

TWINNING CONTRACT

Support to Statistics

Kosovo



MISSION REPORT

on

**Improvement of Dissemination – Development of Dissemination
Strategy**

Component no 4.9.1

Mission carried out by
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List of Abbreviations

CoP	Code of Practice
GIS	Geographical Information System
KAS	Kosovo Agency for Statistics
ToR	Terms of Reference
QAF	Quality Assurance Framework

1. General comments

This activity was the first in component 4.9.1. The activities in component: 4.9 have been added to the twinning project after its inception and on a specific request from KAS. The overall aim of 4.9 is

- Assessment of present dissemination at KAS
- Roadmap for developing a dissemination strategy

KAS program of official statistics 2013-2017 states that a dissemination policy including guidelines for design of tables and graphs and for the improvement of the website should be developed. Work has already been undertaken by the Twinning project on developing guidelines for tables and graphs (See: reports for Activity 4.4.1 and 4.4.2 - *Development of design guidelines for printed and electronic publishing by Huttunen and Stefansson*). In June 2015 activities will also be undertaken by the twinning project to assist KAS in (re)defining how it works with the press and news media.

The Twinning project therefore aims to:

- Develop a formal dissemination Strategy for KAS
 - Aligned with European requirements / best practices
 - Aligned with Kosovo legislation
 - Reflecting the needs of relevant user groups
- Develop / update the necessary policies
 - Written procedures / guidelines for dissemination process

The Twinning project is scheduled to run to the end of February 2016 making end of January the latest time that a Dissemination Strategy must be finalized for approval by KAS senior management.

As always we would like to thank our counterparts at KAS and the twinning team for facilitating the work and making our stay in Pristina a most pleasant experience.

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

2. Assessment and results

2.1 Current documents on dissemination

SOK Dissemination Policy

A dissemination policy for KAS (then: Statistical Office of Kosovo - SOK) was written and approved in 2003. The policy predates Eurostat's Code of Practice but is based on the 10 principles found in the United Nations Fundamental Principles of Statistics. Today the dissemination policy from 2003 appears outdated in many ways. It mixes policy goals with internal procedures, and policies with strategic goals. And also it contains descripts of staff levels. As the document is 12 years old it also predates the shift from paper to internet dissemination that has happened in KAS and all other NSI's.

Programme of Official Statistics 2013-2017

The program of Official Statistics 2013-2017 describes the vision and mission of KAS and addresses dissemination in the broadest sense. The documents mentions: user groups and the

importance of dialogue with users when defining new statistics/ surveys to be implemented. In PoS students are not seen as special group.

In section on users the PoS states: *Kosovo is aiming at complying with EU regulations. Therefore the EU regulations, acquis, on statistics will be the standard to attain.* In this sentence KAS demonstrates a commitment to follow EU / Eurostat recommendations and guidelines.

Law on Official Statistics (Law 04/L-036)

Paragraphs 3 and 4 of the Law establish the principles and quality standards upon which the statistical system in Kosovo rests.

Guideline for e-government in Kosovo

As we understand it there is some legislation / guidelines covering e-government and therefore also websites / web service by KAS. As we have no knowledge about regional legislation we expect KAS to acknowledge and adopt all relevant information in their policies.

2.2. Relevant EU / Eurostat material in relation to Dissemination

While most of the statistics required by EU / Eurostat according to the acquis are covered by direct legislation the situation in terms of dissemination is not so well defined. However a number of general requirements follow directly from the Eurostat Code of Practice. In the peer- review process the NSI are confronted with compliance to each of the 15 principles in the CoP and with the associated indicators. The management of KAS has requested a so called adapted peer-review in 2016 or 2017.

Code of Practice

During the activity we and the participants discussed each of the principles in the CoP and their associated indicators for EU compliance. To facilitate the discussions of the CoP and the quality assurance framework – unofficial translations of the two documents have been prepared by the Twinning project.

In many ways what KAS is currently doing in terms of dissemination is compliant with the CoP's expectation.

PSI - Directive

In addition to CoP the directive on the re-use of public sector information (Directive 2003/98/EC¹), known as the 'PSI Directive' is considered relevant to the production / dissemination of data by NSI's.

The “Cookie” Directive

Directive 2002/58/EC (Directive on privacy and electronic communications also known as the cookie directive) –requires all websites inside the EU to clearly advise their users on the use of tracking ‘cookies’ and policies for handling personal information derived or obtained from the website and its visitors. Following the ‘cookie’ directive is therefore also recommended to KAS in order to ensure compliance with European requirements.

¹ <http://ec.europa.eu/digital-agenda/en/european-legislation-reuse-public-sector-information>

2.3 Strategies, Policies and Procedures

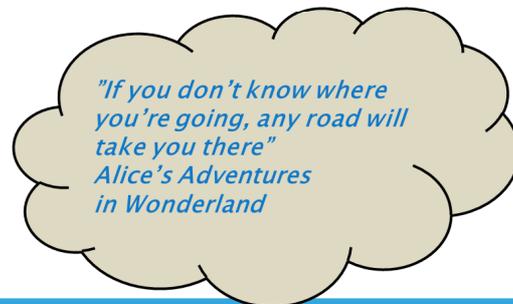
During the activity we presented our understanding of the strategy, policies and written procedures (could also be seen as internal policies)

Strategy

The strategy should tell our users and our own organisation / staff which initiatives needs to be taken in order to reach the goals. Initiatives that support where we want to go. Where we should be in the not so distant future.

Strategy and policy #1

- Strategy. Where we are heading for the coming years:
 - Sets up goals and initiatives for the strategy periode based on the overall goals of the institution



Policy

As an NSI we need a clear and public policy on dissemination. The policy must be written to our users and not for our internal use. It must clearly state what we do, what we do not due and what users can expect from us. As it is a policy it should NOT say anything on what we want to do. What we will do in the future belongs in the strategy, either in the overall long term strategy for KAS or in a dedicated dissemination strategy.

Strategy and policy #2

- Policy. What we are doing now.
 - Principles and rules for the daily production/ dissemination.

Examples:

Data are released every weekday at 11 AM

Errors are corrected and announced on the web site

Documentation is provided to all statistics

Procedures - guidelines

The policy state to the users / public needs to be reflected in internal policies / guidelines / procedures that in detail describes what we do, how we do it, who is the responsible to take action and when we do the tasks necessary to accomplish what we have promised our users in the policy.

2.4 “Walk through” of the Code of Practice

As mentioned we and the KAS representatives discussed each of the indicators relevant for dissemination in the Code of Practice. A document showing the relevant principles and indicators are included as annex 3 to this report. In our opinion KAS is non compliant with EU expectations in at least two significant areas. Below is a short description of some of more important issues discussed.

Error – Handling

Indicator 6.3: States that: *Errors discovered in published statistics are corrected at the earliest possible date and publicised.* PDF documents are replaced / updated on website when errors are identified. But list of errors to printed publications is not available on the web site and PDF files are replaced without indications that they have been updated. It is therefore necessary that KAS writes and adopts a written procedure for how errors are handled. As a minimum PDF files should be clearly marked when they are changed. Tables in soon to be launched *ask.data* database output data should be given mandatory footnotes if / when data is corrected due to errors.

Timeliness

Indicator 13.1: *Timeliness meets European and other international release standards.* The current 2003 document does not address timeliness directly. We think that a strategic commitment to timeliness is required in any NSI’s strategy and in its dissemination policy. The major issues in regards to timeliness can only be addressed by the subject matter divisions producing the statistics and by these having the sufficient staff and financial resources to produce the statistics according to the timeliness sat out in the legislations covering the statistics.

Fixed release time

Indicator 13.2: *A standard daily time for the release of European Statistics is made public.* A release calendar is available from the website – but no standard time of release is used by KAS. We consider this to be major issue – but one that it should be possible to solve with a management decision and written procedures managing the production / dissemination process.

Notification of delays

Indicator 13.4: *Divergence from the dissemination time schedule is publicized in advance, explained and a new release date set.* To our understanding this already happens but only on the Albanian language version of the web-site. Given the large international presence in Kosovo attention to give notice of delays in English is necessary. To our understanding data on the punctuality of publishing is available (13.4.4 *A procedure to calculate, monitor and disseminate quality indicators on punctuality*) and is calculated and reported to management on an ad-hoc basis. The trustworthiness of an NSI will increase if / when such data is made public.

Microdata

Indicator 15.4: *Access to microdata is allowed for research purposes and is subject to specific rules or protocols.* The law on statistics in Kosovo regulates access to microdata. Although the law is available from the website of KAS- we believe that the dissemination policy should contain information regarding microdata access.

Metadata

Indicator 15.5: *Metadata are documented according to standardized metadata systems.* The 2003 document provides little or no information regarding metadata. KAS is currently working on documenting its statistical products using the ESMS standard². The work is done mainly by support from the SIDA project at KAS. When fully implemented it will make KAS compliant in this area, as metadata is usually a necessity for many users to fully use and understand our statistics this clearly should be mentioned in a dissemination policy.

Dialog with users

Indicator 11.1: *Processes are in place to consult users, monitor the relevance and utility of existing statistics in meeting their needs, and consider their emerging needs and priorities.* The use of the website is monitored using Google Analytics and some build in features in the present CMS³. The *2013-2017 Program of Official Statistics* states the need to consult users on present and future statistical products. Neither the Program of Official Statistics nor the 2003 Dissemination Policy commits KAS to a systematic dialogue with its users. We clearly believe that KAS should implement an open and systematic dialogue with its main users.

2.5 First draft of a Dissemination Policy

Based on the discussions between us and the KAS staff working with dissemination we have prepared a document containing the most important issues that needs to be addressed in a dissemination policy. If and when these issues are addressed KAS will arrived at a short and precise dissemination policy that is aligned with the expectations derived from the Code of Practice and the Quality Assurance Framework. The very broad draft is included as Annex 4.

3. Conclusions and recommendations

Based on our discussions we can present some overall initial recommendations. At least one follow on activity to 9.4.1 will be conducted. The report from this activity will contain the main recommendations. The next activity will also discuss relevant strategic initiatives to be addressed inside the current planning period of KAS.

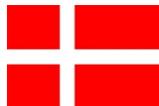
- KAS should draft a dissemination policy based on CoP expectations
- KAS should align the policy with relevant Kosovo legislation,
- The policy draft should be ready as soon as possible – preferably June / July
- The draft should be discussed and amended by senior management
- The policy draft should be finalised together with us in late august / early September
- Develop internal policy / procedure for handling of errors
- Develop internal policy / procedure for all steps of the publishing process
- Decide on a fixed and precise time of the day were all statistics are released

² SDMX Metadata Structure (ESMS) Euro-SDMX Metadata Structure – see <http://ec.europa.eu/eurostat/data/metadata/metadata-structure>

³³ The present CMS (Content Management Systems) will be replaced in the coming years by support from the SIDA project. The ask.data system based on PX-Web (implemented by the Twinning Project) also provides data on the extraction / downloads of data tables.

- Timeliness and punctuality data should be collected and presented systematically reported to senior management and made public

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 4.9.1: Improvement of Dissemination – Development of Dissemination Strategy

Scheduling:

Tor –ready date: 20 April 2015

Start / end of activity: 4-7 May 2015

Reporting time: 15 May 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 actual 	<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

Subject / purpose of activity: 4.9.1 activity

Developing a dissemination strategy for KAS

Expected output of the 4.9.1 activity

- Assessment of present dissemination at KAS
- Roadmap for developing a dissemination strategy

KAS program of official statistics 2013-2017 states that a dissemination policy including guidelines for design of tables and graphs and for the improvement of the website should be developed. Furthermore this has been discussed at a Twinning steering committee meeting. The question was raised by the chief executive and this activity was approved to be included in the Twinning programme.

In this first mission KAS will brief the MS experts on all dissemination activities and how they are managed at this stage.

The MS -experts will brief KAS staff on Statistics Denmark's dissemination policy and dissemination strategy. KAS and the MS representatives will generate a matrix of current KAS activities and Statistics Denmark's activities field of dissemination. The matrix will be used as tool to for developing a dissemination strategy. Furthermore MS-experts will brief KAS staff on relevant EU requirements for dissemination of statistics.

A roadmap for developing a dissemination strategy will be developed. Including description of new activities within KAS and also new missions needed. The roadmap should take into account the scarce resources at 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 Annegrete Wulff, Head of Division, Statistics Denmark, awu@dst.dk

Mr. Jesper Ellemose Jensen, Chief Adviser, Statistics Denmark, jej@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
- Develop a dissemination strategy

Activities to be undertaken in preparation for the mission:

List of attached documents

- Program of official statistics 2013 -2017
- Twinning Mission Reports, Component 4 (all available at dst.dk/Kosovo)

Program, - May 2015

Day	Place	Time	Event
1	KAS	10:00	Introductory remarks to this part of component 4
		10:15	KAS will brief the experts on the current state of dissemination within KAS.
		11:00	Coffee
		11:15	MS will brief KAS participants on Statistics Denmark's dissemination strategy and dissemination activities. What is a Strategy? and what is a Policy? Briefing by MS
		12:00	Lunch
		13:30	European Requirements: European / Eurostat requirements to Dissemination based on Code of Practice and Quality Assurance Framework Briefing by MS
		14:30	Coffee
		15:00 – 16:00	Preparation of matrix / document showing KAS compliance with EU expectations in the area of dissemination Work by BC
2	KAS	09:00-16:00	USERS: What does KAS know about its' present and future users? Defining and understanding the needs of users? Matrix of users, user needs and available products? Making priorities among users/ user groups
3	KAS	09:00-16:00	Conclusions and recommendations: Discussions on how to develop a dissemination strategy for KAS – best way forward Agreeing headlines for Strategy Document Authors for Strategy Documents

			Procedures for Strategy Documents - approval Planning next mission Report writing Debriefing: Experts, KAS Project Leader, Component Leader, and RTA
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Annex 2. Persons met

KAS:

1. Mr. Burim Limolli, Head of IT - Division, burim.limolli@rks-gov.net KAS
2. Mr. Idriz Shala, GIS expert, idriz.shala@rks-gov.net, KAS
3. Mrs. Drita Sylejmani, Dissemination Officer, Drita.sylejmani@rks-gov.net.KAS
4. Mrs. Shqipe Gashi, Dissemination Officer, Shqipe.gashi@rks-gov.net, KAS
5. Mrs. Kumrije Beqiri, Dissemination Officer, kumrije.beqiri@rks-gov.net, KAS
6. Mr. Bekim Canolli, Head of Methodology, Bekim.canolli@rks-gov.net
7. Mr. Haki Kurti, Head of Environment , haki.kurti@rks-gov.net
8. Mr. Hydai Morina, Officer for SILC, hyday.morina@rks-gov.net
9. Mrs. Bedrije Demaj, Officer for LFS, Bedrije.demaj@rks-gov.net
10. Mrs. Flutura Shosholli, Officer for environment statistics. Flutura.shosholli@rks-gov.net
11. Mrs. Hazbije Qeriqi, Outreach & Communication Officer, hazbije.qeriqi@rks-gov.net

RTA Team:

Per Knudsen, RTA

Agim Aliu, Interpreter

Annex 3 – Matrix of CoP expectations

Principle:	Why we are compliant?	Why we are not compliant?	Steps that can make us more compliant
Principle 6: Impartiality and objectivity			
Statistical authorities develop, produce and disseminate European Statistics respecting scientific independence and in an objective, professional and transparent manner in which all users are treated equitably			
Indicator 6.1: Statistics are compiled on an objective basis determined by statistical considerations.			
Indicator 6.2: Choices of sources and statistical methods as well as decisions about the dissemination of statistics are informed by statistical considerations.			
Indicator 6.3: Errors discovered in published statistics are corrected at the earliest possible date and publicised.			
Indicator 6.4: Information on the methods and procedures used is publicly available			
Indicator 6.5: Statistical release dates and times are pre-announced.			
Indicator 6.6: Advance notice is given on major revisions or changes in methodologies.			

Indicator 6.7: All users have equal access to statistical releases at the same time. Any privileged pre-release access to any outside user is limited, controlled and publicised. In the event that leaks occur, pre-release arrangements			
Indicator 6.8: Statistical releases and statements made in press conferences are objective and non-partisan.			

Principle 11: Relevance European Statistics meet the needs of users.			
Indicator 11.1: Processes are in place to consult users, monitor the relevance and utility of existing statistics in meeting their needs, and consider their emerging needs and priorities.			
1. Legislation on user consultation			
2. Users' consultation activities			
3. Analysis of the data on the use of statistics			
4. A classification of users.			
5. A list of key users and their data uses			
6. Users' consultation procedures			
7. Relevance measurement and assessment			
Indicator 11.2: Priority needs are being met and reflected in the work programme.			
1. Work programme priorities			
2. Strategic goals and programme plans			
3. Agreements with most important users			
4. Evaluation of the work programme			
Indicator 11.3: User satisfaction is monitored on a regular basis and is systematically followed up			

1. User satisfaction surveys			
2. Improvement actions arising from the user satisfaction surveys			
3. Assessment of satisfaction of key users			

Principle 12: Accuracy and Reliability			
Indicator 12.1: Source data, intermediate results and statistical outputs are regularly assessed and validated.			
1. Systems for assessing and validation data			
2. Procedures and guidelines for data quality assessment			
3. Comparison of results with other sources			
Indicator 12.2: Sampling errors and non-sampling errors are measured and systematically documented according to the European standards.			
1. Procedures and guidelines to measure and reduce errors.			
2. Quality reporting on accuracy.			
3. ESS recommendations on quality reporting.			
4. Methods and tools for preventing and reducing errors.			
Indicator 12.3: Revisions are regularly analyzed in order to improve statistical processes.			
1. A Revision Policy.			
2. Explanations on revisions.			
3. Compliance of the Revision Policy with standard procedures.			

4. Information on the size and direction of revisions for key indicators.			
5. Use of analysis of revisions.			

Principle 13: Timeliness and Punctuality			
Indicator 13.1: Timeliness meets European and other international release standards			
1. Compliance with international standards on timeliness			
2. Publication of a release calendar.			
3. A procedure to monitor and follow-up divergences from timeliness targets.			
4. Quality indicator(s) on timeliness.			
5. Analysis and assessment of quality indicator(s) on timeliness			
Indicator 13.2: A standard daily time for the release of European Statistics is made public.			
1. A release policy.			
2. Publication at a standard daily time			
Indicator 13.3: The periodicity of statistics takes into account user requirements as much as possible			
1. Consultation of users on periodicity.			
Indicator 13.4: Divergence from the dissemination time schedule is publicized in advance, explained and a new release date set.			
1. Publication of a release calendar.			

2. A procedure to monitor and assess punctuality			
3. Publication of divergences from the pre-announced time, the reasons for divergence and a new release time.			
4. A procedure to calculate, monitor and disseminate quality indicators on punctuality.			
Indicator 13.5: Preliminary results of acceptable aggregate accuracy can be released when considered useful.			
1. Review of the possibility of disseminating preliminary results.			
2. Reporting of the quality of preliminary results			
3. A policy for scheduled revisions			
Principle 14: Coherence and Comparability			
Indicator 14.1: Statistics are internally coherent and consistent (i.e. arithmetic and accounting identities observed).			
1. Procedures and guidelines to monitor internal coherence.			
2. Procedures and guidelines to ensure combination of outputs from complementary sources.			
Indicator 14.2: Statistics are comparable over a reasonable period of time.			

1. Changes to concepts.			
2. Identification and measurement of changes in methods.			
3. Publication and explanation of breaks in time series.			
Indicator 14.3: Statistics are compiled on the basis of common standards with respect to scope, definitions, units and classifications in the different surveys and sources			
1. A mechanism to promote coherence and consistency			
2. Assessment of compliance with standards.			
3. Explanation of deviations from standards			
Indicator 14.4: Statistics from different sources and of different periodicity are compared and reconciled			
1. Comparison of statistical output with related data			
2. Identification and explanation of divergences			
3. Reconciliation of statistical outputs			
Indicator 14.5: Cross-national comparability of the data is ensured within the European Statistical System through periodical exchanges between the European Statistical System and other statistical systems. Methodological studies are carried out in close co-operation between the Member States and Eurostat.			
1. Institutionalization of assessment of comparability			

2. Collaboration in methodological studies			
3. Assessment by Eurostat of the comparability of data.			
4. Analysis of asymmetries			
5. Identification and corrections of discrepancies in mirror statistics			

Principle 15: Accessibility and Clarity.			
Indicator 15.1: Statistics and the corresponding metadata are presented, and archived, in a form that facilitates proper interpretation and meaningful comparisons			
1. A Dissemination Policy			
2. Consultations of users about dissemination			
3. Training courses for writing interpretations and press releases			
4. A policy for archiving statistics and metadata			
5. Comparisons included in publications			
Indicator 15.2: Dissemination services use modern information and communication technology and, if appropriate, traditional hard copy.			
1. Website and statistical databases' conformity with universal guidelines.			
2. Website, statistical data bases and self-tabulation			
3. An information service/call center service			
4. A publication catalogue.			
5. Facilitation re-dissemination.			
6. Consideration of various forms of dissemination			

Indicator 15.3: Custom-designed analyses are provided when feasible and the public is informed.			
1. Communication about the possibility and terms of custom-designed analyses.			
2. Provision of custom-designed outputs.			
3. Publication of custom-designed analysis			
4. An information service for making requests for custom-designed analyses			
Indicator 15.4: Access to microdata is allowed for research purposes and is subject to specific rules or protocols			
1. Consultation of researchers			
2. Publication of the rules or protocols to access microdata			
3. Facilities to access microdata in a secure environment.			
4. Remote access facilities.			
Indicator 15.5: Metadata are documented according to standardized metadata systems.			
1. Dissemination of statistical results and metadata			
2. Metadata linked to the statistical product.			
3. Accordance of metadata with European Standards			

4. Metadata independent of the format of publication.			
5. Procedures to update and publish metadata			
6. Ability to clarify metadata issues			
7. Training courses for staff on metadata			
Indicator 15.6: Users are kept informed about the methodology of statistical processes including the use of administrative data.			
1. Planning of the production of quality reports			
2. Publication of quality reports and methodological documents			
Indicator 15.7: Users are kept informed about the quality of statistical outputs with respect to the quality criteria for European Statistics.			
1. Publication of quality reports			
2. Compliance of quality reports with ESS standards and guidelines			

Annex 4 – Headlines for a dissemination policy

The following headlines / items were presented to KAS as a minimum content of a dissemination policy. The items are not exhaustive and should be ordered and given headlines that aligns with KAS way of thinking.

Dissemination

The dissemination undertaken by KAS is designed to implement the general vision of KAS.

KAS Vision

The mission is to meet user needs for qualitative, reliable and objective statistical data. Data shall be made available in a timely fashion and presented in ways that facilitates planning and development efforts on national, municipal and settlement levels. The statistics system shall regularly supply government institutions, research communities and academic institutions, the international community, the business community, civil society and the general public with qualitative statistical information. The system shall comply with the Law on Official Statistics of Republic of Kosovo and employ modern management practices in line with international standards.

Legal framework

KAS is tasked with collection, production and dissemination of statistical data according to the Law on Statistics (reference?). All activities by KAS are carried following relevant international guidelines like Eurostat Code of Practice and United Nations Fundamental Principles of Statistics.

Independence

What to say?

Platforms

The website of KAS and the database ask.data are the main platform for dissemination of data. Information on the web site is provide free of charge. Print is used when appropriate (Yearbook). KAS communicates with users on social media like facebook and Twitter.

Internal guidelines for social media needs to be developed.

Users

The dissemination done by KAS is designed to reflect the needs of all users. To make it operable KAS works with the following user groups:

the government ministries, other national official institutions, researchers, media, and the general public, as well as international organisations like EU, UN, IMF, World Bank, OECD

Which have we agreed on? Which do you want to prioritize?

Dialogue with users? – Meetings with users.

Language

KAS strives to publish all information in 3 languages: Albanian, Serbian and English. All tables in ask.kas and all metadata according to European standards, the ESMS, are available in the 3 languages. What does the Legal requirements in Kosovo / law on KAS If you can not

do everything in 3 languages – Then at least have it as a goal in a Strategy and / or clearly state what you do not have in all 3 languages.

Releases

All statistical releases (state precisely what you have in the calendar) are pre announced on the KAS website / release calendar. All releases happen at x.z o'clock (Management has to decide a fixed release time). The timeliness and punctuality of all statistics produced by KAS is systematically monitored and compared to international best practices. Data on timeliness and punctuality is published on a yearly / quarterly basis – At least we recommend that you do so- if not now it should at least be a strategic goal and internal procedure / documentation for this should be available.

All users are treated equally. No special arrangements for sharing data to restricted user groups and / or under embargo exists. If you have special agreements – these needs to be described.

Copyright

All data on our website and in ask.data can be use free of charge if KAS is quoted as the source.

Trustworthiness/ Transparency / Errors

KAS and its staff do its utmost to avoid errors in the published material. When an error is found, the error is corrected as soon as possible. If the errors are found in a PDF document a new document is added –changes in the document are clearly marked. If errors are found in tables in ask.data database an explanation is added as a mandatory note to the table. KAS distinguish between fundamental errors that affect the understanding / interpretation of the statistics and insignificant errors. Insignificant errors may be changed without notice. See fx(<http://www.ssb.no/en/omssb/styringsdokumenter/formidlingspolitikk>) for inspiration. Handling of errors should be described in an internal procedure / guideline / policy clearly stating who does what, when and how- To be written .

Misunderstandings

KAS reacts to misunderstandings and misuse of our data. Discuss what to say here during the activity on press work.

Accessibility

Metadata/Documentation

Metadata (data about data) is needed for users to fully comprehend and use the statistics made by KAS. Metadata is compiled and disseminated according to the Eurostat ESMS standard. All publications / tables in ask.data are linked to relevant metadata. IF NOT NOW it should be a strategic goal for KAS.

Classifications

According to international classifications.

Confidentiality

All data collected by KAS are treated with utmost discretion and confidentiality. All dissemination is done at the aggregated level so that no information regarding individuals be it persons or companies can be identified. Written internal procedures for confidentiality should be developed – a general description of confidentiality should be available from the website. Reference to law on KAS.

Access to micro data

Under certain conditions access to anonymous micro data is possible for research purposes. A description is available on the website. Written Internal procedures for this should be created if they are not already available.