

## Monitoring statistics users' satisfaction

From November 2017, Statistics Estonia asks the users submitting requests or orders for information and users of the database about their satisfaction with received replies and with Statistics Estonia. Users who have submitted requests or orders for information are sent the questionnaire once a month, and during the same period, the satisfaction questionnaire is also available at Statistics Estonia's database. Assessment can be given on a scale of 1 to 10 to three questions. To calculate the results, the methodology of the promoter index has been used, where the share of users who gave negative evaluations (<7) is deducted from the share of users who gave positive evaluations (9, 10).

### Users' assessment of satisfaction with Statistics Estonia, 2017

