2025 Liberia Data Users and Producers Satisfaction Survey Report

Executive Summary

The Data Users & Producers Satisfaction Survey (DUSS) was conducted to assess how well Liberia's national statistics ecosystem — led by LISGIS and supported by sector ministries, the central bank, and development partners — is meeting user needs for accurate, timely, accessible, and usable data. The survey sought evidence to guide improvements in data dissemination, coordination, and customer service so that official statistics better inform planning, policy and program decisions. The objectives of the survey are to Measure user satisfaction with key quality parameters of LISGIS products (accuracy, accessibility, frequency, reliability, timeliness), Document how users request and access statistics (channels, response times), Identify major gaps in service delivery (unmet requests, delay drivers, metadata & usability problems) and Produce actionable, prioritized recommendations to improve LISGIS responsiveness and data utility.

The survey made use of cross-sectional stakeholder survey of data users and producers (ministries, agencies, CSOs, UN, research institutions) and Stratified selection of institutions across categories and counties to capture both producers and consumers of statistics. A Standardized KoboToolbox questionnaire with closed and open questions; additional validation via supervisor spot-checks and phone callbacks, multi-team field data collection with daily supervisor reviews, offline-capable forms and post-field data cleaning. Data was analyzed using descriptive statistics (counts, percentages), weighted scoring for satisfaction parameters, and disaggregation by user group where possible.

The DUSS confirms LISGIS' technical credibility in key domains but identifies critical service delivery gaps—particularly timeliness, publication frequency, and unmet requests—that limit the usefulness of official statistics. By implementing a combination of rapid, low-cost interventions (release calendar, ticketing, improved metadata, website UX) and medium-to-long-term investments (inter-agency coordination, APIs, dashboards), LISGIS can significantly enhance data usability, stakeholder trust, and evidence-based decision-making across Liberia.

Key Findings

- Website and email are the primary contact channels for data requests (43% and 28% respectively).
- Among respondents who requested statistics, the median response time is 1–2 weeks; 45% received responses within one week and 60% within two weeks.
- Approximately 23% of requests were not met, highlighting a significant service shortfall.
- Accuracy scores highest (weighted mean ≈ 2.9 on a 1–4 scale); frequency of publication scores lowest (≈2.2), indicating dissatisfaction with publication frequency.
- High demand exists for disaggregated county/district-level data and machine-readable formats (CSV/API).
- Many users lack awareness of LISGIS publication schedules and metadata, limiting planning and interpretation.

Some Observations

- LISGIS retains credibility in core statistical domains, but inconsistent delivery (timeliness and frequency) undermines practical utility.
- Delays are primarily driven by process and coordination issues (data cleaning, inter-agency approvals) rather than purely technical constraints.
- The high use of digital channels suggests investments in online self-service and automation will have large impact.
- The high proportion of unmet requests indicate systemic issues in tracking, ownership, or capacity; institutional corrections (SLA, ticketing) are needed.

Recommendations

The Liberia Institute of Statistics and Geo-Information Services (LISGIS) may consider the following to further improve its services and products:

Publish a Public Release Calendar

Publish an annual, downloadable release calendar (quarterly/annual) for all main statistical products and update it monthly. Release calendar published on website and disseminated to key stakeholders; 90% of immediate users acknowledge receipt in follow-up outreach.

Implement a Simple Ticketing/Helpdesk System

Launch a light-weight ticketing system (email + web form) that logs requests, assigns owners, and tracks status (Open / In progress / Closed). 100% of new requests logged; initial SLA: acknowledge within 48 hours. Target: reduce "request not met" rate by 30% in 6 months.

Publish Key Datasets in Machine-Readable Formats

Prioritise publication of the most-used datasets (education, population, employment, health) as CSV/Excel and APIs where feasible. Top 10 datasets available as downloads; page access increases by 25% within 3 months.

Short-term (3–6 months)

Define and Publicize SLAs & Triage Rules

Define service levels (e.g., simple requests: ≤5 working days; complex extracts: ≤15 working days) and publish triage criteria. SLA document published; 80% of simple requests closed within SLA by month 6.

Metadata & Methodology Portal

Create a metadata hub for each major product (method notes, sample frame, revision policy, contact person). Metadata pages for top 15 products published; user satisfaction with "transparency" metric improves in next survey iteration.

Unpack the "Others" Contact Channel

Analyse "Others" (social media, WhatsApp, in-person) to identify volume and response performance; add structured capture fields to ticketing. "Others" disaggregated into defined channels; average response time measured and improved by 20% in 3 months.

Quick UX Improvements to Website

Improve search, add "Most requested datasets," and simple how-to guides; add prominent "Request Data" CTA linked to ticketing. Bounce rate decreases and downloads increase; user-reported ease-of-use increases in follow-up polls.

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ACRONYMS AND ABBREVIATIONS

API	Application Programming Interface
BOP	Balance of Payment
CPI	Consumer Price Index
CSO	Civil Society Organizations
DUSS	Data Users and Producers Satisfaction Survey
GDP	Gross Domestic Product
GIS	Geographic Information System
HISWAP	Harmonizing and Improving Statistics in West Africa Project
ICT	Information and Communication Technology
IMF	International Monetary Fund
LISGIS	Liberia Institute of Statistics and Geo-Information Services
MACs	Ministries, Agencies, and Commissions
MDAs	Ministries, Departments and Agencies
NSDS	National Strategy for the Development of Statistics
SDGs	Sustainable Development Goals
USS	User Satisfaction Survey
WB	World Bank

Chapter One
INTRODUCTION

1 INTRODUCTION

In today's dynamic and data-driven world, access to reliable, timely, and relevant statistics is a fundamental pillar of effective governance. In Liberia, where development priorities are framed around ambitious goals such as poverty reduction, inclusive economic growth, and improved public service delivery, the role of data in shaping evidence-based policies and interventions cannot be overstated. Liberia's national development frameworks—including the Poverty Reduction Strategy Paper (PRSP), the Agenda for Transformation (AfT), Vision 2030, Pro-Poor Agenda for Prosperity and Development (PAPD and the ARREST Agenda for Inclusive Development (AAID) —all underscore the need for credible data to monitor progress, assess impact, and inform future strategies.

The Liberia Institute of Statistics and Geo-Information Services (LISGIS), established under the Statistics Act of 2004, is the official government agency mandated to lead the National Statistical and Spatial Data System. Its responsibilities span the collection, analysis, dissemination, and coordination of official statistics across sectors. Over the past decade, LISGIS has made substantial strides in statistical capacity development, particularly with support from regional initiatives such as the World Bank-funded Harmonizing and Improving Statistics in West Africa Project (HISWAP). These efforts have strengthened Liberia's ability to produce vital indicators across health, education, agriculture, trade, and governance.

However, while the supply of data has improved, there remains a critical gap in understanding the demand side of the statistical system—specifically, how users perceive, access, and apply the statistical products generated by LISGIS. Questions persist around the relevance of statistical outputs to decision-makers' needs, the timeliness and frequency of publications, the accessibility and usability of dissemination platforms, and the overall effectiveness of user engagement and feedback mechanisms. To date, there has been no systematic national assessment of user satisfaction with LISGIS data and services.

The 2025 Liberia Data Users and Producers Satisfaction Survey is designed to fill this gap. It provides the first comprehensive, evidence-based assessment of how key stakeholders—government ministries and agencies, development partners, private sector actors, academia, media, and civil society organizations—interact with LISGIS and its data outputs. The survey also captures the perspectives of data producers within the broader National Statistical System (NSS), allowing for a holistic analysis of Liberia's statistical data ecosystem.

The findings will serve a dual purpose. First, they will establish a baseline for monitoring improvements in statistical service delivery, aligned with international best practices in data quality dimensions such as accuracy, coherence, comparability, and user orientation. Second, they will inform the strategic direction of LISGIS's data dissemination and communication policies, helping the Institute better align its operations with user needs and expectations in the context of Liberia's national and international development agendas.

Ultimately, the survey reaffirms LISGIS's commitment to a user-focused, demand-driven statistical system—one that not only produces data, but ensures that those data are accessible, useful, and impactful for the people and institutions that rely on them.

1.1 Background

Over the past decade, the Government of Liberia—through the Liberia Institute of Statistics and Geo-Information Services (LISGIS)—has undertaken a series of initiatives to modernize the national statistical infrastructure. These efforts have included significant investments in upgrading information technology systems for census and survey operations, expanding geographic information systems (GIS) capabilities, launching web-based data portals to improve public access, and building collaborative relationships with universities, regional institutions, and international development partners. These reforms, supported in part by the World Bank-funded Harmonizing and Improving Statistics in West Africa Project (HISWAP), have positioned LISGIS to play a more strategic role in national development planning and monitoring.

Despite these gains, challenges persist—particularly on the demand side of data use. Anecdotal feedback from stakeholders, including government ministries and agencies, civil society organizations, research institutions, private sector actors, and international partners, indicates that many users face obstacles in locating, interpreting, and effectively applying LISGIS data in their work. Concerns range from lack of awareness about existing datasets, insufficient documentation and metadata, irregular dissemination schedules, to limited engagement with users regarding their evolving data needs.

Globally, Data User Satisfaction Surveys (USS) have proven to be a vital tool in bridging this gap. Such assessments allow national statistics offices (NSOs) to systematically capture user feedback on critical dimensions of data quality and usability. For instance, Ghana's 2018 User Satisfaction Survey revealed specific shortcomings in metadata availability and the

navigability of online platforms. In response, the Ghana Statistical Service introduced targeted improvements that led to a 25% increase in web portal usage the following year—demonstrating the power of user-informed reforms.

In this context, the 2025 Liberia Data Users and Producers Satisfaction Survey represents a milestone for LISGIS. It marks the first national effort to collect structured, quantitative, and qualitative insights from both data users and producers across the National Statistical System (NSS). The survey seeks to establish a robust baseline for understanding the following:

- **User Profiles and Needs:** Identifying which institutions, sectors, or demographic groups rely most on LISGIS data and how they use it in policymaking, advocacy, research, or service delivery.
- **Perceptions of Data Quality:** Gauging users' satisfaction across key dimensions such as relevance, accuracy, reliability, timeliness, coherence, comparability, and accessibility.
- **Effectiveness of Dissemination Channels:** Assessing the reach and usability of LISGIS's platforms—ranging from printed reports and statistical yearbooks to digital portals, newsletters, and outreach workshops.
- **Opportunities for Service Enhancement:** Documenting user feedback on gaps and priorities for improvement, including suggestions for training sessions, improvements in metadata documentation, search functionalities, or multilingual access.

The results of this survey will directly inform the next iteration of Liberia's National Strategy for the Development of Statistics (NSDS) and guide policy decisions regarding future investments in statistical systems. Moreover, the survey will serve as an accountability mechanism, reinforcing transparency and trust between LISGIS and the data user community, while ensuring that resources—both national and donor-funded—are aligned with actual user priorities and not merely institutional assumptions.

In a data-driven world, user-centric statistical systems are not just best practice—they are a necessity. The 2025 USS is a foundational step toward achieving that vision for Liberia.

1.2 Objectives

The overarching goal of the 2025 Liberia Data Users and Producers Satisfaction Survey is to assess the needs, preferences, and satisfaction levels of data users with respect to official statistics and the statistical products and services provided by the Liberia Institute of Statistics

and Geo-Information Services (LISGIS). This assessment is being carried out within the framework of the World Bank-funded Harmonizing and Improving Statistics in West Africa Project (HISWAP), which aims to enhance statistical capacity and responsiveness across the region.

By understanding how users interact with LISGIS's outputs, the survey aims to support a shift toward a more user-centric, responsive, and inclusive National Statistical System—one that reflects the priorities of stakeholders at all levels of decision-making, from national government institutions to grassroots civil society organizations.

1.2.1 Specific Objectives:

To achieve this broad aim, the survey is guided by the following specific objectives:

- **Identify Usage Patterns of Statistical Products:**
    - Determine which LISGIS data products and publications are most frequently accessed, by whom, and for what purposes (e.g., policymaking, academic research, advocacy, investment decisions).
    - Analyze usage trends across sectors such as health, education, agriculture, trade, governance, and climate change.
- **Evaluate Perceptions of Data Quality:**
    - Assess how users perceive the quality of LISGIS data and publications based on internationally recognized dimensions, including:
        - **Relevance** – the extent to which the data address user needs;
        - **Accuracy and Reliability** – the closeness of estimates to the true values and consistency over time;
        - **Timeliness** – the delay between data collection and availability;
        - **Coherence and Comparability** – the consistency of data over time and across sources;
        - **Accessibility** – the ease with which users can obtain and use the data.
- **Measure Access to Data and Metadata:**
    - Evaluate user experience in accessing datasets, reports, and accompanying documentation (metadata), particularly through LISGIS's digital platforms and dissemination portals.
    - Examine any technical or institutional barriers that limit access, especially for users in remote areas or those with limited digital literacy.

- **Understand User Preferences for Dissemination Formats and Channels:**
    - Capture stakeholder preferences for various dissemination methods—such as printed reports, online dashboards, mobile applications, email alerts, press releases, and stakeholder workshops.
    - Identify preferred formats for data (e.g., spreadsheets, infographics, interactive maps, policy briefs) to guide future content delivery.
- **Gather Recommendations for Improving Data Usability and Outreach:**
    - Solicit actionable suggestions from users for improving the relevance, presentation, frequency, and packaging of statistical products.
    - Document proposals for enhancing LISGIS's outreach efforts, including training sessions, user guides, improved metadata documentation, multilingual dissemination, and dedicated user helpdesks.

Together, these objectives will provide a strong evidence base for improving the design and delivery of LISGIS's statistical services. The insights gained will directly feed into ongoing institutional reforms and inform future iterations of the National Strategy for the Development of Statistics (NSDS), ensuring that Liberia's statistical system is not only robust but also inclusive, demand-driven, and future-ready.

1.3 1.3 Scope of Work

The survey will cover seven user categories:

1. Ministries, Departments & Agencies (MDAs)
2. Business community
3. Education & research institutions
4. Media houses
5. International agencies
6. Civil society organizations
7. Individual researchers

It will encompass face-to-face interviews with institutional heads and selected individuals across all 15 county offices and LISGIS headquarters, supplemented by a structured questionnaire pre-tested with LISGIS staff.

1.4 1.4 Rationale

Users and producers' satisfaction surveys have emerged as a strategic management and accountability tool for National Statistical Offices (NSOs) around the world. These surveys

offer a systematic approach for gathering structured feedback from the primary consumers and producers of official statistics. The insights generated enable NSOs to assess not only the performance of their data dissemination practices but also the broader functionality of their statistical systems in meeting national development demands.

In Liberia, the 2025 Data Users and Producers Satisfaction Survey (DUSS) is particularly timely. The country is navigating a critical phase of development planning and monitoring under the ARREST Agenda for Inclusive Development (AAID) and other frameworks. A responsive and user-oriented statistical system is essential to ensuring that data are not only produced but effectively used to inform decision-making, allocate resources, and track the outcomes of public policies. However, despite advancements in statistical production and dissemination, LISGIS currently lacks baseline data on user satisfaction, preferences, and perceptions—creating a major blind spot in its institutional performance metrics.
Conducting a satisfaction survey will allow LISGIS to:

- **Diagnose strengths and weaknesses** across key data quality dimensions such as **accuracy, timeliness, coherence, comparability, and accessibility**.
- **Identify barriers** that hinder effective data use—including issues related to platform usability, metadata availability, dissemination frequency, and user support mechanisms.
- **Benchmark user satisfaction** across institutional categories (e.g., government, academia, civil society, media, development partners, private sector) and geographic regions.
- **Support evidence-based improvements** to LISGIS's dissemination strategy, outreach, and capacity-building initiatives.
- **Promote transparency, trust, and accountability** in line with global best practices and SDG commitments on inclusive data systems.

International experience shows the transformative impact of such exercises. For instance, Ghana's 2018 User Satisfaction Survey—conducted under its Statistics Development Programme—uncovered key deficiencies in metadata documentation and digital access. In response, the Ghana Statistical Service revamped its data dissemination portal, streamlined metadata presentation, and strengthened user engagement, resulting in a 25% increase in web traffic within a year. Similarly, Tanzania's 2023 Satisfaction Survey, conducted under its National Strategy for the Development of Statistics, informed improvements in data packaging and subnational disaggregation, particularly for education and health statistics.

These cases illustrate how periodic satisfaction surveys can serve as feedback loops, ensuring that statistical reforms are grounded in actual user needs and aligned with institutional goals. By adopting this practice, LISGIS is aligning itself with international norms and advancing its commitment to evidence-based statistical planning, inclusive data governance, and enhanced service delivery.

Ultimately, the 2025 Liberia DUSS is not merely a technical exercise; it is an institutional imperative. It offers LISGIS the opportunity to recalibrate its services in response to stakeholder realities and ensure that its statistical products serve their ultimate purpose: empowering users to make informed decisions that drive national development.

CHAPTER TWO

Methodology

2 METHODOLOGY

2.1 Introduction

This chapter outlines the methodological approach adopted for conducting the 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS). The survey was designed as a national diagnostic to assess the perceptions, experiences, and expectations of data users and producers within Liberia's National Statistical System (NSS). It aims to generate actionable insights that will inform strategic improvements in statistical production, dissemination, and user engagement, particularly under the Harmonizing and Improving Statistics in West Africa Project (HISWAP) framework.

The survey targeted a broad range of stakeholders, including national government ministries and agencies, development partners, private sector institutions, academic and research organizations, media houses, and civil society organizations. Special attention was given to ensuring geographic and institutional diversity, as well as balancing the perspectives of both data users and data producers. This chapter describes the survey design, sampling strategy, data collection tools, field procedures, quality assurance mechanisms, and data analysis techniques used in the study. It also outlines the limitations encountered during implementation and the measures taken to mitigate their effects.

By adhering to recognized statistical standards and incorporating international best practices, the methodology of the 2025 DUSS ensures that the findings are robust, representative, and suitable for informing policy, institutional reform, and the next phase of the National Strategy for the Development of Statistics (NSDS).

2.1 Survey Design

The 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS) employed a purposive survey design to effectively capture the views and experiences of key stakeholders within the national statistical system. This design was selected to ensure that the survey reached institutions and individuals who are directly involved in the production, dissemination, or use of official statistics in Liberia.

A purposive approach was considered most appropriate given the specialized nature of the subject matter and the relatively well-defined population of interest. Rather than aiming for a random sample of the general population, the study intentionally targeted information-rich respondents whose roles, responsibilities, or institutional mandates require interaction with

statistical products and services produced by LISGIS and other agencies within the National Statistical System (NSS).

This non-probability design allowed the research team to:

- Focus on relevant sectors and stakeholder categories, including government ministries and agencies, development partners, private sector organizations, research and academic institutions, civil society, and the media;
- Ensure institutional diversity and representation across both central and county levels;
- Include data producers within LISGIS and selected line ministries, who are key actors in Liberia's statistical value chain;
- Capture a range of perspectives, from technical data users such as statisticians and analysts to policy users such as planners and decision-makers.

The purposive survey design was implemented through a structured stakeholder mapping process that identified key users and producers of official statistics across sectors. This list was further validated through consultations with LISGIS technical teams and relevant partners to ensure coverage of all major data user categories. In cases where institutions had multiple departments interacting with LISGIS data, efforts were made to engage representatives from each relevant unit to capture nuanced feedback.

While the purposive design limits the generalizability of findings to the broader population, it ensures depth, relevance, and strategic utility of the insights generated. The targeted nature of the design is consistent with international best practices for user satisfaction surveys in the statistical domain, especially when the primary aim is to inform institutional performance improvement and stakeholder engagement strategies.

2.2 Sample Size

In determining the sample size for the 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS), the guiding principle was to prioritize representativeness over volume, in line with recommendations from international best practices for user satisfaction surveys. While larger samples may improve statistical precision, the objective of this survey was not to produce population-level estimates, but rather to generate targeted insights from a diverse and information-rich group of respondents across key user categories.

The sample design focused on ensuring inclusion of all critical stakeholder groups within the National Statistical System (NSS), including:

- Government ministries and agencies
- Development partners
- Private sector institutions
- Academic and research organizations
- Civil society organizations
- Media institutions
- LISGIS and other data producers

To achieve this, the survey applied a stratified one-stage proportional sampling approach, whereby respondents were purposively selected within each of the seven strata (user categories). Within each stratum, institutions and individuals were chosen based on their relevance to official statistics use, their technical or policy roles, and their expected ability to provide meaningful feedback on the quality, accessibility, and utility of LISGIS products and services.

The target sample size was set at 300 with 295 completed interviews, based on anticipated response rates, budgetary and logistical considerations, and the need for sectoral representativeness. This figure reflects a balance between statistical power and resource efficiency, ensuring sufficient variation across strata to allow for meaningful disaggregation of findings while avoiding the diminishing returns of overly large samples.
Additionally, efforts were made to:

- Include at least one respondent from each key ministry and development agency;
- Capture geographic variation by including users from both central and county-level offices;
- Ensure gender balance where possible;
- Avoid duplication by verifying institutional representation through a stakeholder mapping exercise.

The final sample is therefore strategically designed to reflect the structure and priorities of Liberia's data user ecosystem, and to provide actionable evidence for improving the country's statistical service delivery framework under the Harmonizing and Improving Statistics in West Africa Project (HISWAP) and the National Strategy for the Development of Statistics (NSDS).

2.3 Study Population

The 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS) targeted a **purposefully defined study population** consisting of both institutional and individual respondents who are actively involved in the production, use, or dissemination of official statistics. The composition of the study population reflects the structure of Liberia's National Statistical System (NSS) and was designed to capture the full spectrum of data demand and usage across sectors.

Institutional Respondents

Institutional respondents were drawn from a wide range of organizations that rely on LISGIS data for policy formulation, program planning, service delivery, advocacy, and research. These included:

- **Government Ministries, Departments, and Agencies (MDAs):** Key users such as planners, directors of policy, monitoring and evaluation officers, and statisticians were targeted within line ministries, parastatals, and semi-autonomous agencies. These actors are directly involved in national development planning and are among the largest consumers of official statistics.
- **Business and Industry Associations:** Representatives of chambers of commerce, trade unions, financial institutions, and regulatory bodies who use statistical data for market analysis, investment planning, and reporting.
- **Academic and Research Institutions:** Heads of research units, lecturers, statisticians, and university-based policy centers were included due to their reliance on LISGIS datasets for academic research, curriculum development, and graduate theses.
- **Civil Society Organizations (CSOs) and Non-Governmental Organizations (NGOs):** Program managers, monitoring officers, and research leads from national and international NGOs who use data for advocacy, programming, and impact assessments.
- **Media Outlets:** Senior journalists, data editors, and media researchers were included given their role in translating statistical outputs into public knowledge and holding institutions accountable through data-driven reporting.
- **International Development Partners and Agencies:** Technical advisors, data specialists, and program officers from multilateral and bilateral organizations who depend on national data for project design, monitoring, and development cooperation reporting.

Respondents from these institutions were typically heads of departments, senior technical officers, statisticians, researchers, or planning officers with demonstrated experience in using LISGIS data and products.

Individual Respondents

In addition to institutional perspectives, the survey also captured the voices of individual data users who frequently engage with LISGIS statistics in their personal or professional capacities. These included:

- Independent Researchers and Consultants**:** Professionals conducting commissioned studies, baseline assessments, or evaluations using LISGIS data.
- University Students and Postgraduate Scholars**:** Individuals conducting academic research, dissertations, or statistical modeling as part of their coursework or thesis requirements.
- Private Analysts and Policy Advocates**:** Individuals working in think tanks, research centers, or freelance roles who utilize statistical data for commentary, visualization, or evidence-based policy briefs.

By including both institutional and individual respondents, the study population was designed to ensure a rich and comprehensive understanding of user experiences, challenges, and expectations related to LISGIS data and services. This inclusive approach enables LISGIS to formulate more targeted interventions that address the unique needs of both high-level institutional users and grassroots data consumers.

2.4 Research Methods and Tools

The 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS) employed a quantitative research approach to gather standardized feedback from a diverse cross-section of data users and producers. The methodological design emphasized consistency, comparability, and ease of data aggregation to support robust analysis and institutional learning.

2.4.1 Quantitative Method

The core research instrument for the 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS) was a structured questionnaire, adapted from regional models used by other National Statistics Offices (NSOs) in West Africa. This approach ensured that the instrument was aligned with international best practices while being tailored to the specific institutional and policy context of Liberia. The adaptation process was guided by LISGIS technical staff

and reviewed by relevant stakeholders to ensure contextual relevance and coherence with the objectives of the Harmonizing and Improving Statistics in West Africa Project (HISWAP).

The questionnaire was designed to elicit detailed and quantifiable responses across key thematic areas relevant to data user satisfaction and statistical service delivery. Its structure facilitated consistency in administration and analytical comparability across various respondent categories.

Specifically, the questionnaire included:

- Closed-ended questions to capture standardized feedback on user experiences, data usage, and institutional interactions with LISGIS;
- Scaled questions using a 5-point Likert scale to assess satisfaction across critical dimensions such as data relevance, accuracy, timeliness, accessibility, coherence, and comparability;
- Categorical variables to allow for disaggregation by sector, type of institution, user role, frequency of data use, and access method;
- Optional open-ended fields for qualitative suggestions on how LISGIS could enhance its products, platforms, and user engagement efforts.

The adoption of a regionally tested tool not only enhanced the comparability of Liberia's findings with those of peer countries (e.g., Ghana, Nigeria, and Tanzania) but also supported consistency with the performance monitoring framework of the broader West African statistical harmonization initiative.

This structured and validated instrument formed the backbone of the survey's quantitative methodology, ensuring that the resulting dataset would be both statistically robust and policy-relevant.

2.4.2 Tool Validation and Pre-testing

Prior to the full rollout of data collection, the questionnaire and related procedures underwent a rigorous four-day pre-testing process. The objective of the pre-test was to assess:

- Clarity of wording and question flow;
- Relevance and comprehensiveness of the content;
- Average duration of interviews;
- Enumerator understanding and respondent fatigue.

The pre-test was conducted in Monrovia using a sample of respondents from key stakeholder institutions. Feedback from the pre-test led to revisions in phrasing, structure, and the sequencing of some modules to improve usability and respondent comprehension.

2.4.3 Training of Field Personnel

Following pre-testing, a comprehensive training program was conducted for all field staff, including enumerators, supervisors, and quality assurance officers. The training, held over several days at LISGIS headquarters in Monrovia, covered:

- Survey objectives and ethical considerations;
- Detailed walkthrough of the questionnaire;
- Interview techniques for professional engagement;
- Use of digital data collection devices (where applicable);
- Troubleshooting common field issues;
- Protocols for supervisor review and real-time quality checks.

The training also included role-playing sessions, mock interviews, and a pilot simulation to ensure that field staff were well-equipped to administer the instrument consistently and confidently.

2.4.4 Data Analysis

The analysis of data from the 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS) followed a structured and systematic process to ensure accuracy, consistency, and analytical rigor. The approach combined digital data collection technologies with standard statistical software to generate meaningful insights for evidence-based decision-making.

2.4.5 Data Collection Platform

Data were collected using the Open Data Kit (ODK) mobile-based data collection platform. This digital platform allowed for real-time recording of responses, automated skip logic, and embedded data validation rules, thereby minimizing interviewer error and improving data quality at the point of entry. Each enumerator was equipped with a tablet configured with the structured questionnaire, which ensured consistency across interviews and facilitated secure and efficient data transmission to a centralized server.

2.4.6 Data Cleaning and Preparation

Upon completion of fieldwork, data were downloaded from the ODK Aggregate server into **Microsoft Excel** for initial review and cleaning. This stage involved:

- Verification of completeness and consistency across variables;
- Identification and correction of outliers, duplicates, and logically inconsistent responses;
- Recoding of variables where necessary (e.g., transforming text responses into categorized values);
- Harmonization of institutional codes and user types for standardized classification.

Descriptive summaries were generated to validate data structure and support preparation for full statistical analysis.

2.4.7 Data Analysis Tool and Approach

Following the cleaning process, the dataset was exported into Stata 18 for statistical analysis. Stata was selected due to its robust capabilities in handling complex survey data, generating cross-tabulations, and performing disaggregated analyses by sector, institution type, gender, frequency of use, and satisfaction level.

The data analysis focused on:

- **Descriptive statistics** (frequencies, means, and proportions) to summarize user characteristics, data usage patterns, and overall satisfaction scores;
- **Cross-tabulations** to examine relationships between user profiles and perceptions of data quality (e.g., relevance, accuracy, timeliness, accessibility);
- **Scoring of Likert scale responses** to measure satisfaction across multiple dimensions and generate composite indicators of service performance;
- **Thematic synthesis** of open-ended responses to capture qualitative feedback and user recommendations.

All results were compiled in a format suitable for integration into tabular summaries, charts, and matrices for the final analytical report. The use of standardized codes and structured response formats allowed for reliable aggregation and comparison of results across the seven major user categories identified in the study.

The combination of mobile-based data collection, spreadsheet-based quality checks, and statistical software for analysis ensured that the process was both efficient and methodologically sound—yielding high-quality findings to inform LISGIS's strategic decision-making and stakeholder engagement efforts under HISWAP.

CHAPTER THREE

Findings and Discussion

3 FINDINGS AND DISCUSSION

3.1 Introduction

This chapter presents the key findings of the 2025 Liberia Data Users and Producers Satisfaction Survey (DUSS), which represents the first comprehensive effort to systematically assess user experiences and perceptions of LISGIS statistical products and services. Drawing on responses from a diverse cross-section of stakeholders—including government agencies, private sector entities, academic and research institutions, international organizations, civil society groups, and individual researchers—the findings offer a data-driven baseline for understanding how well LISGIS meets the expectations of its users.

The analysis is guided by the survey's core objectives: to identify the most frequently used statistical products; assess perceived quality dimensions such as relevance, accuracy, timeliness, coherence, comparability, and accessibility; evaluate ease of access and usability; and gather concrete suggestions for improvement. Special attention is given to dissemination channels, user satisfaction across institutional categories, and the extent to which LISGIS data is used for evidence-based planning, decision-making, and advocacy.

The findings are organized thematically around key performance indicators and user segments. Quantitative results are supplemented with selected observations from respondents to provide a nuanced understanding of data usage patterns, service delivery strengths, and areas needing improvement. These insights are critical for guiding future enhancements to LISGIS's data dissemination strategy and informing the next iteration of Liberia's National Strategy for the Development of Statistics (NSDS).

3.2 Types of Official Statistics Used by Respondents

The findings reveal a diverse pattern of use across various categories of official statistics produced by LISGIS. Among the 295 respondents shown in Table 3.1, education statistics emerged as the most frequently used category, with 33% of users reporting regular reliance on data such as school enrolment rates and literacy indicators. This was closely followed by demographic statistics, including population estimates, which were used by 25% of respondents, underscoring their relevance for planning across sectors.

Social statistics related to health—including HIV/AIDS, malaria, tuberculosis (TB), and immunization (EPI)—were cited by 18% of respondents, reflecting high demand for health-related data, particularly from NGOs, research institutions, and development partners. Employment and labour force statistics also featured prominently, used by 17% of respondents, which is indicative of growing interest in labor market analysis and employment planning.

In the domain of economic statistics, business statistics (industry, trade, services) and monetary and financial statistics were regularly used by 16% and 12% of respondents respectively, highlighting their importance for private sector actors and macroeconomic policy stakeholders. Price statistics (e.g., Consumer Price Index and Producer Price Index) were used by 8%, while national accounts (GDP) data attracted 13% usage, pointing to moderate but essential application in economic analysis.

Environmental and sectoral statistics (e.g., water, forestry, fisheries, livestock) had comparatively lower usage rates, each cited by 2% to 5% of respondents. This suggests either limited awareness or availability of such data, or perhaps sector-specific barriers to access.
Interestingly, 15% of respondents indicated usage of "Other" statistics, pointing to specialized datasets not explicitly listed in the core categories—such as gender statistics, migration data, or GIS-based spatial data.

The high demand for education, population, health, and labor force statistics reflects the centrality of social development concerns in Liberia's policy discourse. Conversely, the relatively low uptake of environmental and sector-specific data may warrant deeper inquiry into dissemination gaps, user awareness, or the availability and regularity of such statistics. These findings provide a clear direction for LISGIS to tailor its data dissemination strategies and improve visibility of underutilized data domains.

Table 3.1 1 Official Statistics Used Regularly

Types of statistics you use	Frequency	Percentage
National accounts (GDP)	38	13%
Price statistics (CPI, producer price index)	24	8%
Public finance statistics	30	10%
Monetary and financial statistics	36	12%
Balance of Payments	15	5%
Business statistics (industry, trade, services)	48	16%
Business statistics (mining)	17	6%
Business statistics (transport, energy)	24	8%
Employment/labor force statistics	51	17%
External trade statistics	16	5%
Income and poverty statistics	20	7%
Demographic statistics (population)	74	25%
Education statistics (enrolment, literacy)	98	33%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	54	18%
Social statistics (housing, water and sanitation)	42	14%
Environment statistics	25	8%
Agriculture and food security statistics	31	11%
Livestock statistics	6	2%
Fisheries statistics	5	2%
Water resources statistics	11	4%
Forestry and wildlife statistics	10	3%
Tourism statistics	15	5%
Other	43	15%
Total	**733**	**247%**

3.3 Main Sources of Official Statistics

3.3.1 Source Institutions Accessed by Data Users

The analysis of data sources reveals important insights into where Liberian data users turn for different types of official statistics. Respondents were asked to identify their main sources for the types of statistics they regularly use, with five primary provider categories: LISGIS, the

Central Bank of Liberia (CBL), MACs (Ministries, Agencies, and Commissions), International Sources, and Others.

Across most statistical domains, LISGIS remains a dominant source, but the results also underscore the extent to which users rely on MACs and international organizations, suggesting an ecosystem of producers rather than a single authoritative outlet.

- LISGIS is the leading source for demographic (3.74%), education (2.74%), and social/health statistics (2.12%). This is consistent with LISGIS's statutory mandate as the custodian of core population and social data.
- MACs outpace LISGIS as the primary source for certain datasets, such as employment/labour force statistics (2.18% via MACs vs. 1.99% via LISGIS), public finance statistics (1.37% via MACs vs. 0.87% via LISGIS), and business statistics (industry, trade, services) (2.05% via MACs vs. 1.12% via LISGIS). This suggests that sector-specific ministries are seen as more up-to-date or accessible on certain data types.
- International sources were particularly significant for education statistics (2.49%), social statistics (health) (1.43%), and housing/water/sanitation (1.81%), reflecting the role of UN agencies, World Bank, and NGOs in data dissemination.
- The Central Bank of Liberia (CBL) remains a key source for monetary and financial statistics (1.43%), price statistics (0.68%), and national accounts (0.62%), aligning with its macroeconomic policy functions.

Environmental, agricultural, and sectoral statistics—including livestock, fisheries, water resources, and tourism—had more fragmented sourcing, with relatively low percentages spread across LISGIS, MACs, and international partners. Notably, even for high-demand categories such as poverty, income, and trade statistics, no single source dominated, indicating gaps in centralized access and possible duplication across institutions.

While LISGIS plays a leading role, the reliance on MACs and international sources for several data domains signals potential fragmentation in Liberia's statistical system. These findings call for greater coordination and standardization across producers, as well as clearer data dissemination protocols to reinforce LISGIS's role as the central hub. Improving metadata quality, source referencing, and inter-agency data sharing could strengthen LISGIS's credibility and visibility, particularly for economic and sectoral data.

Table 3.1 2: Main Source Statistics Used

Types of statistics you use		Your main source(s) for those statistics that you use				
		CBL	International	LISGIS	MACS	Other
National accounts (GDP)	Obs.	10	10	25	23	6
	%	0.62%	0.62%	1.56%	1.43%	0.37%
Price statistics (CPI, producer price index)	Obs.	11	8	16	19	5
	%	0.68%	0.50%	1.00%	1.18%	0.31%
Public finance statistics	Obs.	20	12	14	22	1
	%	1.25%	0.75%	0.87%	1.37%	0.06%
Monetary and financial statistics	Obs.	23	19	20	24	1
	%	1.43%	1.18%	1.25%	1.49%	0.06%
Balance of Payments	Obs.	11	5	4	7	3
	%	0.68%	0.31%	0.25%	0.44%	0.19%
Business statistics (industry, trade, services)	Obs.	21	18	18	33	10
	%	1.31%	1.12%	1.12%	2.05%	0.62%
Business statistics (mining)	Obs.	6	6	9	10	5
	%	0.37%	0.37%	0.56%	0.62%	0.31%
Business statistics (transport, energy)	Obs.	5	9	14	19	5
	%	0.31%	0.56%	0.87%	1.18%	0.31%
Employment/labor force statistics	Obs.	6	15	32	35	7
	%	0.37%	0.93%	1.99%	2.18%	0.44%
External trade statistics	Obs.	6	11	14	15	1
	%	0.37%	0.68%	0.87%	0.93%	0.06%
Income and poverty statistics	Obs.	6	13	14	19	1
	%	0.37%	0.81%	0.87%	1.18%	0.06%
Demographic statistics (population)	Obs.	18	31	60	54	10
	%	1.12%	1.93%	3.74%	3.36%	0.62%
Education statistics (enrolment, literacy)	Obs.	9	40	44	74	22
	%	0.56%	2.49%	2.74%	4.61%	1.37%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	Obs.	7	23	34	48	4
	%	0.44%	1.43%	2.12%	2.99%	0.25%
Social statistics (housing, water and sanitation)	Obs.	8	29	30	25	7
	%	0.50%	1.81%	1.87%	1.56%	0.44%
Environment statistics	Obs.	4	10	16	15	9
	%	0.25%	0.62%	1.00%	0.93%	0.56%
Agriculture and food security statistics	Obs.	10	19	19	19	5
	%	0.62%	1.18%	1.18%	1.18%	0.31%
Livestock statistics	Obs.	4	3	4	5	3
	%	0.25%	0.19%	0.25%	0.31%	0.19%
Fisheries statistics	Obs.	4	3	4	4	1
	%	0.25%	0.19%	0.25%	0.25%	0.06%
Water resources statistics	Obs.	6	5	6	9	1
	%	0.37%	0.31%	0.37%	0.56%	0.06%
Forestry and wildlife statistics	Obs.	4	3	8	9	1
	%	0.25%	0.19%	0.50%	0.56%	0.06%
Tourism statistics	Obs.	4	6	15	8	1

Others	%	0.25%	0.37%	0.93%	0.50%	0.06%
	Obs.	6	17	18	25	15
	%	0.37%	1.06%	1.12%	1.56%	0.93%

3.4 Main Uses of Official Statistics

3.4.1 Application of Official Statistics by Type of Use

Respondents were asked to identify the primary purposes for which they use official statistics from LISGIS and related sources. The results highlight the multi-functional role that data plays across sectors—from planning and performance monitoring to research and modeling. The findings show that data usage is heavily oriented towards planning, policy formulation, and research, with notable variation depending on the type of statistics.

- The most cited application was planning and policy formulation, with high usage across most domains. Demographic statistics (2.22%), education statistics (2.49%), employment/labour force data (1.18%), and social/health statistics (1.99%) were frequently used to inform development planning and national programs. This underscores the importance of social statistics in driving evidence-based policy in Liberia.
- Research purposes also accounted for significant usage, particularly for education statistics (3.89%), demographic data (3.17%), and health data (2.4%). These figures suggest strong demand from academic and civil society stakeholders, including universities, think tanks, and NGOs.
- Monitoring performance was the third most common use case, led by statistics on business and services (1.36%), employment (1.18%), and health and education. This points to growing efforts among public and non-state actors to evaluate the implementation of programs and track sectoral progress.
- While less dominant overall, modeling and forecasting were particularly relevant for users of national accounts (0.41%), price statistics (0.68%), and monetary and financial statistics (0.54%). This reflects demand from economists, central banks, and financial institutions for forward-looking analysis.
- Decision-making, while lower in aggregate, saw measurable usage in domains like income and poverty (0.41%) and external trade (0.23%). These users may include policymakers working on budget allocations, trade strategy, or targeted interventions.
- Comparative analysis was relatively more common for demographic (1.18%) and health statistics (0.9%), likely reflecting benchmarking across regions or over time.

- Business-related uses of official statistics, although not the leading category, showed notable use for business statistics (0.86%), employment data, and transport/energy figures, indicating growing interest from the private sector.

The results clearly demonstrate that official statistics are central to Liberia's research, planning, and monitoring ecosystem, particularly in the social sectors. However, the lower usage of data for forecasting, decision-making, and comparative analysis may suggest the need for:

- More analytic support to help users translate raw data into actionable insights,
- Expanded availability of time-series data, and
- Enhanced training in data interpretation and modeling techniques.

A key implication is that LISGIS could further increase the utility of its products by packaging data with user-friendly tools, such as dashboards, sector-specific briefs, and explanatory notes tailored to various decision-making needs.

Table 3.1 3: Main Uses of Official Statistics

Types of statistics you use	Your main use(s) of official statistics							
	Business	**Comparism**	**Decision making**	**Modelling and forecasting**	**Monitoring performance**	**Planning & policy formulation**	**Research**	**others**
National accounts (GDP)	6 0.27%	6 0.27%	10 0.45%	9 0.41%	15 0.68%	34 1.54%	7 0.32%	2 0.09%
Price statistics (CPI, producer price index)	7 0.32%	7 0.32%	5 0.23%	15 0.68%	17 0.77%	20 0.9%	5 0.23%	2 0.09%
Public finance statistics	7 0.32%	6 0.27%	13 0.59%	13 0.59%	20 0.9%	27 1.22%	4 0.18%	0 0%
Monetary and financial statistics	9 0.41%	8 0.36%	14 0.63%	12 0.54%	20 0.9%	31 1.4%	4 0.18%	0 0%
Balance of Payments	4 0.18%	6 0.27%	10 0.45%	8 0.36%	8 0.36%	13 0.59%	3 0.14%	2 0.09%
Business statistics (industry, trade, services)	19 0.86%	16 0.72%	13 0.59%	23 1.04%	30 1.36%	42 1.9%	8 0.36%	3 0.14%
Business statistics (mining)	8 0.36%	8 0.36%	9 0.41%	14 0.63%	10 0.45%	17 0.77%	3 0.14%	0 0%
Business statistics (transport, energy)	12 0.54%	11 0.5%	14 0.63%	15 0.68%	15 0.68%	22 1.00%	3 0.14%	0 0%
Employment/labor force statistics	11 0.5%	6 0.27%	23 1.04%	6 0.27%	26 1.18%	37 1.67%	13 0.59%	3 0.14%
External trade statistics	6 0.27%	7 0.32%	5 0.23%	9 0.41	8 0.36%	16 0.72%	3 0.14%	0 0%
Income and poverty statistics	5 0.23%	9 0.41%	9 0.41%	12 0.54%	12 0.54%	18 0.81%	4 0.18%	1 0.05%
Demographic statistics (population)	12 0.54%	26 1.18%	18 0.81%	27 1.22%	49 2.22%	70 3.17%	10 0.45%	10 0.45%
Education statistics (enrolment, literacy)	4 0.18%	12 0.54%	18 0.81%	16 0.72%	55 2.49%	86 3.89%	48 2.17%	13 0.59%

Types of statistics you use	Your main use(s) of official statistics							
	Business	**Comparism**	**Decision making**	**Modelling and forecasting**	**Monitoring performance**	**Planning & policy formulation**	**Research**	**others**
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	4 0.18%	20 0.9%	15 0.68%	15 0.68%	44 1.99%	53 2.4%	18 0.81%	9 0.41%
Social statistics (housing, water and sanitation)	4 0.18%	16 0.72%	11 0.5%	6 0.27%	30 1.36%	37 1.67%	5 0.23%	4 0.18%
Environment statistics	4 0.18%	7 0.32%	8 0.36%	9 0.41	18 0.81	20 0.90%	5 0.23%	6 0.27%
Agriculture and food security statistics	4 0.18%	16 0.72%	10 0.45%	13 0.59%	19 0.86%	31 1.4%	6 0.27%	4 0.18%
Livestock statistics	4 0.18%	4 0.18%	3 0.14%	4 0.18%	4 0.18%	6 0.27%	5 0.23%	0 0%
Fisheries statistics	4 0.18%	5 0.23%	4 0.18%	4 0.18%	4 0.18%	5 0.23%	3 0.14%	0 0%
Water resources statistics	4 0.18%	5 0.23%	8 0.36%	6 0.27%	8 0.36	10 0.45	3 0.14%	0 0%
Forestry and wildlife statistics	4 0.18%	4 0.18%	7 0.32%	4 0.18%	8 0.36%	10 0.45%	3 0.14%	0 0%
Tourism statistics	4 0.18%	4 0.18%	5 0.23%	4 0.18%	9 0.41%	15 0.68%	3 0.14%	0 0%
Others	0 0%	1 0.05%	8 0.36%	18 0.81%	18 0.81%	39 1.76%	13 0.59%	8 0.36%

3.5 Perceived Accuracy of Official Statistics

3.5.1 Users' Ratings of Accuracy by Statistical Domain

Respondents were asked to assess the accuracy of the types of official statistics they use—defined as the degree to which the data reflect the real-world phenomena they are intended to measure. They provided ratings on a 5-point scale: *Very Inaccurate, Inaccurate, Undecided/Not Sure, Accurate,* and *Very Accurate.*

Across nearly all domains, the dominant perception is that official statistics are reasonably accurate, though some gaps in user confidence remain.

- Education statistics received the highest share of positive accuracy ratings, with 5.74% rating them as "Accurate" and 0.82% as "Very Accurate." This was followed by demographic statistics (population), where 5.87% rated them as "Accurate", affirming LISGIS's strength in managing social and population-based surveys such as the census and DHS.

- Employment/labour force statistics were similarly well-regarded, with 3.69% of users rating them as accurate, despite a small proportion (2.32%) noting them as inaccurate—possibly reflecting delays in publication or lack of disaggregated labor market data.
- Social and health-related statistics, such as HIV/AIDS, malaria, and TB data, were viewed as accurate by 2.46%, though a significant 2.19% were unsure, indicating that while these statistics are generally trusted, more transparency in data sources and metadata may be needed.
- Economic statistics, including GDP, monetary/financial, and public finance data, were mostly rated as "Accurate" (e.g., 2.32% for GDP, 2.05% for public finance), but a considerable number of users remained undecided or unsure (e.g., 2.87% for monetary and financial statistics), perhaps due to technical complexity or inconsistent release schedules.
- Notably, no statistical domain had a significant share of "Very Accurate" ratings, suggesting that while LISGIS's outputs are trusted, users still perceive room for improvement in methods, documentation, or reliability.
- Environmental and sectoral data (e.g., livestock, fisheries, forestry) had higher levels of uncertainty and lower overall confidence. For instance, 1.78% were unsure about the accuracy of environment statistics, and 0.41%–0.82% were unsure or dissatisfied with data on water, fisheries, and agriculture. This may point to gaps in data coverage, lack of frequency, or limited communication of methodologies in these areas.
- Only one category—forestry and wildlife statistics—received any 'Very Inaccurate' rating, albeit minimal (0.27%), signaling either limited reliability or low availability of verifiable data in that domain.

Overall, the data suggests that confidence in accuracy is strongest in social statistics, particularly education, population, health—and more mixed economic and environmental domains. While few respondents deemed data to be "very inaccurate," a sizable proportion were "undecided," signaling opportunities for LISGIS to enhance data transparency, expand metadata access, and engage in user education around methodologies. These steps could build user confidence and lead to more effective application of statistics for national development planning.

Table 3.1 4: Quality of the Official Statistics

Types of statistics you use	Accuracy of official statistics				
	Very inaccurate	Inaccurate	Undecided or not sure	Accurate	Very accurate
National accounts (GDP)	0 0%	11 1.5%	10 1.37%	17 2.32%	0 0%
Price statistics (CPI, producer price index)	0 0%	5 0.68%	5 0.68%	11 1.5%	3 0.41%
Public finance statistics	0 0%	3 0.41%	10 1.37%	15 2.05%	2 0.27%
Monetary and financial statistics	0 0%	7 0.96%	21 2.87%	8 1.09%	0 0%
Balance of Payments	0 0%	5 0.68%	8 1.09%	2 0.27%	0 0%
Business statistics (industry, trade, services)	0 0%	9 1.23%	19 2.6%	17 2.32	3 0.41
Business statistics (mining)	0 0%	3 0.41	7 0.96	7 0.96	0 0%
Business statistics (transport, energy)	0 0%	9 1.23%	7 0.96	8 1.09%	0 0%
Employment/labor force statistics	0 0%	17 2.32%	7 0.96%	27 3.69%	0 0%
External trade statistics	0 0%	5 0.68%	6 0.82%	5 0.68%	0 0%
Income and poverty statistics	0 0%	6 0.82%	12 1.64%	2 0.27%	0 0%
Demographic statistics (population)	0 0%	14 1.91%	14 1.91%	43 5.87%	3 0.41%
Education statistics (enrolment, literacy)	0 0%	15 2.05%	35 4.78%	42 5.74%	6 0.82%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	0 0%	16 2.19%	20 2.73%	18 2.46%	0 0%
Social statistics (housing, water and sanitation)	0 0%	15 2.05%	11 1.5%	16 2.19%	0 0%
Environment statistics	0 0%	6 0.82%	13 1.78%	4 0.55%	2 0.27%
Agriculture and food security statistics	0 0%	7 0.96%	11 1.5%	13 1.78	0 0%
Livestock statistics	0 0%	3 0.41%	1 0.14%	2 0.27%	0 0%
Fisheries statistics	0 0%	3 0.41%	2 0.27%	0 0%	0 0%
Water resources statistics	0 0%	3 0.41%	5 0.68%	3 0.41%	0 0%
Forestry and wildlife statistics	2 0.27%	3 0.41%	3 0.41%	2 0.27%	0 0%
Tourism statistics	0 0%	6 0.82%	3 0.41%	6 0.82%	0 0%
Others	0 0%	6 0.82%	13 1.78%	23 3.14%	0 0%

3.6 Perceived Reliability of Official Statistics

3.6.1 Users' Ratings of Reliability by Statistical Domain

Reliability refers to the degree of consistency and dependability in statistical output over time. Respondents were asked to evaluate how reliable they consider the official statistics they use, on a 5-point scale ranging from *Very Unreliable* to *Very Reliable*.

The findings show that most users perceive official statistics produced in Liberia as generally reliable, especially in key social and demographic domains. However, a significant proportion of users remain undecided or only moderately confident, indicating areas where further assurance, methodological transparency, and data continuity are needed.

Table 3.1 5: Reliability of the Official Statistics

Types of statistics you use	Reliability of official statistics				
	Very unreliable	**Unreliable**	**Undecided or not sure**	**Reliable**	**Very reliable**
National accounts (GDP)	0 0%	6 0.82%	10 1.37%	19 2.61%	0 0%
Price statistics (CPI, producer price index)	0 0%	3 0.41%	5 0.69%	16 2.19%	0 0%
Public finance statistics	0 0%	3 0.41%	7 0.96%	18 2.47%	2 0.27%
Monetary and financial statistics	0 0%	3 0.41%	16 2.19%	17 2.33%	0 0%
Balance of Payments	0 0%	3 0.41%	8 1.1%	4 0.55%	0 0%
Business statistics (industry, trade, services)	0 0%	6 0.82%	16 2.19%	26 3.57%	0 0%
Business statistics (mining)	0 0%	3 0.41%	7 0.96%	7 0.96%	0 0%
Business statistics (transport, energy)	0 0%	5 0.69%	9 1.23%	10 1.37%	0 0%
Employment/labor force statistics	0 0%	13 1.78%	8 1.10%	28 3.84%	2 0.27%
External trade statistics	0 0%	3 0.41%	3 0.41%	10 1.37%	0 0%
Income and poverty statistics	0 0%	3 0.41%	10 1.37%	7 0.96%	0 0%
Demographic statistics (population)	0 0%	9 1.23%	6 0.82%	55 7.54%	4 0.55
Education statistics (enrolment, literacy)	0 0%	12 1.65%	29 3.98%	51 7.00%	6 0.82%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	0 0%	12 1.65%	22 3.02%	18 2.47%	2 0.27%

Types of statistics you use	Reliability of official statistics				
	Very unreliable	Unreliable	Undecided or not sure	Reliable	Very reliable
Social statistics (housing, water and sanitation)	0 0%	15 2.06%	5 0.69%	22 3.02%	0 0%
Environment statistics	0 0%	3 0.41%	7 0.96%	15 2.06%	0 0%
Agriculture and food security statistics	0 0%	7 0.96%	8 1.1%	16 2.19%	0 0%
Livestock statistics	0 0%	3 0.41%	3 0.41%	0 0%	0 0%
Fisheries statistics	0 0%	3 0.41%	2 0.27%	0 0%	0 0%
Water resources statistics	0 0%	3 0.41%	4 0.55%	4 0.55%	0 0%
Forestry and wildlife statistics	2 0.27%	3 0.41%	3 0.41%	0 0%	2 0.27
Tourism statistics	0 0%	6 0.82%	3 0.41%	6 0.82%	0 0%
Others	0 0%	2 0.27%	11 1.51%	29 3.98%	0 0%

- Education statistics (e.g., enrollment, literacy) earned the highest reliability ratings, with 7.0% of users deeming them "Reliable" and 0.82% “Very Reliable.” This was followed by demographic statistics, with 7.54% considering them “Reliable,” and 0.55% as “Very Reliable.” These results reflect strong confidence in social sector data, which are often used for development planning, program design, and donor reporting.

- Employment/labour force statistics and business statistics (industry, trade, services) also ranked well, with 3.84% and 3.57% of respondents rating them as reliable, respectively. This suggests growing trust in LISGIS’s labor and economic data systems, particularly among public institutions and private sector actors.

- Health-related social statistics (e.g., HIV/AIDS, malaria, TB) and housing and sanitation data also performed favorably, each receiving over 3.0% "Reliable" ratings, reinforcing their perceived utility for monitoring SDGs and public health performance.

- On the other hand, monetary and financial statistics and public finance statistics, though largely free of “Unreliable” ratings, still recorded considerable undecided responses

(2.19% and 0.96%, respectively), suggesting users may not fully understand methodologies or question the consistency of updates.

- A recurring pattern emerged in environmental and sector-specific statistics, such as forestry, livestock, water resources, and fisheries, which had high levels of uncertainty and low confidence overall. For example, 0.96% were unsure about livestock statistics, and forestry and wildlife data received the only "Very Unreliable" rating in the dataset (0.27%).

- Importantly, no type of statistic received a majority of "Very Reliable" ratings, pointing to a consistent perception across user groups that while official statistics are mostly dependable, there is still room to improve in transparency, update regularity, and public confidence.

User confidence in the reliability of official statistics is highest in education, demographic, and employment domains, reflecting well-established data systems in these areas. However, technical sectors and environmental statistics continue to suffer from limited visibility and perceived irregularity. LISGIS and partner ministries could strengthen data reliability by:

- Ensuring regular publication of updates,
- Providing detailed metadata and release calendars,
- And communicating clearly about data revisions or limitations.

Strengthening user trust in less-utilized domains will broaden the application of official statistics across Liberia's development sectors.

3.6.2 User Responses to Distrust in Official Statistics

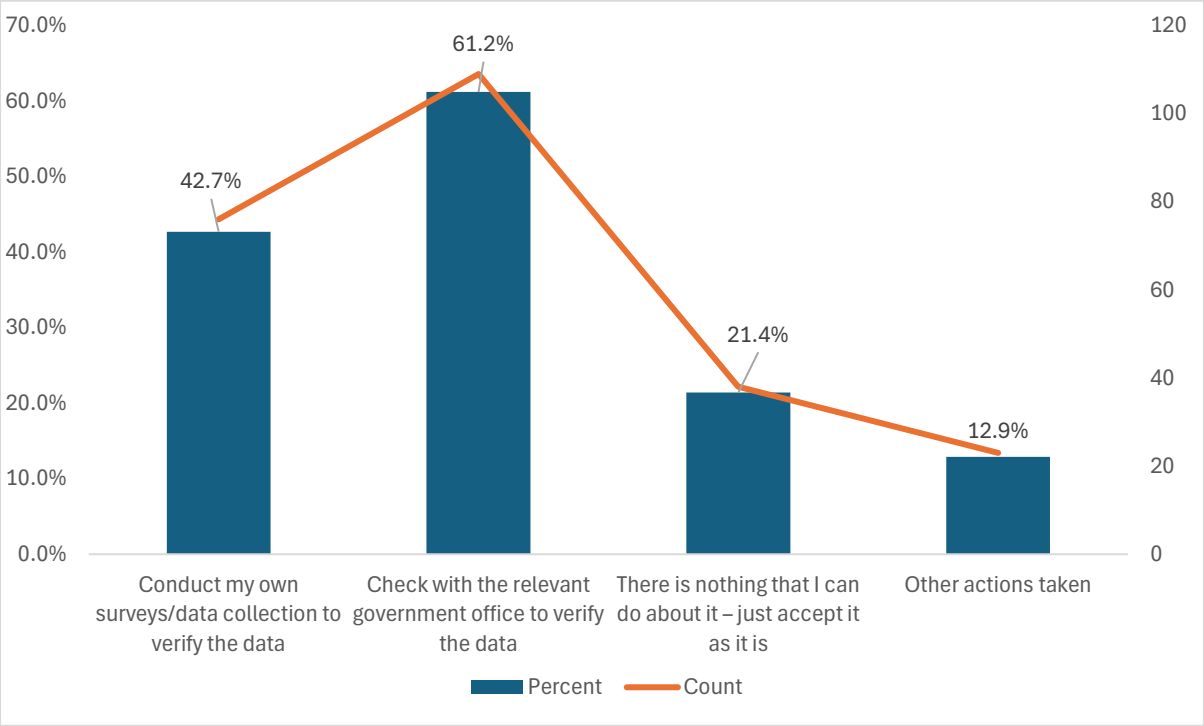
The survey explored how data users respond when they lack confidence in the reliability of official statistics. The results reveal a diverse set of coping mechanisms, reflecting varying levels of engagement, institutional access, and technical capacity among users.

A majority of respondents (61.2%, n=109) reported that they verify questionable data by consulting the relevant government office, such as LISGIS or sector-specific agencies. This indicates a relatively high level of institutional trust and a willingness to engage with official data producers for clarification. It also underscores the importance of responsive and accessible data custodianship, especially when transparency and credibility are challenged.

A significant proportion of users—42.7% (n=76)—resort to conducting their own surveys or independent data collection to verify the authenticity of the information. This response is most

likely associated with research institutions, development partners, and civil society organizations that have technical capacity and resources to collect alternative evidence. It reflects both a strong demand for data accuracy and a perceived gap in trustworthiness or accessibility of existing data. Approximately 21.4% of respondents (n=38) indicated that they have no recourse but to accept the data as it is, even when they question its credibility. This passive approach may reflect users with limited technical skills, institutional power, or confidence to challenge data sources. It points to a need for greater data literacy, as well as platforms for feedback and accountability. A smaller share of respondents—12.9% (n=23)—reported taking other unspecified actions, which may include consulting third-party datasets, peer networks, or data triangulation through mixed sources. This category highlights the variety of informal mechanisms users rely on when institutional channels fall short.

Figure 3.1 1: Users Resort to WhenThey Don'tTrust Official Statistic



3.7 User Satisfaction with the Timeliness of Official Statistics

3.7.1 Overview of User Perceptions

Timeliness refers to the lag between data collection and public dissemination, a critical dimension of data quality that affects users' ability to respond to emerging trends, evaluate policies, and plan interventions.

Overall, respondents expressed the lowest levels of satisfaction with the timeliness of official statistics compared to other quality dimensions. A large proportion of users reported being *unsatisfied* or *very unsatisfied*, while only a few statistics categories received modest satisfaction ratings.

3.7.2 Statistics with High Dissatisfaction

- Education statistics received the highest dissatisfaction, with 6.97% unsatisfied and 0.82% very unsatisfied, followed by demographic statistics (e.g., population), where 5.05% were unsatisfied and 0.82% very unsatisfied. These statistics are in high demand for policy and programming decisions, particularly for education budgeting, school planning, and electoral processes, making delays in their release particularly problematic.

- Employment/labour force data also drew concern, with 3.28% of users unsatisfied, suggesting irregular updates or delayed labor force survey results.

- Other statistical domains with significant dissatisfaction included:
    - Health and housing statistics, with 4.78% unsatisfied in each case.
    - Agriculture and food security (2.6% unsatisfied),
    - Business statistics—especially industry and trade—(2.87% unsatisfied),
    - Income and poverty (1.78% unsatisfied), and
    - Social statistics (HIV/AIDS, malaria, TB) (4.78% unsatisfied).

3.7.3 Statistics with Moderate Satisfaction

Only a few statistics categories had notable levels of satisfaction:

- Demographic statistics (e.g., population projections) earned 3.14% "Satisfied" ratings despite high dissatisfaction, suggesting mixed experiences depending on the data product (e.g., census vs. projections).

- Education statistics had 3.01% "Satisfied" responses, reflecting appreciation for the Education Management Information System (EMIS) where updates are somewhat regular.
- Public finance, health, and monetary statistics showed modest satisfaction scores (ranging 1.78–2.05%), with no categories receiving more than 0.27% "Very Satisfied" ratings.

The low satisfaction across nearly all domains reflects widespread concern over delayed releases, irregular publication cycles, and lack of clear release calendars. This undermines users' ability to:

- Forecast economic or demographic trends;
- Monitor SDG or national policy targets in real-time;
- Align development programming with up-to-date evidence.

Table 3.1 6 Timeliness of Release of Official Statistics

	Timeliness of release of official statistics				
Types of statistics you use	**Very unsatisfied**	**Unsatisfied**	**Undecided or not sure**	**Satisfied**	**Very satisfied**
National accounts (GDP)	8 1.09%	12 1.64%	11 1.5	7 0.96	0 0%
Price statistics (CPI, producer price index)	4 0.55%	8 1.09%	2 0.27%	10 1.37%	0 0%
Public finance statistics	4 0.55%	7 0.96%	4 0.55%	15 2.05%	0 0%
Monetary and financial statistics	4 0.55%	10 1.37%	14 1.91%	8 1.09%	0 0%
Balance of Payments	1 0.14%	5 0.68%	9 1.23%	0 0%	0 0%
Business statistics (industry, trade, services)	4 0.55%	21 2.87%	15 2.05%	8 1.09%	0 0%
Business statistics (mining)	4 0.55%	5 0.68%	4 0.55%	4 0.55%	0 0%
Business statistics (transport, energy)	4 0.55%	10 1.37%	6 0.82%	4 0.55%	0 0%
Employment/labor force statistics	6 0.82%	24 3.28%	7 0.96%	14 1.91%	0 0%
External trade statistics	4 0.55%	8 1.09%	2 0.27%	2 0.27%	0 0%
Income and poverty statistics	3 0.41%	13 1.78%	2 0.27%	2 0.27%	0 0%
Demographic statistics (population)	6 0.82%	37 5.05%	8 1.09%	23 3.14%	0 0%

Education statistics (enrolment, literacy)	6 0.82%	51 6.97%	17 2.32%	22 3.01%	2 0.27%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	2 0.27%	35 4.78%	4 0.55%	13 1.78%	0 0%
Social statistics (housing, water and sanitation)	4 0.55%	35 4.78%	1 0.14%	2 0.27%	0 0%
Environment statistics	3 0.41%	14 1.91%	1 0.14%	5 0.68%	2 0.27%
Agriculture and food security statistics	5 0.68%	19 2.6%	5 0.68%	2 0.27%	0 0%
Livestock statistics	3 0.41%	3 0.41%	0 0%	0 0%	0 0%
Fisheries statistics	1 0.14%	3 0.41%	1 0.14%	0 0%	0 0%
Water resources statistics	1 0.14%	6 0.82%	1 0.14%	3 0.41%	0 0%
Forestry and wildlife statistics	3 0.41%	5 0.68%	0 0%	2 0.27%	0 0%
Tourism statistics	6 0.82%	6 0.82%	0 0%	3 0.41%	0 0%
Others	2 0.27%	21 2.87%	4 0.55%	15 2.05%	0 0%

3.8 User Satisfaction with Frequency of Official Statistics Release

The survey assessed users' perceptions of how frequently various categories of official statistics are released by LISGIS and related agencies. Respondents rated their satisfaction on a five-point Likert scale ranging from *Very Unsatisfied* to *Very Satisfied*. The data show generally low levels of satisfaction across most statistical domains, with the majority of responses concentrated in the "Unsatisfied" and "Undecided" categories.

Table 3.1 7: Satisfaction with Frequency of Official Statistics Release

Types of statistics you use	**Frequency of release of official statistics**				
	Very unsatisfied	**Unsatisfied**	**Undecided or not sure**	**Satisfied**	**Very satisfied**
National accounts (GDP)	2 0.27%	21 2.87%	8 1.09%	7 0.96%	0 0%
Price statistics (CPI, producer price index)	0 0%	13 1.78%	3 0.41%	8 1.09%	0 0%
Public finance statistics	0 0%	11 1.5%	3 0.41%	16 2.19%	0 0%

Types of statistics you use	Frequency of release of official statistics				
	Very unsatisfied	Unsatisfied	Undecided or not sure	Satisfied	Very satisfied
Monetary and financial statistics	0 0%	14 1.91%	13 1.78%	9 1.23%	0 0%
Balance of Payments	0 0%	9 1.23%	6 0.82%	0 0%	0 0%
Business statistics (industry, trade, services)	0 0%	27 3.69%	16 2.19%	5 0.68%	0 0%
Business statistics (mining)	0 0%	8 1.09%	5 0.68%	4 0.55%	0 0%
Business statistics (transport, energy)	0 0%	11 1.5%	11 1.5%	2 0.27%	0 0%
Employment/labour force statistics	2 0.27%	25 3.42%	7 0.96%	17 2.32%	0 0%
External trade statistics	0 0%	11 1.5%	3 0.41%	2 0.27%	0 0%
Income and poverty statistics	3 0.41%	14 1.91%	1 0.14%	2 0.27%	0 0%
Demographic statistics (population)	2 0.27%	42 5.74%	2 0.27%	28 3.83%	0 0%
Education statistics (enrolment, literacy)	3 0.41%	52 7.1%	21 2.87%	20 2.73%	2 0.27%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	3 0.41%	34 4.64%	5 0.68%	12 1.64%	0 0%
Social statistics (housing, water and sanitation)	0 0%	36 4.92%	1 0.14%	5 0.68%	0 0%
Environment statistics	2 0.27%	17 2.32%	2 0.27%	2 0.27%	2 0.27%
Agriculture and food security statistics	6 0.82%	18 2.46%	5 0.68%	2 0.27%	0 0%
Livestock statistics	2 0.27%	3 0.41%	1 0.14%	0 0%	0 0%
Fisheries statistics	0 0%	3 0.41%	2 0.27%	0 0%	0 0%
Water resources statistics	0 0%	7 0.96%	2 0.27%	2 0.27%	0 0%
Forestry and wildlife statistics	2 0.27%	5 0.68%	1 0.14%	2 0.27%	0 0%
Tourism statistics	2 0.27%	9 1.23%	1 0.14%	3 0.41%	0 0%
Others	2 0.27%	16 2.19%	4 0.55%	20 2.73%	0 0%

Across all statistical areas, there are very few respondents who report being "Very Satisfied" with the frequency of data release. In most domains, that figure stands at 0%, indicating a widespread perception that data is not released frequently enough to meet user needs.

The highest levels of dissatisfaction (combined "Very Unsatisfied" and "Unsatisfied") were recorded in the following areas:

- Education statistics – 55 respondents expressed dissatisfaction (3 "Very Unsatisfied" + 52 "Unsatisfied"; total 7.51%)
- Demographic statistics (Population) – 44 dissatisfied (2 + 42; 6.01%)
- Social statistics (Health) – 37 dissatisfied (3 + 34; 5.05%)
- Housing, water, and sanitation – 36 "Unsatisfied" (4.92%)

These categories are central to social sector planning and SDG monitoring, suggesting a critical need for improved release schedules in these domains.

Economic Statistics (Mixed Responses)

- National Accounts (GDP): 21 users were "Unsatisfied" (2.87%), but 7 were "Satisfied" (0.96%), with a notable portion undecided (8).
- Price Statistics (CPI, PPI): Though no users reported being "Very Unsatisfied", 13 were "Unsatisfied" (1.78%), suggesting expectations for more frequent updates.
- Public Finance and Monetary Statistics: These saw better balance, with more users selecting "Satisfied" or "Undecided" than "Unsatisfied."

Statistical categories such as:

- Agriculture and food security (24 users dissatisfied)
- Environment (19 dissatisfied)
- Forestry and wildlife (7 dissatisfied)
- Tourism (11 dissatisfied)

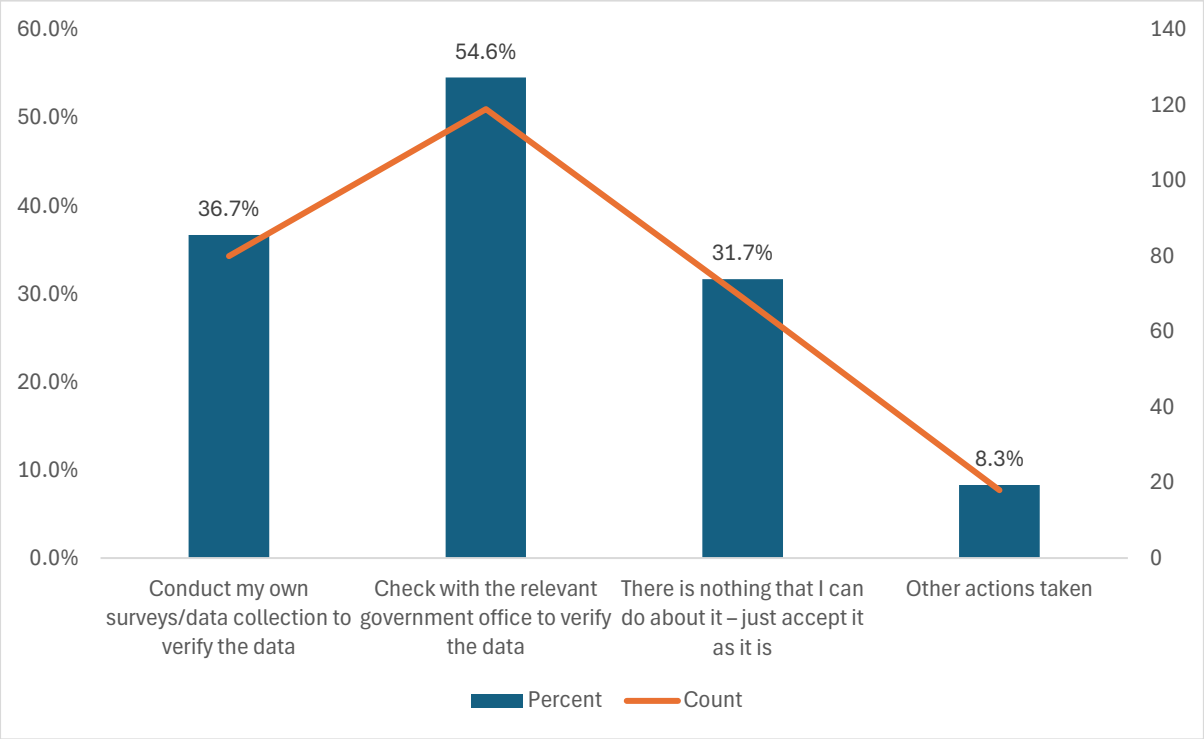
  received fewer "Satisfied" or "Very Satisfied" responses. These areas are vital for climate adaptation, land use management, and investment but are currently underserved in terms of regular reporting.

A large number of users selected "Undecided or Not Sure", especially in:

- Monetary and Financial Statistics (13)
- Business Statistics (Industry/Trade/Services) (16)
- Transport & Energy (11)

This may reflect low visibility, weak dissemination, or limited engagement with these statistics, which could be addressed through better outreach and data literacy efforts.

Figure 3.1 2: Action Taken When Not Satisfied with the Frequency of Release of Official Statistics



3.9 Awareness of Statistical Release Calendars by Type of Statistics Used

The dissemination calendar is a vital transparency tool for modern national statistical systems. It allows users to anticipate when statistical products will be available, plan their own work, and hold statistical agencies accountable to publishing timelines. The survey results reveal a significant gap in user awareness regarding such a calendar in Liberia.

Only 136 out of all responses were linked to users who are aware of a dissemination calendar, while 595 responses indicated a lack of awareness. This means that only 18.6% of the total responses show awareness—a strong indicator that most users of official statistics are unaware of any scheduled release dates. Although multiple responses were allowed, the overwhelming dominance of "No" across domains suggests a systemic communication or dissemination gap—even for widely used datasets.

Statistical domains with the highest number of “Yes” responses (awareness) included:

- Education statistics – 18 responses aware (18.4% of education stats users)
- Demographic statistics (population) – 13 responses aware (17.6%)
- Business statistics (industry, trade, services) – 10 responses aware (20.8%)
- Monetary and financial statistics – 10 responses aware (27.8%)
- National accounts (GDP) – 9 responses aware (23.7%)

Table 3.1 8: Awareness of the Release Calendar

Types of statistics you use	Are you aware of a publicly disseminated calendar that announces dates on which official statistics will be published?		
	No	**Yes**	**Total**
National accounts (GDP)	29 3.97%	9 1.23%	38 5.20%
Price statistics (CPI, producer price index)	16 2.19%	8 1.09%	24 3.28%
Public finance statistics	23 3.15	7 0.96%	30 4.1%
Monetary and financial statistics	26 3.56%	10 1.37%	36 4.92%
Balance of Payments	6 0.82%	9 1.23%	15 2.05%
Business statistics (industry, trade, services)	38 5.20%	10 1.37%	48 6.57%
Business statistics (mining)	15 2.05%	2 0.27%	17 2.33%
Business statistics (transport, energy)	19 2.60%	5 0.68%	24% 3.28%
Employment/labour force statistics	42 5.75%	9 1.23%	51 6.98%
External trade statistics	16 2.19%		16 2.19%
Income and poverty statistics	16 2.19%	4 0.55%	20 2.74%
Demographic statistics (population)	61 8.34%	13 1.78%	74 10.12%
Education statistics (enrolment, literacy)	80 10.94%	18 2.46%	98 13.41%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	47 6.43%	7 0.96%	54 7.39%
Social statistics (housing, water and sanitation)	40 5.47%	2 0.27%	42 5.75%
Environment statistics	23 3.15%	2 0.27%	25 3.42%
Agriculture and food security statistics	28 3.83%	3 0.41%	31 4.24%

Types of statistics you use	Are you aware of a publicly disseminated calendar that announces dates on which official statistics will be published?		
	No	Yes	Total
Livestock statistics	6 0.82%		6 0.82%
Fisheries statistics	5 0.68%		5 0.68%
Water resources statistics	9 1.23%	2 0.27%	11 1.50%
Forestry and wildlife statistics	8 1.09%	2 0.27%	10 1.37%
Tourism statistics	15 2.05%		15 2.05%
Others	27 3.69%	14 1.92%	41 5.61%
Total	595 81.40%	136 18.60%	731 100%

In several domains, no respondents who reported using the statistics were aware of a calendar:

- External trade statistics – 0 aware out of 16
- Livestock statistics – 0 aware out of 6
- Fisheries statistics – 0 aware out of 5
- Tourism statistics – 0 aware out of 15

These areas may have either irregular release schedules, poor visibility, or no formal dissemination calendar at all. Users may rely on ad hoc updates or third-party sources.

The question explores whether official statistics are published on schedule, as per advance announcements. While the total response count is 735, it reflects multiple statistics types used per respondent, not 735 individuals.

- 119 responses (16.19%) affirmed that statistics are released on their scheduled dates.
- 616 responses (83.81%) indicated that statistics are not released on time.

This suggests a significant perception of non-adherence to publication timelines, even among data users who are aware of or expect scheduled releases.

Table 3.1 9: Whether Official Statistics are Released on the Pronounced Dates

Types of statistics you use	Are official statistics released on the dates they said they would be		
	No	**Yes**	**Total**
National accounts (GDP)	35 4.76%	3 0.41%	38 5.17%
Price statistics (CPI, producer price index)	18 2.45%	6 0.82%	24 3.27%
Public finance statistics	26 3.54%	4 0.54%	30 4.08%
Monetary and financial statistics	27 3.67%	9 1.22%	36 4.90%
Balance of Payments	6 0.82%	9 1.22%	15 2.04%
Business statistics (industry, trade, services)	42 5.71%	6 0.82%	48 6.53%
Business statistics (mining)	13 1.77%	4 0.54%	17 2.31%
Business statistics (transport, energy)	22 2.99%	2 0.27%	24 3.27%
Employment/labour force statistics	47 6.39%	4 0.54%	51 6.94%
External trade statistics	14 1.90%	2 0.27%	16 2.18%
Income and poverty statistics	16 2.18%	4 0.54%	20 2.72%
Demographic statistics (population)	60 8.16%	14 1.90%	74 10.07%
Education statistics (enrolment, literacy)	76 10.34%	22 2.99%	98 13.33%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	53 7.21%	1 0.14%	54 7.35%
Social statistics (housing, water and sanitation)	36 4.90%	6 0.82%	42 5.71%
Environment statistics	21 2.86%	4 0.54%	25 3.40%
Agriculture and food security statistics	29 3.95%	2 0.27%	31 4.22%
Livestock statistics	6 0.82%	0 0%	6 0.82%
Fisheries statistics	5 0.68%	0 0%	5 0.68%
Water resources statistics	9 1.22%	2 0.27%	11 1.50%
Forestry and wildlife statistics	10 1.36%	0 0%	10 1.36%
Tourism statistics	15 2.04%		15 2.04%

Types of statistics you use	Are official statistics released on the dates they said they would be		
	No	Yes	Total
Others	30 4.08%	15 2.04%	45 6.12%
Total	616 83.81%	119 16.19%	735 100.00%

3.10 User Perception on Ease of Accessing Official Statistics

This indicator assesses the accessibility of official statistics from the perspective of data users. Respondents evaluated their experience using a five-point scale from *Very Difficult* to *Very Easy*. The results point to significant access challenges across nearly all statistical domains, with very few respondents rating access as "Very Easy."

Table 3.1 10: Access to official statistics

Types of statistics you use	Ease or difficulty of accessing official statistics				
	Very Difficult	Difficult	Undecided	Easy	Very Easy
National accounts (GDP)	0 0%	24 3.27%	2 0.27%	10 1.36%	0 0%
Price statistics (CPI, producer price index)	2 0.27%	20 2.73%	0 0%	2 0.27%	0 0%
Public finance statistics	2 0.27%	19 2.59%	2 0.27%	7 0.95%	0 0%
Monetary and financial statistics	3 0.41%	23 3.14%	7 0.95 %	3 0.41%	0 0%
Balance of Payments	0 0%	8 1.09%	5 0.68%	2 0.27%	0 0%
Business statistics (industry, trade, services)	6 0.82%	26 3.55%	8 1.09%	8 1.09%	0 0%
Business statistics (mining)	0 0%	9 1.23%	4 0.55%	4 0.55%	0 0%
Business statistics (transport, energy)	2 0.27%	14 1.91%	4 0.55%	4 0.55%	0 0%
Employment/labour force statistics	9 1.23%	26 3.55%	2 0.27%	14 1.91%	0 0%
External trade statistics	3 0.41%	11 1.50%	0 0%	2 0.27%	0 0%
Income and poverty statistics	9 1.23%	6 0.82%	1 0.14%	4 0.55%	0 0%
Demographic statistics (population)	7 0.95%	30 4.09%	5 0.68%	30 4.09%	2 0.27%

Education statistics (enrolment, literacy)	18 2.46%	41 5.59%	14 1.91%	21 2.86%	4 0.55%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	9 1.23%	21 2.86%	6 0.82%	12 1.64%	6 0.82%
Social statistics (housing, water and sanitation)	8 1.09%	26 3.55%	0 0%	8 1.09%	0 0%
Environment statistics	5 0.68%	14 1.91%	0 0%	4 0.55%	2 0.27%
Agriculture and food security statistics	9 1.23%	12 1.64%	1 0.14%	9 1.23%	0 0%
Livestock statistics	2 0.27	4 0.55%	0 0%	0 0%	0 0%
Fisheries statistics	0 0%	4 0.55%	1 0.14%	0 0%	0 0%
Water resources statistics	2 0.27%	6 0.82%	1 1.14%	2 0.27%	0 0%
Forestry and wildlife statistics	0 0%	4 0.55%	0 0%	6 0.82%	0 0%
Tourism statistics	3 0.41%	10 1.36%	0 0%	2 0.27%	0 0%
Others	6 0.82%	20 2.73%	8 1.09%	9 1.23%	0 0%

Across most categories:

- "Difficult" was the most frequently selected response.
- Very few respondents chose "Easy" or "Very Easy", suggesting that data access remains a major constraint for many users.

Only a handful of domains—such as Demographic, Education, and Health statistics—had some users reporting easier access, yet these were far outnumbered by those who reported difficulties. These high-demand domains are among the most difficult to access, potentially due to delayed publication, lack of centralized access points, or poor dissemination practices.

3.10.1 Access to the Underlying Metadata/Information of the Official Statistics

The ability to access underlying information—such as metadata, methodological notes, source documentation, or raw datasets—is critical to ensuring transparency, credibility, and usability of official statistics. The findings from the 2025 Liberia Data Users and Producers Satisfaction Survey reveal widespread difficulty in accessing this foundational layer of statistical information (see Table 3.11).

Table 3.1 11: Metadata for Official Statistics

Statistic Type	Ease or difficulty of accessing underlying information				
	Difficult	**Easy**	**Undecided**	**Very Difficult**	**Very Easy**
Agriculture and food security statistics	13 (39.39%)	7 (21.21%)	5 (15.15%)	6 (18.18%)	0 (0.0%)
Balance of Payments	8 (53.33%)	2 (13.33%)	5 (33.33%)	0 (0.0%)	0 (0.0%)
Business statistics (industry, trade, services)	31 (64.58%)	8 (16.67%)	7 (14.58%)	2 (4.17%)	0 (0.0%)
Business statistics (mining)	9 (52.94%)	4 (23.53%)	4 (23.53%)	0 (0.0%)	0 (0.0%)
Business statistics (transport, energy)	14 (58.33%)	4 (16.67%)	4 (16.67%)	2 (8.33%)	0 (0.0%)
Demographic statistics (population)	24 (32.43%)	31 (41.89%)	7 (9.46%)	10 (13.51%)	0 (0.0%)
Education statistics (enrolment, literacy)	50 (50.0%)	14 (14.0%)	15 (15.0%)	12 (12.0%)	4 (4.0%)
Employment/labor force statistics	27 (52.94%)	14 (27.45%)	6 (11.76%)	2 (3.92%)	0 (0.0%)
Income and poverty statistics	14 (70.0%)	6 (30.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Environment statistics	15 (55.56%)	6 (22.22%)	0 (0.0%)	2 (7.41%)	2 (7.41%)
External trade statistics	14 (87.5%)	2 (12.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Fisheries statistics	4 (80.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)
Forestry and wildlife statistics	4 (40.0%)	4 (40.0%)	2 (20.0%)	0 (0.0%)	0 (0.0%)
Livestock statistics	4 (66.67%)	0 (0.0%)	0 (0.0%)	2 (33.33%)	0 (0.0%)
Monetary and financial statistics	19 (52.78%)	3 (8.33%)	10 (27.78%)	4 (11.11%)	0 (0.0%)
National accounts (GDP)	19 (50.0%)	10 (26.32%)	9 (23.68%)	0 (0.0%)	0 (0.0%)
Others	28 (59.57%)	6 (12.77%)	2 (4.26%)	6 (12.77%)	0 (0.0%)
Price statistics (CPI, producer price index)	18 (75.0%)	2 (8.33%)	0 (0.0%)	4 (16.67%)	0 (0.0%)
Public finance statistics	14 (46.67%)	6 (20.0%)	4 (13.33%)	6 (20.0%)	0 (0.0%)
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	27 (50.0%)	17 (31.48%)	2 (3.7%)	6 (11.11%)	0 (0.0%)
Social statistics (housing, water and sanitation)	14 (33.33%)	11 (26.19%)	8 (19.05%)	9 (21.43%)	0 (0.0%)
Tourism statistics	10 (66.67%)	5 (33.33%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Water resources statistics	8 (72.73%)	2 (18.18%)	1 (9.09%)	0 (0.0%)	0 (0.0%)

Across nearly all statistical domains, more than half of users report finding it difficult or very difficult to access underlying statistical information.

- Demographic statistics (population): 42% report it as "Easy" or "Undecided"—a relatively better perception than others.
- Education statistics: While widely used, only 18% of users find underlying information easy or very easy to access.
- Social statistics (health): 31.5% find it easy, while 50% still report difficulty.

These areas may benefit from existing survey documentation (e.g., census, DHS, HIES or MICS metadata) but still require better visibility or standardization.

3.10.2 Reasons for Difficulties Accessing Underlying Metadata/Information

Understanding the barriers users face in accessing supporting metadata and documentation is critical to improving transparency, trust, and statistical literacy. The survey revealed several recurring challenges that hinder access to underlying information such as methodology notes, disaggregated data, or source documentation.

*Table 3.1 12: **Difficulties in Accessing Underlying Metadata/Information***

Reason of Difficulties in Accessing the Underlying Metadata/Information of the Official Statistics	No	Yes
Cost of procurement is too high	235 97.51%	6 2.49%
I did not know where to obtain the statistics/information	174 72.20%	67 27.80%
I did not know that the statistics/information existed	173 71.78%	68 28.22%
The nearest statistics office is too far	238 98.76%	3 1.24%
The staff involved were unresponsive/uncooperative	173 71.78%	68 28.22%
The statistics/information was not available on their website	139 57.68%	102 42.32%
The presentation of statistics/information is difficult to use or understand	218 90.46%	23 9.54%
Other reasons (please specify below	209 86.72%	32 13.28%

- Statistics not available on website (42.32% (n=102))
- Unawareness of existence of the information (28.22% (n=68))
- Staff were unresponsive/uncooperative (28.22% (n=68))
- Unawareness of where to obtain the statistics (27.80% (n=67))

- Other reasons (13.28% (n=32))

The primary reasons cited are related to visibility, communication, and responsiveness, not physical or cost-related constraints.

3.11 User Perception of the Overall Quality of Official Statistics

The quality of official statistics is central to user trust, uptake, and effective evidence-based decision-making. The survey asked users to rate the **overall quality** of the statistics they use on a five-point scale: *Very Poor*, *Poor*, *Undecided*, *Good*, and *Very Good*.

Table 3.1 13: Overall User's Perception of the Quality of Official Statistics

	Overall quality of official statistics				
Types of statistics you use	**Very poor**	**Poor**	**Undecided or not sure**	**Good**	**Very good**
National accounts (GDP)	0 0%	18 2.47%	9 1.23%	11 1.51%	0 0%
Price statistics (CPI, producer price index)	0 0%	7 0.96%	2 0.27%	13 1.78%	2 0.27%
Public finance statistics	4 0.55%	8 1.1%	11 1.51%	5 0.68%	2 0.27%
Monetary and financial statistics	2 0.27%	13 1.78%	15 2.05%	6 0.82%	0 0%
Balance of Payments	0 0%	6 0.82%	9 1.23%	0 0%	0 0%
Business statistics (industry, trade, services)	2 0.27%	24 3.29%	11 1.51%	9 1.23%	2 0.27
Business statistics (mining)	0 0%	7 0.96%	8 1.10%	2 0.27%	0 0%
Business statistics (transport, energy)	0 0%	14 1.92%	6 0.82%	4 0.55%	0 0%
Employment/labour force statistics	3 0.41%	22 3.01%	7 0.96 %	15 2.05%	2 0.27%
External trade statistics	3 0.41%	11 1.51%	0 0%	2 0.27%	0 0%
Income and poverty statistics	3 0.41%	9 1.23%	4 0.55	4 0.55	0 0%
Demographic statistics (population)	3 0.41%	24 3.29%	9 1.23%	34 4.66%	2 0.27%
Education statistics (enrolment, literacy)	3 0.41%	44 6.03%	29 3.97%	18 2.47%	4 0.55%
Social statistics (health, HIV/AIDS, malaria, TB, EPI)	3 0.41%	25 3.42%	2 0.27%	20 2.74%	2 0.27%
Social statistics (housing, water and sanitation)	0 0%	28 3.84%	8 1.10	6 0.82%	0 0%

Types of statistics you use	Overall quality of official statistics				
	Very poor	Poor	Undecided or not sure	Good	Very good
Environment statistics	3 0.41%	8 1.1%	6 0.82%	6 0.82%	2 0.27%
Agriculture and food security statistics	3 0.41%	13 1.78%	5 0.68%	10 1.37%	0 0%
Livestock statistics	0 0%	4 0.55%	0 0%	2 0.27%	0 0%
Fisheries statistics	0 0%	4 0.55%	1 0.14%	0 0%	0 0%
Water resources statistics	0 0%	6 0.82%	5 0.68%	0 0%	0 0%
Forestry and wildlife statistics	0 0%	4 0.55%		2 0.27%	4 0.55%
Tourism statistics	0 0%	10 1.37%	0 0%	5 0.68%	0 0%
Others	4 0.55%	17 2.33%	7 0.96%	16 2.19%	2 0.27%

Table 3.13 presents respondents' perceptions of the overall quality of official statistics in their country, categorized by the types of statistics they use.

i. Demographic Statistics (Population): Approximately 63.5% of respondents rated the quality of demographic statistics as either *very good* or *good*. A relatively small proportion (12.16%) expressed uncertainty about the quality, while 13.5% rated it as *poor* or *very poor*.

ii. National Accounts (GDP): Only 28.95% of respondents rated the quality of GDP statistics as either *very good* or *good*. Approximately 23.68% expressed uncertainty, while a significant 47.37% rated it as *poor* or *very poor*.

iii. Price Statistics (CPI, Producer Price Index): About 55.5% of respondents rated the quality of price statistics as *very good* or *good*. Only 8.33% were undecided, while 36.11% rated it as *poor* or *very poor*.

iv. Education Statistics: Roughly 36.5% of respondents rated the quality of education statistics as *good* or *very good*. However, a significant 39.6% were undecided, and 33.3% rated it as *poor* or *very poor*.

- Employment/Labour Force Statistics: About 32.35% of respondents rated the quality of employment statistics as *good* or *very good*. 8.92% were undecided, and 43.13% rated it as *poor* or *very poor*.

i. Business Statistics (Industry, Trade, Services): Approximately 30% of respondents rated these statistics as *good* or *very good*, 13.75% were undecided, while a majority—56.25%—rated them as *poor* or *very poor*.

ii. Social Statistics (Health, HIV/AIDS, Malaria, TB, EPI): Roughly 41.7% rated the quality as *good* or *very good*, 3.7% were undecided, and 38.9% rated it as *poor* or *very poor*.

iii. Environment Statistics: About 35.3% of respondents rated environmental statistics as *good* or *very good*. 17.65% were undecided, and 35.3% rated them as *poor* or *very poor*.

iv. Agriculture and Food Security Statistics: Only 32.25% rated these as *good* or *very good*, 16.13% were undecided, and 45.16% rated them *poor* or *very poor*.

v. Public Finance Statistics: Approximately 23.3% rated public finance statistics as *good* or *very good*, 31.4% were undecided, and 29.3% rated them as *poor* or *very poor*.

vi. External Trade Statistics: Only 11.8% of users rated the quality as *good* or *very good*. 0% were undecided, and a high 87.5% rated them as *poor* or *very poor*.

- Monetary and Financial Statistics: About 17.65% rated these as *good*, 44.1% were undecided, and 44.1% rated them *poor* or *very poor*.

i. Social Statistics (Housing, Water, Sanitation): Roughly 14.3% rated these as *good*, 19% were undecided, and 66.7% rated them *poor* or *very poor*.

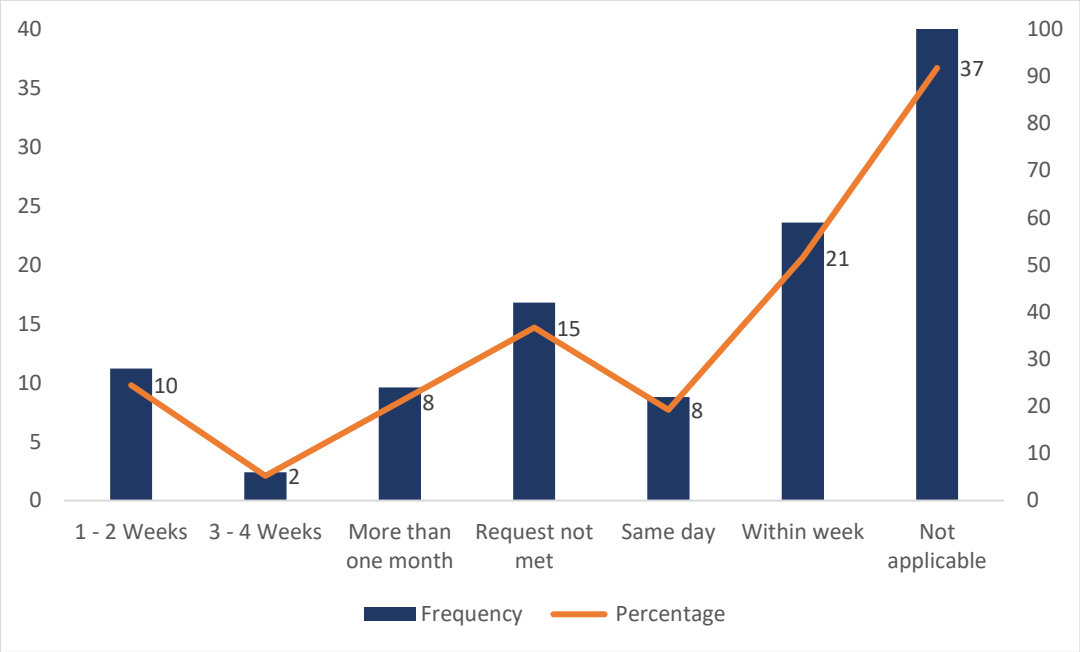
ii. Income and Poverty Statistics: Only 11.1% of users rated these as *good*, 22.2% were undecided, and 66.7% rated them *poor* or *very poor*.

iii. Other Statistics (Tourism, Forestry, Fisheries, etc.): Across these domains, less than 20% of respondents rated quality as *good* or *very good*, with the vast majority rating them as *poor* or remaining undecided.

3.12 Contact with LISGIS

Respondents were asked about the frequency with which they contacted LISGIS in order to obtain or enquire about official statistics during the period of 12 months before the survey. Overall, the data suggests that a significant portion of respondents engaged with LISGIS multiple times within the past year, with a notable proportion contacting them 2 to 5 times.

Figure 3.1 3: Contact with LISGIS

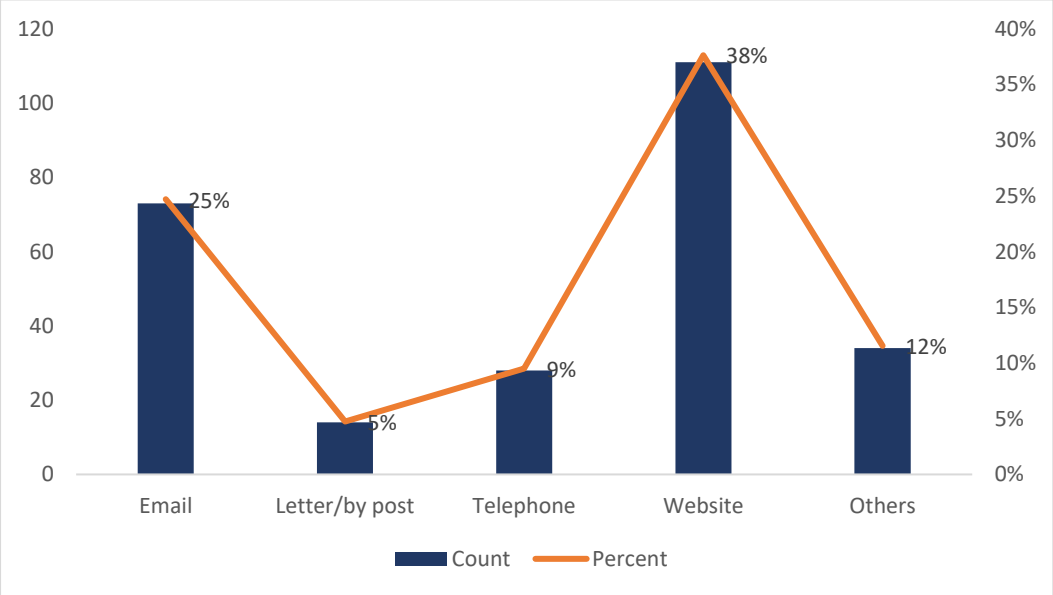


- A large share of respondents (36.7%) did not request statistics — this suggests many stakeholders either did not need LISGIS products or were unaware/uncertain how to request them.
- Of those who requested, only ~45% got a response within a week; ~60% within two weeks. The median requester waited 1–2 weeks.
- Nearly one quarter (23.2%) of requests were never met, which is a critical issue for user trust and operational credibility.
- A small proportion waited more than a month — showing there are long delays for some requests.

3.13 Users' Mode of Communicating with the LISGIS

The survey further captured the mode of communication often used to contact LISGIS. Overall, the data suggests a clear preference for digital communication channels like website, email, and telephone, while traditional methods like visits to the office or postal communication were less favoured.

Figure 3.1 4: Mode of Communicating with the LISGIS



- Users prefer digital, self-service channels (website + email = ~70.8%). This suggests investments in online services will reach the largest share of users.
- The website's prominence implies its usability, content availability, and discoverability are critical to user satisfaction. If the website is hard to use, many requests will be stalled or misdirected.
- The non-negligible "Others" bucket is a potential blind spot: without details you can't optimize those contact routes or measure service quality for them
- Low use of postal letters is expected in a digital-first user base, but postal requests may still be important for official/legal submissions — ensure they're tracked.

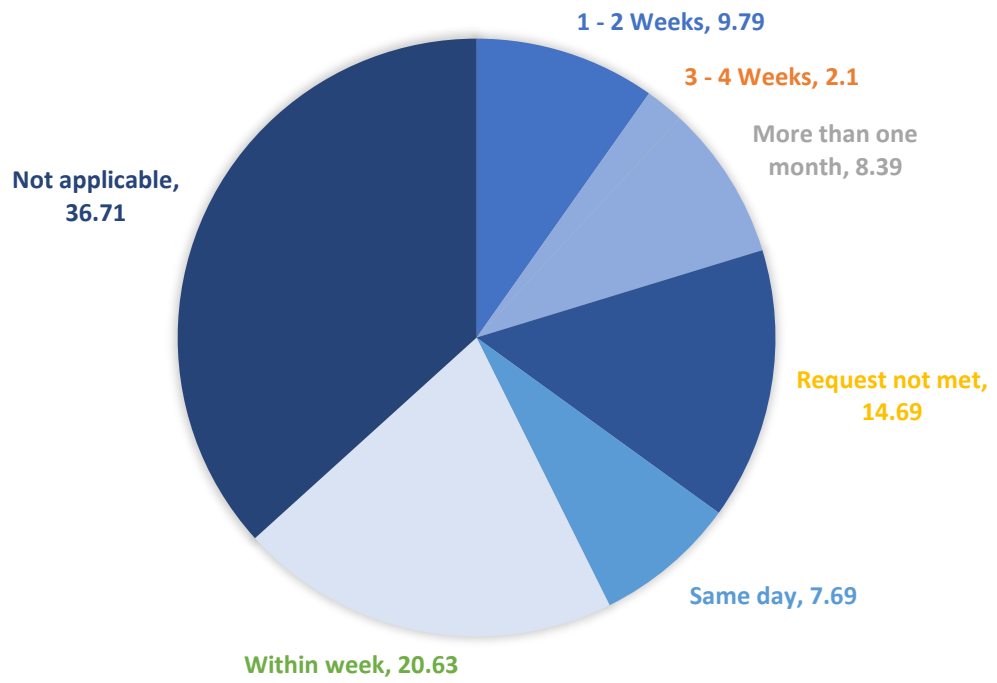
3.14 Time Taken to Get Requested Statistics from LISGIS

An essential indicator of service efficiency at a national statistical office is the speed at which data requests are fulfilled. Respondents were asked how long it typically took to receive statistical information requested from LISGIS.

- Same-day delivery was reported by 7.69% of users, while an additional 20.63% received data within a week, showing some responsiveness for urgent requests.
- However, 9.79% experienced a 1–2 week delay, and 2.1% reported waiting 3–4 weeks.
- A concerning 8.39% had to wait over a month, while 14.69% indicated that their requests were not met at all.
- The largest share, 36.71%, rated the question as not applicable, suggesting either no recent data requests or unawareness of the process.

These findings highlight the need to streamline LISGIS's data request procedures, improve client communication, and reduce response times to enhance user satisfaction and institutional trust.

Figure 3.1 5: Time Taken to Get Requested Statistics from LISGIS



3.15 Customer Satisfaction Index (CSI)

As part of the key deliverables of this survey, an aggregate measure of user satisfaction—referred to as the Customer Satisfaction Index (CSI)—was developed to facilitate benchmarking and track changes over time in users' perceptions of statistical services. To construct the CSI, the survey first assessed how users prioritize five core dimensions of data quality: accuracy, reliability, timeliness of release, frequency of publication, and accessibility. Respondents were asked to assign ranks to these five criteria based on the level of importance they attribute to each—where a score of 5 indicated the highest level of importance, and 1 the lowest. These individual rankings were then compiled across all respondents. The cumulative scores for each quality parameter were calculated, and the resulting weighted values were used to generate the overall CSI. This composite index provides a standardized measure for evaluating user satisfaction and enables meaningful comparison with results from previous rounds of the survey. It also supports evidence-based decision-making aimed at enhancing the quality and delivery of statistical products and services (Table 3:14).

An average score was subsequently calculated for each of the five quality parameters by dividing the total (aggregate) score of each parameter by the number of respondents. This average reflects the relative importance that users place on each criterion when evaluating statistical products and services. In effect, the higher the average score for a given parameter, the greater its perceived significance among users compared to the other four criteria. These average scores were then used as weighting factors in the computation of the overall Customer Satisfaction Index (CSI), ensuring that user priorities are accurately reflected in the final satisfaction measure.

Table 3.1 14 Customer Satisfaction Index

Quality Parameter	Least important - Most important No. of respondents rating each parameter					Aggregated Score	No. of Respondents	Weighting (Avg)
	1	2	3	4	5			
Accuracy	73	61	22	38	95	888	289	3.07
Accessibility	77	41	61	42	68	850	289	2.94
Frequency	31	67	59	74	58	928	289	3.21
Reliability	49	75	22	102	41	878	289	3.04
Timeliness	59	45	125	33	27	791	289	2.74

Table 3.14 presents the respondents' perceptions of the relative importance of five key quality parameters used in assessing statistical products and services. Respondents were asked to rank

each parameter on a scale of 1 (least important) to 5 (most important). These rankings were aggregated, and an average score (weighting) was calculated for each parameter to determine its relative importance in the construction of the Customer Satisfaction Index (CSI).

- **Frequency of Publication** received the **highest average weighting (3.21)**, indicating that respondents consider the regularity with which data is published to be the most important quality criterion among the five. This underscores the need for consistent and timely updates of statistical outputs.
- **Accuracy** followed closely with an average weighting of **3.07**, reflecting strong user demand for data that is precise and methodologically sound.
- **Reliability**, with an average score of **3.04**, was also rated highly, suggesting that users value data that can be trusted and is consistent over time.
- **Accessibility** scored an average of **2.94**, showing that while access to data is important, it is slightly less prioritized compared to frequency, accuracy, and reliability.
- **Timeliness**, with the lowest average score of **2.74**, was considered the least important of the five parameters by respondents, although still relevant. This may indicate that while prompt data release is valued, users may be more tolerant of delays if the data is accurate, frequent, and reliable.

Overall, the average scores demonstrate that **users prioritize how often data is made available, along with its accuracy and reliability**, when forming their satisfaction judgments. These weightings will guide the computation of the overall Customer Satisfaction Index and help inform areas of focus for improving user satisfaction with statistical services.

Quality Parameter	**A (Weighting)**	**B (Score)**	**C = A / Avg(A)**	**Weighting (D = B * C)**
Accuracy	3.0727	2.1761	1.0242	2.2288
Reliability	3.0381	2.2401	1.0127	2.2685
Timeliness	2.74	1.9683	0.9131	1.7973
Frequency	3.2111	1.7943	1.0701	1.9202
Accessibility	2.9412	2.5579	0.9801	2.5072
	Average = 3.0006			**CSI=Aver= 2.1444**

4 CONCLUSION AND RECOMMENDATIONS

4.1.1 Conclusion

The 2025 Data Users and Producers Satisfaction Survey provides a first comprehensive review of how Liberia's data ecosystem — led by LISGIS and supplemented by MACs, CBL and international partners — is meeting user needs. Overall, users express reasonable confidence in the accuracy and reliability of social and demographic statistics (education, population, health). At the same time, the survey identifies clear and recurring weaknesses: timeliness, frequency of release, fragmented sourcing, limited metadata and user guidance, and a sizeable share of unmet requests. These constraints reduce the usability of official statistics for planning, monitoring and decision-making and point to a set of practical institutional reforms LISGIS should prioritise to become more user-oriented and responsive.

4.1.2 Key Findings

1. **Strong trust in social/demographic data:** Education and population statistics score highest on perceived accuracy and reliability.
2. **Poor timeliness & frequency:** Across most domains users reported dissatisfaction with how quickly and how often statistics are released (especially education, demographic, health).
3. **Unmet requests are common:** A substantial proportion of user requests are not fulfilled, undermining user confidence and operational credibility.
4. **Fragmented data sources:** Users rely on multiple producers (LISGIS, MACs, CBL, international agencies), producing confusion about authoritative sources and inconsistent metadata.
5. **Digital channels dominate contact:** The website and email are primary contact routes; "Others" remain a sizeable uncategorized channel—indicating a need to unpack non-standard touchpoints.
6. **Low awareness of release calendar and SLAs:** Many users are unaware of publication schedules, reducing their ability to plan and hold producers accountable

4.1.3 Key Observations

- **User need vs. delivery gap:** High demand for disaggregated, county/district-level data and regular updates is not matched by consistent publication schedules or clear dissemination pathways.

- **Operational bottlenecks:** Delays appear driven by process issues (coordination with MACs, data cleaning timelines, limited capacity for ad-hoc requests) rather than purely technical problems.
- **Reputation built, not consolidated:** LISGIS is perceived as authoritative in core social domains but has not fully established itself as the single, coordinated hub for economic and sectoral statistics.
- **Capacity & communication gap:** Users request clearer metadata, simpler access (downloadable CSV/Excel), and more interpretive products (policy briefs, dashboards) to translate statistics into decisions.

4.2 Recommendations

- **Publish a Public Release Calendar**

  Publish an annual, downloadable release calendar (quarterly/annual) for all main statistical products and update it monthly. Release calendar published on website and disseminated to key stakeholders; 90% of immediate users acknowledge receipt in follow-up outreach.

- **Implement a Simple Ticketing/Helpdesk System**

  Launch a light-weight ticketing system (email + web form) that logs requests, assigns owners, and tracks status (Open / In progress / Closed). 100% of new requests logged; initial SLA: acknowledge within 48 hours. Target: reduce "request not met" rate by 30% in 6 months.

- **Publish Key Datasets in Machine-Readable Formats**

  Prioritise publication of the most-used datasets (education, population, employment, health) as CSV/Excel and APIs where feasible. Top 10 datasets available as downloads; page access increases by 25% within 3 months.

Short-term (3–6 months)

- **Define and Publicize SLAs & Triage Rules**

  Define service levels (e.g., simple requests: ≤5 working days; complex extracts: ≤15 working days) and publish triage criteria. SLA document published; 80% of simple requests closed within SLA by month 6.

- **Metadata & Methodology Portal**

  Create a metadata hub for each major product (method notes, sample frame, revision policy, contact person). Metadata pages for top 15 products published; user satisfaction with "transparency" metric improves in next survey iteration.

- **Unpack the "Others" Contact Channel**

  Analyse "Others" (social media, WhatsApp, in-person) to identify volume and response performance; add structured capture fields to ticketing. "Others" disaggregated into defined channels; average response time measured and improved by 20% in 3 months.

- **Quick UX Improvements to Website**

  Improve search, add "Most requested datasets," and simple how-to guides; add prominent "Request Data" CTA linked to ticketing. Bounce rate decreases and downloads increase; user-reported ease-of-use increases in follow-up polls.

Medium-term (6–12 months)

- **Inter-Agency Coordination Protocol**

  Convene a formal data producers' forum (LISGIS, MACs, CBL, partners) to define authoritative sources, sharing protocols and an agreed inter-agency dissemination calendar. Memorandum of Understanding (MoU) or SOP agreed; reduction in conflicting versions across producers.

- **Capacity Building & User Engagement Programme**

  Roll out targeted training (data access, basic analysis, metadata use) and quarterly user consultations (sector-specific) to co-design products. At least 4 sector workshops and 8 training sessions delivered; measured improvements in user ability to use datasets.

- **Introduce Regular Thematic Briefs and Dashboards**

  Produce short policy briefs and an interactive dashboard for high-demand domains (education, health, labor) that include county-level breakdowns where available. Quarterly briefs published; dashboard active with monthly updates for prioritized domains.

Long-term (12–24 months)

- **Invest in API & Automated Dissemination**

  Develop APIs and automated pipelines (ODK → processing → publication) to shorten time between data collection and release. Automated pipeline in pilot for ≥1 dataset; reduction in end-to-end publication lag by 30% for pilot dataset.

- **Institutionalize Monitoring of User Satisfaction**

  Adopt an annual or biennial user satisfaction monitoring mechanism with core KPIs (timeliness, accuracy, response rate, % requests met). DUSS repeated annually/biennially; targets set to reduce unmet requests to <5% and increase "timely response" to ≥80% within 24 months.

5 ANNEX

5.1 Annex 1.1: Data Users and Production Survey Questionnaire

The Liberia Institute of Statistics and Geoinformation Services (LISGIS) is conducting a survey to assess data needs, satisfaction levels with the current state of official national statistics, and perceptions of key users of the statistical products and services of national statistical service providers. The survey is the first in a planned series of User Satisfaction Surveys, with the aim of being able to track changes over time. The first objective is to advise on improvements in the framework for user- producer consultations, including a mechanism for soliciting regular feedback on user satisfaction, dialogue with users and utilizing user feedback for planning, implementation, monitoring and evaluation purposes.

The survey is being implemented in the form of a questionnaire directed at users and key stakeholders of official statistical products and services. You are kindly requested to support the survey by completing the accompanying questionnaire and returning it to the researchers whose contact details are given below.

The questionnaire consists of four sections:

- Section A asks questions about your use of official statistics.
- Section B asks questions about your assessment of the quality of official statistics;
- Section C asks questions about your assessment of LISGIS.
- Section D asks questions about you and/or your organization.

Please complete all the questions in those sections that are relevant to you. Please note that you can give more than one answer to some questions.

The information that you provide will be treated in the strictest confidence and neither your identify nor your employer organization will be revealed to anyone else.

If you have any queries, you can contact the researchers at Division of Social Statistics, Department of Statistics and Data Processing, Liberia Institute of Statistics and Geoinformation Services (LISGIS) on:

Mr. Mantue S. Reeves:	Mobile: 0776806732 |0886173361 Email: mspiritr@yahoo.com
Mr. Ahmed Y. Sheriff:	Mobile: 0777818325 Email: amaa345@gmail.com
Mr. Wilfred W. Gonlor:	Mobile: 0886926421 |0778606440 Email: wilfredgonlor@gmail.com
Or post to	10-629 Capital Hill, Monrovia-Liberia

SECTION A: YOUR USE OF OFFICIAL STATISTICS

(Official statistics are those statistics published by LISGIS (Government))

1. Which official statistics do you use regularly? (Please tick all those which apply to you) (Code: YES = 1; NO = 9)

a. National accounts (GDP) ..... /_____/
b. Price statistics (CPI, producer price index) ..... /_____/
c. Public finance statistics ..... /_____/
d. Monetary and financial statistics ..... /_____/
e. Balance of payments ..... /_____/
f. Business statistics (industry, trade, services) ..... /_____/
g. Business statistics (mining) ..... /_____/
h. Business statistics (transport, energy) ..... /_____/
i. Employment/labour force statistics ..... /_____/
j. External trade statistics ..... /_____/
k. Income and poverty statistics ..... /_____/
l. Demographic statistics (population) ..... /_____/
m. Education statistics (enrolment, literacy) ..... /_____/
n. Social statistics (health, HIV/AIDS, malaria, TB, EPI) ..... /_____/
o. Social statistics (housing, water and sanitation) ..... /____/
p. Environment statistics ..... /_____/
q. Agriculture and food security statistics ..... /_____/
r. Livestock statistics ..... /_____/
s. Fisheries statistics ..... /_____/
t. Water resources statistics ..... /_____/
u. Forestry and wildlife statistics ..... /_____/
v. Tourism statistics ..... /_____/
w. Other (please specify below) ..... /_____/

_____
_____
_____

2. For each official statistics you said you use in Question 1 above, what are your source (s) for getting those statistics? (Please tick all the sources that you use)

Types of statistics you use	**Your main source(s) for those statistics that you use**				
	LISGIS (publications, website, press releases) (1)	**CBL (publications, website, press releases) (2)**	**MACs (publications, website, press releases) (please specify the MACs) (3)**	**Publications, website, press releases of international organizations (e.g. IMF, WB, UN, AfDB) (4)**	**Other sources (please specify)**
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB, EPI)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

3. For each of the official statistics which you said you use in Question 1, what do you mainly use them for? (Please tick all that apply to you)

Types of statistics you use	Your main use(s) of official statistics						
	For planning & policy formulation (1)	To inform decision making (2)	Modelling and forecasting (3)	Research (4)	Monitoring performance (5)	Evaluation (6)	Other uses (please specify)
National accounts							
Price statistics							
Public finance statistics							
Monetary and financial statistics							
Balance of payments							
Business statistics (industry, trade, services)							
Business statistics (mining)							
Business statistics (transport, energy)							
Employment statistics							
External trade statistics							
Income and poverty statistics							
Demographic statistics (population)							
Education statistics							
Social statistics (health, HIV/AIDS, malaria, TB, EPI)							
Social statistics (housing, water & sanitation)							
Environment statistics							
Agriculture and food security statistics							
Livestock statistics							
Fisheries statistics							
Water resources statistics							
Forestry and wildlife statistics							
Tourism statistics							

4. What other types of statistics would you like to use but which are not available?
   (a) _____
   (b) _____
   (c) _____

6 SECTION B: QUALITY OF OFFICIAL STATISTICS

5. On a 5-point scale where 1 = “very unsatisfied” and 5 = “very satisfied”, please rate your overall level of satisfaction with accuracy of official statistics in Liberia today. (Please tick in the

appropriate box to indicate your satisfaction level)

Very dissatisfied 1	Dissatisfied 2	Undecided or not sure 3	Satisfied 4	Very satisfied 5

6. For each of the official statistics that you use, overall, how accurate do you consider them to be? (In this instance, "accurate" refers to the degree to which the data correctly estimate or describe the characteristics or quantities it was designed to measure)

Types of statistics you use	Accuracy of official statistics				
	Very inaccurate (1)	Inaccurate (2)	Undecided or not sure (3)	Accurate (4)	Very accurate (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

7. If you consider official statistics either "Very inaccurate" or "Inaccurate", what do you usually do to rectify the problem? (please tick all those that apply to you)
   (a) Conduct my own surveys/data collection to verify the data /____/ (1)
   (b) Check with the relevant government office to verify the data /____/ (2)
   (c) There is nothing that I can do about it – just accept it as it is /____/ (3)
   (d) Other actions taken (please explain below) /____/

8. On a 5-point scale where 1 = "very unsatisfied" and 5 = "very satisfied", please rate your overall level of satisfaction with reliability of the official statistics in Liberia today. (Please tick in the appropriate box to indicate your satisfaction level)

Very dissatisfied 1	Dissatisfied 2	Undecided or not sure 3	Satisfied 4	Very satisfied 5

9. For each of the official statistics that you use, how reliable or credible do you consider them to be? (Reliable or credible means the level of trust you have in the process of producing those statistics)

Types of statistics you use	Reliability of official statistics				
	Very unreliable (1)	Unreliable (2)	Undecided or not sure (3)	Reliable (4)	Very reliable (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

10. If you consider official statistics either "Very unreliable" or "Unreliable", what do you usually do to rectify the problem? (please tick all those that apply to you)
    (a) Conduct my own surveys/data collection to verify the data /____/ (1)
    (b) Check with the relevant government office to verify the data /____/ (2)
    (c) There is nothing that I can do about it – just accept it as it is /____/ (3)
    (d) Other actions taken (please explain below)

11. On a 5-point scale where 1 = "very unsatisfied" and 5 = "very satisfied", please rate your overall level of satisfaction on the timeliness of the official statistics in Liberia today. (Please tick in the appropriate box to indicate your satisfaction level)

Very dissatisfied 1	Dissatisfied 2	Undecided or not sure 3	Satisfied 4	Very satisfied 5

12. For each of the official statistics that you use, how satisfied are you with the timeliness of their release to the public? (Timeliness refers to the length of time between collecting the information and releasing it — on the website, as publications or press releases)

Types of statistics you use	Timeliness of release of official statistics				
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

13. For each of the official statistics that you use, are you satisfied with the frequency of their release? (This refers to the time interval between the release of one set of data and the next set)

Types of statistics you use	Frequency of release of official statistics				
	Very unsatisfied (1)	Unsatisfied (2)	Undecided or not sure (3)	Satisfied (4)	Very satisfied (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

14. If you are either "Very unsatisfied" or "Unsatisfied" with the frequency of release of official statistics, what do you usually do to rectify the problem? (please tick all those that apply to you)

    (a) Conduct my own data collection for the intervening gaps between official data sets (1) / /

    (b) There is nothing that I can do about it – just accept it as it is (2) /_____/

    (c) Other actions taken (please explain below) /_____/

15. For each of the official statistics that you use, are you aware of a publicly disseminated calendar that announces in advance the dates on which the different official statistics will be published?

Types of statistics you use	**YES (1)**	**NO (2)**	**Don't know (3)**
National accounts			
Price statistics			
Public finance statistics			
Monetary and financial statistics			
Balance of payments			
Business statistics (industry, trade, services)			
Business statistics (mining)			
Business statistics (transport, energy)			
Employment statistics			
External trade statistics			
Income and poverty statistics			
Demographic statistics (population)			
Education statistics			
Social statistics (health, HIV/AIDS, malaria, TB)			
Social statistics (housing, water & sanitation)			
Environment statistics			
Agriculture and food security statistics			
Livestock statistics			
Fisheries statistics			
Water resources statistics			
Forestry and wildlife statistics			
Tourism statistics			

16. In your experience, are official statistics released on the dates they said they would be (i.e. on the previously announced dates)?

Types of statistics you use	YES (1)	NO (2)	Don't know (3)
National accounts			
Price statistics			
Public finance statistics			
Monetary and financial statistics			
Balance of payments			
Business statistics (industry, trade, services)			
Business statistics (mining)			
Business statistics (transport, energy)			
Employment statistics			
External trade statistics			
Income and poverty statistics			
Demographic statistics (population)			
Education statistics			
Social statistics (health, HIV/AIDS, malaria, TB)			
Social statistics (housing, water & sanitation)			
Environment statistics			
Agriculture and food security statistics			
Livestock statistics			
Fisheries statistics			
Water resources statistics			
Forestry and wildlife statistics			
Tourism statistics			

17. How easy or difficult is it for you to get hold of official statistics?

Types of statistics you use	Ease or difficulty of accessing official statistics				
	Very difficult (1)	Difficult (2)	Undecided or not sure (3)	Easy (4)	Very easy (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

18. What suggestions do you have in order to improve access to official statistics for users?

(a) _____

(b) _____

(c) _____

19. For each of the official statistics that you use, how easy or difficult is it for you to access the underlying metadata/information about these statistics (e.g. their sources, explanatory notes, methodological descriptions, references concerning concepts, classifications, etc)?

Types of statistics you use	Ease or difficulty of accessing underlying information				
	Very difficult (1)	Difficult (2)	Undecided or not sure (3)	Easy (4)	Very easy (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					
Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

20. What makes it difficult for you to either obtain access to official statistics or to access the metadata (i.e. underlying information about the statistics)? Please tick all those that apply to you.

Cost of procurement is too high	1
I did not know where to obtain the statistics/information	2
I did not know that the statistics/information existed	3
The nearest statistics office is too far	4
The staff involved were unresponsive/uncooperative	5
The statistics/information was not available on their website	6
The presentation of the statistics/information is difficult to use or understand	7
Other reasons (please specify below	

Other reasons: _____

21. Overall, how do you rate the quality of official statistics in Liberia?

Types of statistics you use	Overall quality of official statistics				
	Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)
National accounts					
Price statistics					
Public finance statistics					
Monetary and financial statistics					
Balance of payments					
Business statistics (industry, trade, services)					
Business statistics (mining)					
Business statistics (transport, energy)					

Employment statistics					
External trade statistics					
Income and poverty statistics					
Demographic statistics (population)					
Education statistics					
Social statistics (health, HIV/AIDS, malaria, TB)					
Social statistics (housing, water & sanitation)					
Environment statistics					
Agriculture and food security statistics					
Livestock statistics					
Fisheries statistics					
Water resources statistics					
Forestry and wildlife statistics					
Tourism statistics					

22. What suggestions or comments do you have on the quality of official statistics in the country, including areas for improvement?

_____

_____

_____

23. Five quality attributes are being assessed in this survey. Please rank the five attributes below according to the order of importance that you attach to them, with 1 for the "least important" attribute through to 5 for the attribute that is "most important" to you. (e.g. If "Accuracy" is the most important to you, rank it 5; if "Reliability" is the second most important, rank it 4; if "Timeliness" is third in importance, rank it 3, etc).

	Your ranking
Accuracy	
Reliability	
Timeliness of their release	
Frequency of publication	
Easy accessibility	

24. On a 5-point scale where 1 = "very unsatisfied" and 5 = "very satisfied", please rate your overall level of satisfaction with official statistics in Liberia today. (Please tick in the appropriate box to indicate your satisfaction level)

Very dissatisfied 1	**Dissatisfied 2**	**Undecided or not sure 3**	**Satisfied 4**	**Very satisfied 5**

7 SECTION C: LIBERIA INSTITUTE OF STATISTICS AND GEOINFORMATION SERVICES (LISGIS)

This section asks questions about the Liberia Institute of Statistics and Geo-Information Services (LISGIS), the Main Office and the County Offices, whichever you interact with.

25. Which of these offices do you usually interact with in order to obtain official statistics?

(a) LISGIS Main Office YES /___1_/ NO /__2_/ (If NO, skip Questions 23-25)
(b) County Office YES /_____1_/ NO /__2_/ (If NO, skip Questions 26-28)

26. During the past 12 months, how many times have you contacted LISGIS in order to obtain or enquire about official statistics? (Please tick the appropriate box)

Frequency of contact	
None	1
Only once	2
2 – 5 times	3
6 – 10 times	4
More than 10 times	5

27. When contacting the LISGIS, which of the following methods do you usually use? (Please tick all the methods that you use)

Mode of contact	
Telephone to Head Office	1
Telephone to Regional Office	2
Email to Head Office	3
Email to Regional Office	4
Visit their website	5
Send a fax	6
Visit the Head Office	7
Visit the County Office	8
Letter/by post	9
Other (please specify)	

28. When you request for statistics from the LISGIS, how long does it usually take to get the requested statistics?

Same day of the request being made	1
Within one week	2
1 – 2 weeks	3
3 – 4 weeks	4
More than one month	5
Request is not met	6
Not applicable	9

29. Besides the LISGIS and its County Offices, from which Ministry, Department and Agency (MDAs) or other government office(s) do you usually obtain official statistics that you use?

(a) _____

(b) _____

(c) _____

30. During the past 12 months, have you accessed the website of the LISGIS? (If NO, go to Question 29) YES /____1_/ NO /____2_/

31. If YES to question 27, please evaluate the LISGIS website on each of the following items.

	Strongly disagree (1)	Disagree (2)	Undecided or not sure (3)	Agree (4)	Strongly agree (5)
Website is visually appealing					
Website is easy to use and to access information					
Website contains up to date information					
You can usually find the information you want					

32. Do you have any other comments or suggestions on the LISGIS website? Please enter your comments below.

_____

_____

33. Would you like to receive regular information on new products and services such as statistical updates and publications from the LISGIS? YES /____1_/ NO /__2_/ (If NO, go to Question 32)

34. If YES to Question 30, how would you like to receive such information? (Please tick your TWO MOST PREFERRED means of information dissemination)

On their websites...../___1_/
Through email to me ...../___2_/
Through press releases to the media..... /___3_/
In meetings/workshops with customers...../___4_/
Fact sheets/brochures/pamphlets ..... /___5_/
Other (please specify)...../_____/

35. Do you think there is a need for the NBS and OCGS to establish a proper forum for regular consultations with their customers and users of statistics?

YES /___1_/ NO /___2_/ (If NO, go to Question 34)

36. If YES to Question 32, what kind of forum for such consultations would you like to see established?

_____

_____

37. During the past two years, have you attended any meetings/workshops/seminars organized by the LISGIS aimed at the following:

	YES =1	NO = 2
To provide inputs/comment on planned survey/data collection		
To release new statistics		
To review LISGIS operations and programmes in general		

38. During the past two years, have you attended any meetings/workshops/seminars organized by any other Ministry, Department and Agency (MDA) aimed providing inputs into a planned survey, or on the release of new statistics? YES /___1_/ NO /_____2_/ (If NO, go to Question 37)

39. If YES to Question 35, which MDAs had organized the events?

_____

40. Overall, how do you assess the quality of services provided by the LISGIS? (Please tick the appropriate box)

Very poor (1)	Poor (2)	Undecided or not sure (3)	Good (4)	Very good (5)

41. What suggestions would you make for improving the quality of services provided by the LISGIS?

LEVELS OF SATISFACTION WITH OFFICIAL STATISTICS, BY SECTOR/USER GROUP (NUMBER OF RESPONDENTS PER USER GROUP)

SECTION D: RESPONDENT INFORMATION

42. Please indicate what type of organization you work in.

National government - ministries...../____/ (1)
County Office...../____/ (2)
Local government - district council ...../_____/ (3)
Local government – municipality and town council ...../_____/ (4)
Legislature ...../____/ (5)
Judiciary...../____/ (6)
Parastatal organisation/executive agency ..... /____/ (7)
Chamber of commerce/industry, business/employers' association ...../____/ (8)
Labour union/association ..... /____/ (9)
Financial institution (e.g. bank, insurance company) ..... /____/ (10)
Private company/business enterprise...../____/ (11)
Research or educational institution ...../____/ (12)
Cooperative..... /____/ (13)
Non-governmental organisation ...../____/ (14)
Foreign embassy/bilateral organisation (e.g. DFID, USAID) ...../____/ (15)
International organisation (e.g. UN, IMF, WB, ADB) ...../____/ (16)
Media organization...../____/ (17)
Student ..... /____/ (18)
Private individual ..... /____/ (19)
Elected official (councilor/parliamentarian) ..... /____/ (20)
Other (please specify) ..... /____/

43. Gender

Male /__1_/ Female /____2_/

44. Your highest educational qualifications.

No formal education...../____/ (1)
Primary school/Up to Standard 7...../____/ (2)
Lower secondary school/up to Form 4 ..... /____/ (3)

Upper secondary school/up to Form 6...../____/ (4)
Vocational/technical certificate or diploma...../____/ (5)
University (Bachelor's) degree or equivalent...../____/ (6)
Postgraduate degree (Masters, PhD) or equivalent … /____/ (7)

45. Your age (please tick in the appropriate box)

Up to 25 years	1
26 – 35	2
36 – 45	3
46 – 55	4
56 – 65	5
Over 65	6
Age unknown	7
Not specified	9

46. Are you usually resident in Liberia? YES /___1_/ NO /____2_/ (If NO, go to Question 45)

47. If you are resident in Liberia, please give the following
Your county of residence: _____
District: _____
Town: _____

48. If you are not usually resident in Liberia, please state your country of residence
_____

7.1.1 THANK YOU FOR YOUR ASSISTANCE IN COMPLETING THIS QUESTIONNAIRE