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

Components: 5.1Assessment of the present situation regarding response burden
5.2 Seminar on reducing response burden
5.3 Seminar on feedback with respondents

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State Statistics Service of Ukraine		Statistics Denmark

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List of Abbreviations

ToR	Terms of Reference
SSSU	State Statistics Service of Ukraine
SCM	Standard Cost Model

Executive Summary

The activities of component 5 will help SSSU to measure the response burden according to international methods.

The key objectives of the mission were:

- drafting the methodological provisions related to monitoring of reporting burden on respondents
- setting the parameters to decrease such a burden
- methodological provisions related to establishment of feedback with respondents.

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

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

The activities in this mission included:

1. Assessment of the current situation of measuring response burden in Ukraine;
2. Seminar with SSSU staff on:
    a. Monitoring response burden according to standard cost model
    b. 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 recommendations have been made:

- A policy on data collection from enterprises should be considered
- Calculation of response burden measurement for the Structural Business Survey using the data which has already been collected should be attempted, if data quality permits
- SSSU should increase the use of samples in data collection
- Reuse of administrative data together with the use of samples is the most efficient way to reduce the response burden
- Further development of the matrix on surveys and enterprises could be considered, so that it also contains information on time and costs

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

- SSSU should launch initiatives to establish feedback from enterprises, in order to collect information on perceived burdens
- SSSU should continue the process towards increased online reporting. The possibilities of further use of user-friendly features in online forms should be considered
- SSSU should consider implementing changes to instructions, based on the guidelines presented in the seminar
- Improvements to current questionnaires, including merging selected questionnaires to decrease respondent burden should be considered
- Systematic test of changes in reporting forms, either on relevant internal or external users

There will be a change in the order of the next two activities:

- Activity 5.5: Establishing feedback with respondents will take place in October 2012.
- Activity 5.4: Methodology on monitoring response burden will take place in November 2012.

1. General comments

This missionreport 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 first 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:

- drafting the methodological provisions related to monitoring of reporting burden on respondents
- setting the parameters to decrease such a burden
- methodological provisions related to establishment of feedback with respondents.

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

- experts of Statistics Denmark – actions currently being implemented by State Statistics Offices of Ukraine to decrease reporting burden on respondentsand to establish feedback with them;
- experts of State Statistics Service of Ukraine – experience of European statistical services for 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.

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

2. Assessment and results

The Danish 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

SSSU is organised with one central statistical office in Kiev, 27 regional offices (Territorial Authorities) and 500 city departments of statistics.The organisation of the data collection routines is decided on independently by the territorial authorities, which has resulted in some inefficiency in data collection. However, there have recently been improvements made in this area, especially in the Kiev City region (see section 2.3 – Single window reporting).

At the end of 2011, a structural reorganization took place in SSSU, including the establishment of a new Department for Coordination of Statistical Activity and Information Dissemination. The new department is working with simplification of questionnaires and reduction of the number of forms. There is also a special department for generation of totals and sampling, who will be looking into use of register data.

There are currently 148 surveys in use (excluding household surveys). This is a reduction from 187 surveys in 2006. A revision of surveys is made each year, which is subsequently approved by the Ministry of Justice.

SSSU implemented online reporting in 2010 and at present, they have a total of 119 electronic forms available. However, only 12,7 % of reporting takes place through electronic forms. Software for online reporting ("Gateway reporting") is developed by 3 different external developers. The respondents pay a fee to have the software installed their computer.There is also a fee for obtaining a digital signature.

Paper forms are typically sent to SSSU via a courier, or the paper form is brought to SSSU by the enterprise itself.

During the recent years, an increase in the amount of non-response has occurred, which caused troubles for statistical production. However, in the Regional office of Kiev City, some positive results have been achieved, due to a radical change in the data collection setup. See also 2.2“Single window – coordinated data collection”.

2.2Response burden

During the mission, several issues relating to the response burden were discussed.

Matrix measuring the response burden
SSSU has developed a detailed matrix, which containsthe total number of enterprises and which surveys they are reporting to, as well the actual number of responses. The matrix allows SSSU to spread the response burden across enterprises, if samples are used. Thus, the matrix can be a very important working instrument, in connection with data collection from enterprises.

However, the matrix does not at the present moment contain information on the time and costs, which would be necessary, in order to obtain a complete picture of the response burden.

Single window – coordinated data collection
The implementation of a coordinated data collection known as “single window” has helped to reduce the response burden at the regional level. This method isa consolidation ofreporting deadlines so they are linked to the balance reports, for example: Annual reports are due on the 20th of the month, quarterly on the 5th and monthly on the 7th. This has greatly reduced the number of separate report deliveries from the enterprises,resulting in an increase in the response rate from 50% to 95% for Kiev City.

Reuse of administrative data
The current situation in Ukraine shows that coordination between surveys could be improved. At the moment, surveys contain duplicate indicators in questionnaires and the reuse of data from administrative sources is rather limited. However, this is a very difficult area to change, as itmay require changes in the legislation.

At the moment, the TAX authorities in Ukraine are in possession of data which might be helpful for SSSU. This could ease the collection of data, and might also be an important factor in the reduction of the response burden.

Merging surveys
Similarly, a reduction of burden could be achieved throughmerging surveys. At the moment, surveys contain duplicate indicators: 1) the same indicator occurs in several forms with different names, 2) the same name may refer to different indicators. The result is duplication of data, and the large number of surveys makes it difficult to solve this problem.

Samples in surveys
Data collection in Ukraine is mainly carried out by asking all the enterprises which might be relevant for the survey. As a result, most surveys include enterprises that could be exempted from the surveys.
Currently, only 1 out of 10 surveys uses sampling. SSSU plans to increase this number by 30%.

2.3 Feedback with respondents

Measuring the perceived response burden
During the mission, several issues relating to the perceived response burden were discussed. The perceived burden is subjective, and can vary from person to person and from time to time. Different persons will give different answers under the same preconditions, and even the same person may give different answers under different preconditions. Thus, a measure of the total perceived burdenshould not be calculated. Subjective evaluations cannot be aggregated, and thus it will not be possible to analyse a value calculated from a set of subjective answers.

However, the perceived burdens *should* be measured, as a measure within relevant areas might be useful. Information on relevant issues is an important factor in improving communication with enterprises and reporting solutions.

Reporting media
SSSU implemented online reporting in 2010 and at present, they have a total of 119 electronic forms available. However, only 12,7 % of reporting takes place through electronic forms and the enterprises must pay for both software solutions and digital signatures. Paper forms are typically sent to SSSU via a courier, or the paper form is brought to SSSU by the enterprise itself. The response burden has been decreased through the "Single window" data collection and consolidation of deadlines. The five largest subdivisions have adopted single window, but these methods need to be standardized and extended to all data collection units.

Information materials
An important topic during this mission has been how to optimise communication with the enterprises. The existing instructions for filling out the surveys are both lengthy and detailed. This can be an advantage for some enterprises, but it can also increase the burden. Instructions can be optimised by placing short help texts directly into the questionnaire, while long and descriptive guidelines should be made available for interested enterprises on the SSSU homepage.

Questionnaire design
An important issue relating to the feedback process with the enterprises is the design and usability of the reporting forms. The forms should be easy to understand, easy to fill in and easy to deliver to SSSU. The design and use of the reporting form is to some extent regulated by legislation, but still some important changes might be implemented. A detailed description of possible improvements is given in Annexes 9 and 12.

User testing
All changes in reporting forms are traditionally initiated by the public authority. However, it is of utmost importance to include the enterprises in the implementation of changes, in order to ensure that the changes are considered as improvements. One important way to include the enterprises in the development and revision processes is through user testing. In this way, the users will have the possibility to confirm whether they understand the questionnaire or not, and whether they are able to fill in the correct information.

3. Conclusions and recommendations

During the mission, some important issues have been discussed. SSSU have already initiated several initiatives in accordance with the aim to reduce the response burden. The recommendations mentioned below should be seen as supplementary initiatives to facilitate the process which has already been initiated.

3.1 General remarks

It is the opinion of the Danish experts that the situation in Ukraine is in a state, where focus and initiatives are pointed in the right direction. Many results have already been achieved, but there is still room for new initiatives.

During the mission, several aspects of the response burden have been discussed, relating to both the actual response burden and to the perceived burden.

The actual burden is affected by aspects such as:

- Sample size
- Mandatory or voluntary surveys
- Reporting media
- Information prior to the interview
- Questionnaire design
- Reminder procedures
- Error checking routines
- Legislation

Similarly, the perceived burden is affected by aspects such as:

- Qualified and service-minded support
- Availability of information prior to reporting
- Availability of information during reporting
- Accessibility of reporting solutions
- Usability of reporting solutions
- Results – what’s in it for me?

The recommendations stated in this report are primarily related to these aspects. The order of the recommendations is not prioritised, as prioritisation should be done by SSSU at a later date. At the moment, the important issue is to evaluate the possibilities to utilise the individual initiatives.

3.2 Response burden

Policy on data collection

In order to ensure a uniform communication with the enterprises and in order to keep a uniform focus on the response burden, a policy on data collection from enterprises should be considered. The purpose of a data collection policy is to ensure an equal treatment of all enterprises, to reduce the response burden, and to ensure a high quality of the collected data. A short version of the Danish data collection policy can be seen in **Annex 3**.

Measuring the actual response burden
SSSU has already collected data on the time used to fill in the Structural Business Survey, which is the primary information needed for the calculation of response burden. SSSU should analyse the quality of these data in order to evaluate whether they can be used to calculate a response burden measurement for this survey.

If a measure can be calculated, and the quality seems acceptable, SSSU should consider collecting data for more surveys, in order to calculate an estimated value for the total response burden in Ukraine, related to statistical purposes. A stepwise introduction to a simple estimateof the response burden is given in **Annexes 5 and 7**.

Samples in surveys
The use of samples in the data collection process is probably the most efficient way to reduce the response burden. However, even though the introduction of samples will reduce the actual response burden, this might not be apparent to the enterprises. Enterprises exempted from the surveys do not realise this, and enterprises which are still participating in the surveys will not perceive a reduction in their response burden.

Nevertheless, it is recommended that SSSU increase the use of samples in data collection. Even though the reduction is not apparent to the enterprises, it will have an effect of the overall interpretation of the burden due to reporting of statistical information. In addition, the increased use of samples will send a positive signal from SSSU to the enterprises.

Reuse of administrative data
At the moment, SSSU has only a limited possibility to reuse administrative data from other public authorities. This is primarily due to legislation issues, which only facilitate the transmission of aggregated data between public authorities and do not include exchange of personal data.

However, the reuse of administrative data together with the use of samples is the most efficient way to reduce the response burden. Therefore, SSSU is recommended to examine the possibilities within this area further.

Matrix measuring the response burden
SSSU should considerdeveloping the matrix on surveys and enterprises further, so it also contains information on the time and costs, which the enterprises must spend to comply with the reporting obligation. The development of the matrix itself will not directly contribute to reducing the response burden, but it will make it possible to evaluate the effect of any initiatives relating to this topic.

If SSSU decides to develop the matrix in this way, the implementation should comply with the recommendations of the Standard Cost Model (SCM).

This issue could be considered as a subject for discussion in connection with future activities.

3.2 Feedback with respondents

Measuring the perceived response burden
Measurement of the perceived burden on reporting to SSSU will consist of a number of subjective evaluations and therefore a total perceived burden cannot be calculated. However, evaluations regarding specific areas can contribute important information to SSSU, which will be useful to improve aspects related to the data collection.

Thus, it is recommended, that SSSU launch initiatives to establish feedback from the enterprises, in order to collect information on perceived burdens. This information should subsequently be used to improve the current reporting solutions and reporting materials. An example of areas that might be useful to examine and an example of a possible questionnaire is given in **Annex 4**.

Reporting media
The migration from paper to online reporting is a win-win situation for SSSU and for the enterprises. Data can be collected faster and in a higher quality. In addition, the collection of data by this method reduces the response burden, as data are transmitted in a more economical way and as information and instructions are made easily accessible for the enterprises.

SSSU is recommended to continue this process towards increased online reporting. The possibilities of further use of user-friendly features in online forms should be considered (e.g. dynamic instructions, error checks etc.), and these issues couldalso be discussed in the coming activity.

Information materials
The information materials provided by SSSU are generally lengthy and detailed and could,in some cases, be regarded as a burden for the enterprises. Many enterprises prefer short explanatory guidelines which can be placed in the reporting form close to the relevant fields where data are filled in.

The experts recommend SSSU to apply to a new strategy in this area: the current guidelines should be available on the SSSU homepage, and a shortened version of the most necessaryinstructions can be placed directly in the reporting forms.

It is recommended that SSSU consider implementing changes to instructions, based on the guidelines presented in the seminar see **Annex 12**. This is also an area which can be discussed in more detail during the next activity.

Questionnaire design
Within the framework of the current legislation, SSSU should aim to make some improvements to their current questionnaires. A questionnaire should be easy to use, and guide the enterprises correctly though the reporting procedure. Completed questionnaires could be reviewed to discover common errors or non-response, which could indicate areas for improvement. Merging selected questionnaires to decrease respondent burden could also be considered.

It is recommended that SSSU consider possible changes, based on the guidelines presented in the seminar see**Annexes 9 and 12**.

Regarding complex questionnaires, Statistics Denmark will present some practical suggestions in connection with the next activity.

User testing
In order to ensure development of the reporting forms which correspond to the requirements of the enterprises that are using the questionnaires, respondents should be involved in the development and implementation of radical changes. This involvement will ensure that development of the reporting forms is implemented in accordance with the user needs.

It is recommended that SSSU systematically tests changes in the reporting forms, either on relevant internal or external users.

This issue will be a subject for future discussion in connection with the next activity.

Feedback from stakeholders
A possible forum for communicating with respondents could be through a committee consisting of external stakeholders, who represent the enterprises that are reporting to SSSU. This can help to improve the communication between SSSU and the enterprises.

3.4 Activities until next mission

Change in the order in which the activities will be conducted

There will be a change in the order of the two coming activities:

Activity 5.5: Establishing feedback with respondentswill take place in **October 2012**.
Activity 5.4: Methodology on monitoring response burden will take place in **November 2012**.

Before the next mission, the specified sections in the following materials should be translated and read:

- Handbook on Design and Implementation of Business Surveys [Part C: Sampling, Data Collection and Data Entry]

In addition, the specified sections in the following materials could be translated and read, if it is considered relevant by SSSU:

- International Standard Cost Model Manual [Part 3: Outline of the Standard Cost Model, other parts might become relevant, if SSSU decides to calculate a total measure of the response burden]

Actions needed for preparing the next mission

Action	**Deadline**	**Responsible person**
Draft of an Ukrainian version of the Policy on Data Collection	Draft to be sent to Statistics Denmark 2 weeks before next activity	Department of Coordination
Calculation of response burden for the Structural Business Survey	Before next activity, if quality of data is sufficient	Departments of Coordination, Labour statistics and Structural Business Surveys
List of all surveys carried out by SSSU with total number of participating enterprises and number in samples, if they are used.	List to be sent to Statistics Denmark 2 weeks before next activity	Department of Coordination
Draft of user feedback questionnaire based on the example in Annex 4.	Draft should be ready for review during the next activity.	Department of Coordination
A shortened version of detailed instructions should be attempted for at least one survey	Draft should be ready for review during the next activity	Department of Coordination
Review of selected forms which could be merged to reduce respondent burden	Examples of forms could be selected to work with during the next activity	Department of Coordination
Examples and guidelines on working with complex forms	Presentation during next activity	Statistics Denmark
Examples and guideline on user testing	Presentation during next activity	Statistics Denmark

Annex1.Terms of Reference

This project is funded by the European Union

STATISTICS DENMARK

TWINNING

Twinning Project

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

Terms of Reference

For Short-term Mission to the State Statistics Service of Ukraine

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

Action 5.1.Evaluation Mission

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 will be implemented under Component 5: *Burden on respondents and improvement of relations with users. The purpose of this component is to receive recommendations for development the monitoring system related to reporting burden on respondents and feedback system.*

This action will contribute to achieving the abovementioned objective and reference indicators specified in the contract, namely: *drafting the methodological provisions related to monitoring of reporting burden on respondents and setting the parameters to decrease such burden and methodological provisions related to establishment of feedback with respondents.*

Purpose of the Mission

The prior purpose of the mission is to jointly get familiarised:

experts – with actions currently being implemented by state statistics offices of Ukraine to decrease reporting burden on respondentsand to establish feedback with them;

experts of State Statistics Service of Ukraine – with experience of European statistical services for measurement of reporting burden based on standard cost model.

During the mission it is planned to conduct the training workshop for specialists of state statistics offices of Ukraine related to decrease of reporting burden on respondents and to provide by experts the recommendations with regard to evaluation and introduction of measurement of reporting burden on respondents to decrease such burden in future.

Expected Results

Evaluating by experts the progress of state statistics offices of Ukraine concerning monitoring of reporting burden on respondents and development of feedback system.

Recommendations of experts with regard to evaluation and introduction of measurement of reporting burden on respondents in state statistics offices of Ukraine to decrease such burden.

Recommendations of experts with regard to list of materials (methodological documentation etc.) to be translated for further work.

Actions

The tentative schedule of the mission is the following:

Date: *27.02.2012*
Date: *01.03.2012*

Tasks to be fulfilled by the State Statistics to facilitate the mission

The Beneficiary will:
Ensure presence of heads of divisions who will be directly engaged in creation and development of system for monitoring of reporting burden on respondentsand feedback system *with* ***such respondents and other concerned employees of state statistics offices.***

Consultant and Partner

The Mission will be conducted jointly with:
Carsten Zornig, Denmark
Sarah Marie (Ashu) Conrad, Denmark

The partner from the Country-Beneficiary will be:
O. E. Ostapchuk – Director of Department for Coordination of Statistical Activity and Information Dissemination of SSSU;
L. F. Serhienko, N. P. Pavlenko – Deputies of Director of Department for Coordination of Statistical Activity and Information Dissemination of SSSU;
N. P. Boichenko – Head of Reporting and Statistical Activity Unit, Department for Coordination of Statistical Activity and Information Dissemination of SSSU;
As well as other concerned representatives of independent structural divisions of the SSSU Head Office and regional state statistics offices of Ukraine.

Timing

The mission will be conducted during four 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

<u>SSSU:</u>
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;
Elena Puzanova – Chief of IT department
Marina Korol – IT department

Representatives of Statistical offices:Social Services, Trade Department, Industry and labour statistics, Business statistics, Household statistics, Prices
Irina Nechitaljlo – Structural Business Statistics
Julia Bilko – Population statistics
Svetlana Istomina – Social statistics
Tamara K. Petryna
Yulia O. Glavatska
Oxana I. Zashchyk
Oleg V. Shevchuk

Representatives of Statistical offices of the City of Kiev and Kiev Region:
Anatoliy Kokurin – Director of Interregional Office
Raisa Vilenchuk – Chief of Regional Office, Kiev City

<u>Others:</u>
Alexander Rudich – National Bank (participated in seminar)

<u>RTA Team:</u>
Irina Bernstein, RTA
Volodymyr Kuzka, RTA Assistant
Olena Sorokolat, Interpreter
Oleg Slyusarenko, Interpreter

Annex 3. Statistics Denmark'sData CollectionPolicy

Statistics Denmark's Policy for Data Collectionfrom Business Enterprises

Statistics Denmark is an independent governmental agency producing and disseminating statistics providing a representative picture of society.

This is only possible if relevant and correct data are available to Statistics Denmark. As much data as possible are obtained from administrative registers but in some cases, Statistics Denmark relies on data reported by business enterprises.

A short description of Statistics Denmark's policy for data collection from business enterprises is presented below:

1. Statistics Denmark collects data in accordance with the Act on Statistics Denmark. Consequently, enterprises are, as a general rule, legally obliged to report data to Statistics Denmark. In some cases, the surveys are voluntary, which is clearly indicated on the questionnaires that are sent out.

2. Statistics Denmark attaches great importance to being service-oriented towards those enterprises reporting data for a specific statistic.

3. Data on individuals and enterprises are treated in strict confidence by Statistics Denmark. Data collected for statistical purposes are not passed on to other authorities.

4. Statistics Denmark wants to ensure that it is as easy as possible to report data and is continuously making efforts to provide the most user-friendly solutions for reporting data, e.g. electronic questionnaires.

5. Statistics Denmark wants to ensure that the greatest possible number of enterprises report data electronically.

6. Statistics Denmark utilizes input from respondents and businesses in connection with development and revision of paper and electronic questionnaires.

7. All enterprises participating in a survey are treated equally, and a homogeneous and consistent reminder procedure is applied in all cases where data have not been reported. This is a necessary measure in order to ensure that Statistics Denmark can publish representative statistics on the basis of data reported by the lowest possible number of enterprises.

8. The collected data are reviewed by Statistics Denmark. In the case of errors or omissions, it is in some instances necessary to contact enterprises again to ensure a high data quality.

9. Enterprises with less than 10 employees are only obliged to report data to three different statistics annually.

10. Statistics Denmark is continuously making efforts to reduce the number of enterprises participating in the sample, while at the same time ensuring that the quality of the statistics is maintained.

Annex 4.An example of a supplementary questionnaire

Supplementary questionnaire

Dear enterprise

In SSSU, we are working hard to improve our questionnaires in order to reduce response burden. In order to measure the results of these efforts, we would like to know how much time it took you to complete the survey form. We would be grateful if you could take 5 minutes to answer the voluntary questionsbelow.

How much time did it take you to complete the questionnaire?

(This includes the time used to obtain the relevant information plus the time used in filling out the questionnaire.)

Hours		Minutes
	:	

Was it difficult to …

	Very difficult	Somewhat difficult	Not difficult	Easy
…understand the questions?				
…understand the instructions?				
…obtain the relevant information?				
…complete the questionnaire?				

Please describe any difficulties or suggestions for improvement:

Please return this questionnaire to SSSU together with the survey questionnaire.
We look forward to receiving your comments.

Best regards,
SSSU

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 timein 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