

**TWINNING CONTRACT**

**BA 12 IB ST 01**

# **Support to the State and Entity Statistical Institutions, phase VI**



## **STUDY VISIT REPORT**

**on**

**Online data collection**

**Activity 2.3.0.1**

**Study visit to Denmark**

13-15 December 2016

Version: Final

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## List of Abbreviations

BHAS	Agency for Statistics of Bosnia and Herzegovina
BiH	Bosnia and Herzegovina
CBBH	Central Bank of Bosnia and Herzegovina
EC	European Commission
EU	European Union
FBiH	Federation of Bosnia and Herzegovina
FIS	Institute for Statistics of Federation of Bosnia and Herzegovina
MS	EU Member State
RSIS	Institute for Statistics of Republika Srpska
RTA	Resident Twinning Adviser

## Executive Summary

The Study visit for representatives of BIH's statistical institutions and CBBH to Statistics Denmark was organized in order to introduce the BiH statisticians to current practice and development of Online data collection in Statistics Denmark.

The following topics were covered through the Study visit program:

- Introduction to Statistics Denmark
- Web survey, non-response, mixed-mode and "ditsvar"
- Organisation of web surveys
- Use of Big data for statistical production
- Web-based data collection on businesses: Virk.dk and IBS
- Practical workshop on web surveys
- Web questionnaire and IT solutions for web surveys

## 1. General comments

This study visit report was prepared within the Twinning Project "Support to the State and Entity Statistical Institutions, phase VI". The study visit was devoted to Online data collection within Component 2.3 of the project.

The purposes of the mission were:

- Usage of knowledge and experience on online surveys, web applications, web questionnaires
- Applying MS best practices in statistical institutions in BiH.

The study visit participants 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 Denmark.

## 2. Lessons Learned

The first day of the study visit, participants were introduced to information on organisational structure, historical development and legal basis of Statistics Denmark. Statistics Denmark has a long tradition as a producer of official statistics and member of the European Statistical System.

We were also informed about extensive use of administrative sources data for production of official statistics in Denmark. The significant flow of data comes from administrative sources and institutional cooperation and data exchange is on very high level, therefore reporting units are approached only when necessary.

BiH should follow this practise in the future and start with using all available administrative sources in order to improve quality, reduce costs and response burden.

One of the topic was organisation of web surveys and response rate in social statistics. Through these presentations, we became more familiar with the process of web surveys, design of web questionnaire, data collection and reducing the non-response. Statistical data in social statistics are collected through mix mode, first web questionnaire, then telephone interviewing. In order to reduce the non-response, reminders are sent out to non-respondents.

Participants were able to see how Big data are organized and used for improvement of statistical production in Statistics Denmark. High-frequency data are collected with sophisticated IT support and enables statistician to expand a number of statistical indicators.

The second day of the study visit was dedicated to business data collection in Statistics Denmark. All Danish businesses are registered in The Danish Central Business Register with a unique Business Register number (CVR nr). Statistical data in business statistics are collected through digital post boxes and unique digital signature.

BiH makes efforts to develop web surveys in order to reduce response burden on reporting units and the costs. Electronic questionnaires and automatized systems of editing could help to considerably increase cost-efficiency and reduce response burden. In addition, there is a high potential to improve the quality of statistical results.

IT solutions for web surveys were presented. Participants from BiH were introduced with data collection process supported through three different modes: CAWI – Web interviews (browser), CATI – Telephone interviewing from DST and CAPI – Personal interviewing on laptop. All three modes of data collection are organised in a common data model. Participants from BiH learned important lessons about planning and preparatory phases for web surveys, required IT infrastructure, distribution of responsibilities and activities, etc. Danish colleagues presented clear evidences about cost-effectiveness of web surveys and we had fruitful discussion about improved quality of source data, as well as easier data processing. We had also useful discussion about appropriate IT tools and their applications in Statistics Denmark.

The implementation of a system of electronic instruments of reporting with built-in checks, easy access to explanatory notes etc. should be priority in statistical system in BiH. In the interest of consistency and cost-effectiveness it would be good to put into practice the same basic system in all statistical institutions.

The interesting part of study visit was practical work on web survey. Participants from BiH filled web questionnaire that are used for data collection in social statistics.

### **3. Conclusions and recommendations**

1. The study visit was a good opportunity for the participants to familiarize themselves with online data collection experiences and practices used by Statistics Denmark. The knowledge gained during the study visit will help in the further implementation of web surveys in the statistical system in BiH. Danish colleagues provided insights in the complete process starting with planning and introduction of web surveys as well practical experiences, what may benefits our future projects in this field.
2. According to the information gained through the presentations, it is necessary to think about new ways of collecting data - developing electronic questionnaire in order to increase the efficiency of statistics production and increase of response rate.

## Annex 1. Programme

Tuesday 13 December

(Venue: Styrelseslokalet)

- |             |   |
|-------------|---|
| 09:00-09:05 | Welcome<br><i>Carsten Zangenberg</i>  |
| 09:05-10:00 | Introduction to Statistics Denmark<br><i>Charlotte Juul Hansen</i>  |
| 10:00-10:45 | Beneficiary institutions present their position and experience on web<br>Surveys <i>Four beneficiary institutions</i> |
| 10:45-11:30 | Web survey, non-response, mixed-mode and “ditsvar”<br><i>Peter Linde</i>  |
| 11:30-12:00 | Organisation of web surveys<br><i>Martine Friisenbach</i>   |
| 12:00-13:00 | Lunch   |
| 13:00-14:00 | Big data<br><i>Peter Stoltze</i>  |

Wednesday 14 December

(Venue: Bergsøe 1 + Interviewlokale)

- |             |   |
|-------------|---|
| 10:00-12:00 | Web-based data collection on businesses: Virk.dk and IBS<br><i>Carsten Zornig and Hanne-Pernille Stax</i> |
| 12:00-13:00 | Lunch   |
| 13:00-14:00 | Practical workshop on web surveys   |
| 14:00-15:00 | Web questionnaire and IT solutions for web surveys<br><i>Poul Juhl Vestergaard</i>                        |
| 15:00-15:15 | Conclusions and evaluation of study visit<br><i>Charlotte Juul Hansen</i>                                 |

## **Annex 2. Persons met**

### **Agency for Statistics of BiH (BHAS)**

- Bojana Cicović, Senior Specialist, Department for Structural Business Statistics
- Dženita Babić, Senior adviser in Department for Industry and Construction Statistics, Department for Industry and Construction Statistics
- Vesna Šehovac, Specialist for projecting and programming, Department for application and databases management

### **Institute for Statistics of Federation of BiH (FIS)**

- Belmira Hadžiabdić, Head of the Department of GIS and spatial unit
- Edina Dulić, Senior Advisor for Construction Statistics
- Adnan Cerić, IT - development of software applications and solutions

### **Institute for Statistics of Republika Srpska (RSIS)**

- Radmila Čičković, Director
- Radosav Savanović, Deputy Director
- Mladen Radić, Head of Department for the development of the IT structure, technical and operational support

### **Central Bank of Bosnia-Herzegovina**

- Amir Hadžiomeragić, Head of Department for Statistics and Publication

### **MS Experts – Statistics Denmark**

- Carsten Zornig, Head of Division, Business Data Collection and Registers
- Charlotte Juul Hansen, Senior Adviser, International Consulting
- Hanne-Pernille Stax, Deputy Head of Division, Business Data Collection and Registers
- Martine Friisenbach, Chief Adviser, DST Survey
- Peter Linde, Head of Division, DST Survey
- Peter Stoltze, Head of Division, Methodology and Analysis
- Poul Juhl Vestergaard, Chief Adviser, DST Survey

### **Project**

- Charlotte Juul Hansen, Project Leader
- Djemka Šahinpašić, RTA Assistant/Interpreter