Satisfaction User Survey

The data from this survey refer to year 2011. The data were collected through filling the on-line survey at the address: http://monstat.org/cg/anketa.php.

1. Question “In which way you have learned for our website” was answered as the following: Random visit by 18% of users; Through the link of other institution 10%; By recommendation 20%; Through Searching internet 49%; and 3% of users did not replied.

2. Question “How often do you visit our website” was answered by 42% of users as First visit; Daily 5%; Weekly 15%; Monthly 11%; Not so often 24%; and there were 3% of users who did not replied.
3. Question “What is the average of one visit to our website” was answered as the following: Less than 1 minute by 6% of users; Up to 5 minutes by 28%; 5-15 minutes by 39%; 16-30 minutes by 14%, 30 minutes up to 1 hour - 6%; More than 1 hour - 3%; and 4% of users did not replied.

4. Question “Do you usually find necessary information on our website” was answered: Yes, very easy by 44% of users; Yes, not so easy by 35%; No by 16%; and No reply by 5% of users.
5. Question “Please, select one category the most close to your occupation” was answered as it follows: State administration by 19%; Private sector by 13%; Faculty, school - 31%; Scientific and research institutions - 8%; Media 4%; International organisations 3%; Other 18%; and No reply by 4% of users.

6. Question “State your sex” was answered: Female by 38%; Male by 58%; and No reply by 4% of users.
7. Question “Age group” was answered: Less than 16 years by 2% of users; 16-29 years by 56%; 30-49 years by 32%; and 50-64 years by 6%; 60 years and over by 1%; and No reply by 3% of users.

![Age group pie chart]

8. Question “How much are you satisfied with services of our website” was answered as the following: Very satisfied by 17% of users; Satisfied by 61%; Unsatisfied by 10%; Very unsatisfied 8%; and No reply by 4% of users.

![Satisfaction pie chart]