

TWINNING CONTRACT

Development of new statistical methodologies and indicators in selected areas of statistics in line with EU statistical standards

Ukraine



MISSION REPORT

on

Component 5: Burden on Respondents and Improvement of Relations with Users

Activity 5.5: Methodology on creating feedback with respondents

Mission carried out by:

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List of Abbreviations

ToR	Terms of Reference
SSSU	State Statistics Service of Ukraine
SCM	Standard Cost Model
SD	Statistics Denmark
SL	Statistics Lithuania

Executive Summary

The activities of component 5.5 will help SSSU to develop methodologies for establishing feedback with respondents and measuring the response burden.

The concrete objectives of the mission were:

- discuss the draft Data Collection Policy for SSSU
- review of the draft questionnaire for collecting feedback from respondents
- drafting the methodological provisions related to establishing feedback with respondents
- drafting the methodological provisions for calculating response burden

The overall purpose of the mission was to jointly become familiar with:

- Experts of Statistics Denmark and Statistics Lithuania – actions currently being implemented by State Statistics Offices of Ukraine to decrease reporting burden on respondents and to establish feedback with them;
- Experts of State Statistics Service of Ukraine – experience of European statistical services for establishing feedback with respondents and measurement of reporting burden based on standard cost model.

The activities in this mission included:

1. Discussions of the current and planned policies and practices for working with response burden and respondent feedback
2. Presentations for SSSU staff on:
 - a. Methodology for measurement and reduction of response burden
 - b. Establishing feedback with respondents

The overall conclusion is that very good working relations have been established and an agreement on the main concepts regarding response burden measurement and methods to implement a working plan has been reached.

With regard to response burden, the following conclusions have been made:

- The draft of the Data Collection Policy for the SSSU should be sent to the local statistical offices to get their comments before it is sent to the Ministry of Justice for approval.
- SSSU have suggested calculating a full baseline measurement for each individual survey (160 in all). A further discussion of the implementation will take place during the coming mission (5.4) in November.

With regard to feedback from respondents the following conclusions have been made:

- The draft questionnaire for collection of respondent feedback will be tested with the regional offices and with representative enterprises to ensure that respondents understand the questions and do not have any problems in filling out the form.
- The outline of the draft methodological document on Establishing Feedback with Respondents will be translated into English, so that the Danish experts can review it during the next mission.

The next activity 5.4: Methodology on monitoring response burden will take place November 12-14 2012.

1. General comments

This mission report was prepared within the Twinning Project, “Development of new statistical methodologies and indicators in selected areas of statistics in line with EU statistical standards”. It was the second mission devoted to measuring the response burden and feedback with respondents within Component 5 of the project. The aim of the mission is to define a strategic plan which will form the base for the further implementation of the project in this statistical area.

The concrete objectives of the mission were:

- discuss the draft Data Collection Policy for SSSU
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- Experts of State Statistics Service of Ukraine – experience of European statistical services for establishing feedback with respondents and measurement of reporting burden based on standard cost model.

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

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

2. Assessment and results

The Danish and Lithuanian experts have made some general observations during the mission, which found the basis of the work relating to the measurement of the response burden and to the feedback with the respondents.

2.1 General assessments

Generally, the work on the methodology for establishing feedback with respondents is going well and good progress has been made:

- A draft of a Policy on Data Collection has been made by SSSU, as agreed during the last mission. The document was reviewed during this mission (see under 2.3).
- A list of all surveys carried out by SSSU with total number of participating enterprises and number in samples, if they are used, was completed and sent to the experts before the mission.
- A draft questionnaire for collecting feedback from respondents based on the example provided during the previous mission was completed and sent to the experts before this mission. The questionnaire was presented by SSSU and discussed with the experts during the mission (see section 2.3).
- An outline for the structure of a document on establishing feedback with respondents was presented and discussed during the mission (see section 2.3).

Response burden measurement was not the main focus of this activity. However, methods for measuring response burden were discussed and work on a methodology for calculating the response burden has been started:

- A draft methodology for calculation of response burden was presented by SSSU and discussed during the mission (see section 2.2)

Work with response burden measurement and reduction will be continued in the upcoming Activity 5.4: Methodology on monitoring response burden, which will take place in November 2012.

2.2 Response burden

During the mission, the several topics related to the measurement of response burden were discussed.

Draft Data Collection Policy for the SSSU

A draft of the Data Collection Policy for SSSU was presented by the SSSU (see **Annex 3**). The experts had several questions and comments concerning the document:

1. It was discussed whether the target group for the policy was internal or external. SSSU answered that the document is an internal document but will be made available to the external audience via the website. It is mainly for the statistical offices of the SSSU but also for data suppliers participating in the statistical production process.
2. It was discussed whether certain terms and concepts were clear enough for the reader e.g. “sample”, “standard procedures”. These terms should be clearly defined in the the document. SSSU answered that these terms are understood by the statistical offices but that they could be reformulated in the text. It would also be possible to link to these terms in other external documents.
3. It was discussed whether some information may not be necessary for respondents to know, e.g. the paragraph on control of false data. This is an internal issue and may have a negative effect on the respondents if they read it. SSSU answered that concerning the description of interaction between the respondents and statistical offices, some changes would be made to the text.
4. The target group for part three of the document was than the rest of the document – institutions who are owners of administrative data. SSSU answered that the document is also intended for data suppliers who are providing administrative data to SSSU.

Presentation on Measuring Response Burden

A presentation of a method for measuring response burden was given by the Danish expert for members of the Department for Statistical Activity and Information Dissemination as well as members of the Methodology Department. Details of this presentation can be found in **Annex 10**. The purpose of response burden measurement and strategies for its reduction were discussed, and a simple method for conducting a baseline measurement was presented.

In connection with the presentation, an Excel spread sheet which can be used for calculating the baseline measurement was introduced. See **Annex 12**.

Following the presentation, the method was discussed by the experts and SSSU. The following day, SSSU presented their suggestion for a methodology of calculation of the baseline measurement (see next section).

Draft Methodology for Calculation of Response Burden

An outline of a draft methodology for calculation of response burden was presented by SSSU. The document will contain the following sections:

- Introduction – objectives and purpose of the measurement
- Definitions
- Description of calculation methods
- Communication between Statistical Divisions

SSSU presented the following suggestions as to how the response burden measurement could be conducted:

- A baseline measurement should be made for each individual survey (160 in all). SSSU considered that the statistical offices would trust an individual measurement more than using an average time measurement. They would also like to calculate an average time measurement for each questionnaire.
- For each survey, 5 enterprises in each size group S-M-L will be selected
- The Matrix will be used to collect results and calculate the average time used to fill out each form.

The experts agreed that this method could be used. However, it would require more time and resources to implement. When the baseline measurement has been made, the focus should be on activities for reduction of the burden.

2.3 Feedback with respondents

Draft questionnaire for collection of respondent feedback

A draft of a questionnaire for collecting feedback from respondents based on the example provided during the previous mission was presented by SSSU. Comments and suggestions for changes were discussed with the experts:

1. **Answer categories:** SSSU did not think that there was much difference between the categories “Somewhat difficult” and “A little difficult” and suggested that only 3 categories should be used. The experts replied that if only three categories are available the tendency is to place the answer the middle category which makes it difficult to determine if it is more or less difficult for the respondent. With four categories the answers will be easier to classify and more information will be obtained. SSSU decided to keep 4 categories and rename them: *Very difficult, Difficult, Somewhat difficult and Not difficult*.
2. **Question 4 on data overlap** – SSSU had added an extra question to the original questionnaire “To remove possible overlaps with data identical to those specified in this form and filed to any other organization (other than state statistics bodies), please specify the name of this organization”. The experts commented that Question 4 might be difficult for the user to answer and could possibly be misunderstood. It was suggested that this work could be conducted through an analysis of questionnaires and administrative data sources.
3. **Anonymity** – As the questionnaire is voluntary, it was discussed whether it should be anonymous. SSSU thought that if the enterprise ID was included on the form, the respondents would think that it was mandatory. They also considered that the respondents would be more open and sincere when answering the questions if the document was anonymous. After some discussion, it was agreed that the respondent would only enter the name of the questionnaire he had answered and indicate whether the enterprise was small, medium or large. The information would be recorded in the Matrix.

4. **Sending voluntary questionnaire together with statistical form** – It was suggested by the experts that the voluntary form should be sent out together with the statistical form. SSSU answered that the voluntary questionnaire would be sent out as close as possible to the date when the statistical questionnaire is to be filled out. The plan is to send the form to the local statistical offices in Dec. – Jan. when the other forms are sent. The collection dates will be sent with the forms, as they vary from region to region. SSSU will also provide the types of enterprises (S-M-L) and from whom they will receive forms.

The ammended version of the questionnaire can be seen in **Annex 4** of this report.

Presentation on Measuring Respondent Feedback

A presentation on the Danish experience with measuring feedback from respondents who have answered the voluntary questionnaire on time usage and usability was given for the members of the SSSU staff. The details of this presentation can be seen in **Annex 8** of this report.

In connection with the presentation, a formula for calculation of a “satisfaction index” was introduced (see **Annex 6**). It was suggested that this formula could be used by SSSU to calculate a satisfaction index based on answers they receive from the voluntary questionnaire.

Presentation on Feedback and Contacts with Respondents

A presentation on Feedback and Contacts with Resondents was given by the Lithuanian expert for members of the SSSU staff. The presentation included:

- measures for analysing and alleviating and the response burden
- procedures for revision and test of statistical questionnaires
- information to respondents on response burden via SL website

Details of this presentation can be seen in **Annex 9**.

In connection with the presentation, an example was given of how Statistics Lithuania provides statistical information to their respondents. If the necessary information is easy to produce or is already available, it is provided free of charge. When respondents fill in a questionnaire, they can “tick” a checkbox to request some simple statistical information which can be used to compare their own data with the data of other enterprises. See an example in **Annex 7**.

Improvement of statistical questionnaires to make them easy to understand for respondents and to avoid collection of unnecessary data is an important measure in reducing the response burden. A special working group has been established at SL which conducts internal testing (without participation of respondents) of all questionnaires. Every questionnaire must be tested at least once every 5 years. Experts of this group prepare a report based on a questionnaire testing guide. Suggestions of the expert group are discussed with the project leader and the head of the statistical unit. All shortcomings in the questionnaire have to be improved.

The guide for internal test of questionnaires used by Statistics Lithuania can be seen in **Annex 11**. The experts suggested that this form could be adapted and used for internal testing of SSSU questionnaires.

Presentation of structure and content of a draft methodological document on Establishing Feedback with Respondents

SSSU presented an outline for the structure of a document on establishing feedback with respondents (see **Annex 13**). The outline contained of the following sections:

- I. References to legal documents and regulations
- II. Respondent committees
- III. Direct description of statistical observations
- IV. Statistical tool kit and testing
- V. Data collection and direct contact with respondents
- VI. Calculation of response burden
- VII. Information to respondents
- VIII. Further steps to show respondents that their input is important

The following issues were discussed:

1. **Target group for the document** - The document is for internal use and will be placed on the internal website. The target group is employees of SSSU who are working with data collection. The document will go through legalization with the Ministry of Justice.
2. **Committees and working groups**– as yet, there are no groups established, but SSSU is considering to establish them. The experts gave several examples of how committees were used in SD and SL.
3. **Placement in a process model**– The document will show the placement of the activities in the Generic Statistical Process Model.
4. **Should methodology of response burden included?**– It was agreed that the document should describe the processes used to reduce response burden and refer to the document on the methodology of calculation of response burden.
5. **Detection of erroneous data** - this document can refer to the Policy on Data Collection.
6. **Discussion of questionnaire tests**– possibility to use the internal testing document presented by SL expert.

3. Conclusions and recommendations

During the mission, some important issues have been discussed concerning the methodology of response burden measurement and the policies on establishment of feedback with respondents. The recommendations mentioned below should be seen as supplementary initiatives to facilitate the process which have already been initiated.

3.1 General remarks

During the mission, the focus has mainly been on developing a methodology to calculate response burden and on formulating policies to achieve a better communication and feedback from respondents. The experts hope that these methodologies will be implemented in the coming year, so that systematic work with reduction of response burden can be achieved. It is important to emphasize that the calculation of the response burden is only the initial step in analysing and prioritizing the areas where the burden reduction needs to happen. After the measurement has been made, the focus should be on concrete steps to reduce the burden.

Concrete work with burden reduction should include:

- Prioritization and analysis of the burden for the individual surveys (number of questions, frequency of survey, size of population)

- Information on burden to the statistical offices and plan for work in the coming year (internal report)
- Analysis of questionnaires to delete any variables which can be obtained from other sources (e.g. duplicate data, administrative data)
- Increased use of sampling in the data collection process as the most effective way to reduce burden
- Continued expansion of online forms

3.2 Response burden

Draft Data Collection Policy for the SSSU

The experts recommend that the draft policy is revised in relation to the points discussed in section 2.3 and that the new draft is sent to the local statistical offices to get their comments before it is sent to the Ministry of Justice for approval.

The SSSU should consider that if this document will be available to external users, the language should be easy to understand and if possible, formulated in such a way that respondents will feel informed and motivated to cooperate with SSSU.

Draft Methodology for Calculation of Response Burden

It was suggested by the Danish experts to use a simple method for calculating the baseline measurement. As an alternative, SSSU have suggested calculating a full baseline measurement:

1. A baseline measurement should be made for each individual survey (160 in all).
2. For each survey, 5 enterprises in each size group S-M-L will be selected
3. The Matrix will be used to collect results and calculate the average time used to fill out each form.

A further discussion of the implementation should take place during the coming mission (5.4) in November.

The spreadsheet for calculation of response burden should be translated into Ukrainian and SSSU should be familiar with the contents before the next mission. If possible, some test data could be entered and any questions about the method could be prepared.

3.2 Feedback with respondents

Draft questionnaire for collection of respondent feedback

It was recommended by the experts that the draft questionnaire is tested with the regional offices and with representative enterprises. The experts recommend that a draft of the document also be tested with 5-10 enterprises in order to ensure that respondents understand the questions and do not have any problems in filling out the form.

SSSU plans to carry out testing in cooperation with Kiev City office.

If SSSU wishes, a calculation of a satisfaction index could also be made using the formula provided in Annex 6.

Draft methodological document on Establishing Feedback with Respondents

The structure of the document is good and the outline should be translated into English, so that the Danish experts can review it during the next mission. It is important that the document is easy to read

and understand for all employees working with data collection. Therefore it is recommended that the draft is sent to the regional offices in order to get their feedback.

The experts suggest that the title could be changed to “Communication with respondents”, as the document will describe many aspects of communication with respondents and not only feedback.

If necessary, relevant sections of Statistics Denmark's Policy for Data Contributors could be translated into Ukrainian as inspiration.

3.4 Activities before next mission

The next mission will be **Activity 5.4:** Methodology on monitoring response burden, which will take place in **November 2012**.

Before the next mission, the following activities need to be completed:

Actions needed for preparing the next mission

Action	Deadline	Responsible persons
Policy on Data Collection for SSSU sent to local statistical offices for test.	Before next mission	Department of Coordination
The revised version of the questionnaire for respondent feedback should be tested internally together with the Kiev City office.	Results of the test to be discussed during the coming mission.	Department of Coordination and Kiev City office.
The respondent feedback form should be tested externally with 5-10 enterprises. Testing should be done by visiting the enterprise and observing the respondent filling out the forms (statistical and voluntary forms)	Some testing should be completed before the next mission, if possible.	Department of Coordination and Kiev City office.
If possible, some test data could be entered into the Excel spreadsheet and questions about the method could be prepared.	SSSU should be familiar with the contents before the next mission	Departments of Coordination and Methodology
Sections 2-3 of the draft on Methodology of calculation of response burden translated and sent to Statistics Denmark.	Presentation by SSSU during next mission.	Department of Coordination
Outline for document on Establishing Feedback with Respondents should be translated and sent to Statistics Denmark	Presentation by SSSU during next mission.	Department of Coordination
Relevant summary of Statistics Denmark's Policy for Data contributors should be translated into (English - Ukrainian).	Before next mission.	Statistics Denmark

Annex1.Terms of Reference



This project is funded by the European Union



STATISTICS
DENMARK



Twinning Project

“Development of Ukrainian Statistical Methodologies in line with EU Standards”

Terms of Reference

for the short-term mission to the State Statistics Service of Ukraine

Component 5: Response burden and improving interaction with users

Activity 5.5. Methodology on creating feedback with respondents

Background information

Statistics Denmark in partnership with Statistics Finland, Statistics Lithuania, Central Statistical Bureau of Latvia, Statistical Office of Slovak Republic, INE Spain - National Statistical Institute of Spain and Statistics Sweden, implements in Ukraine "Development of New Statistical Methodologies and Indicators in Selected Areas of Statistics in Line with EU Statistical Standards" Twinning Project. The State Statistics Service of Ukraine (State Statistics of Ukraine) is the Beneficiary of this Project).

This action is being implemented under Component 5: *Response burden and improving interaction with users. The purpose of this Component is obtaining recommendations on creation and development of the systems of monitoring response burden and feedback with respondents.*

This action will contribute to achieving the abovementioned objective and reference indicators specified in the contract, namely: *development of a draft of methodological guidelines on monitoring response burden and establishing parameters for its reduction and a draft of methodological guidelines on establishing feedback with respondents.*

Purpose of the Mission

The purpose of the Mission is:

1) mutual familiarisation:

of EU experts – with results of the previously recommended actions conducted by state statistical offices of Ukraine to reduce response burden on respondents and establishing feedback with them, such as:

- *draft Policy of the State Statistics Service of Ukraine in the area of interaction of state statistical offices with respondents and administrative data suppliers;*

- *draft Questionnaire to measure response burden;*
- *draft concise manuals on filling in statistical reporting forms;*
- *conclusions on results of handling a possibility to measure response burden for structural business surveys;*
- *conclusions on drafting integrated forms of statistical reporting based on the effective statistical toolkit.*

SSSU experts – with the experience of European statistical services in issues of establishing feedback with respondents, specifically: examples and manuals on work with complex forms, examples and manuals on respondents' testing.

2) getting proposals and comments on the structure and the content of the draft methodological document on establishing feedback with respondents.

Expected Results

Expert conclusions on the outcomes of implementing by independent structural subdivisions of the SSSU recommendations given in the course of the previous mission on monitoring response burden and establishing feedback with respondents.

Presentation of the experience gained by the European statistical services in issues of establishing feedback with respondent.

Recommendations of experts as to the structure and the content of the draft methodological document on establishing feedback with respondents.

Actions

The tentative schedule of the Mission is the following:

Date: *08.10.2012*

Date: *12.10.2012*

Tasks to be fulfilled by SSSU to facilitate the mission

The Beneficiary will:

Ensure the presence of heads of divisions directly involved in creation and development of the systems of monitoring response burden and feedback with respondents, as well as attendance of other interested state statistical offices.

Consultant and Partner

The Mission will be conducted by:

Ashu Conrad, Denmark

Daliute Kavaliauskiene, Lithuania

The partner from the country-beneficiary will be:

O.Ye. Ostapchuk – Director of Department for Coordination of Statistical Activity and Dissemination of Information of the SSSU;

L.F. Sergienko, N.P. Pavlenko – Deputy Directors of Department for Coordination of Statistical Activity and Dissemination of Information of the SSSU;

*N.P. Boichenko – Head of Division for Reporting and Statistical Documentation of
Department for Coordination of Statistical Activity and Dissemination of Information of the
SSSU;
and other interested representatives of independent structural subdivisions of the HQ and
local statistical offices of the SSSU.*

Timing

The mission will be conducted **five days** in Ukraine.

Report

The summary report on the results of the mission should be submitted not later than two weeks after the mission is completed.

Annex 2. Persons met

SSSU:

Olga. E. Ostapchuk – Director of Department for Coordination of Statistical Activity and Information Dissemination of SSSU

Natalia. P. Pavlenko – Deputy of Director of Department for Coordination of Statistical Activity and Information Dissemination of SSSU

Natalia. P. Boichenko – Head of Reporting and Statistical Activity Unit, Department for Coordination of Statistical Activity and Information Dissemination of SSSU;

Yulia O. Glavatska

Oxana I. Zashchyk

Tamara K. Petryna

Anton Tovechenko

Elena Timofecva

RTA Team:

Irina Bernstein, RTA

VolodymyrKuzka, RTA Assistant

SvitlanaTaranova, Interpreter

Annex 3.Draft of Data Collection Policy for SSSU

Draft

State Statistics Service of Ukraine Policy in the cooperation of state statistics offices with respondents and administrative data suppliers

State Statistics Service of Ukraine Policy in the cooperation of state statistics offices with respondents and administrative data suppliers is outlined by the Fundamental Principles of Official Statistics approved by the United Nations Economic Commission for Europe in 1992, Regulation (EC) No 223/2009 of the European Parliament and of the Council of 11 March 2009 on European Statistics, the Declaration on Professional Ethics adopted by the International Statistical Institute in 2010, Laws of Ukraine On State Statistics, On Personal Data Protection, on Amending Some Legislative Acts of Ukraine regarding Enhancement of. Responsibility for Violation of Legislation on Personal Data Protection (on amending the Code of Ukraine on Administrative Offences, articles 188³⁹ and 188⁴⁰), and the Principles Governing Activity of the State Statistics Offices Harmonized with the European Statistics Code of Practice.

State Statistics Service of Ukraine Policy in the cooperation of state statistics offices with respondents and administrative data suppliers consists in complying with legislative requirements concerning organization and conduct of state statistical observations over social-economic and demographic processes, environmental situation in Ukraine and its regions through collecting state statistical observation forms and involvement for statistical purposes of information received from state offices, local self-government bodies and other legal entities engaged in collection and use of administrative data.

State Statistics Service of Ukraine Policy in the cooperation of state statistics offices with respondents and administrative data suppliers is based on the principles of mutual respect, partnership and arranged data exchange to ensure reliable and objective statistics, to guarantee protection of its confidentiality, openness of statistical methodology and optimization of costs for state statistical activity.

1. The SSSU implements policy in the field of cooperation of state statistics offices with respondents and administrative data suppliers based on the following principles:

- state statistics offices enjoy legally outlined authorities on receipt of data for compilation of statistics, as well as they may, within their competencies, take decisions on statistics, accounting and reporting mandatory for all organizations covered by the Law of Ukraine On State Statistics;

- as specified by the legislation, respondents are entitled to be aware of what kind of primary data about them are collected, for what purpose, by whom, how and what they will be used for; as well as they are also obliged to file to statistics offices data for compilation of statistics or provide access to them as required by state statistics offices;

- state authorities, local self-government bodies, other legal entities engaged in collection and use of administrative data, are empowered by the legislation to provide obtained administrative data for statistical purposes as requested by state statistics offices.

2. Cooperation of state statistics offices with respondents provides for:

- implementing activities to reduce response burden by means of transition of state statistical observations to sampling basis, as well as to replace direct interview of respondents by alternative sources of information, specifically, administrative data;

- guarantee of protection of primary data received from respondents during state statistical observations, as well as statistics providing data on a particular respondent. The Code of Ukraine on Administrative Offences (article 186³) specifies state statistics offices' responsibility for violation of the procedure for the use of confidential statistical information;

- providing respondents with reporting statistical documentation according to the state statistical observations plan, as well as ensuring regular inventory of state statistical observation forms for their improvement and optimization of response burden. Respondents should be involved in the testing of reporting statistical documentation in the course of preparation of new statistical observations;

- placing effort to improvement of respondents' data filing procedure for state statistical observations, e.g. via wide use of electronic reporting;

- establishing feedback with respondents to ensure their involvement in activities on improvement of statistical tools and amelioration of collection of state statistical observation forms, as well as to inform respondents about results of state statistical observations they were involved in;

- respondents' right to be informed as to what kind of primary data about them are collected during statistical observations, for what purposes, how, by whom and what they will be used for;

- use by state statistics offices of standard procedures to respondents. The Code of Ukraine on Administrative Offences (article 186³) establishes respondents' responsibility for the failure to file or filing invalid, incomplete data, data not complying with the reporting statistical form or late data filing for state statistical observations. State statistics offices may study primary accounting and statistical reporting progress, check validity of data filed by respondents for the purpose of state statistical observation, demand from respondents update of statistical reporting and other statistical forms (excluding questionnaires and census/interview letters that are tools for conduct of special statistical observations of population/households) in the event of detected invalidity of primary and statistical data. Should this requirement not be fulfilled before a specified deadline, state statistics offices will be empowered for the above-mentioned updates on their own, with a relevant notification of respondents. Adjustment of respondents' errors and inconsistencies must be governed by standard and transparent procedures.

3. Cooperation of state statistics offices with respondents and administrative data suppliers provides for:

- coordination of activities of state authorities, local self-government bodies and other legal entities in issues of organizing collection and use of administrative data, as well as agreeing the methodology and reporting documentation with state statistics offices;

- study of acceptability of administrative data to be used for statistical purposes and their widest possible engagement instead of respondents' interviews;

- guarantee of protection of administrative data on respondents, obtained by state statistics offices for statistical purposes during state statistical observations;

- networking of state statistics offices' information system with those of state authorities, local self-government bodies and other legal entities involved in collection and use of administrative data, based on information exchange agreements, organizational, methodologi-

cal, programming, technical and other activities to ensure efficient use of information resources;

- should state authorities, local self-government bodies and other legal entities fail to meet their obligations on collection and use of administrative data, state statistics offices are entitled to solve disputable issues as specified by documents (agreements, orders, etc.) that regulate filing and use of administrative data.

Annex 4. SSSU version of voluntary questionnaire

Annex 5. An example of calculation of response burden

Model	Description	Calculation example (quarterly survey, small enterprises)
Frequency	Frequency of survey (Annual =1, Quarterly =4, Monthly = 12). In the example shown, the survey is a quarterly survey.	4
X		X
No. of annual reporting enterprises	The number of annual reporting enterprises (according to size: Small, Medium and Large). In this example, there are 2000 small enterprises (number is rounded up).	2000
X		X
Standard time used (min.)	The standardised time usage for the questionnaire is determined for the “normally effective” enterprise. Time is used for collecting information and entering data into the form by a qualified employee in the relevant enterprise size.	10 min.
=		=
Annual burden in hours	The total time in minutes used to fill out the survey for each enterprise size. The total annual burden in hours is reached by dividing by 60.	$80.000/60= 1333$
X		X
Average hourly wage (UAH)	The annual burden in minutes is multiplied by the estimated average hourly wage. The hourly wage is fixed for each survey but can vary from survey to survey.	10
=		=
Administrative burden in UAH	The total annual burden is reached by summing up the results from small, medium and large enterprises.	13.330

Annex 6.Calculation of Satisfaction Index

Calculation of satisfaction index:

Was it difficult to...	Difficult /Time-consuming			
	Very much	Somewhat	A little	Not at all
Access the online form?				
Understand questions and help texts?				
Gather the necessary information?				
Enter data into the online form?				

Satisfaction index is calculated for each question above

Answers are given values as follows:

“Very much” = 0

“Somewhat” = 1

“A little” = 2

“Not at all” = 3

Satisfaction index = $100 * (\sum \text{Answer} / 3) / n$ n is the number of responses

Then the satisfaction index

= 100 if everyone answers “Not at all”

= 0 if everyone answers “Very much”

= 50 if respondents in average answer between “Somewhat” and “A little”

Annex 7. Example of respondent feedback - Statistics Lithuania

The example below shows the kind of statistical information received by respondents of the SBS questionnaire (the full list of financial indicators is not provided to the respondents). Statistics Lithuania receives approximately 2000 requests for this type of information annually. It is provided free of charge to the individual enterprise.



LIETUVOS STATISTIKOS DEPARTAMENTAS
 Įmonių statistikos skyrius
 Tel: (8-5)2364928, 2364858
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Private Limited Company „Busy Bee“

ACTIVITY: Production of electricity (NACE rev. 2 code: 27)

Number of Responded Enterprises for SBS in the Economic Activity: 30

		2011 m.	ACTIVITY INDICATORS		
		INDICATORS OF THE ENTERPRISE	Q1	MEDIAN	Q3
+	1	Number of Employees	8	18	75
	2	Income (thousand Lt)	554	1551	47094
	3	Capital Assets Total (thousand. Lt)	324	1975	27581
	4	General Profitability (%)	41.6	11.8	33.9
	5	Net Profitability (%)	16.9	0.2	9.1
	6	Profitability of the Main Activity (%)	20	1.1	11.1
	7	Profitability of the Natural Activity (%)	19.9	0.1	10.7
	8	Profitability of Fixed Assets (%)	106.5	1.2	102.7
	9	Net Profitability of the Assets (%)	28.9	0.9	11.7
	10	Net Profitability of Acuity Capital (%)	41.3	1.8	38.5
	11	Profitability of Used Capital (%)	48.6	3	44.6
	12	Profitability of the Activity (%)	24.8	0.1	12
	13	Coefficient of Office Expenses and Cost of Sales (%)	21.6	5.9	26.5
	14	Working Capital Ratio	2.4	1.2	3
	15	Critical Liquidity Ratio	0.5	0.6	2