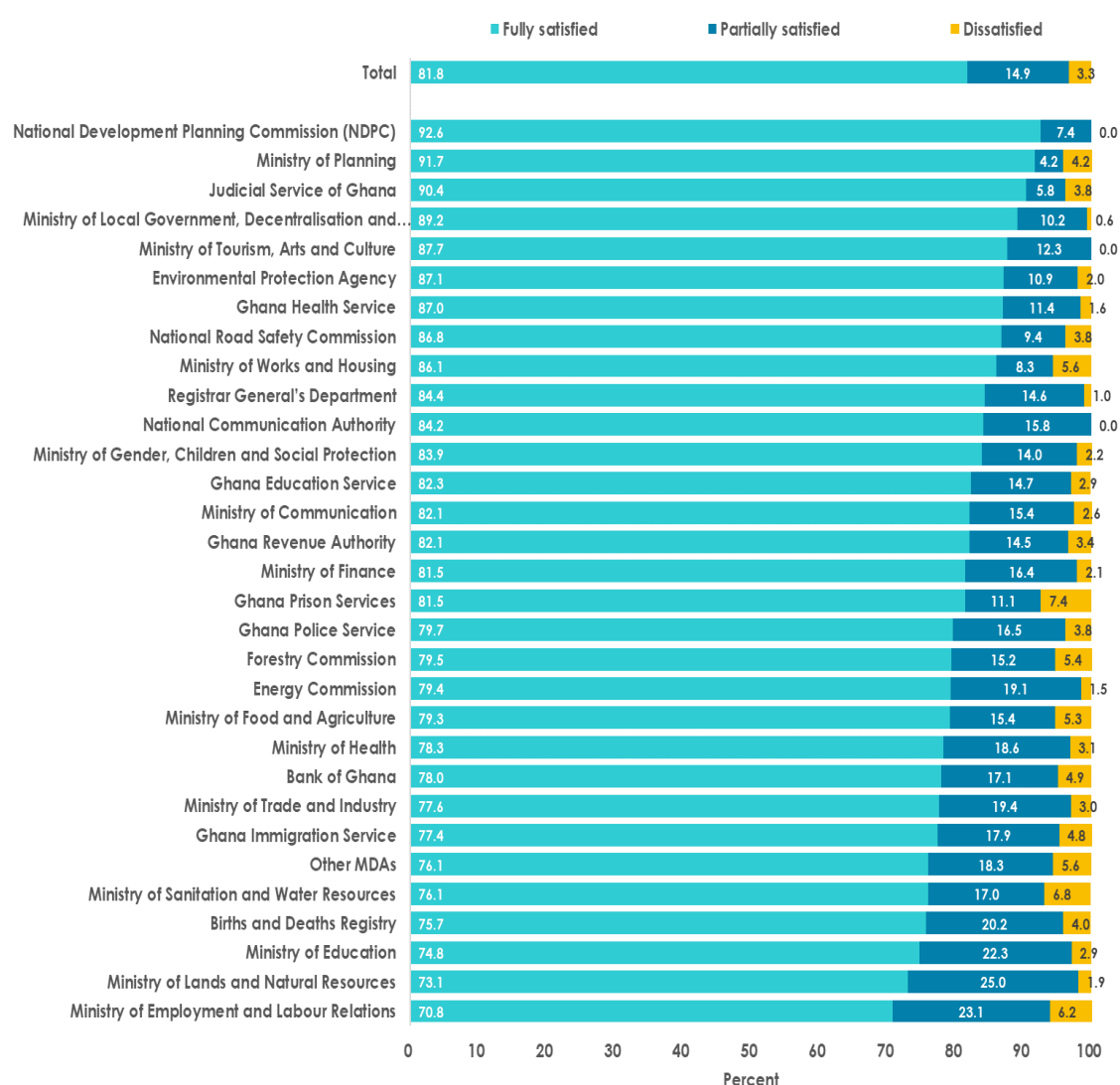
4.1.3. Users' Satisfaction with Data Request from MDAs

A little more than 4 out of 5 users were fully satisfied with statistical products requested from MDAs

In providing guidance to their level of satisfaction with statistical products, 81.8 percent of the respondents were fully satisfied with the information, and 14.9 percent were partially satisfied. Users who were fully satisfied with their data requests were higher among those who requested data from NDPC, Ministry of Planning and Judicial Service of Ghana, constituting 92.6 percent, 91.7 percent and 90.4 percent respectively



FIGURE 4.5: PERCENTAGE OF USERS' SATISFACTION WITH DATA REQUEST FROM MDAs

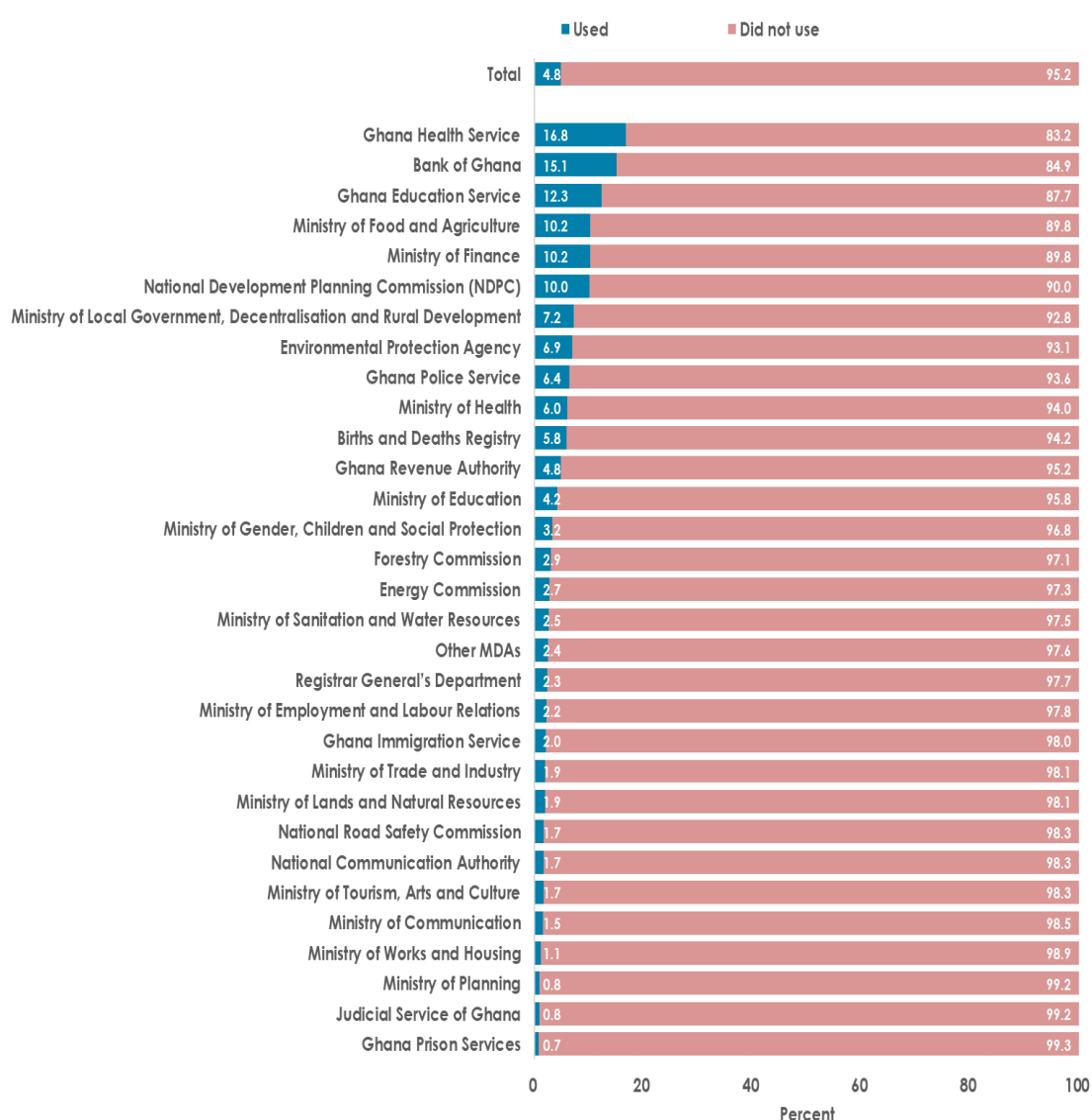


4.2. Use of Statistical Publication by MDAs

The use of statistical publications of MDAs by data users is very low

Respondents were further asked to indicate whether they had ever used any statistical publications from the MDAs. Generally, 4.8 percent of the respondents reported using publications by the MDAs. Relatively higher proportions used publications by the Ghana Health Service (16.8%), Bank of Ghana (15.1%), Ghana Education Service (12.3%), Ministry of Finance (10.2%), MoFA (10.2%) and NDPC (10.0%).

FIGURE 4.6: PROPORTION OF USE OF PUBLICATIONS PRODUCED BY MDAs



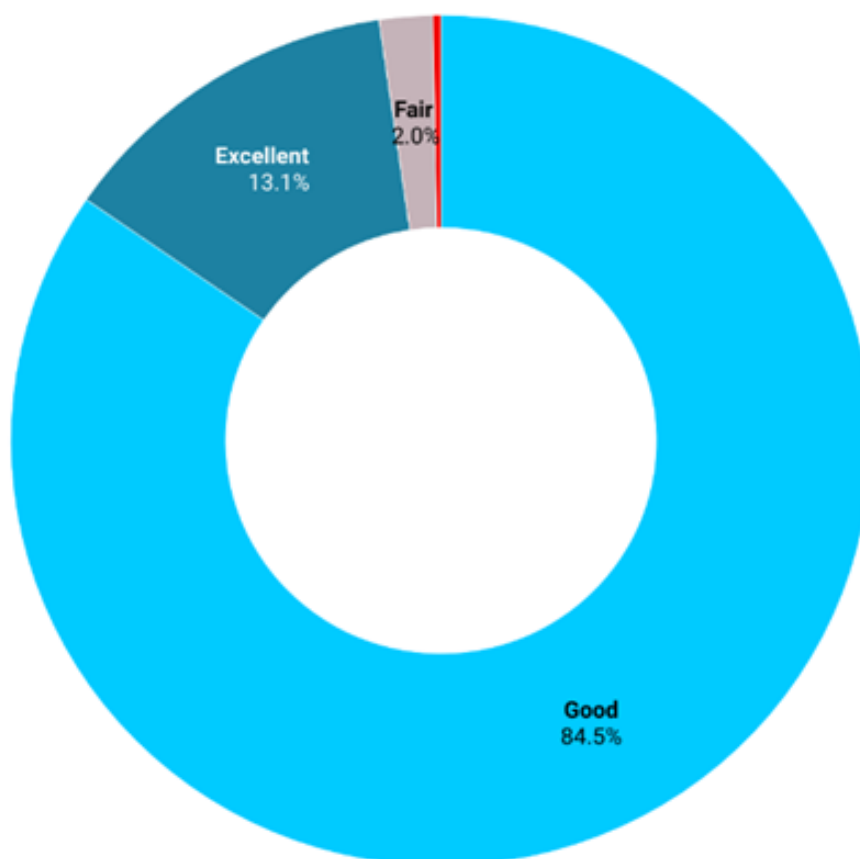
4.2.1. Rating of statistical products from MDAs

A little more than 4 out of 5 (84.5%) users rated statistical products from MDAs as good.



FIGURE 4.7: RATING OF STATISTICAL PRODUCTS FROM MDAs

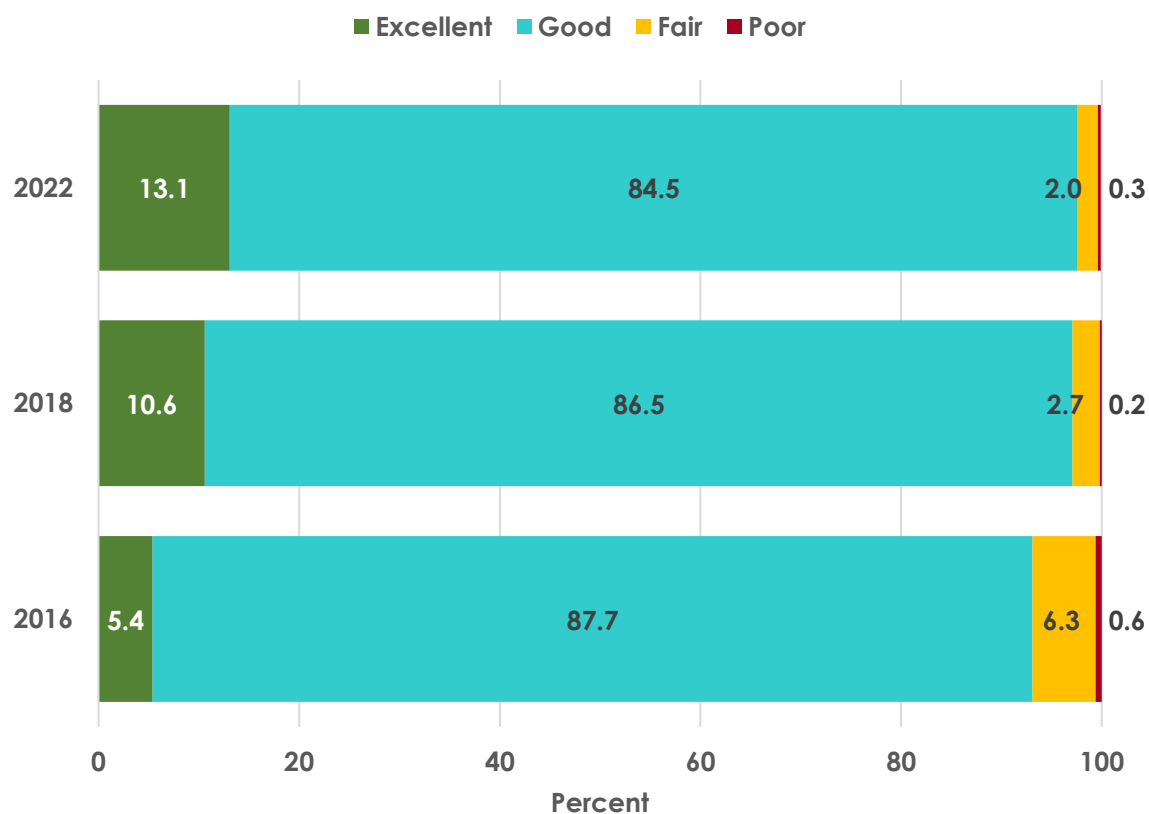
Good Excellent Fair Poor



4.2.2. Rating other MDAs products

Over the years the ratings of MEDs products has seen appreciable increase particularly the proportion of MDAs rated excellent.

FIGURE 4.8: RATING OTHER MDAs PRODUCTS



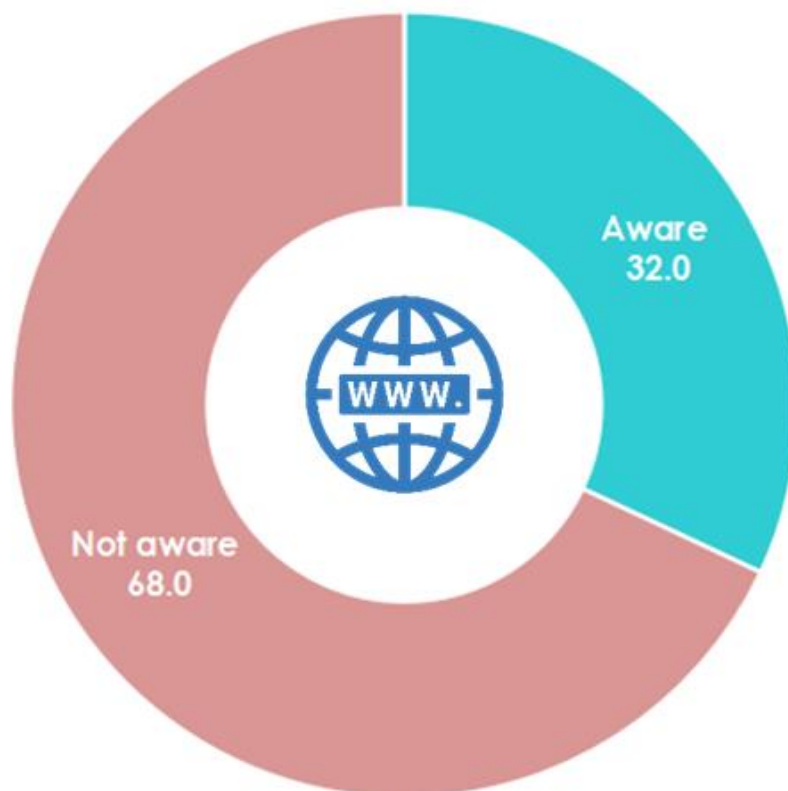
4.3. Awareness MDAs Websites

More than two-quarters of users are not aware websites of MDAs

The survey shows that only 3 out of every ten (32.0%) users were aware of the existence of websites for the MDAs.



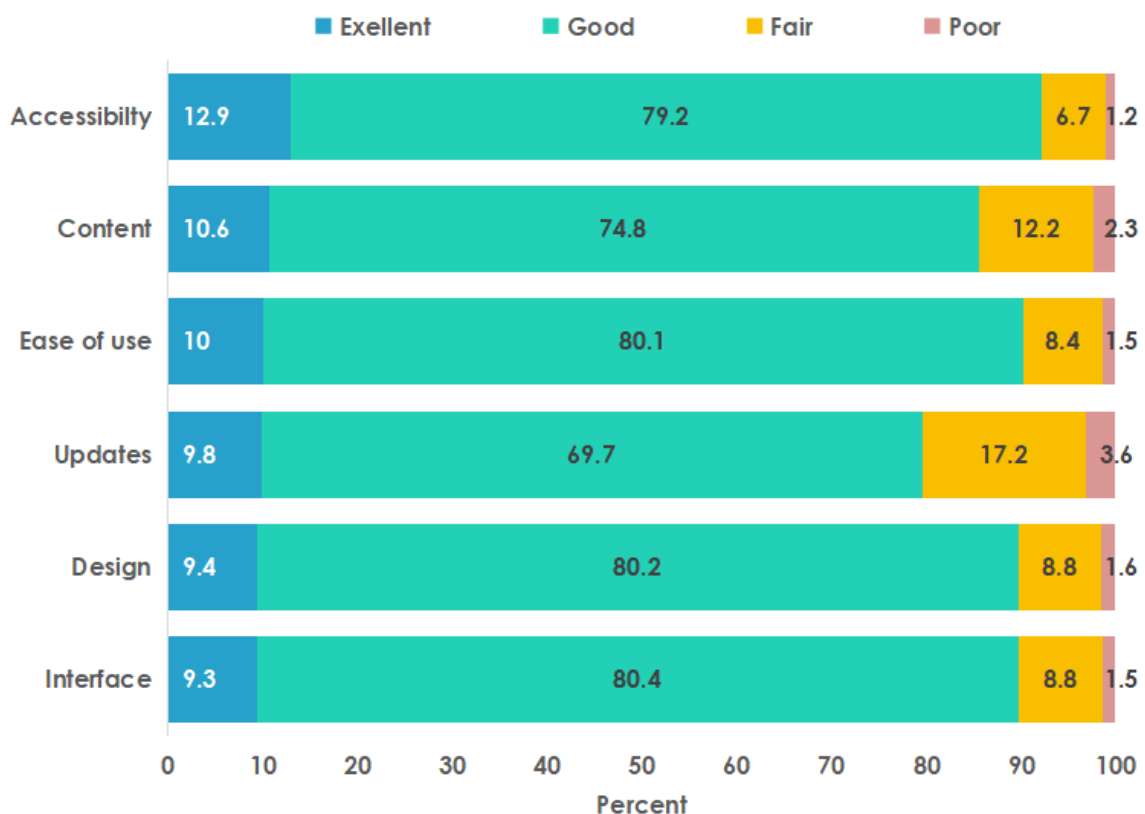
FIGURE 4.9: AWARENESS MDAs WEBSITES



4.4. Rating of MDAs Website

Respondents who had ever accessed the websites of MDAs were asked to rate the sites in terms of accessibility, content, ease of use, updates, design, and interface. The results show that the highest proportion of users rated websites as good in all categories. The aspect that was rated highest was accessibility (92.2%) and the aspect that was rated the lowest was updates (79.5%) of the websites.

FIGURE 4.10: OVERALL RATING OF MDAS WEBSITE



CHAPTER 5

CONCLUSION AND RECOMMENDATIONS



5. CONCLUSION AND RECOMMENDATIONS

5.1. Introduction

This chapter presents the conclusions and recommendations. The conclusions are drawn from the findings of the survey based on the set objectives. The recommendations proffer strategies that can be implemented to improve the production and dissemination of official statistics in the country.

5.2. Conclusions

The use of official statistics by users has increased by 5.1 percentage points from 89.2 percent in 2016 to 94.3 percent in 2022. Almost nine out of every 10 users (86.2%) were satisfied with the current production and dissemination of official statistics by the NSS. More than 94 percent of users were satisfied with the style of presentation of all statistical products.

The need to provide timely official statistics to users is important to engender public trust and acceptability. Though a higher proportion of users indicated that their data needs were fully met (GSS, 67.5% and MDAs, 83.4%), others also had their request partially met (GSS, 27.0% and MDAs, 14.1%) or request was not met at all (GSS, 5.4% and MDAs, 2.5%).

Users identified delay/time-wasting (56.1%) and bureaucracy (32.5%) as reasons for difficulty in obtaining official statistics from producers. While 59.1 percent of users expect prompt responses to data requests, 57.6 percent of users want to see data disaggregated at the district level.

The quality of statistical products in terms of their details, timeliness, relevance, frequency and style of presentation saw a marginal increase from 95.7 percent in 2016 to 97.4 percent in 2022. The most used official statistics are Demographic (69.1%) and Economic (41.5%). Nine out of 10 (94.3%) users indicated that official statistics were useful. Again, 91.4 percent of users rated the quality of official statistics as excellent or good.

The use of official statistics for policy and decision-making slightly declined from 21.0 percent in 2016 to 16.0 percent in 2022. This trend is similar to the case of data used for purposes of planning, modelling and forecasting and writing reports. The request for data for information sharing and research have equally declined.

On the performance of GSS's mandate as the lead and coordinating institution within the NSS, 48.0 percent of users were of the opinion that GSS is fully performing its mandate to expectation. Slightly more than two-fifths (41.3%) of users thought that although GSS is performing its mandate it is not as expected and 9.1 percent thought that GSS is not performing its expected mandate at all.

5.3. Policy Recommendations

Per the findings of the survey, the following recommendations are proposed for consideration:

1. The increase in access to official statistics is a positive observation that must be sustained through the regular production of official statistics the broad range of economic, social, demographic, and governance issues on the population and businesses by producers as a tool for making informed decisions at the national, regional, and district levels.
2. The production of statistics on Agriculture, Environment, Fisheries, and Labour must be improved by producers as they are the statistics that users find to be the least accessible.
3. Producers of official statistics should minimize the time lag between data requests from users and data receipt in order to meet timeously the data needs of users. In addition, data producers should endeavour to produce district-level data for planning and decision making.
4. Producers of official statistics must be encouraged to constantly engage the Government and other stakeholders on the need to use data for policymaking, implementation of programs, and monitoring. It is one surest way of ensuring that policy is targeted and addresses priority development need areas.
5. As mandated, the GSS must actively play its lead role with a focus on collaborating with other data producers within the NSS in ensuring the production of quality statistics and statistical services in support of national and international development agenda.

LIST OF CONTRIBUTORS

Name and Contact	Email	Institution	Role
Prof. Samuel K. Annim	samuel.annim@statsghana.gov.gh	Ghana Statistical Service	Government Statistician
Dr. Faustina Frempong-Ainguah	faustina.frempong-anguah@statsghana.gov.gh	Ghana Statistical Service	Deputy Government Statistician
Mr. Owusu Kagya	kagya.owusu@statsghana.gov.gh	Ghana Statistical Service	Project Coordinator
Dr. Pearl Kyei	pkyei@ug.edu.gh	University of Ghana	Reviewer
Mr. Anthony Amuzu Pharin	anthony@pharin.me	Ghana Statistical Service	Data Validation and Report Writing
Mr. Emmanuel George Ossei	emmanuel.ossei@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. Isaac Odoom	isaac.odoom@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. Jeremiah Sixtus Dery	jeremiah.dery@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. Ernest Nyarku	ernest.nyarku@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. Chris Amewu	christopher.amewu@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. John Amedzro	john.amedzro@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. Anthony Oduro-Denkyirah	anthony.oduro@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. Kweku Djanie	djanie.kwaku@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing

Name and Contact	Email	Institution	Role
Mr. Richard Gyimah Sasu	richard.sasu@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mr. Abraham Bosu	abraham.bosu@statsghana.gov.gh	Ghana Statistical Service	Data Validation and Report Writing
Mrs. Jacqueline Anum	jacqueline.anum@statsghana.gov.gh	Ghana Statistical Service	Data Analyst
Mrs. Samilia Mintah	samilia.mintah@statsghana.gov.gh	Ghana Statistical Service	Data Analyst
Mr. Yaw Misefa	yaw.misefa@statsghana.gov.gh	Ghana Statistical Service	Data Analyst
Mr. Kwadwo Asante-Mensah	kwadwo.asante@statsghana.gov.gh	Ghana Statistical Service	Report Reviewer
Mr. Emmanuel A. Cobbinah	emmanuel.cobbinah@statsghana.gov.gh	Ghana Statistical Service	Report Reviewer
Mr. Selaseh Akaho	selasehakaho@gmail.com	Ghana Statistical Service	Data Visualisation
Mr. Felix Adjei	felix.adjei@statsghana.gov.gh	Ghana Statistical Service	Graphic Design
Ms. Alberta Seckey	alberta.seckey@statsghana.gov.gh	Ghana Statistical Service	Report Formatting and Editing



www.statsghana.gov.gh