

SAMPLING METHODOLOGY

1. Design of user Satisfaction survey

The target population of the user satisfaction survey is composed by six major categories:

- **Government institutions including Central and Local Governments.** In Rwanda, the Central Government is composed by the President Office, the Prime Minister Office, the two chambers of Parliament, the Supreme Court, the National Public Prosecution Authority, 17 Ministries and other 80 Public institutions (Boards, Commissions, Agencies, Authorities, Banks, Bureaus and institutes). The local Government is composed by 4 Provincial Offices, Kigali City Office and 30 district offices;
- **Private sector institutions, companies and corporations:** companies and entities which will be considered are those who have been in existence for at least one year (published as VAT taxpayers in in 2011) and who are at least classified as medium or large company or corporation. The total number of those companies/corporations is 284 large companies and **1347** medium companies. These companies are involved in very different activities, some requiring intensive use of official statistics such as banks, insurance companies and the tourism sector while others are less sensitive to the availability of official statistics particularly retailers of finished goods. In the cluster of private sectors, we will include the Private Sector Federation and its chambers.
- **Media:** according to the records of High Media Council, 22 newspapers, 18 radios and one television are accredited and operate in Rwanda. The High Media Council will be part of the target population.
- **Civil society:** the civil society in Rwanda includes 306 international NGOs, 480 local NGOs, 18 churches or religious associations, 10 political parties and one trade union.
- **International and regional organizations and diplomatic missions:** according to the MINAFFET website, in Rwanda there are 24 international organizations and 3 regional organizations for a total of 26 entities. In addition to these organizations, there are 24 embassies and diplomatic representations in Kigali.

- **Education sector:** it comprises 14 private higher learning institutions (HLIs), 19 public HLIs institutions, 3 public research institutions (RAB, IRST and RBC) and 2 private research institutions (IPAR and IRDP).

Since these groups are composed by very different entities in terms of needs and use of statistics, the design will be done in a way to ensure a good precision level for each group. Ministries, Boards, Authorities and other Institutions are grouped into economic, social, governance and cross cutting strata. The private sector entities are grouped into two strata according to the likelihood of use of official statistics. Banks, Insurance companies, Telecommunication companies, Hotels and BRALIRWA are considered as users or potential users compared to other medium and large companies. For the education sector, we distinguished public and private institutions so that researchers and lecturers will be sampled accordingly. It is the same approach we used for the civil society where organizations are grouped into international NGOs, local NGOs and Churches, political parties and trade unions. All participants identified from Media and International organizations will be approached during this study. The classification of different entities is detailed in table 1.

2. Sample size calculation

The sample size is calculated for each group. Since several indicators are estimated, we will assume that the percentage to estimate is close to 50% and the present study is descriptive. Hence, for a confidence level of 0.95, a tolerated absolute margin of error of **0.10** and ignoring the correction for finite population, the sample size becomes **n = 96** for each group. The terms of reference stipulates that for large institutions, it is advisable to select more than one respondent hence implying the presence of intra-cluster correlation. To cater for such design effect, the sample size was increased by a coefficient of 1,5 after due consultations with the NISR team. Moreover, since the non-response rate is quite high in these studies¹, we increased the sample size by an additional 20%. The final sample size for each of the 6 groups becoming 173 respondents.

¹ EUROSTAT User Satisfaction Survey

Table 1: Stratification of entities by Sector

Group	Stratification criteria	Number of clusters
Government entities	EDPRS Sector	4 Strata: <ul style="list-style-type: none"> - Economic sector - Social sector - Governance sector - Cross-cutting sector
Private sector	Sector of activities	2 strata Stratum1: Banks, Insurance, telecommunications, hotels and BRALIRWA Stratum 2: other medium and large companies
Media	Type of media	3 strata <ul style="list-style-type: none"> - Newspapers - Radios - TV and Media High Council
Civil Society	Type of organization	3 Strata <ul style="list-style-type: none"> - International NGO's - Political parties, churches and trade union - Other Local NGO's
International Organizations	Type of Organization	2 strata <ul style="list-style-type: none"> - Countries' representations, - Multilateral funders and Bilateral funders
Education and research	Category	2 strata <ul style="list-style-type: none"> - Public Institutions - Private Institutions

3. Sampling frame and selection of statistical units

The list of respondents was elaborated using organizational charts of the institutions and limiting the target people to those who are in decision making positions. This approach was used for private Government and Private Institutions and international organizations. The sampling frame for media group, apart for Media High council and Rwanda Broadcasting Agency where we considered several possible respondents, for other institutions we considered systematically two people namely the Chief Editor and the Publishing Director. Institutions for which we could not access the organization chart, only one participant will be considered for the study and the Head of the institution or his Deputy will be interviewed. For the education sector, a comprehensive list of professors, lecturers and researchers was developed. For research institutions, participants were limited to Senior research fellow and above in NIRDA, Senior researcher fellow and above in RAB and Heads of division and above in RBC. For IRDP and IPAR, we considered 3 senior researchers from each institution.

a) Selection of units from Government entities

The 173 respondents were allocated proportionately to each cluster ending up with 4 units for the Cross cutting stratum, 77 from Governance stratum, 36 from social stratum and 56 from the economic cluster. Inside each cluster, key policy makers such as Ministers, Ministers of State, Permanent secretaries and other high ranked officers and selected with probability one to be part of the study. Other participants were selected with different probabilities according to their ranks. From each sub-strata, statistical units were selected using simple random selection.

b) Selection units from the Private sector

In the private sector, we opted for recruiting all the participants from the financial institutions and companies in cluster 1. From the second cluster, additional statistical units were selected by a selected by systematic approach on lists sorted by sector of activity.

c) Selection of units from the Civil Society

For this group, we selected proportionately international and local NGO's out of their exhaustive list. Political parties and churches were added as additional units for the group. The interviewee from each NGO or another Civil Society Organization is the legal representative of the organization.

d) Participants from the Media Group and International Organizations

All newspapers, radio and TV will be contacted and at least two people will be contacted from each institution. All international organizations will be contacted as well targeting key actors.

e) Participants from the Education and Research Sector

For this study, we will target all Rectors (22), principals (9), professors (15 from private institutions and 26 from Public institutions), Associate professors (25 from Private institutions and 40 from Public institutions). From Research institutions, participants are Principal research fellows (4) and senior research fellows (8) and the Director General from NIRDA, 3 Senior research fellows, 4 deputy directors and the General director from RAB; one Director General and 22 Heads of divisions from RBC; 3 senior researchers from IPAR and 3 senior researchers from IRDP. The nominative lists of participants will be availed prior to data collection.