

Why have a policy

1. Efficient data collection
2. Easy and user-friendly reporting
3. Reduction of burden for businesses
4. Improvement of data quality

The policy in brief

1. SD collects data according to the Law on Statistics Denmark and as point of departure reply is mandatory
2. SD puts special emphasis on being service-minded toward the reporting enterprises
3. SD treats all data on businesses and individuals confidentially
4. SD strives to make reporting as easy as possible
5. SD strives to collect as much data as possible through digital solutions
6. SD involves selected businesses in the development and test of all paper and electronic questionnaires
7. SD treats all businesses who are participating in a survey equally and applies a uniform and consistent reminder procedure
8. SD checks all reported data. If there are errors or missing data, the business is, in certain cases, contacted again
9. Businesses with less than 10 employees may report to max. 3 different statistics annually
10. SD continually works to reduce the number of businesses in samples while maintaining the quality of the statistics

1. Relation with respondents

- SD treats data on individuals and enterprises in strict confidence.
- SD exempts small enterprises from mandatory reporting to a number of statistics. They also ensure that small enterprises are only obliged to report data to maximum three different statistics annually.
- SD works continuously with optimisation of sampling in order to limit the number of enterprises which are obliged to report.
- SD provides user-friendly reporting solutions for respondents, especially digital reporting solutions.
- SD informs the relevant respondents if a reporting solution is not accessible. Respondents are also informed when the solution is accessible again.
- SD has a single central contact point, the Business Statistics Office, where respondents can direct their enquiries.
- SD has a Respondent Committee consisting of members from the business community organisations, which ensures respondent involvement.
- SD's internal Data Contributor Committee or the Board of Directors must approve any deviations from the existing Data Contributor Policy.

2. Communication

- Information about reporting to the individual surveys is available on SD's website, which contains references to all relevant materials.
- SD strives to motivate respondents by being reliable, service-minded, attentive, accessible and easy to understand.
- Communication with respondents should be in digital form, if possible.
- SD must inform enterprises in advance the first time they participate in a complex statistic, i.e. where the information to be reported is not directly accessible within the enterprise.
- If the reporting task is simple, pre-advising can occur at the same time as the normal information is sent to the other enterprises.
- It must be clearly indicated in SD's communication with enterprises whether reporting is mandatory or voluntary.
- SD must inform the enterprise if it is no longer obliged to report to a monthly or quarterly statistic.
- Communication with enterprises must use concise and precise formulations.
- Enterprises who contact SD via e-mail concerning reporting should be informed that they will receive an answer at the latest within two working days

3. Reporting forms

- Reporting from enterprises should, as a rule, take place via an online form.
- Respondents can find information about reporting and a summary of the specific reporting task on SD website before logging into the online form.
- Respondents can order paper forms for reporting. If digital reporting to a statistic is mandatory, the respondent must apply for a dispensation from digital reporting before they can receive a paper form.
- The Forms team is responsible for the development of online reporting forms - in cooperation with the responsible statistical division.
- Reporting forms are continuously quality-controlled and, if necessary, redesigned according to a prioritized plan.
- When a form is developed or redesigned, input from respondents is collected via qualitative or quantitative methods.
- Instructions for reporting are integrated in the reporting form.
- Information which is known in advance, e.g. from registers or previous reports, can be prefilled to aid the reporting task.
- Dynamic error correction while the respondent is entering data, is used to aid the reporting task.

4. Reporting

- Reporting is completed when the respondent has filled out and sent the online form via Virk.dk or filled out the paper form and sent it by post to SD.
- The report must be in writing and with a clearly identifiable sender.
- The deadline for reporting for the individual statistic is the same, regardless of the reporting media.
- Contact to respondents should take place via electronic communication.
- Respondents who report online receive an electronic receipt for their report.
- Online forms are only made available within a limited time period.
- Respondents who report online will be offered electronic feedback with information on the results of the survey.
- Respondents who experience technical problems in connection with online reporting will be offered a postponement.

5. Reminder procedures

- For monthly statistics enterprises will receive two reminders before a registered letter is sent. For quarterly and annual, three reminders are sent.
- E-mail is the primary communication media used by SD, if the enterprise's e-mail address is known.
- Reminders are only sent via post if not possible/appropriate to send e-mail.
- Telephone reminders are costly. Therefore this type of reminder is given according to a prioritized list.
- A final registered letter must always be sent before police prosecution.
- If the report has still not been received after a registered letter has been sent, a police prosecution is initiated. After this point, there must not be contact with the enterprise concerning reporting to the specific statistic.
- When police prosecution is initiated, all information on the case is recorded in SD's 'police register', which is updated during the course of the case.
- Payment of fine does not exempt the enterprise from reporting the relevant information to the statistic.
- Periodic penalty payments should be avoided and before such a fine is imposed, the chair of the Data Contributor Comm. must approve the case

6. Communication concerning errors

- Contact to respondents about errors or missing information in the data should take place within one month after data was received.
- Errors or missing data which SD is able to correct themselves should be corrected without contacting the respondent. The version which SD considers correct for the statistical purpose could be used for prefill.
- When SD's contact to the respondent is based on possible errors in more than one report, the respondent is informed which data has been compared. If data has been compared with an administrative register, the respondent is informed that SD does not inform the relevant authority.
- A draft of a report from Virk.dk which has not been submitted cannot be used in statistical production, even though it contains the enterprise's own information. The enterprise is informed that data has not been submitted.
- Reports containing so few data that they cannot be used should be treated in the same way as missing reports. In the reminder to the enterprise it is pointed out in which way the response was insufficient.
- Deliberately incorrect information should be handed over to the police after the case has been approved by the chair of the Data Contributor Comm. The same applies if reminders about insufficient data are not answered.

7. Error checking of administrative data

- Data from administrative registers is to be understood as data which is collected for use by other authorities and passed on to SD.
- SD only corrects errors in their own copy of these data.
- SD does not pass on data to the relevant administrative authority (excepting specific well-defined situations in connection with enterprise registration numbers).
- SD corrects the errors that can be corrected without contacting others. If a correction requires that an enterprise or person is identified, SD will contact the enterprise.
- When SD contacts an enterprise, it is made explicitly clear to the enterprise that SD does not make corrections to the other administrative authorities' registers.
- In the case of errors that can be corrected without identification of the enterprise or person, SD may contact the administrative authority.

8. Voluntary surveys

- Voluntary surveys must meet the requirements of the general guidelines in the Data Contributor Policy with the exception of the reminder requirements.
- In pre-advisement, reminders and all other communication with the enterprise, it must always be written that the survey is voluntary.
- In connection with work undertaken for external partners, it must always be informed who the customer is and that SD is conducting the work on behalf of the customer. SD signs the pre-advisement and other materials.
- Enterprises have the option to contact SD and request to be exempted from participation in a voluntary survey. The wishes of the enterprise must be respected so that future contact to the enterprise concerning the same survey does not occur.
- It is not possible to generally be exempted from all voluntary surveys.