

International Survey on the Role of NSOs in e-Services



Instructions

Respondent information:

Country:	<input type="text"/>
Name of Statistical Agency:	<input type="text"/>
Name of respondent:	<input type="text"/>
e-mail address of respondent:	<input type="text"/>
Telephone number of respondent:	<input type="text"/>

Respondents will be contacted only if clarification is required. Contact information will not be disclosed or retained, and the identity of respondents will not be disclosed in publishing results.

To assist in the interpretation of responses, a knowledge of the structure of the statistical system in your country is important. **Centralised** refers to having a single, national statistical office (NSO). **Clustered** refers to having agencies organised around groups of departments (e.g. economic departments). **Decentralised** refers to each department or ministry providing the national statistics within its domain. Respondents who represent international agencies may so indicate below.

URL of your agency website

Structure of the statistical system

Centralised Clustered Decentralised Other

(International agencies only)

Check this box if you represent an International Statistical Agency rather than an NSO. This questionnaire is largely oriented towards the responsibilities and activities of national governments and NSOs. International agencies should respond only to Sections III, IV and V.

(i) Survey Background

Governments around the world are embracing the Internet to deliver programs and services to citizens who are increasingly Internet-connected. As public departments or agencies, NSOs are often among the government organisations most strongly involved in utilising the Internet, including for conducting surveys, disseminating information, and for consulting with stakeholder and advisory groups.

NSOs' use of the Internet can present many unique advantages, most notably in greatly expanding the availability and use of statistical data and information. The Internet can also, however, involve unique issues for NSOs. These include possible erosion -- real or perceived -- of an NSO's independence from the political process, since NSO data are so easily published electronically. The Internet "culture" typically also favours free information over user fees. And since the national governments of many countries are investing in common infrastructures, many NSOs are being expected to utilise common services that they must ensure also meet standards for privacy and confidentiality.

This research survey is being conducted on behalf of the Conference of European Statisticians. All NSO members of the Conference are being invited to complete the survey. It is hoped that the consolidated results will produce a snapshot of how NSOs are being affected by the move towards e-government: the opportunities ... the challenges ... and the issues ahead.

The following were key considerations in developing the survey questionnaire:

- preserving value in a "one-size-fits-all" instrument, despite the great diversity among NSOs;
- producing findings of genuine value to members -- beyond simply general-interest information;
- facilitating analysis of the findings by different categories of survey participants (ie: by size of population; organisations that are/are not responsible for survey/collection); and
- the possibility that such a survey might be useful as an annual "benchmark" profiling e-government progress and issues among all NSOs.

Results of the survey will be published (*Need to decide where, how and when*) as consolidated findings, without individual attribution.

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(ii) Content

The survey comprises five sections, reflecting different dimensions of e-government and NSOs' involvement in it:

- | | |
|--|--|
| Section I NSO role in e-Government | <ul style="list-style-type: none"> The degree to which your national government has embraced the Internet as a means to communicate with its citizens, and the ways and manner in which the NSO is involved in these activities. Also included are some national statistics regarding the number of households and businesses, their Internet connectivity and use. |
| Section II Survey collection | <ul style="list-style-type: none"> The NSO's use of the Internet in conducting surveys to collect data. |
| Section III Data dissemination | <ul style="list-style-type: none"> The distribution of data and information via the Internet by publishing electronically. |
| Section IV Stakeholder relations | <ul style="list-style-type: none"> Consulting and communicating with stakeholders such as advisory councils, government partners, associations, researchers and other consultative groups. |
| Section V Electronic infrastructure | <ul style="list-style-type: none"> Technologies employed and operational practices in developing electronic infrastructures |

(iii) Definitions

To ensure a common perspective for the responses from all NSOs, the following standardised references were developed for two key areas of the survey:

- Externally-directed services for NSOs have been divided into 3 broad categories: Survey Collection; Data Dissemination; and Stakeholder Relations.
- The following grid was created to define differing levels of maturity for each category of e-services. Please refer to these definitions in responding to survey questions that address levels of development in e-services.

Development levels	Level one	Level two	Level three
Survey Collection	Basic on-line information and instructions available for survey respondents. An on-line survey questionnaire may be available but respondents have to print a hard copy in order to complete the survey.	Questionnaires can be completed on-line but there is no interaction. Results are transmitted to the NSO using e-mail or file upload.	Questionnaires may be completed interactively on-line and may contain active logic such as field editing or automated skips that depend on entered data. Confidentiality of the data is assured by encryption technology.
Data Dissemination	Information is available on-line to inform the audience about the organization. Statistical releases are available on-line as static tables and analysis.	On-line information is structured by topic or user community, with aids to assist user navigation. User can search output databases and display desired data.	Custom data products may be specified on-line. Products may be purchased using e-commerce.
Stakeholder Relations	Basic on-line information is available for communicating with stakeholder groups.	Specialised private areas of the site are available to stakeholders. Communication is one-way from the agency to the stakeholder.	Interactive consultation and communication using secure user authentication and confidential interchange are possible.

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Section I - NSO Role in e-Government

This section asks about how your national government has used the Internet to communicate with its businesses and citizens and records some basic statistics about your country's population and the penetration of information and communication technologies (ICT). The emphasis is on Internet connectivity, its use among citizens and businesses and the trends in this domain. Questions also refer to the statistical agency responding to the survey and the role it plays within the broader government on-line strategy or initiative. Subsequent sections go into further detail on the on-line initiatives within the agency itself.

- 1.1 Has your national government established a date by which all departments and agencies are expected to make all their products, programs and services available online? If so, what is that date?

Year:

- 1.2 Does your government presently have a single, central web site through which citizens can directly or indirectly access all available electronic products and services?

Yes No

If so, which of the following best describes how the information on this site is structured or organised:

- organisationally, by individual department/agency
- thematically, by type of government service available to citizens
- thematically, by type of issue being addressed by citizens

- 1.3 What are the key motivations of your national government in using the Internet for its communications and services to its citizens and businesses. Please indicate the level of importance of each factor.

	Extremely Important	Important	Somewhat Important	Not Important
Improving citizen satisfaction with government services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving accessibility to government programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to political expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to industry expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving government performance (or efficiency)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving timeliness or responsiveness of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pressure to reduce program delivery costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 1.4 Please respond below to some basic measures for your country (population and households), the use and penetration of the Internet and the number of visitors to the government main website. For future years and those for which you do not have official measures use projections or estimates.

	2001	2002	2003	2004
Population				
Number of households				
Households with one or more computers				
Households with access to the Internet at home				
Number of businesses				
Businesses with access to the Internet				
Peak monthly visitors to main government website				

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1.5 The items below characterise ways that the statistical agency can support other departments and the government as a whole in providing information on the Web. Check each box that describes the relationship of your agency and its website to other websites within the government.

- | | |
|--|---|
| <input type="checkbox"/> Other departments pull data from you
<input type="checkbox"/> You push data to other departments
<input type="checkbox"/> Government has a central information broker
<input type="checkbox"/> Other sites refer to you by URL (click thru)
<input type="checkbox"/> Other sites have access to your output databases | <input type="checkbox"/> You support Web services for data exchange
<input type="checkbox"/> You have an identity independent of the government
<input type="checkbox"/> Data sources are always identified
<input type="checkbox"/> Mechanisms ensure government-wide consistency
<input type="checkbox"/> You monitor statistical data appearing on other sites |
|--|---|

1.6 Are you required to report regularly (annually or more often) to a central coordinating office outside your department regarding your status and plans for on-line services and communications? Check all that apply.

- No common reporting is required.
- Status and plans are reported annually.
- Status and plans are reported more frequently than annually.
- Reports are used to control or allocate funding.
- Reports are used for government strategic planning.

1.7 The increasing availability of government services online will have potentially diverse effects. Please indicate the likelihood over the next 3 to 4 years for each outcome identified below.

	Definitely	Probably	Probably Not	Definitely Not
Public confidence in statistics will improve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public trust in the government will be enhanced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The identity of the statistical agency will diminish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public will expect more timely data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response rates to surveys will improve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perception of privacy protection will be more positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respondent confidentiality will be enhanced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public will expect more no-charge data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An on-line response option will be demanded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Section II - Survey Collection

The scope of this section addresses on-line survey taking and statistical data collection activities that utilise the Internet. The term established surveys means those surveys your organisation has been conducting regularly, whether annually, monthly, quarterly, etc. Established surveys would therefore not include surveys conducted on a one-time or special basis.

2.1 Of the established surveys your organisation conducted in 2003, please indicate how many surveys fell into the following defined categories:

Census:	<input type="text"/>	All households, comprising all citizens / residents.
Social:	<input type="text"/>	Sampling individuals, households - excluding Census.
Business:	<input type="text"/>	Sampling private-sector enterprises, including agriculture.

Note: Institutions, public sector organisations, departments and agencies including NGOs are not included in the definitions above.

2.2 In which year will your organisation be conducting its next Census of Population? Do you expect that respondents will have the option to complete the survey on-line using the Internet and to submit the response electronically?

Census year: On-line option available No on-line option Not applicable

2.3 Of the established surveys your organisation conducted in 2003, please indicate how many of them offered respondents some form of an on-line response option in each category.

Social Surveys	Business Surveys
<input type="text"/>	<input type="text"/>

2.4 Please indicate which of the following were features of the on-line response options offered in 2003.

For Social surveys:

	Always	Usually	Sometimes	Never
A separate website for each survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A customised page per respondent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offline questionnaire uploaded via Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail used to engage respondent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access code or PIN required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Session interruption and resume supported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Roaming" (multiple locations) allowed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Known information pre-filled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous cycle information pre-filled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For Business surveys:

	Always	Usually	Sometimes	Never
A separate website for each survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A customised page per respondent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offline questionnaire uploaded via Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail used to engage respondent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access code or PIN required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Session interruption and resume supported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Roaming" (multiple locations) allowed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Known information pre-filled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous cycle information pre-filled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2.5 On-line response options can feature different levels of technological development. Broad definitions have been provided with the instructions for this survey. Please indicate below the **first** year in which your organisation introduced on-line options that resembled the development levels described for any **one** survey within the category. (Introductions planned **after** 2003 are addressed in question 2.6.)

Established Surveys:

	Level 1	Level 2	Level 3
Census:			
Social:			
Business:			

2.6 For introductions expected or planned **after** 2003, please specify the year in which your organisation **will** be introducing on-line response options that will feature the indicated development levels for at least **one** survey within the category.

	Level 1	Level 2	Level 3
Census:			
Social:			
Business:			

The remaining questions in this section use the term Electronic Response Option (ERO). This is intended to mean an on-line response that at least meets the following level of development: the respondent can access the entire survey electronically; complete the survey interactively while on-line (in one session or in multiple sessions); and return the completed survey via the Internet.

2.7 Given this definition, please indicate what percentage of your established surveys that:

	Did include an ERO during 2003	Will include an ERO by 2006
Social:		
Business:		

2.8 EROs may be more suitable for some surveys than for others, and in some cases may not be practical at all. Given current technologies as well as organisational policies and practices, please indicate the percentage of your established surveys that you feel have the potential for an ERO in the next 3 or 4 years.

Social:	
Business:	

2.9 Please indicate the extent to which the following are motivating factors for your organisation in developing EROs.

Importance as a motivating factor for <u>Social Surveys:</u>	Extremely Important	Important	Somewhat Important	Not Important
Improving overall response rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respondent demand for EROs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving respondent relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting expectations of e-government policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving quality of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving timeliness of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing costs of data collection activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Importance as a motivating factor for Business Surveys:	Extremely Important	Important	Somewhat Important	Not Important
Improving overall response rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respondent demand for EROs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving respondent relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting expectations of e-government policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving quality of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving timeliness of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing costs of data collection activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<div style="border: 1px solid black; height: 15px; width: 100%;"></div>				

2.10 Please indicate the likelihood of EROs having an impact on the following factors within the next 3 or 4 years:

Likelihood of impact for Social Surveys:	Extremely Likely	Likely	Possibly	Not at all likely
Improve overall response rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve respondent relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve quality of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve timeliness of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce costs of data collection activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<div style="border: 1px solid black; height: 15px; width: 100%;"></div>				

Likelihood of impact for Business Surveys:	Extremely Likely	Likely	Possibly	Not at all likely
Improve overall response rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve respondent relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve quality of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve timeliness of data collected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce costs of data collection activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<div style="border: 1px solid black; height: 15px; width: 100%;"></div>				

2.11 *Take-up rate* is defined as that percentage of respondents who were presented with the opportunity or option to respond electronically, and did so: receiving, completing and returning their completed survey using the electronic channel exclusively. Could you specify the expected or average take-up range in 2003 for each class of survey below:

Take-up as a percentage of respondents receiving an ERO	0 - 25%	26% - 50%	51% - 75%	Over 75%
One-time or first offering of social surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well established and repeating social surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-time or first offering of business surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well established and repeating business surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2.12 What are your expectations for respondent take-up of EROs in 3 or 4 years time?

Future take-up as a percentage of respondents receiving an ERO	0 - 25%	26% - 50%	51% - 75%	Over 75%
One-time or first offering of social surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well established and repeating social surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-time or first offering of business surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Well established and repeating business surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section III - Dissemination

This section refers to the website (or websites) that your organisation maintains for the purpose of delivering information and data to the general public and/or to specific client groups. Many organisations provide some information electronically on a no-charge basis while other, less general data are made available as commercial transactions, on a for-fee basis. Electronic dissemination can therefore also feature different levels of technological development. Broad definitions have been provided with the instructions for this survey.

3.1 Please indicate the first year in which your organisation's electronic dissemination featured the development levels described. (Dissemination developments planned after 2003 are addressed in 5.2).

	Level 1	Level 2	Level 3
Year:	<input type="text"/>	<input type="text"/>	<input type="text"/>

3.2 If Level Three has not yet been realised, please indicate the year in which your organisation expects electronic dissemination will feature higher-developed level(s).

	Level 1	Level 2	Level 3
Year:	<input type="text"/>	<input type="text"/>	<input type="text"/>

3.3 If your organisation has a sole or primary web site for disseminating data electronically, please indicate the average number of daily visits, based on 2003 site traffic, and given the following definition for a visit: *A visit is a series of actions that begins when a visitor to the site views their first page on the site, and ends when the visitor leaves the site (or remains idle beyond the idle-time limit, if such a limit is in effect).*

Average site visits per day:

3.4 There can be many differences in how users navigate dissemination web sites, and how information on the sites is organised and presented. Please indicate the extent to which the following describe your organisation's (primary) dissemination site as of 2003.

Data organisation and site functionalities

	In all cases	In most cases	In some cases	In no cases
Notification of newly-available information is posted on the site's front or main page.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information is organised by topic or subject hierarchy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients locate what they are looking for primarily by using a key-word search.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients locate what they are looking for by using a geographic search.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data and information can be located by using a variety of different search functions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data are published in text or story format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data are published in traditional table format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data are published using charts and graphs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All pages on the site feature a common look and style.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meta-data and explanatory information are either provided in context or conveniently linked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Links or accesses to client support services are featured.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The data and information are also available on a parallel dissemination site(s) in other national languages.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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3.5 Please indicate the importance of each of the following as factors that motivate your organisation to disseminate via the Internet.

	Extremely Important	Important	Somewhat Important	Not Important
Reduce publishing costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce distribution costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase revenues from for-fee data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase access to no-charge data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expand quantity of no-charge data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conform with government policies or programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respond to clients' needs / expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3.6 Please indicate the extent to which the following reflect your organisation's experiences with electronic dissemination.

	Strongly Agree	Agree	Disagree	Strongly Disagree
The web is now our primary distribution channel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We've discontinued printing low-volume publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are more timely responding to the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are better informational resources for academics and researchers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are better learning resources for schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are better informational resources for libraries or partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The general public is able to be better informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The agency's reputation and profile is enhanced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our relations with users and clients are improved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our site is a primary public source of government information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall our publishing and distribution costs are unchanged or lower	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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3.7 Many organisations are finding that disseminating electronically offers increased opportunity to obtain feedback from users/clients on a variety of subjects. Please indicate whether your organisation is involved in the following research activities on a regular and on-going basis.

Our organisation:	Often	Occasionally	Never
uses site surveys to measure user satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
uses site surveys to profile types of users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
conducts usability testing of our site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has established benchmarks and metrics for site traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
conducts off-site feedback research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
collects e-mail feedback directly via the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
collects site feedback through a Helpdesk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
conducts site feedback surveys with specific user or client groups	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
evaluates site security measures regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
has a separate feedback process for users with disabilities or special accessibility needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section IV - Stakeholder Relations

Many statistical organisations regularly seek advice and input from a variety of different advisory groups and committees who have a particular interest in survey content, what statistical data are being collected, and what data are being disseminated. This section addresses a developing trend in which the Internet is (also) being used to conduct these consultations and support these stakeholder relationships.

- 4.1 What percentage of the individual members of advisory groups and organisations with which you consult would you estimate have personal day-time access to the Internet, and also use the Internet daily?

Percentage of advisory community:

- 4.2 Within these advisory communities, how common are the following electronic communication formats?

	Highly Common	Common	Less Common	Uncommon
e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List-serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosted list-serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet conferencing (chat-rooms, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet streaming (audio-video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 4.3 How common are these electronic communication formats in your organisation's consultations with its key advisory groups?

	Always	Often	Sometimes	Never
e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List-serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosted list-serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet conferencing (chat-rooms, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet streaming (audio-video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 4.4 How likely is it that your organisation will use these communication formats *within the next three or four years* in consultation with your advisory communities?

	Definitely	Probably	Possibly	Definitely not
e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List-serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hosted list-serve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet conferencing (chat-rooms, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet streaming (audio-video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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4.5 Please indicate how important the following would be in motivating your organisation to conduct *e-consultations* (i.e. using real-time and/or more highly-developed interactive communication formats than e-mail in consulting with stakeholders).

	Extremely Important	Important	Somewhat Important	Not Important
evidence that the method produces better information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
demand among stakeholders becoming significant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
need to expand access to consultations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
expectations from national government policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e-consultation technologies becoming simpler	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the cost of these technologies decreasing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
qualified e-consultation personnel becoming more available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
evidence that e-consultation was more cost-efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
need for more transparent decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section V - Technology

This section deals with the technology infrastructure used to support and enable the Internet presence of your agency. Responses may require input from your technical staff.

5.1 Could you characterise the management of your technology infrastructure based on the following attributes.

	Exclusively	Significantly	Partially	Not at all
Provided using in-house facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided by another government organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outsourced to a commercial supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consolidated under common management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managed separately for each service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5.2 Which of the products identified below are used within the technology infrastructure. Please check all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Microsoft Windows Server OS | <input type="checkbox"/> Zope (Open Source content manager) |
| <input type="checkbox"/> UNIX (including all vendor variants) | <input type="checkbox"/> Microsoft SQL Server |
| <input type="checkbox"/> Linux (Open Source from any distributor) | <input type="checkbox"/> Oracle Database Manager |
| <input type="checkbox"/> Microsoft IIS | <input type="checkbox"/> Other: <input style="width: 100px; height: 15px;" type="text"/> |
| <input type="checkbox"/> Apache Web Server (Open Source) | <input type="checkbox"/> Other: <input style="width: 100px; height: 15px;" type="text"/> |

5.3 Which of the following security technologies are you employing to protect your on-line services.

- Dual firewalls (from separate vendors)
- PIN/SSL for interactive services.
- PKI confidentiality encryption.
- PKI Digital Signatures.
- Air-gap/Network separation devices.