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User satisfaction survey of the StatBank, November 2004

1   Summary

Statistics Denmark has for the 4th time carried out an user satisfaction survey of the statistical Internet database, StatBank. 1.177 users responded to the survey thus making the respond rate raise from 11 to 14 per cent. 32 % of the registered users responded.

The user satisfaction concerning contents as well as functionality is high: 80% of the registered users are very satisfied or satisfied with the contents. 87% find the StatBank easy to use. Correspondingly 77% among the non-registered give these answers.

Actions based on user suggestions and complains have been taken during the year. As a result 59 % of the registered users –compared to 51 % in 2003- claims that the always or almost always find the statistics they were looking for. Also the non-registered have improved their success rate: from 44 % in 2003 to 48 % in 2004.

Our conclusion is that if we realize the problems and needs of the users we will be able – to some extent - to handle them.

Among the questions in the questionnaire was a open comment question regarding contents and functionality. In general great enthusiasm for the flexibility and possibilities in the StatBank is expressed here. However, some weak points are also mentioned: more detailed data and longer time series are examples. In particular some non-registered users also complain that that the site is a bit of a mess.

There are still room for improvements. In particular we need to make all the good functionality more visible – also for users who do not visit the StatBank so often. This will be reflected in the action plan for 2005.

The action plan 2005 will focus on:

1. The statistical content will be loaded according to the Corporate Strategy 2006 that says "*The statistical information in StatBank Denmark will be expanded to contain all official statistics.*"
2. We will develop an on-line demo that stepwise describes the possibilities in StatBank.
3. We will put the retrieval limit up above the existing limit of 50,000 cells for one single retrieval.
4. We will develop an aggregation facility.
5. We will investigate a possibility for simpler table presentation.

Results from this and previous surveys are available on www.dst.dk/usersurvey and www.dst.dk/brugernesmening.

Purpose   The purpose of conducting a user satisfaction survey is to get input for improvements. StatBank users retrieve1.5 million tables yearly, so it is important to have focus on developments that are for their benefit.

In the future we will complement the traditional user survey with a survey focusing on more specific functionality i.e. the selection of value process, the search functionality, the presentation of documentation and help function..

Survey period   The user survey took place on the web17-25 November 2004.

2   Replies

The questionnaire and all replies are found in Annex 2.

Respond rate   In total 8610 users were exposed to the questionnaire. Because of the short period of 10 days the more frequent users have had higher probability for being questioned. 1.177 persons answered giving a respond rate of 14%. Registered and non-registered users have respectively 32% and 12% response. Not much different from 2003.

In a user survey of the web site www.dst.dk in September the respond rate was 7%.

Use of StatBank

Around one fourth of the users can be categorized as *frequent users*. They visit the StatBank weekly some of them even daily. A explanation could bet hat frequent users are more exposed to the survey as mentioned above.

Use the StatBank:	2004	2003
Once a week or more often	23 %	23 %
Once or twice a month	29 %	28 %

Once a month or more seldom	48 %	49 %

One third of the non-registered users are visiting StatBank for the first time!

Most users use the StatBank in connection with work or studies. Almost half of the registered users claim that it is used in their studies.

Can the users find the data?

Most users find the information they are looking for: 95 % among the registered users find always or usually what they need - a little less among the non-registered. The trend was similar in 2002 and 2003.

Some users are, however, disappointed because they were looking for data that Statistics Denmark does not publish. 16 % of the users gave comments of which some of this is reflected, i.e.:

– *The StatBank is a very user friendly and an excellent tool. I use it in my work and in my studies. However, it would appreciate more data, more detail, longer time series ;-) Thanks for a good tool.*

– *I would like to have more details some times. i.e. defining my own geographical area below municipality level.*

– *Well, the contents could be more extensive. I presume it is a political decision.*

Yet, another reason for disappointment is that the contents are considered too overwhelming and difficult to overview:

– *How to navigate on your site is not evident to me it. I am taken to sub sites where I do not know what to do.*

– *It is a bit confusing. I do my best and in the end I am confident that I shall succeed.*

– *It is somehow confusing for a beginner to be confronted with all the choices of selection. .*

And another one who says:

– *This is a most well arranged and user friendly site!*

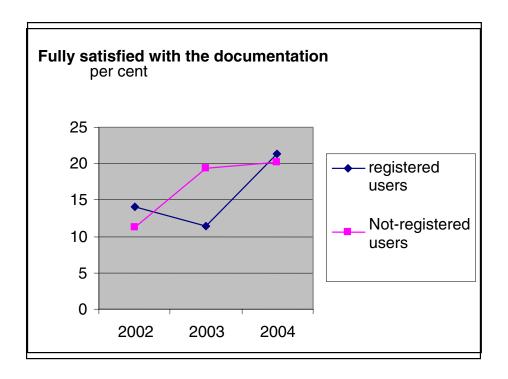*The search function is used more often*

The search function is in-house developed. During the year it has been improved. It now includes common misspellings. Regularly a list of words entered in the search field is analysed. If a text is used with out result more than four times we consider linking it to a relevant subject. Search results are presented with the most important first. If there is nothing in the StatBank a link to the Statistical Yearbook would be presented.

The search function is now used by 14 % of the users as the preferred way to reach the data. This is a slight increase from 11 % in 2003. However, the most used way to get data is by selecting one of the 17 subject areas. More users are satisfied with the search function. Among the registered users 45 % claim to be satisfied.

Documentation

Data are linked to documentation through footnotes describing the table and declaration of contents describing the whole survey. Moreover a contact person is mentioned with telephone number and e-mail address.

The documentation available on the web has been used by half of all users. Over the years there is an increasing satisfaction with the documentation:

Fully satisfied with the documentation
        per cent

		registered users
		Not-registered users

(chart y-axis: 0, 5, 10, 15, 20, 25; x-axis: 2002, 2003, 2004)

Some respondents have commented on this. Apparently there is a need for specific definitions of the variables:

– *What you do is very good. However, the explanation of what is behind the figures, the documentation is too general. Most evident if I select data from areas where I have only little knowledge.*

Is it easy?

Most respondents find it easy or very easy to use the StatBank: 87 % of the registered and 76% of the not-registered users give that answer. This is reflected in the comments given. A few comments, however, show the users also may have problems:

– *It is the easiest application that I know of, for instance compared to Eurostat.*
– *No comments. The StatBank is good!!*
– *Very big retrievals take time. Please, speed it up.*
– *The user friendliness could be improved.*
– *Excellent tool!*
– *Good work, you guys.*
– *Impossible to handle.*

The road to the StatBank

Some users go directly to the StatBank (www.statbank.dk) while others come via a link on the general web site (www.dst.dk).

The most frequent preferences look differently for registered users and not-registered users:

Registered users		Not-registered users	
www.statistikbanken.dk	42 %	via www.dst.dk	42 %
saved in bookmarks	29 %	www.statistikbanken.dk	28 %
via www.dst.dk	24 %	from external search	12 %
other	5%	other	18%

The registered users tend to go directly to the StatBank while the not-registered more often come through the homepage.

Who are the users?

Growing number of women

Although the number of male users still exceeds the number of female users the tendency diminishes. In 2002 female users counted for 32% of all, in 2003 35% and in 2004 43 % of the responding users were women.

More young users

The age group 18-29 years has increased from 40% to 55 % among the registered users and from 49% to 55% among the not-registered. Similarly the group of students now counts for almost half of all users.
The group of private persons have increased to 10 % of all.

	Registered users in the StatBank	Registered users that responded
Press, media	2,8	3,3
Library	1,3	17,0
Research and educational institutions	26,6	8,5
State administration	3,8	5,6
Local administration	8,4	7,8
Student	23,7	41,9
Private person	12,6	13,3
Enterprises	15,1	1,9
Organisations et cetera.	3,2	0,4
Other	2,6	0,4
Total	100,0	100,0

The table above shows the distribution of registered users in the user database to compare with the distribution among registered users that responded to the survey. There is a overrepresentation among students and libraries, while the enterprises and research & educational institutions are under represented in the survey.

3 Conclusion

The responses are not randomly. Frequent users have had higher probability to get the questionnaire pop-up. When we in the text refer to users, it should be borne in mind that it actually is the responding users only.

Over the years we do not register immense changes: most users find what they are looking for. Most users find The StatBank easy to use. The search facility has been improved and consequently the search results are considered better. However, there is still room for further improvements.

Only a few users actually look into the documentation. The ones that do, find it has reached a satisfactory level. At the same time more "down-on-the-earth" documentation is required to understand the table contents. The personal help and hot-line support provided via telephone and e-mail is ranked as high class service.

Finally, the users mention more often the need for extension of the content than functionality.

4 Action plan

An action plan for 2005 has been set up according to comments from the users:

1. We will extend the StatBank content following the objectives set up in Strategy 2006: "All official statistics that is published should be in available in the StatBank."

2. We will make an on-line demo that stepwise shows how to search, select and retrieve data from the StatBank.

3. We will make it possible for users to retrieve very large data files (exceeding the 50,000 cells limit we have today).

4. We will develop an aggregation facility.

5. We will find alternatives for presenting overview tables.

5   Annex 1 Method

There are two types of users in StatBank, both have access free-of-charge to all data:

1. Registered users *(They have registered themselves and chosen a user-ID and password. Moreover they have delivered their e-mail address. When they register they get some advantages. The registered user can retrieve up to 50,000 data cells in one table; they can save a query; they can create own lists of values to be reused; they get a newsletter 5-7 times a year and they can set up their own user profile.)*
2. Non-Registered users *("guests", can only retrieve up to 1,000 data cells from a cross-table)*

Among the registered users we selected the ones that had been active during the last five months. This made a total of 9,241 persons.
Among the non-registered users, everybody who entered the StatBank in the period of investigation was exposed to the questionnaire. This turned out to be 8,340 unregistered users.

The questionnaire popped up when they entered the StatBank. It could be answered at once or ignored. If it was not answered it popped up again in connection with the following visit.

The staffs in Statistics Denmark were excluded.

The survey took place 17-25 November 2004.

A registered user that finished the questionnaire had their answers registered in a database. A cookie was set in the PC of the non-registered user when he had answered the scheme. This was done to prevent the scheme to pop up again. The user could of course delete the cookie himself. In that case he would be confronted with the questions again. We have no indications whether this has happened.

We realise that this design presents a bias, the more active users are over represented: The more active a user is the bigger the chance he will use the StatBank in the short period of the survey.

Response willingness was big among the registered users...

We could not predict how many registered users would be exposed to the questionnaire:
The actual active registered users in the survey period counted 852 people. If all of these had answered the response rate had been 100 %. That would of course have been most unexpected. 270 people responded thus making the response rate 32 %.

...... but low among the non-registered

The response rate is considerably lower among the non-registered users:
7,758 logged in as guests. 902 or 12 % of these have answered the questions.

We believe that the users who answered are the most concerned and not necessarily representative for all users. Nevertheless, we get a picture of the problems that the less experienced users face, as around half of the non-registered are beginners.

Responses 2004:

		Registered users	Not-registered users	Total external users
Number	Possible responses	852	7758	8610
	Actual responses	270	907	1177
	Response rate	31,6	11,6	13,7

As the proportion of non-registered users is high the average response rate is only 14 %. However, we regard the two groups as separate populations, as we consider the situation for the non-registered and the registered to be quite different. Their needs for functionality differ and in order to serve both groups best we suggest looking at them separately.

The respondent was free to skip a question and anyhow go on to the next.

No incentives were given for answering the scheme. The estimated time to answer was 3-4 minutes. Neither the quality nor the response rate was considered to improve by incentives.

6 Annex 2 Questions and answers 2002, 2003 and 2004

Three minutes of your time could help us making StatBank Denmark better.

We intend to develop the database further according to the users' needs. This is why we ask you to spend three minutes to give your opinion of the database and the way it is used.

I want to answer the questionnaire now.
I want to return to the StatBank Denmark.

1) How often do you use StatBank Denmark?

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Once a week or more	89	178	123	164	180	72
	A couple of times a month	107	235	108	238	226	111
	Once a month or less	69	231	48	216	101	113
	This is my first time	5	263	5	325	11	309
	No answer	-	-	1	4	-	2
	Total	270	907	285	947	518	607
Per cent	Once a week or more	33,0	19,6	43,2	17,3	34,8	11,9
	A couple of times a month	39,6	25,9	37,9	25,1	43,6	18,3
	Once a month or less	25,6	25,5	16,8	22,8	19,5	18,6
	This is my first time	1,9	29,0	1,8	34,3	2,1	50,9
	No answer	-	-	0,4	0,4	0	0,3
	Total	100,0	100,0	100,0	100,0	100	100

2) What is the purpose of your retrieval of data from StatBank Denmark?

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Study related	112	494	85	478	71	250
	Work related	150	305	184	332	404	234
	Personel interest	8	71	10	86	37	82
	Other purposes	0	24	3	27	5	26
	Do not know yet	0	11	1	19	1	12
	No answer	0	2	2	5	-	3
	Total	270	907	285	947	518	607
Per cent	Study related	41,5	54,5	29,8	50,5	13,7	41,2
	Work related	55,6	33,6	64,6	35,1	78	38,5
	Personel interest	3,0	7,8	3,5	9,1	7,1	13,5
	Other purposes	0,0	2,6	1,1	2,9	1	4,3
	Do not know yet	0,0	1,2	0,4	2,0	0,2	2
	No answer	0,0	0,2	0,7	0,5	0	0,5

Total	100,0	100,0	100,0	100,0	100,0	100,0

You have access to StatBank without a registered password. However. if you choose to register - which is free of charge – you will have access to retrieve much larger tables. save queries and selection lists for re-use.

3)) Were you aware of these advantages?

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Yes		206		206	.	146
	No		543		574	.	458
	I have registered but do not always logon		133		141		
	I have registered but forgot my password		22		20		
	No answer		3		6	.	3
	Total		907		947	.	607
Per cent	Yes		22,7		21,8	.	24,1
	No		59,9		60,6	.	75,5
	I have registered but do not always logon		14,7		14,9		
	I have registered but forgot my password		2,4		2,1		
	No answer		0,3		0,6	.	0,5
	Total		100,0		100,0	.	100

4) Do you usually find the statistics you are looking for?

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Always	20	40	17	41	26	27
	Almost always	136	275	147	259	230	104
	Usually	97	259	101	264	222	137
	Almost never	12	61	12	46	25	23
	I did not need anything specific. only browsing	0	8	2	7	1	3
	No answer	0	1	1	5	3	4
	Total	265	644	280	622	507	298
Per cent	Always	7,5	6,2	6,1	6,6	5,1	9,1
	Almost always	51,3	42,7	52,5	41,6	45,4	34,9
	Usually	36,6	40,2	36,1	42,4	43,8	46
	Almost never	4,5	9,5	4,3	7,4	4,9	7,7
	I did not need anything specific. only browsing	0,0	1,2	0,7	1,1	0,2	1
	No answer	0,0	0,2	0,4	0,8	0,6	1,3
	Total	100,0	100,0	100,0	100,0	100	100

5) How do you usually select statistics?

		2004		2003	
		Registered users	Non-Registered	Registered users	Non-Registered
Number	Through the list of 16 subject areas	161	344	179	353
	Writing in the search window	37	118	31	107
	Use the two methods equally	65	148	67	133
	Do not know	2	31	2	25
	No answer	0	3	1	4
	Total	265	644		
Per cent	Through the list of 16 subject areas	60,8	53,4	63,9	56,8
	Writing in the search window	14,0	18,3	11,1	17,2
	Use the two methods equally	24,5	23,0	23,9	21,4
	Do not know	0,8	4,8	0,7	4,0
	No answer	0,0	0,5	0,4	0,6
	Total	100,0	100,0	100,0	100,0

6) How bad or good would you judge the search result you get using the search window?

		2004		2003	
		Registered users	Non-Registered	Registered users	Non-Registered
Number	Very good. I always get good results	13	35	18	39
	Good. Usually I find something useful	106	215	97	231
	Acceptable.	78	217	97	183
	Bad. I seldom find anything useful	23	83	16	71
	I have not tried it	44	91	50	91
	No answer	1	3	2	7
	Total	265	644	280	622
Per cent	Very good. I always get good results	4,9	5,4	6,4	6,3
	Good. Usually I find something useful	40,0	33,4	34,6	37,1
	Acceptable.	29,4	33,7	34,6	29,4
	Bad. I seldom find anything useful	8,7	12,9	5,7	11,4
	I have not tried it	16,6	14,1	17,9	14,6
	No answer	0,4	0,5	0,7	1,1
	Total	100,0	100,0	100,0	100,0

7) Have you ever used the information under the tab "Information "

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Yes	136	223	156	218	227	81
	No	126	417	123	394	276	213
	No answer	3	4	1	10	4	4
	Total	265	644	280	622	507	298
Per cent	Yes	51,3	34,6	55,7	35,0	44,8	27,2
	No	47,5	64,8	43,9	63,3	54,4	71,5

		1,1	0,6	0,4	1,6	0,8	1,3
	No answer	1,1	0,6	0,4	1,6	0,8	1,3
	Total	100,0	100,0	100,0	100,0	100	100

7a) Is the documentation sufficient?

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Completely sufficient	29	45	18	42	32	9
	More or less sufficient	84	145	112	149	154	53
	Insufficient	22	29	23	22	36	16
	Completely insufficient	0	2	2	2	2	2
	No answer	1	2	1	3	3	1
	Total	136	223	156	218	227	81
Per cent	Completely sufficient	21,3	20,2	11,5	19,3	14,1	11,1
	More or less sufficient	61,8	65,0	71,8	68,3	67,8	65,4
	Insufficient	16,2	13,0	14,7	10,1	15,9	19,8
	Completely insufficient	0,0	0,9	1,3	0,9	0,9	2,5
	No answer	0,7	0,9	0,6	1,4	1,3	1,2
	Total	100,0	100,0	100,0	100,0	100	100

8) How satisfied are you in general with the contents of StatBank Denmark?

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Very satisfied	45	93	54	84	72	34
	Satisfied	167	401	164	382	320	171
	Neither satisfied nor unsatisfied	43	115	44	117	86	70
	Unsatisfied	10	33	14	27	24	15
	Very unsatisfied	0	1	2	5	4	3
	No answer	0	1	2	7	1	5
	Total	265	644	280	622	507	298
Per cent	Very satisfied	17,0	14,4	19,3	13,5	14,2	11,4
	Satisfied	63,0	62,3	58,6	61,4	63,1	57,4
	Neither satisfied nor unsatisfied	16,2	17,9	15,7	18,8	17	23,5
	Unsatisfied	3,8	5,1	5,0	4,3	4,7	5
	Very unsatisfied	0,0	0,2	0,7	0,8	0,8	1
	No answer	0,0	0,2	0,7	1,1	0,2	1,7
	Total	100,0	100,0	100,0	100,0	100	100

9) How do you in general find the functionality of StatBank Denmark?

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Very easy to use	48	105	75	102	94	39
	Easy to use	183	388	179	373	340	182
	Tiresome	32	135	24	129	69	57
	Very tiresome	2	12	1	11	4	9
	No answer	0	4	1	7	-	11
	Total	265	644	280	622	507	298

Per cent	Very easy to use	18,1	16,3	26,8	16,4	18,5	13,1
	Easy to use	69,1	60,2	63,9	60,0	67,1	61,1
	Tiresome	12,1	21,0	8,6	20,7	13,6	19,1
	Very tiresome	0,8	1,9	0,4	1,8	0,8	3
	No answer	0,0	0,6	0,4	1,1	0	3,7
	Total	100,0	100,0	100,0	100,0	100	100

10) How did you reach the StatBank today?

		2004		2003	
		Registered users	Non-Registered	Registered users	Non-Registered
Number	By writing the url www.statbank.dk	114	255	106	228
	From the homepage **www.dst.dk**	64	378	77	399
	Via a saved *favorite* in my browser	77	82	89	110
	Via link on another homepage	2	65	2	67
	Via an external search engine	7	109	6	118
	Via a link in an e-mail (Datashooting)	4	3		3
	Do not know	1	13	4	14
	No answer	1	2	1	8
	Total	270	907	285	947
Per cent	By writing the url www.statbank.dk	42,2	28,1	37,2	24,1
	From the homepage **www.dst.dk**	23,7	41,7	27,0	42,1
	Via a saved *favorite* in my browser	28,5	9,0	31,2	11,6
	Via link on another homepage	0,7	7,2	0,7	7,1
	Via an external search engine	2,6	12,0	2,1	12,5
	Via a link in an e-mail (Datashooting)	1,5	0,3	0,0	0,3
	Do not know	0,4	1,4	1,4	1,5
	No answer	0,4	0,2	0,4	0,8
	Total	100,0	100,0	100,0	100,0

11 Sex:

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Persons	Man	153	472	182	531	349	331
	Woman	116	432	100	408	168	272
	No answer	1	3	3	8	1	4
	Total	270	907	285	947	518	607
Per cent	Man	56,7	52,0	63,9	56,1	67,4	54,5
	Woman	43,0	47,6	35,1	43,1	32,4	44,8
	No answer	0,4	0,3	1,1	0,8	0,2	0,7
	Total	100,0	100,0	100,0	100,0	100	100

12) Age:

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Persons	17 years or less	0	75	4	84	5	74
	18-29 years	149	494	115	464	197	249
	30-49 years	93	259	123	294	244	202
	50-64 years	24	70	40	88	67	69

	65 years or more	3	6	2	12	3	6
	No answer	1	3	1	5	2	7
	Total	270	907	285	947	518	607
Per cent	17 years or less	-	8,3	1,4	8,9	1	12,2
	18-29 years	55,2	54,5	40,4	49,0	38	41
	30-49 years	34,4	28,6	43,2	31,0	47,1	33,3
	50-64 years	8,9	7,7	14,0	9,3	12,9	11,4
	65 years or more	1,1	0,7	0,7	1,3	0,6	1
	No answer	0,4	0,3	0,4	0,5	0,4	1,1
	Total	100,0	100,0	100,0	100,0	100	100

13) In which group would you place your self?

		2004		2003	
		Registered users	Non-Registered	Registered users	Non-Registered
Number	Press, media	9	25	8	24
	Students	113	488	90	461
	Educational institution	16	38	13	55
	Research institution	7	44		
	Private person	27	123	3	64
	Enterprise	5	5	41	135
	Library	46	55	59	7
	Local authority	21	49	35	78
	State administration	15	30	25	44
	Organisation	1	6	2	34
	Retired	9	20	7	4
	Foreign enterprise	..	..	1	12
	Other	1	23	1	22
	No answer	-	1	8	7
	Total	270	907	293	947
Per cent	Press, media	3,3	2,8	2,7	2,5
	Students	41,9	53,8	30,7	48,7
	Educational institution	5,9	4,2	4,4	5,8
	Research institution	2,6	4,9	-	-
	Private person	10,0	13,6	1,0	6,8
	Enterprise	1,9	0,6	14,0	14,3
	Library	17,0	6,1	20,1	0,7
	Local authority	7,8	5,4	11,9	8,2
	State administration	5,6	3,3	8,5	4,6
	Organisation	0,4	0,7	0,7	3,6
	Retired	3,3	2,2	2,4	0,4
	Foreign enterprise	-	-	0,3	1,3
	Other	0,4	2,5	0,3	2,3
	No answer	0,0	0,1	2,7	0,7
	Total	100,0	100,0	100,0	100,0

14) Any other comments concerning the contents or user interface of the StatBank Denmark?
write::……………………………………………………

……………………………………………………..
Write your e-mail address if you would like to have a comment or answer from Statistics Denmark…………….

		2004		2003		2002	
		Registered users	Non-Registered	Registered users	Non-Registered	Registered users	Non-Registered
Number	Comments mentioned	45	138	69	179	140	118
	No comments mentioned	225	769	216	768	378	489
	Total	270	907	285	947	518	607
Per cent	Comments mentioned	16,7	15,2	24,2	18,9	27,0	19,4
	No comments mentioned	83,3	84,8	75,8	81,1	73,0	80,6
	Total	100,0	100,0	100,0	100,0	100,0	100,0

Sammenligning af registrerede brugere i Statistikbanken og registrerede personer, der deltog i undersøgelsen

	Registrerede brugere			
	Potentielle svarpersoner		Svarpersoner	
	pct	antal	pct	antal
Amt/kommune	10,6	975	11,9	35
Andet og uoplyst	2,4	219	3	9
Bibliotek	1,2	111	20,1	59
Organisation, erh. og arb.mark.org	4	369	0,7	2
Presse	3	277	2,7	8
Privat person og pensionist	12,2	1124	3,4	10
Statsinstitution	5	460	8,5	25
Studerende	20,8	1923	30,7	90
Uddannelsesinstitution og forskning	23,7	2191	4,6	13
Virksomhed	17,2	1592	14,4	42
I alt	100	9241	100	293