

TWINNING CONTRACT
Support to Statistics

Kosovo



MISSION REPORT

on

**Information Technology System and Dissemination
Improvement of Dissemination – Direct User Communication**

Component no 4
Activity 4.8.2

Mission carried out by
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2-6 November 2015

IPA 2012

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List of Abbreviations

KAS	Kosovo Agency for Statistics
ToR	Terms of Reference
DST	Statistics Denmark
UP	University of Pristina
UBT	University for Business and Technology

1. General comments

This mission report was prepared within the Twinning Project „Support to Statistics”. It was the second mission to be devoted to Direct User Communication within Component 4.8 of the project.

The mission was aimed at defining a strategic plan forming the base of the further implementation of the project in this statistical area.

The concrete objectives of the mission were:

To prepare and conduct a training course for students at the UP and UBT

The training course covered the following subjects:

- Available data on KAS Website
- How to use the AskData database
- How to use EuroStat database

The consultant would like to express their thanks to all officials and individuals met for the kind support and valuable information which they received during the stay in Kosovo, and which highly facilitated the work of the consultants.

The views and observations stated in this report are those of the consultant and do not necessarily correspond to the views of EU, KAS or Statistics Denmark.

2. Assessment and results

The focus in this mission, has been:

- to involve the KAS staff more in the presentations of the course
- to include AskData in the presentation

Lone Schlüter and Sanne Nielsen found that many of the recommendations from their first mission, had been attended to.

Lone Schlüter and Sanne Nielsen spend 2 1/2 days facilitating a workshop resulting in a presentation to be used on both UP and UBT, including a live presentation of AskData. KAS staff were trained in presentation techniques and given feedback on their performance. Also a presentation with screen prints was prepared to accommodate the possibility of technical problems.

On Wednesday afternoon the presentation was held at UBT. There was a traffic jam so only half of KAS staff was present for the entire presentation. The presentation at UBT was part of a workshop on simulation, and 100 students attended. The presentation was done with very few technical problems, and afterwards the students had many relevant questions which the KAS staff answered. Professor Edmond Hajrizi and mr. Gunter Fehlinger were both pleased with the presentation, and wanted to keep in contact with KAS for more presentations in the future.

On Thursday morning the presentation was done at Faculty of Economics at the University of Pristina. There were no technical problems this time. 200 students attended and were very engaged in the presentation. They asked questions on KAS' role in society, on methodology and on use of data. Professor Rahmije Mustafa was very happy with the presentation, and expressed interest in having presentations at other faculties also.

3. Conclusions and recommendations

It is recommended to continue both the development of courses as well as the good relationship with the universities.

The following should be considered in the future development:

- To teach AskData to the rest of the staff at KAS. Both training in the presentation techniques of the Staff already involved, but also because today only very few KAS staff members are comfortable enough with AskData to teach it. This makes the course activities vulnerable to changes in staff or KAS staff being too busy to conduct the courses.
- Consider expanding direct communication to other target groups e.g. the Parliament, Governmental institutions, journalists etc.
- To know the students' interests and papers due to finding subjects and themes, that are of relevance to their immediate information needs. To use examples meaningful to them, will ensure relevance of the course.

Annex 1. Terms of Reference



EU Twinning Project
KS12 IB ST 01
 Support to Statistics

Terms of Reference:

Component 4: Information Technology System and Dissemination
Activity 4.8.2: Improvement of Dissemination – Direct User Communication II

Scheduling:

Tor –ready date: 17 October 2015
Start / end of activity: 2-6 November 2015
Reporting time: 13 November 2015

Mandatory result of the component:

Mandatory Result	Intervention logic	Benchmarks	Sources of information	Assumptions

Activity 4.2	Developing IT system and Web dissemination	<ul style="list-style-type: none"> • KAS website and its user-friendliness improved by 8th project quarter • Dissemination database installed and available to the public by 7th project quarter 	<ul style="list-style-type: none"> • Twinning quarterly reports • Mission Reports 	<ul style="list-style-type: none"> • Sufficient absorption capacity • Low turn-over of staff involved in implementation • Staff works on project related tasks in between missions • A detailed Terms of Reference is developed in a timely manner detailing tasks (input), expected output, participants of the activity and agenda
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Subject / purpose of activity: 4.8.2 activity

This activity is a continuation of activity 4.8.1 which took place in December 2014.

The purpose is to further consult KAS on developing and conducting training courses as a means for improved direct user communication between KAS and their users

Expected output of the 4.8.2 activity

Training course for students at the University of Pristina and a private university will be prepared and conducted.

The training course will cover the following subjects:

- Sources for European Statistics
- Available statistics for Kosovo
- Introducing KAS statistical databank called askdata
- How to understand statistics / How NOT to use statistics

Activity 4.8 will ensure the following outputs:

During mission one and two on user communication KAS will brief the MS experts on the local activities for profiling KAS among important users and for reaching out to potential user groups like students. KAS will brief the MS experts on the current state of direct user communication: Courses, user meetings etc. A course for the students within the economic fields at the University of Pristina will be prepared and conducted. If possible a similar course will be conducted at a private university in Pristina. The courses will be prepared and conducted in cooperation between KAS staff and the MS experts. In the second mission more subjects of the course will be covered by KAS professionals.

Transfer of knowledge on how best to present information on statistical subjects to external users.

Suggestions for other courses / trainings to be developed by KAS in order to improve the awareness of statistics produced by KAS

KAS resources:

1. Mrs. Hazbije Qeriqi, Communication Officer, KAS, hazbije.qeriqi@rks-gov.net
2. Ms. Drita Sylejmani, Dissemination Officer, KAS, drita.sylejmani@rks-gov.net
3. Ms. Shqipe Gashi, Dissemination Officer, KAS shqipe.gashi@rks-gov.net
4. Mr. Burim Limolli, Head of IT, KAS burim.limolli@rks-gov.net

KAS Twinning team:

Project Leader Mr. Ilir T. Berisha, Director of Economic Statistics and National Accounts, Ilir.T.Berisha@rks-gov.net

RTA Counterpart Ms. Teuta Zyberi, International Relations Officer, teuta.zyberi@rks-gov.net

Member state resources:

Ms Lone Birgitte Schlüter, Head of Section, Statistics Denmark, lon@dst.dk

Ms Sanne Vestergaard Nielsen, Head of Section, Statistics Denmark, svn@dst.dk

Twinning resources:

Mr Per Knudsen, RTA, pkn@dst.dk

Ms Nora Zogaj, RTA assistant, nzogaj@yahoo.com

Background

In general the activities in component 4 will address the following issues:

Improve web dissemination for selected statistics including improvement of KAS website to make it a more user-friendly and flexible dissemination tool

Develop guidelines for the design of tables and graphs, also to be applied for dissemination on the web

Develop a dissemination database, including more complete metadata covering different aspects related to data quality

Improve Direct user communication

Introduce Dissemination CoP

Activities to be undertaken in preparation for the mission:

List of attached documents

- Twinning Mission Reports, Component 4 (all available at dst.dk/Kosovo)

Annex 1. Program, - November 2015

Day	Place	Time	Event
1	KAS	10:00	Introductory remarks to mission II

		10:15	KAS will brief the experts on the current state of dissemination and direct user communication within KAS.
		11:00	Coffee
		11:15	KAS: Presenting askdata
		11:45	Lunch
		13:15	Planning the rest of the week
		14:30	Coffee
		15:00 – 16:00	Preparing agenda of the courses
2	KAS	09:00- 16:00	Preparation of course for students at the two universities
3	KAS	09:00- 16:00	Conducting course at a private university Evaluating course
4	KAS	09:00- 16:00	Conducting course at University of Pristina. Evaluating course Report writing
5	KAS	09:00- 12:00	Report writing Debriefing: Experts, KAS Project Leader, Component Leader, and RTA

Annex 2. Persons met

KAS:

Mrs. Hazbije Qeriqi, Communication Officer, KAS, hazbije.qeriqi@rks-gov.net
Ms. Drita Sylejmani, Dissemination Officer, KAS, drita.sylejmani@rks-gov.net
Ms. Shqipe Gashi, Dissemination Officer, KAS shqipe.gashi@rks-gov.net
Mr. Burim Limolli, Head of IT, KAS burim.limolli@rks-gov.net

Debrief at KAS:

Project Leader Mr. Ilir T. Berisha, Director of Economic Statistics and National Accounts,

RTA Team:

Per Knudsen, RTA
Nora Zogaj, RTA Assistant

University of Prishtina:

Professor Rahmije Mustafa


UBT

Professor Edmond Hajrizi
Mr. Gunther Fehlinger, President of Austrian-Kosovo Society

Annex 3. Presentation done at UBT and University of Pristina

Si t'i qasemi të dhënave digjitale në Agjencinë e Statistikave të Kosovës

Burim Limolli
Drita Sylejmani
Shqipe Gashi




Agjencia e Statistikave të Kosovës

Agjencia e Statistikave të Kosovës është një institucion profesional, që merret me mbledhjen, përpunimin dhe publikimin e të dhënave statistikore zyrtare.

Misioni i Agjencisë;

- Të përmbushë kërkesat e përdoruesve me të dhëna statistikore cilësore, të besueshme dhe objektive, në mënyrë që përdoruesit të kenë një bazë të besueshme për analiza të regullta me qëllim të planifikimit dhe zhvillimit të projekteve në nivel komunal dhe në nivel vendi.
- Të mbështesë institucionet qeveritare, institutet kërkimore, akademike, bizneset, duke iu ofruar informacionet e duhura për vendimmarrje.




Organizimi i ASK-së

ASK ka këtë strukturë organizative:

Departamentet prodhuese:	Departamentet mbështetëse:
<ul style="list-style-type: none"> Departamenti i statistikave ekonomike dhe logjike komerciale, Departamenti i statistikave të bujqësisë dhe mjedisit, dhe Departamenti i statistikave sociale. 	<ul style="list-style-type: none"> Departamenti i metodologjisë dhe teknologjisë informative, Departamenti për politikë, planifikim, koordinim dhe komunikim, Departamenti i Regjistrimit dhe Anketimit s dhe Departamenti i administratës.


• Në kuadër të Agjencionit veprojnë edhe Zyrat Rajonale: Gjakovë, Gjirokastrë, Mitrovicë, Pejë, Prizren, Prishtinë, dhe Ferizaj.



Statistikat nevojiten për të ndërtuar shoqëritë


Statistikat ofrojnë informacione për:

- Politikë-bërësit, që të bëjnë planifikime të bazuara në fakte dhe të marrin vendime të bazuara në fakte, në nivel vendi dhe lokal
- Qytetarët, që të informohen dhe të kërkojnë llogari nga qeveria për politikat e tyre
- Bizneset, që të marrin vendimet e duhura
- Dhe për hulumtuesit, që të analizojnë shoqërinë




Pse është relevante e gjithë kjo për ju?

Qasje falas në të dhëna digjitale
24 orë në ditë, 7 ditë në javë, 365 ditë në vit, për tema të rëndësishme për studimet tuaja.





Sot, ne:

- Do t'ju paraqesim të dhënat e ASK-së, tek të cilat mund të keni qasje
- Do t'ju demonstrojmë se si të përdoret databaza AskData
- Do t'ju shpjegojmë shkurtimisht se ku mund ti gjeni statistikat evropiane dhe të bëni krahasime midis statistikave



Ueb-faqja e ASK-së

- Interneti po bëhet një kanal shumë i rëndësishëm për shpërndarjen e të dhënave statistikore. Andej, edhe roli i ueb-faqeve statistikore në të ardhmen rritet njëkohësisht.
- ASK që nga viti 2002 i publikon të gjitha publikimet statistikore në ueb-faqen e saj.

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Publikimet e ASK-së



- Statistikat e bujqësisë dhe mjedisit
- Statistikat Ekonomike
- Statistikat sociale




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Publikimet e përgjithshme



- Të gjitha të dhënat statistikore janë të publikuara në tri gjuhë: shqipe, serbe dhe angleze.
- Vjetor Statistikor
- Kosova në shifra
- Bullëtinor tregtar
- Kalendari i publikimeve
- Kalendari i publikimeve
- Shërbimi ndaj përdoruesve

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AskData


ASKDATA është platformë e besuar në PixWeb, një rrjetorje për ueb, e cila përdoret për të krijuar tabelat dinamike në internet nga baza e të dhënave statistikore Pix-Web ka një shtirje të gjërë në shumë vende të botës dhe ka origjinën nga vendet nordike.

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Binjakëzimi



- Është projekt i financuar nga Bashkimi Evropian për zhvillimin e kapaciteteve të një institucioni
- Është një bashkëpunim i barabartë midis institucionit përfitues dhe institucioneve homologe në Bashkimin Evropian
- Duhet të arrijë rezultate të caktuara
- Të dy institucionet partnere janë të përkushtuara drejt rezultateve, për të cilat kanë rënë dakord së bashku



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Eurostat



Eurostat-i përfshin statistika nga vendet anëtare, vendet kandidatë, vendet kandidatë potenciale (Kosova) dhe vendet e tjera (p.sh. Norvegjia dhe Islanda)

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Bashkëpunimi me Eurostat

Agjencia e Statistikave të Kosovës bashkëpunon ngushtë me Eurostat, zyrë statistikore të Bashkimit Evropian. Përveç dëgjimit të të dhënave tona kombëtare statistikore në Eurostat në gjithëndit ndihmojë përdoruesit tanë për të pasur qasje në Statistikat Evropiane dhe të sigurojmë mbështetje përdoruesve në gjuhën Shqipe, Serbe dhe Angleze.

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Mbështetje përdoruesve

ASK ofron nollime shtesë dhe udhëzime për përdoruesit të cilët kanë vështirësi në gjetjen e të dhënave gjatë atë kërkojnë.

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