



## Press Statement

### National Statistics Board

#### User survey indicates significant improvement in CSO services

A new report shows that users of CSO statistics have identified many significant improvements in the service provided by the Central Statistics Office (CSO). The report, *Survey of CSO Users 2002*, was issued by the National Statistics Board (NSB) today. This survey was conducted by the NSB as input into its preparation of a new strategy for Irish statistics for the period 2003-2008. A representative group of key users of official statistics were invited to comment on CSO products and services, and on progress made since the previous user survey, which had been undertaken in 1997.

The responses from users were, in the main, positive. As such, the results are very encouraging and indicate that value has been obtained from the increased public resources devoted to developing the statistical system over this period. There was a clear perception among users of a significant improvement by the CSO in the delivery of services, in timeliness, and in the capacity of the CSO to meet the changing requirements of users.

The report also outlines the changes and improvements to CSO products and services which users would wish to see implemented over the next three to five years. These mostly revolved around continued development of the CSO website; access to small area statistics; more statistics on the new economy and social areas; and more interpretation of data by the CSO.

The results of the survey will be used by the CSO to deepen its Quality Customer Service initiatives and by the Board to inform discussions, within the wider community of users of statistics in Ireland, in the context of the development of the Board's 2003-2008 strategy for statistics.

For further information, contact Gerry Brady (NSB Secretary), at 01 498 4006 or at [nsb@csso.ie](mailto:nsb@csso.ie)

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**Board Members** *Professor Frances Ruane (Chairperson), Ms Paula Carey, Mr Frank Cunneen, Mr Ciaran Dolan, Ms Mary Doyle, Ms Helen NicFhlannchadha, Mr Cathal O'Loughlin, Mr Donal Garvey (Director General CSO)*

**Secretary** *Gerry Brady*