Virtual Event 15-18 June 2020
2020 Asia-Pacific Statistics Week
Leaving no one and nowhere behind

Integrating User Satisfaction in Agriculture Statistics: The Case of Nepal

Action Area B:
Assuring quality and instilling trust in statistics (SB1)

Presenter:
Mahesh Kumar Subedi, PhD
Central Bureau of Statistics of Nepal

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Objective of the Study

- To show how the users' demands and feedback obtained from an User Satisfaction Survey are being used to strengthen the quality, quantity, coverage and use of agriculture statistics in Nepal.

Introduction

- This paper is based on the findings of a User Satisfaction Survey conducted by Central Bureau of Statistics (CBS) of Nepal to strengthen the production and use of agriculture statistics in Nepal.
- The CBS has conducted a Statistics User Satisfaction Survey in 2017 (SUSS 2017) to assess its data use, data demands, and level of users satisfaction towards its statistical products and services.
- It shows the importance of an User Satisfaction Survey in NSO as a tool for assessing its statistics quality, demands, use and receiving user's feedback for further improvements.

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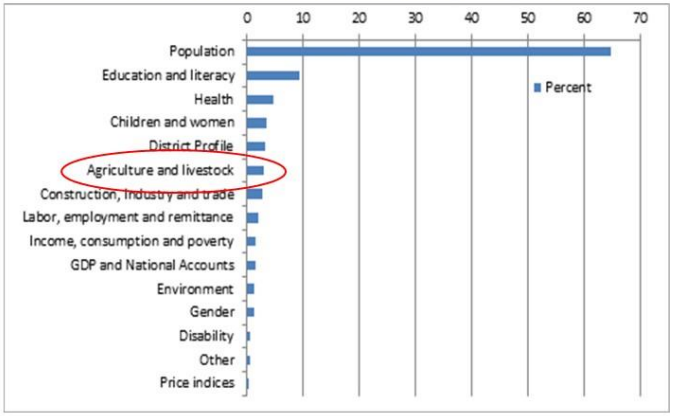
Main Findings of the SUSS 2017

- The main findings of the Statistics User Satisfaction Survey, 2017 are:
  - The agriculture statistics produced by CBS is one of the least used sectoral statistics.
  - The overall quality of the agriculture is comparatively lower than other main sectors.
  - The publications lack analytical and thematic analysis.
  - The data are not accessible directly from the website.
  - The users' needs are not properly considered in survey planning.

Figure 1: The main sector of statistics used by users



Source: Statistics User Satisfaction Survey, 2017, CBS

Figure 2: Overall quality of the CBS statistics by sector.

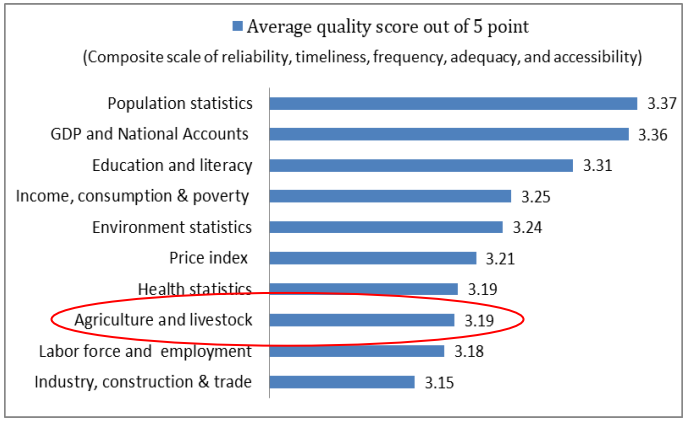
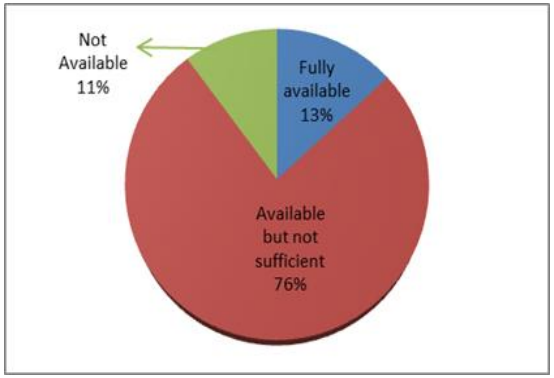


Figure 5: Adequacy of microdata.



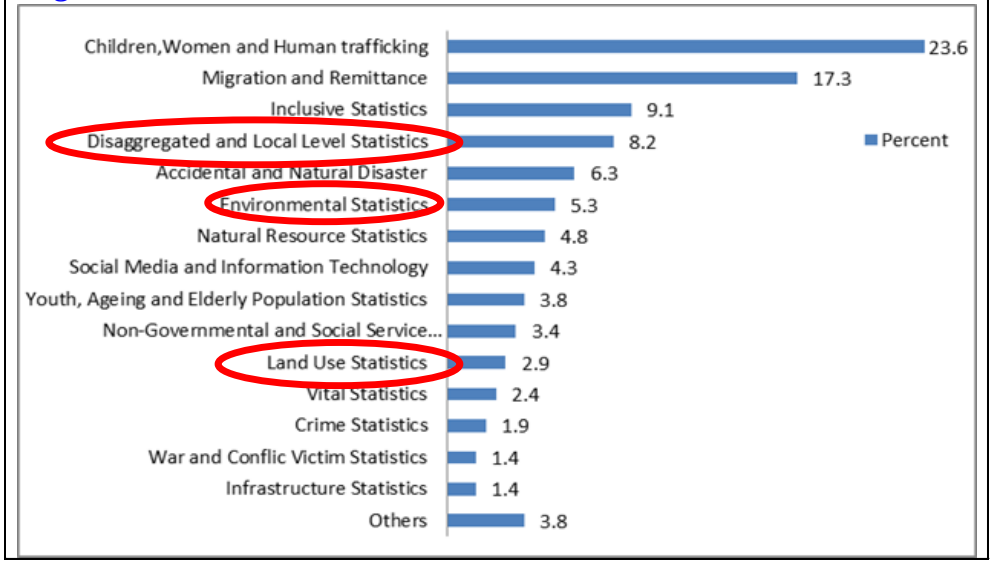
Main Findings(2): Users' Feedback

- Make the surveys and censuses that have been conducted by CBS more informative and useful to users by,
  - Consultation with stakeholders (71.6%),
  - Coordinate with similar data producers (65.6%),
  - Identify users' needs (54.6%),
  - Provide disaggregate data to local level (44.3%).
- Promote the use of statistics by,
  - Timely update users with new data and publications available (62%),
  - Provide digital copies of data and publications in website for easy download and use (57.5%),
  - Conduct statistical literary and advocacy program (46.6%).

Main Findings (3): Additional Area of Statistics of Users' Demands

- Related to Agriculture Statistics
  - Disaggregate and local level statistics
  - Environmental statistics
  - Land use statistics

Figure 6: Additional area of statistics of users demands.



Possible Causes of low Use of the Agriculture Statistics

- Low frequency of agriculture surveys, especially for current agriculture statistics,
- Unable to provide agriculture statistics for local levels,
- Short of socio-economic variables and its linkage with key aspects of the societies,
- Missing important sectors in agriculture surveys and censuses,
  - Commercial agriculture activities
  - Land use and production methods
  - Food loss and food security
  - Disaster and shocks
  - Access to facilities, loan, insurance, subsidies and grants
  - Use of chemical fertilizers and pesticides and its impact of human health
  - Environmental impact on agriculture
- Inadequate advocacy on data availability and use
- Ineffective dissemination strategy
  - Data and microdata are not directly downable from the website
  - No specific data/microdata dissemination policy

Steps taken to strengthen the quality, quantity and use of the agriculture statistics (1)

i. To address data needs (quantity)

- Implement Annual Agriculture Survey program – AGRISurvey has been initiated from 2019
- Improve agriculture census questionnaire – in progress for ag census 2022
- Expand sample size and disaggregation of data – ag census domain has been planned to extend at local government level in 2022 ag census from district level in 2012
- Capture commercial agriculture activities – has provision in AGRISurvey
- Coordinate with MoALD and stakeholders to enlarge data coverage

ii. To improve data quality

- Methodology: follows international and national concepts, definition and methodology (WCA 2020)
- Tools: face-to-face interview methods are being supported by crop cutting surveys, remote sensing surveys
- Technology: the use of CAPI, GIS, Satellite images, web-based dissemination tools have been increasing in practices.

Steps taken to strengthen the quality, quantity and use of the agriculture statistics (2)

iii. To expand data use

- Develop a data/microdata dissemination policy, - a draft has been prepared
- Improve web dissemination, - providing priorities for online dissemination
  - Provide direct access/download of publications, data and microdata
  - Develop a specific web portal for agriculture data (for aggregate, microdata and metadata)
- Develop effective advocacy materials, - initiated for ag census 2022
- Publish thematic analytical reports, - planning for ag census 2022
- Compile and publish agriculture related SDG indicators – the process has already started

Conclusion

- The findings and feedback received from the SUSS 2017 were found very useful to CBS for the improvement of its activities and outputs. For example,
  - the CBS website is completely changed and made user-friendly,
  - a draft of a formal data dissemination policy and guideline was prepared and submitted to parliament for the approval, and
  - a three-step action plan has been taken for improving the quantity, quality and use of agriculture statistics.
- The paper concludes that the User Satisfaction Survey, though it is seen very rare in NSOs of developing countries, found to be a very effective means in integrating users' needs, feedback and satisfaction in agriculture statistics in Nepal.

Recommendations

- This paper recommends an User Satisfaction Survey (USS) to each NSO of developing countries to be taken as a tool to identify user's needs and level of satisfaction on its statistical products and services.
- The findings and user's feedback obtained from the USS should be taken as a means of improving the quality, quantity and use of the statistics sector identified.
- Agriculture census which is a major source of structural statistics and provides sampling frame for other agriculture surveys should be standardized and improved to strengthen the agriculture statistics of a country. However, a regular flow of current agriculture statistics through annual integrated ag survey should be maintained to balance the supply and demands of current agriculture statistics.
- Not only the production, but an appropriate dissemination channel, especially the online dissemination of data helps to expand the use of agriculture statistics.

THANK YOU !