

# User Needs Survey

## Census '96

### July 2000

|            |                |
|------------|----------------|
| Name:      | .....          |
| Address:   | .....<br>..... |
| Telephone: | .....          |
| Fax:       | .....          |
| e-mail:    | .....          |



- Please provide your contact details in label.

#### **Purpose of the survey**

Statistics South Africa (Stats SA) intends providing users with cost-effective, easy to use and reliable products and services of Census 2001. In order to provide these products and services Stats SA are conducting this survey to find out the particular needs of our users relative to the Census.

#### **Confidentiality**

According to section 17 of the Statistics Act, 1999 (Act No. 6 of 1999) your completed questionnaire remains confidential to Stats SA.

#### **Due date**

Stats SA's Information Officers will collect the completed questionnaire by:  
The questionnaires could also be faxed to the fax number below.

**20 July 2000**

#### **Help available**

If you have problems completing this questionnaire, or find it difficult to meet the due date, please contact Stats SA at:

- Contact person           Ashwell Jenneker
- Telephone number       (012) 310 8637
- Cellphone number       082 322 3098
- Fax number               (012) 310 8500/310 8342
- e-mail address           [ashwellj@statssa.pwv.gov.za](mailto:ashwellj@statssa.pwv.gov.za)
- Postal address           Private Bag X44  
Pretoria,  
0001



## Introduction

Statistics South Africa (Stats SA), the national statistics agency, would like to find out from users how they feel about the Census '96 products and the associated support. This type of survey would be followed by other similar ones requesting information on other products and services of Stats SA.

Please answer the following questions as honestly and as accurately as possible

|           |  |
|-----------|--|
| <b>1.</b> | <b><i>In which of the following categories would you classify your organisation?</i></b><br><i>(Please provide the appropriate answer by circling the corresponding number in the left column. Select ONE response only)</i> |
| 1         | National government department   |
| 2         | Provincial government department   |
| 3         | Local authority/ District council  |
| 4         | Political party  |
| 5         | University, other educational institute or library   |
| 6         | Parastatal or commission   |
| 7         | Non-governmental organisation  |
| 8         | Private sector   |
| 9         | Individual or member of general public   |
| 10        | Other (please specify).....  |

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| <b>2.</b> | <b><i>Which Census '96 products or services from Stats SA did you make use of?</i></b><br><i>(Circle more than one number depending on which products and services you have used).</i> |
| 1         | 10% sample (ASCII)   |
| 2         | 10% sample (SuperCross)  |
| 3         | Community profiles (ASCII)   |
| 4         | Community profiles (SuperCross)  |
| 5         | Special requests   |
| 6         | Census in brief  |
| 7         | Employment equity  |
| 8         | Primary Tables   |
| 9         | Age Tables   |
| 10        | Customised Requests  |
| 11        | Other (please specify)<br>.....<br>.....   |
| 12        | None of the above  |



### Product and service quality

This section deals with the quality of Census '96 products and services provided by Stats SA.

|           |   |
|-----------|---|
| <b>3.</b> | <b><i>From which Stats SA office did you obtain your products and services?</i></b> |
| 1         | Pretoria (head office)  |
| 2         | Gauteng   |
| 3         | Eastern Cape  |
| 4         | Free State  |
| 5         | KwaZulu-Natal   |
| 6         | Northern Cape   |
| 7         | Western Cape  |
| 8         | Northern Province   |
| 9         | North West  |
| 10        | Mpumalanga  |

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| <b>4.</b> | <b><i>How would you rate the quality of services rendered by Stats SA? (Please provide a reason for your answer in the blank space next to it)</i></b> |
| 1         | Excellent .....  |
| 2         | Good .....   |
| 3         | Fair .....   |
| 4         | Poor .....   |
| 5         | Don't know .....   |

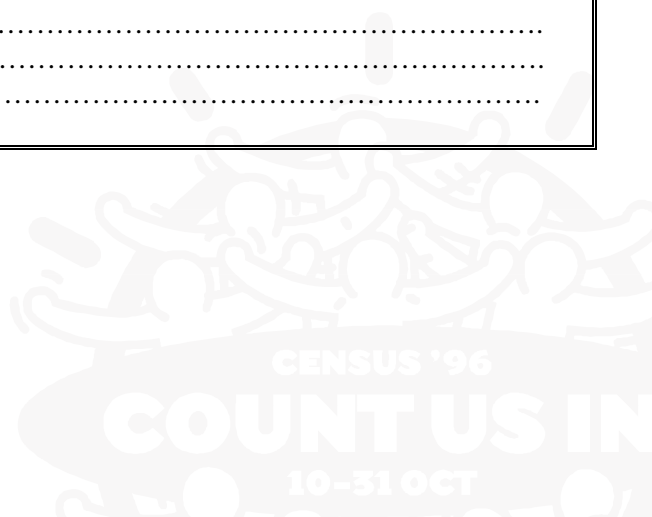
|           |  |
|-----------|--|
| <b>5.</b> | <b><i>What was the turnaround time of your last request?</i></b> |
| 1         | Less than 2 days   |
| 2         | Less than a week   |
| 3         | Less than a month  |
| 4         | More than a month  |
| 5         | Not Applicable   |



|    |   |  |      |      |      |   |
|----|---|--|------|------|------|---|
| 6. | <b>How would you rate the quality of the following Census '96 products?</b><br>(Circle more than one depending on which products you have used. See attached product list.) |  |      |      |      |   |
|    |   | Excellent                                | Good | Fair | Poor |   |
|    | 1   | 10% sample (ASCII)                       | 1    | 2    | 3    | 4 |
|    | 2   | 10% sample (SuperCross)                  | 1    | 2    | 3    | 4 |
|    | 3   | Community profiles (ASCII)               | 1    | 2    | 3    | 4 |
|    | 4   | Community profiles (SuperCross)          | 1    | 2    | 3    | 4 |
|    | 5   | Special requests                         | 1    | 2    | 3    | 4 |
|    | 6   | Census in brief                          | 1    | 2    | 3    | 4 |
|    | 7   | Employment equity                        | 1    | 2    | 3    | 4 |
|    | 8   | Primary Tables                           | 1    | 2    | 3    | 4 |
|    | 9   | Age Tables                               | 1    | 2    | 3    | 4 |
|    | 10  | Customised Requests                      | 1    | 2    | 3    | 4 |
|    | 11  | Other (please specify)<br>.....<br>..... | 1    | 2    | 3    | 4 |
| 12 | Not Applicable  |  |      |      |      |   |

|    |   |                             |
|----|---|-----------------------------|
| 7. | <i>What media would you prefer your statistical information to be made available in? (Select one response only)</i> |                             |
|    | 1   | Print                       |
|    | 2   | Electronic                  |
|    | 3   | Internet                    |
|    | 4   | Other (please specify)..... |

|    |  |                           |
|----|--|---------------------------|
| 8. | <i>What do you think about the cost of Census '96 products? (See attached product list. Please provide a reason for your answer in the blank space next to it)</i> |                           |
|    | 1  | Cheap .....<br>.....      |
|    | 2  | Reasonable .....<br>..... |
|    | 3  | Expensive .....<br>.....  |
|    | 4  | Don't know .....<br>..... |



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| <b>9.</b> | <b><i>How do you get to know about the availability of statistical information? (Can circle more than one)</i></b> |
| 1         | Radio  |
| 2         | TV   |
| 3         | Newspaper  |
| 4         | Journals   |
| 5         | Magazines  |
| 6         | Workshops  |
| 7         | Libraries  |
| 8         | e-mail   |
| 9         | Internet   |
| 10        | Stats SA User Guide  |
| 11        | Word of mouth  |
| 12        | Contact with Stats SA  |
| 13        | Other (please specify).....  |

|            |  |
|------------|--|
| <b>10.</b> | <b><i>How would you like Stats SA to inform you about its products and Services? (Choose one or two)</i></b> |
| 1          | Radio  |
| 2          | TV   |
| 3          | Newspaper  |
| 4          | Journals   |
| 5          | Magazines  |
| 6          | Workshops  |
| 7          | Libraries  |
| 8          | e-mail   |
| 9          | Internet   |
| 10         | Stats SA User Guide  |
| 11         | Post   |
| 12         | Other (please specify).....  |

**11. Do you have any comments or suggestions on how Stats SA can improve the quality of their products and services?**

(Please mention specific problems that you encountered.)

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**12. Do you have any suggestions on products that Stats SA can develop for Census 2001?**

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