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 5.4: Methodology on monitoring response burden

Mission carried out by:

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Version: Final

State Statistics Service of Ukraine	Statistics Lithuania	Statistics Denmark

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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 5.4 will help SSSU to develop methodologies for monitoring the response burden in Ukraine.

An extra mission under Component 5 is planned to take place on 4-6 March 2013, in order to follow up on the recommendations made during this and the previous missions under Component 5.

The work on Component 5 is in good progress, and some important materials have been produced:
- A draft data provider policy has been prepared
- A draft structure for the methodology on communication with data providers has been prepared
- A draft document describing the methodology on measuring the response burden in a qualitative and a quantitative dimensions have been prepared

The work under Component 5 is progressing well, and should continue as agreed. In order to be able to follow up on the current work, an extra mission under Component 5 is planned. The purpose of this mission will be:
- To evaluate the work on the methodology guideline on communicating with the respondents
- To continue the work on measuring the response burden

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 thirdmission 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:

1) mutualfamiliarisation of:

EU experts – with:

- outcomes of testing the Questionnaire to identify response burden at Ukrainian enterprises,
- the draft Structure of the Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations ,
- the section of the draft Methodology on Response Burden Measurement that outlines a procedure for calculating the total and baseline response burden with the SSSU;
- further actions in design and development of the response burden monitoring system and the respondent feedback system.

SSSU specialists – with:
Statistics Denmarks experience in measuring and monitoring the response burden and establishing parameters for its optimisation.

2) receiving proposals and comments to the structure and content of the draft Methodology on Response Burden Measurement.

3) general assessment of the SSSU activity in issues on developing the draft Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations and the draft Methodology on Response Burden Measurement.

4) discussing a possibility for an additional mission to obtain expert opinions based on the results of developing the draft Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations and the draft Methodology on Response Burden Measurement.

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

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

2. Assessment and results

The Danishexpert has 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 Component 5, Burden on Respondents and Improvement of Relations with Users themethodology for establishing feedback with respondents is progressing well, and some important materials have been produced:

- A draft data provider policy has been prepared
- A draft structure for the methodology on communication with data providers has been prepared
- A draft document describing the methodology on measuring the response burden in a qualitative and quantitative dimensions has been prepared

The materials are important for the work related to Component 5 and shows that the work is progressinggood.

2.2Data provider policy

During the mission, the draft version of *State Statistics Service of Ukraine Policy in the cooperation of the state statistics offices with respondents and administrative data suppliers* was discussed.The document was prepared before the mission – see Annex 3.

The document is an important step toward the description of the general strategy for SSSU in the field of cooperation between SSSU and the respondents.

The document was discussed during the mission, and SSSU presented some amendments to the document. The document is fully in line with the recommendations made during the previous mission under Component 5. No additional comments were made on the document.

2.3 Methodology on communication with data providers

During the mission, the *Structure on Methodological Guidelines on Communication between State Statistical Offices and Respondents of States Statistical Observations* was discussed.The document was prepared before the mission – see Annex 4.

The purpose of the Respondent Committee is to comment on initiatives from SSSU or from external authorities which affect the respondents.

The structure was discussed and it was agreed that SSSU should continue the work on the methodology on communication with the data providers, using the current structure.

A presentation of the Danish experiences in this area was given – see Annex 8 and Annex 9.

2.4 Measuring response burden

Another important part of the mission, was the discussion of *The Methodology for Response Burden Measurement*– see Annex 5.

The Quantitative dimension can be calculated in two ways:
- A full scale model (Model 1), which gives a precise indication of the response burden but requires more work to be carried out by SSSU and the respondents.
- A simplified estimation model (Model 2), which allows SSSU to make a fast indication of the response burden, based on estimated burdens.

The qualitative dimension can be measured in different ways, but there is no standard procedure for measuring the perceived burden. The methodology presented by Statistics Denmark (Model 3), ensures a simple and explainable approach, which gives an indication of the development of the perceived burden in Ukraine.

A comparison of Model 1 and 2 is given in Annex 6.

To understand the quantitative response burden measurement, some definitions are useful:
- Response burden: The administrative burden on respondents due to statistical reporting. The response burden is measured each year, for each survey and for SSSU as a total.
- Baseline measurement: The first measurement of the response burden, and the reference year for measuring burden reductions. In the baseline measurement, parameters as average salary, the number of respondents and the standard time is defined. These parameters are considered as fixed parameters.
- Yearly revision of the response burden: The yearly revision of the response burden, where the fixed parameters are kept unchanged. Only major changes due to changes in the legislation, new surveys, improved working routines, new reporting solutions, the response burden for a specific survey should be revised.

Before the mission, the Kiev local office had carried out a huge work, in order to collect data on the response burden on filling in some preselected surveys. The result of this work was a number of filled in questionnaires, which were used to establish an initial measure of the quantitative response burden using Model 1 and 2, and to calculate a satisfaction index using Model 3.

The description of the three models is in accordance with the description of the Standard Cost Model, which was introduced in an earlier mission under Component 5. It was agreed that SSSU should continue the measurement of the response burden using Model 1, whereas Model 2 will be used in parallel, in order to clarify, whether this approach will be useful for future purposes.

Similar SSSU will continue to calculate a satisfaction index using Model 3.

A presentation of the Danish response burden measurement was given – see Annex 7.

3. Conclusions and recommendations

During the mission, some important issues have been discussed concerning the methodology of response burden measurement and the policies onestablishment 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

The work under Component 5 is progressing well, and should continue as agreed. In order to be able to follow up on the current work, an extra mission under Component 5 was planned. The purpose of this mission will be:

- To evaluate the work on the methodology guideline on communicating with the respondents
- To continue the work on measuring the response burden

The next missionwhich will be the last in Component 5 will take place onMarch 4-6 2013.

3.2 Data provider policy

In relation to*State Statistics Service of Ukraine Policy in the cooperation of the state statistics offices with respondents and administrative data suppliers*, the following recommendations were made:

- The structure and contents of the Data Provider Policy is good and relevant
- Some amendments to the document have been made which are in line with the intensions of the policy, and which will be used to clarify the content and the intentions of the policy.
- The policy should be available for the data providers on SSSUs homepage.

3.3 Methodology on communication with data providers

In relation to the *Structure on Methodological Guidelines on Communication between State Statistical Offices and Respondents of States Statistical Observations*, the following recommendations were made:

- The overall structure of the document is good, and covers the aims of the document
- A Respondent Committee should be established, consisting of representatives from the data providers.
- It should be considered to establish a general reminder procedure
- It should be considered to establish a procedure on communication with respondents on errors

3.4 Measuring response burden

In relation to *The Methodology for Response Burden Measurement*, the following recommendations on the quantitative burden were made:

- The quantitative response burden can be measured in two ways; SSSU should choose the approach which is most relevant relation to the structure of the Ukrainian statistical system, probably Model 1.

- When measuring the response burden, several approaches can be considered; it is recommended to take a simple approach, in order to make the results understandable and explainable.
- The response burden measurement should be established on thebasis of questionnaires from 3-4 respondents in each of the three size-groups for each survey and from all local offices
- Public organisations and non-profit organisations could be included in the model as a fourth group
- The matrix of participation should be used as an important instrument to select the respondents who shall fill in the questionnaire
- A baseline measurement should be made every 5-7 years, in order to update fixed values such as average monthly salaries, sample sizes, etc.
- A yearly update of the response burden should be calculated; taking only structural changes into account.
- The paper on methodology should contain references to definitions in the guidelines on communication with respondents.

In relation to the perceived burden, the following recommendations were made:
- An indication on the perceived burden should be measured, as it provides SSSU with important information on enterprise behaviour.
- The approach in the model should be kept simple and explainable.

3.5 Activities before next mission

No further missions have been planned in accordance with the original contract. However, both the Danish expert andSSSU agree that an extra mission under Component 5 would be fruitful.

Before the next mission, the following activities should be carried out:
- The work on the methodology guidelines on communicating with the respondents should be continued as agreed
- The work on measuring the response burden should be continued as agreed

The documents should be translated and forwarded to the Danish experts in due time before the next mission.

Annex1.Terms of Reference

This project if funded by the European Union

Twinning Project

"Development of Ukrainian Statistical Methodologies in line with EU Standards"

Terms of Reference

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

Component 5. Monitoring Response Burden

Action 5.4: Methodology on Monitoring Response Burden.

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 Component5: Monitoring Response Burden. This Component is aimed at receiving recommendations on designing and developing the response burden monitoring system and respondent feedback system.

This action will contribute to achieving the abovementioned objective and reference indicators specified in the contract, namely: developing the draft Methodological Guidelines on Response Burden Monitoring and Establishing Parameters for Response Burden Reduction and the draft Methodological Guidelines on Establishing Feedback with Respondents.

Purpose of the Mission

The purpose of the Mission is:
1) mutualfamiliarisation of:

EU experts – with:

- outcomes of testing the Questionnaire to identify response burden at Ukrainian enterprises,

- the draft Structure of the Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations ,
- the section of the draft Methodology on Response Burden Measurement that outlines a procedure for calculating the total and baseline response burden with the SSSU;
- further actions in design and development of the response burden monitoring system and the respondent feedback system.

SSSU specialists – with:

Statistics Denmark experience in measuring and monitoring the response burden and establishing parameters for its optimisation.

2) receiving proposals and comments to the structure and content of the draft Methodology on Response Burden Measurement.

3) general assessment of the SSSU activity in issues on developing the draft Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations and the draft Methodology on Response Burden Measurement.

4) discussing a possibility for an additional mission to obtain expert opinions based on the results of developing the draft Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations and the draft Methodology on Response Burden Measurement.

Expected Results

1) Expert assessment on the results of

- developing the draft Structure of the Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations and
- the section of the draft Methodology on Response Burden Measurement, which outlines procedure of calculating the total and baseline response burden with the SSSU.

2) Presenting Statistics Denmark experience in measuring and monitoring the response burden and establishing parameters for its optimisation.
3) Expert recommendations on the structure and content of the draft Methodology on Response Burden Measurement.
4) Obtaining the general assessment of the SSSU activity in developing the draft Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations and the draft Methodology on Response Burden Measurement.
5) Further SSSU actions in designing and developing theresponse burden monitoring system andthe respondent feedback system.

Actions

The tentative schedule of the mission is the following:
Date of commencement: 12.11.2012
Date of termination: 14.11.2012

In the course of the Component implementation, there is an emerging need for an additional expert mission (up to 3-4 days). The tentative period for the mission is February, 2013.

Tasks to be fulfilled by SSSU to facilitate the Mission

The Beneficiary will:
Ensure attendance of division managers directly engaged in design and development of the response burden monitoring system and the respondent feedback system, as well as presence of other concerned staff of state statistical offices.

Consultant and Partner

The mission will be conducted jointly with:
Carsten Zornig, Head of Division, Statistics Denmark

The partner from the country-beneficiary will be:
OstapchukO.Ye. – Director of the Department for Coordination of Statistical Activity and Dissemination of Information of the SSSU;
Sergienko L.F., Pavlenko N.P. – Deputy Directors of the Department for Coordination of Statistical Activity and Dissemination of Information of the SSSU;
Boichenko N.P. – head of the Division for Reporting and Statistical Documentation of the Department for Coordination of Statistical Activity and Dissemination of Information of the SSSU;
and other concerned representatives of independent structural divisions of the SSSU HQ and local state statistical offices.

Timing

The mission will be conducted during three 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. Data provider policy

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 Untied 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 DeclarationonProfessional 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 PersonalData Protection (on amending the Code of Ukraine on Administrative Offences, articles 188^{39} and $188^{40)}$, 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 authorities shall organize and carry out statistical surveys of social, economic and demographic processes, environmental situation in Ukraine and regions thereof, as well as state statistical surveys concerning social, demographic and economic situation of the population and entrepreneurial activities thereof;

- 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 aimed at reduction of response burden by way of performance of state statistical observations based on sampling, as well as replacement of direct interviewswith alternative sources of information, namely:administrative data from public authorities, local authorities, other legal entities; data from banking, finance and customs statistics, balance of payments statistics, etc.; statistical information from international organizations and statistical authorities from foreign countries, etc.; evaluations and estimates made on the basis of the above data.

State statistical authorities shall individually decide on the choice of the sources of statistical data taking into account the quality of information, deadlines, expenses as well as the responsibilities of the respondents arising out of it.

- 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 186[3]) specifies state statistics offices’ responsibility for violation of the procedure for the use of confidential statistical information;

- State statistics authorities shall disseminate confidential information received from the respondents subject to the desire (approval) of the respective person and the procedure stipulated by such person, as well as in other cases stipulated by the law.

- 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 186^3) 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, methodological, programming, technical and other activities to ensure efficient use of information resources;

- state statistics authorities, local authorities and other legal persons shall perform their duties related to the supply of administrative data based on respective legal acts (agreements, orders, etc.) that govern the provision and use of such administrative data.

Annex 4. Methodology on communication with data providers

Державна служба статистики України

The Structure of Methodological Guidelines on Communication between State Statistical Offices and Respondents of State Statistical Observations

Державна служба статистики України

I. General provisions

Державна служба статистики України

II. Respondents' committees

Державна служба статистики України

III. Organisation of a statistical observation

- selection of a data receiving source *(statistical observations, administrative data)*
- selection of a data receiving means *(paper, electronic)*
- tools *(reporting forms, including integrated ones, questionnaires, census (interview) forms, other statistical forms, concise guidelines, clarifications for respondents on how to fill out statistical forms)*

Державна служба статистики України

IV. Testing of reporting statistical documents *(testing)* and interviewing respondents on statistical tools quality *(a questionnaire to measure response burden in terms of difficulties experienced by respondents when filling out the reporting forms)*

Державна служба статистики України

V. Data collection

- matrix of respondents' participation in state statistical observations *
- information respondents about their participation in the observations
- establishing contacts with respondents
- providing respondents with reporting statistical documents (*respondents training/consulting, web publication of the time-sheet and album of state statistical observations)*
- one stop-shop report collecting *(interviewing respondents on how to improve report collecting organisation, as well as time spent on report form compilation**)*

References to:
**) Methodological Guidelines on the Monitoring of Respondents' Participation in State Statistical Observations*
***) The Methodology of Response Burden Measurement*

Державна служба статистики України

VI. Estimation of response burden and outlining of parameters and further actions for its improvement**

***) Reference to the Methodology of Response Burden Measurement*

Державна служба статистики України

VII. Feedback with respondents

(Information to respondents on the outcomes of the state statistical observations they were involved into: respondent encouragement, overviews of the quality of statistical reports filed by respondents, etc.)

Державна служба статистики України

VIII. Proposals on improving communication with respondents with regard to:

- *organisation of state statistical observations;*
- *response burden optimisation;*
- *improvement of reporting statistical documents;*
- *feedback improvement*

Державна служба статистики України

Thank you for your attention!

Annex 5. Measuring response burden

The Methodology for Response Burden Measurement

II. Types of Response Burden Measurement, Questionnaire to Calculate Response Burden

Response burden has two dimensions.

Quantitative dimension – time and money expense – an objective burden in terms of time spent by respondent to fill out state statistical observation forms and calculation on its basis of respondents' expenses. Quantitative dimension can be implemented on two ways:

– measuring response burden based on state statistical observation forms;
– baseline measurement of response burden.

Qualitative dimension– perceived – a subjective burden that is formed depending on the respondent's opinion, namely on how useful for the community is the information he/she provides, on whether the state statistical observation form contains sensitive/inconvenient/undesirable questions or other factors negatively affecting the respondent's perception of the state statistical observation form. Respondents' satisfaction index is calculated for this dimension. .

Response burden should be measured by means of calculating, generalising and analysing respondents' answers to items of the Response Burden Measurement Questionnaire (hereinafter – "the Questionnaire") – a model questionnaire is attached herewith.

Questionnaire survey should be conducted in the following way:

direct measurement of response burden – the Questionnaire is suggested to all respondents who file the state statistical observation form;

response burden measurement assessment – the Questionnaire is suggested either to respondents of a contact group/producers' association, etc. or the staff of state statistics offices. This assessment is rather subjective, however, it makes possible avoiding additional response burden.

The Questionnaire designers should pay special attention to a cover letter/addressing to the respondent. Formulation of the cover letter/addressing should be able to arouse respondents' interest and persuade them to perceive the filling out process as a useful means to defend their own concerns rather than as an additional burden.

Example:

We are well aware that filling out the state statistical observation form does to a certain extent imply some burden. Therefore the state statistical offices are constantly working hard to reduce the response burden. To discover the efficiency of these efforts, we would like

to ask you how much time you have spent to fill out this state statistical observation form.
.

To measure response burden, the respondent is asked to specify a state statistical observation form (index and frequency) and mark a size type of an enterprise (large, medium, small).

For quantitative (objective) response burden measurement, respondents are asked to specify time they have spent to fill out the state statistical observation form.

Example:

Please specify the total time spent by your organisation to fill out this questionnaire. Consider all the actions you have had to resort to for filling out the state statistical observation, such as:

- reading and understanding the cover letter/explanatory note/guidelines, etc.;
- collecting and processing of business accounting data;
- collecting additional information.

For qualitative (perceived/subjective) response burden, the Questionnaire should also bear questions that would reveal respondents' attitude to spending time for filling out the state statistical observation form, establish factors affecting their negative attitude or arousing resentment.

Example

Was the content of variables difficult to understand?

Was it difficult to prepare information needed to fill out the form?

Please specify what kind of difficulties you have experienced while filling out the form and/or provide proposals on how to improve it.

Questions should be answered based on the four criteria of complexity (very difficult, difficult, somewhat difficult, not difficult).

III. Methods of Response Burden Measurement

1. Measurement of response burden imposed by state statistical observation forms is one of the quantitative (objective) means of response burden measurement.

Response burden on all state statistical observation forms is measured once every 5 – 7 years. If needed (developing a new state statistical observation form/making essential changes), response burden on the new/changed form may be measured individually.

Calculation is made on every state statistical observation form individually taking into account an enterprise size type (large, medium, small).

Actual time spent on filling out the state statistical observation form respondents have specified in the questionnaires, will be analysed in terms of their homogeneity and, if necessary, variables that are not subject to calculation (e.g. comments and formulations like ‘all life’, ‘much time’, ‘long’, etc.) or are essentially different in their significance from the total data array for actual time spending should be removed from the data arrays. This procedure is followed by calculation of standard time ($x_{st.}$) spent on filling out a specific state statistical observation form, individually for each company time (in minutes). Time (in minutes) on filling out a specific state statistical observation form, which is totally specified by respondents in the Questionnaire, should be divided by a number of questionnaires.

$$\frac{X_1+X_2+X_3+\ldots Xn}{n} = X_{\text{ст.}}$$

Xn is time in minutes on filling out a state statistical observation form as specified by the respondent in a specific questionnaire.

n is a number of questionnaires.

Total time spent (in hours) for filling out a state statistical observation form should be calculated by multiplying the standard time (in minutes) by a number of state statistical observation forms to be filed by one respondent during a year with regard to frequency, and by a number of enterprises due to report on this form during a year (from the matrix of respondents’ participation in state statistical observations) and divided by 60. Total time spendings are calculated individually on every enterprise type (large-sized, medium-sized, small-sized).

Example:

90 min./65 min./40 min. is a standard time indicator (in minutes) by company types (large-sized, medium-sized, small-sized respectively);

4 is a number of reports on the state statistical observation form to be filed by one respondent during a year with regard to frequency (12 times a year for monthly reports, 4 times a year for quarterly reports and 1 time a year for annual reports) – this example is based on a quarterly frequency.

2000/1800/1000 is a number of enterprises due to file a state statistical observation form during a year (from the participation matrix) respectively on each company type (large-sized, medium-sized, small-sized).

Total time spent to fill out the state statistical observation form by enterprise types:
for large-sized enterprises 90 min. x *4* x *2000 : 60 =12000 hours.*
for medium-sized enterprises 65 min. x *4* x *1800 : 60 = 7800 hours.*
for small-sized enterprises 40min. x *4* x *1000 : 60 = 2667 hours.*
Total time spent to fill out a specific state statistical observation form will be 12000 hours +7800 hours + 2667 hours =22467 hours.

Total time spent in the country during a year to fill out all state statistical observation forms has to be measured as the total of the subtotal time spendings of specific forms.

Total amount of money spent by respondents for a specific state statistical observation form can be calculated by multiplying the total time spendings for this specific state statistical observation form by an average monthly wage or salary of one full-time staff member on the country for one hour on the previous year. Respondent's hourly wage or salary can be calculated by dividing the previous year's average monthly wage or salary by an average number of working days during a month and by a number of working hours per day.

Example:
22467 hours is total time spendings on filling out a specific state statistical observation form
UAH 2633 is an average monthly wage or salary for 2011 inUkraine per one full-time staff member
22 is an average number of working days during a month
8 is a number of working hours per day
Respondent labour payment per hour = UAH 2633. : 22 : 8 = UAH 15.
Total spendings of respondents' money on filling out a specific state statistical observation form 22467 hours x *UAH 15 = UAH 337005.*

Total annual country money spent by respondents on filling out all state statistical observation forms can be calculated as a total of subtotal money spent on specific forms.

Respondents' money spent on filling out one variable of a specific state statistical observation form can be calculated by dividing total respondents' money spent on filling out this form by a number of form variables.

Example:
UAH 336106 is the total respondents' money spent on filling out a specific state statistical observation form
32 is a number of form variables
Money spent by all respondents on filling out one variable of a specific state statistical observation form totals UAH 337005 : 32 = UAH 10531,4.

2. Baseline measurement of response burden as a method of a quantitative (objective) measurement of response burden is used to monitor changes resulted from activities aimed at reducing the annual response burden. The purpose of

baseline measurement of response burden is the calculation of a baseline standardised value for time spent by respondents to fill out one variable based on frequency of filing forms to state statistical offices and an enterprise size type. Baseline standardised respondents' time spendings value will be a reference value to calculate baseline measurement of response burden during several years.

Baseline standardised respondents' time spent for filling out one variable is re-calculated once every 5-7 years or with another frequency in case of an essential change in the country's average monthly wages and salaries. To avoid additional response burden, the baseline measurement should be made simultaneously with response burden measurement on all state statistical observation forms.

Baseline measurement of response burden requires selection of 2 forms of different frequency (2 annual forms, 2 quarterly forms and 2 monthly forms) out of the total number of state statistical observation forms. Basic selection criteria are a significant number of respondents taking part in the state statistical observation (based on the participation matrix) and a close-to-average number of variables in selected annual, quarterly and monthly forms.

Baseline standardised respondents' time spending on filling out one variable is calculated individually for annual, quarterly and monthly state statistical observation forms by enterprise types (large-sized, medium-sized and small-sized).

On every selected form, of the total number of questionnaires received from respondents when measuring response burden on all state statistical observation forms, it is necessary to select five questionnaires filed by large-sized, five – by medium-sized and five – by small-sized enterprises. All in all, 30 questionnaires' data are used for calculating Baseline standardised respondents' time spending on filling out one variable for allstate statistical observation forms of a certain frequency (annual/quarterly/monthly).

The average time needed for filling out one of the selected state statistical observation forms can be measured on each enterprise type (large-sized/small-sized/medium-sized) individually (Xc). Time (in minutes) on filling out one state statistical observation form specified by respondents in five questionnaires should be divided by 5 in total.

$$\frac{X_1+X_2+X_3+X_4+X_5}{5} = Xc$$

X_n is time in minutes for filling out a state statistical observation form specified by the respondent in one questionnaire.

Average time spent by respondents to fill out the forms (on two selected forms with the same frequency) Xcp can be calculated by means of dividing the total values of two average time variables on these forms by an enterprise type (larg-sized/medium-sized/small-sized) by two.

$$\frac{Xc_1+Xc_2}{} = Xcp$$

2

X_{cn} is average time in minutes for filling out a specific n form.

Likewise the calculation may be done for 9 average time values spent by respondents for filling out an annual/quarterly/monthly form by large-sized/medium-sized/small-sized enterprises.

To calculate baseline standardised time spent to fill out one variable in an annual/quarterly/monthly form by large-sized/medium-sized/small-sized enterprises, nine variables of the average time spent by respondents to fill out specific frequency forms by all types of enterprises should be divided by an average number of variables in the two forms with the same frequency ($X_{cp} : N_c = X_b$).

Example of calculating baseline standardised time spent on filling out one variable for annual state statistical observation forms by enterprise types:

	Number of form variables	Average time (based on questionnaires of five specific type enterprises) in minutes spent to fill out the state statistical observation form		
		large-sized	medium-sized	small-sixed
1 form (annual)	N_1	$\frac{X_1+X_2+X_3+X_4+X_5}{5}= X_{c1}$	$\frac{X_{11}+X_{12}+X_{13}+X_{14}+X_{15}}{5}= X_{c3}$	$\frac{X_{21}+X_{22}+X_{23}+X_{24}+X_{25}}{5}= X_{c5}$
2 form (annual)	N_2	$\frac{X_6+X_7+X_8+X_9+X_{10}}{5}= X_{c2}$	$\frac{X_{16}+X_{17}+X_{18}+X_{19}+X_{20}}{5}= X_{c4}$	$\frac{X_{26}+X_{27}+X_{28}+X_{29}+X_{30}}{5}= X_{c6}$
Average value for the annual forms	$Nc = (N_1+N_2):2$	$\frac{Xc_1+Xc_2}{2}= X_{cp1}$	$\frac{Xc_3+Xc_4}{2}= X_{cp2}$	$\frac{Xc_5+Xc_6}{2}= X_{cp3}$
Baseline standardised respondents' time spent on filling out one variable of annual state statistical observation forms in minutes		$\mathbf{X_{cp1} : N_c= X_{b1}}$	$\mathbf{X_{cp2} : N_c= X_{b2}}$	$\mathbf{X_{cp3} : N_c= X_{b3}}$

Similarly to the calculation of the baseline time spent on filling out one variable of the annual form by large-sized/medium-sized/small-sized enterprises (in minutes), calculation can be made for the quarterly and monthly state statistical observation forms. This calculation results in nine variables of the baseline standardised valued for time spent by respondents on filling out one variable (in minutes).

<u>Calculating total money spent by respondents on filling out a specific state statistical observation form on the whole in the country.</u>

Time on filling out a specific state statistical observation form by large-sized, medium-sized and small-sized enterprises (in minutes) can be calculated by multiplying the baseline standardised time spent on filling out one variable on the three enterprise types by a number of variables in this specific form.

Total time spent by respondents on filling out a specific state statistical observation form on the whole in the country can be calculated as the total of the three baseline time variables for filling out this form by large-sized, medium-sized and small-sized enterprises multiplied by a number of reports on the state statistical observation form due to be filed by one respondent during a year with regard to report frequency (12 for annual, 4 for quarterly and 1 for annual).

Example:
Baseline time variables for filling out a specific form by enterprise types:
- 90 min. for large-sized enterprises,
- 65 min. for medium-sized enterprises
- 40 min. for small-sized enterprises
a number of enterprises (data of the participation matrix):
- 2000 large-sized
- 1800 medium-sized
- 1000 small-sized
A number of reports on the state statistical observation form due to be filed by one respondent during a year with regard to the frequency (in our example the quarterly report form is 4 times a year).
Total time spent on filling out a specific quarterly state statistical observation form has been calculated based on the baseline standardized respondents' time spendings value.
- 90 min. x *2000* x*4 = 720000 min. for large-sizedenterprises*
- 65 min. x *1800* x*4 = 468000 min. for medium-sizedenterprises*
- 40 min. x *1000* x*4 = 160000 min. for small-sizedenterprises*
720000 min. + 468000 min.+160000 min. = 1348000 min.

Total money spent by respondents on a specific state statistical observation form can be calculated by dividing total time spent on a specific state statistical observation form (in minutes) by 60 and multiplying by an average monthly wage or salary of one full-time staff member in the country for the previous year for one hour.

Example:
1348000 min. is total time spent on a specific state statistical observation form
Respondent's hourly labour payment = UAH2633 : 22 : 8 = UAH15.
Total money spent by respondents on filling out a specific state statistical observation form = 1348000 min.: 60 x *UAH15 = UAH337000.*

3. Respondents' satisfaction index is a qualitative measurement of the respondent's perception. It is calculated on each state statistical observation form individually based on questionnaires filed by respondents. The questionnaire contains questions on complexity of understanding variables of the state statistical observation form, problems accompanying search of necessary information, availability of sensitive/inconvenient/undesirable questions, etc. Respondents' satisfaction index can be determined by breakdown of the answers into four complexity criteria. Each individual criterion is assigned a coefficient: 1 for not difficult, 0.5 for somewhat difficult, 0.5 for difficult and 0 for very difficult.

Respondents' satisfaction index on a specific question or on the whole on the state statistical observation form can be calculated as the total calculated indices on all the complexity categories. A specific complexity category index can be determined by multiplying the percentage of filed answers on a specific complexity category by a relevant complexity coefficient (0 /0,5 /1).

Example:

Results of questionnaire survey of respondents

Questionnaire items	Breakdown of respondents' answers by categories				Total
	very difficult	difficult	somewhat difficult	not difficult	
1. Was it difficult to understand the content of variables?	15 questionnaires 3%	26 questionnaires 5%	83 questionnaires 16%	392 questionnaires 76%	516 questionnaires 100%
2. Was it difficult to prepare information for filling out the form?	20 questionnaires 4%	77 questionnaires 15%	169 questionnaires 33%	2 45 questionnaires 48%	511 questionnaires 100%
Total	35 questionnaires 3%	103 questionnaires 10%	252 questionnaires 25%	637 questionnaires 62%	1027 questionnaires 100%

Calculation of the respondents' satisfaction index

Questionnaire items	Breakdown of satisfaction indices by categories				Satisfaction index
	very difficult	difficult	somewhat difficult	not difficult	
1. Was it difficult to understand the content of variables?	3% x 0 = 0	5% x 0,5= 2,5	16% x 0,5= 8	76% x 1= 76	0+ 2,5+8+76= 86,5 = 87
2. Was it difficult to prepare information for filling out the form?	4% x 0 = 0	15% x 0,5= 7,5	33% x 0,5= 16,5	48% x 1= 48	0+7,5+16,5+48= 72
Total (on the whole on the two items)	3% x 0 = 0	10% x 0,5= 5	25% x 0,5= 12,5	62% x 1= 62	0+5+12,5+62= 79,5 = 80

Respondents' satisfaction index should be calculated within the range from 0 to 100. The closer the calculated index to 100, the higher respondents' satisfaction assessment.

Respondents' satisfaction index assessment criteria:

(70 – 100) – acceptable level;

(50 – 70) – points to some problematic issues in need for improvement taking account respondents' proposals;

(less than 50) – points to the need for urgent actions aiming at improving respondents' perception of a specific state statistical observation form.

Annex 6.Comparison of Baseline measurement models

	Model 1	Model2
Model name	Measurement of response burden imposed by state statistical observation forms	Baseline measurement of response burden
Purpose	To make a baseline measure of the response burden I Ukraine	
Surveys coverage	All surveys	A representative set of surveys, e.g. 6 surveys
Respondent size groups	Respondents are divided into Small, Medium and Large enterprises. Public institutions and non-profit organisations could be considered a fourth group.	
Respondents coverage	3-4 respondents within each size group in each region of Ukraine	
Stepwise methodology	Information on time to fill in questionnaires are gathered for *all* surveys The response burden is *calculated* for all surveys The *total* response burden in UAH is *calculated* as the sum of the individual surveys	Information on time to fill in questionnaires are gathered for a *representative* set of surveys The response burden is *calculated* for the *representative* surveys The standardises time to fill in a questionnaire is *calculated* based on information from the representative surveys The response burden is *estimated* for all *other* surveys The *total* response burden for in UAH is *calculated* as the sum of the individual surveys
Result	A baseline measure is established for each survey and for the sum of all surveys	
Changes in the response burden	Changes in the response burden should be *calculated* for the individual survey	
Yearly updates	Changes in the response burden should be implemented on a yearly basis. During the yearly updates, the average salary, the number of respondents and the standard time to fill in the questionnaire is kept as fixed parameters.	
Revision of baseline measurement	The baseline measurement is updated every 5-7 years. During the baseline measurement, the fixed parameters can be revised, i.e. average salary, the number of respondents and the standard time.	
Quality	Higher quality due to knowledge on all surveys.	Lower quality due to more estimation.

Use of time	More time consuming, as the baseline measure must be made for all surveys.	Less time consuming, as the baseline measure is only made for a few surveys.

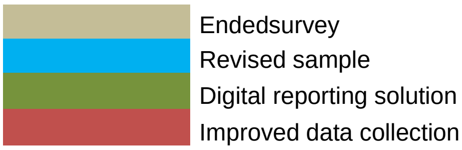
Annex7.Administrative burdens in Denmark

Survey	**2004**	**2005**	**2006**	**2007**	**2008**	**2009**	**2010**	**2011**	**2012**	**2013**
	1.000 Danish Kroner									
Arbejdsstedsfortegnelsen	296	296	296	296	296	296	296	296	296	
Beskæftigede ved bygge- og anlægsvirksomhed	1.091	1.091	1.091	1.091	1.091	1.091	1.091	1.091	1.091	
Danske virksomhederns brug af it	0	402	402	402	402	402	402	402	402	
Danske virksomheders it-udgifter	0	446	446	446	446	431	431	431	431	
Danske virksomheders udenlandske datterselskaber	0	0	0	0	0	1.283	1.283	1.283	1.283	
Detailhandlens omsætning (detailomsætningsindeks)	1.121	1.325	1.325	1.325	1.325	1.325	1.325	1.325	1.325	
Eksport-, import- og tjenesteprisindeks	0	124	124	124	124	124	124	124	124	
Engrosprisindeks	1.148	1.148	1.148	1.148	1.148	1.148	1.148	1.148	1.148	
Erhvervenes energiforbrug handel	533	533	533	533	533	533	533	533	533	
Erhvervenes energiforbrug industri	784	784	784	784	784	784	784	784	784	
Extrastat Eksport	0	0	0	0	0	0	0	0	0	
Extrastat Import	1	1	1	1	1	1	1	0	0	
Feriehusudlejning	185	185	185	185	185	185	185	185	185	
...										
Industriens produktion og ordreindgang	4.183	4.232	4.232	3.086	3.086	3.086	3.086	3.086	3.086	
Int. transport DK lastbiler	392	392	392	392	392	392	392	392	392	
Intrastat Eksport	22.245	17.608	15.895	15.098	11.910	11.910	10.868	10.868	10.868	
Intrastat fejlhenvendelse	13.954	13.954	13.954	13.954	7.248	5.327	5.327	5.327	5.327	
Intrastat Import	89.566	79.461	73.603	70.825	51.825	42.462	38.747	38.747	38.747	
Jernbane	1	1	1	1	1	1	1	1	1	
Kapiteltakster	12	12	12	12	12	12	12	12	12	
...										
Udenrigshandel med tjenester i alt	4.746	4.746	4.746	4.683	4.683	4.683	4.683	4.683	4.683	
Væksthustælling i alt	69	69	69	69	69	69	69	69	69	
Øvr. Arbejdsoms. i alt	148	148	148	148	148	148	69	69	69	
Others	2.746	3.419	2.808	2.845	2.845	2.842	2.842	2.842	2.842	
Total responseburden	**167.802**	**153.341**	**144.826**	**141.069**	**118.028**	**104.784**	**101.785**	**101.523**	**101.221**	
Reductioncompared to 2004	167.802	8,6	13,7	15,9	29,7	37,6	39,3	39,5	39,7	

Example

Overnatninger på campingpladser	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
A. Frequency	12	12	12	12	12	12	12	12	12	
B. Monthlyreports (respondents)	294	294	294	294	294	294	294	294	294	
C. Standard time	274	274	274	274	274	6	6	6	6	
D=(A*B*C)/60 **Annual burden in hours**	**16.095**	**16.095**	**16.095**	**16.095**	**16.095**	**380**	**380**	**380**	**380**	
E. Average hourly salary	195	195	195	195	195	195	195	195	195	
F= (D*E)/1000 **Annual burden in 1000 DKK**	**3.139**	**3.139**	**3.139**	**3.139**	**3.139**	**74**	**74**	**74**	**74**	

Description		***Baseline measurement***
	Baseline measurement	Average salary is kept fixed between baseline measurements
	Yearly revision	Monthly reports is kept fixed between baseline measurements
	New survey	Standard time is kept fixed between baseline measurements


Endedsurvey
Revised sample
Digital reporting solution
Improved data collection

Annex 8. Summary of the Danish Data provider policy

Relation to respondents

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

Communication

- Information about reporting to the individual statistics is available on Statistics Denmark's reporting website, which contains references to all relevant materials.
- Statistics Denmark strives to motivate respondents by being reliable, service-minded, attentive, accessible and easy to understand.
- Communication between respondents and Statistics Denmark should be in a digital form, whenever possible.
- Statistics Denmark must inform enterprises in advance the first time they participate in a complex statistic, i.e. a statistic where the information that is 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 Statistics Denmark's communication with enterprises whether reporting is mandatory or voluntary.
- Statistics Denmark must inform the enterprise if it is no longer obliged to report to a monthly or quarterly statistic.
- Written communication with enterprises must use a concise and precise formulation.
- Enterprises who contact Statistics Denmark concerning reporting via e-mail should be informed that they will receive an answer as quickly as possible – at the latest within two working days.

Reporting forms

- Reporting from enterprises should, as a rule, take place via an online form on Virk.dk.
- Respondents can find information about reporting and a summary of the specific reporting task on Statistics Denmark's reporting 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 first apply for a dispensation from digital reporting before they can receive a paper form.
- The central Forms Methodology unit in the Business Data Collection office is responsible for the development of online reporting forms. This work is carried out in cooperation with the responsible statistical office.
- 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. If possible, they are presented in a concise list.
- Information which is known in advance, e.g. from registers or previous reports, can be prefilled to aid the reporting task.
- Dynamic error correction, which takes place while the respondent is entering data, is used to aid the reporting task.

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 Statistics Denmark.
- 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.

Reminder procedures for mandatory statistics

- In connection with monthly statistics, an enterprise will receive two reminders before a registered letter is sent. For quarterly and annual statistics, three reminders are sent.
- E-mail is the primary communication media used by Statistics Denmark, if the enterprise's
  e-mail address is known.
- Reminders are only sent via post if it is not possible or appropriate to send an 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 is initiated.
- 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 further contact with the enterprise concerning reporting to the specific statistic.
- When a police prosecution is initiated, all information on the case is recorded in Statistics Denmark's police register, which is continuously 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 whenever possible and before such a fine is imposed, the president of the Data Contributor Committee must approve the case.

Communication concerning errors in reported data

- Contact to respondents concerning errors or missing information in the reported data should take place within one month after the data has been received.
- Errors or missing data which Statistics Denmark is able to correct themselves should be corrected by Statistics Denmark and the respondent is not contacted concerning these corrections. The version which Statistics Denmark considers to be correct for the statistical purpose can also be used for prefill. Alternatively, one can omit prefilling information which has been corrected without contacting the respondent.
- When Statistics Denmark's contact to the respondent is based on possible errors in more than one individual report, we should inform the respondent which data has been compared. If the data has been compared with data from an administrative register, the respondent should be informed that Statistics Denmark does not inform the relevant authority that the original administrative data has been corrected.
- 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. When a reminder is sent, the enterprise should be informed that a draft exists which has not been submitted.
- Reports which contain 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 should be 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 president of the Data Contributor Committee. The same applies if the enterprise has not responded to reminders concerning insufficient data.

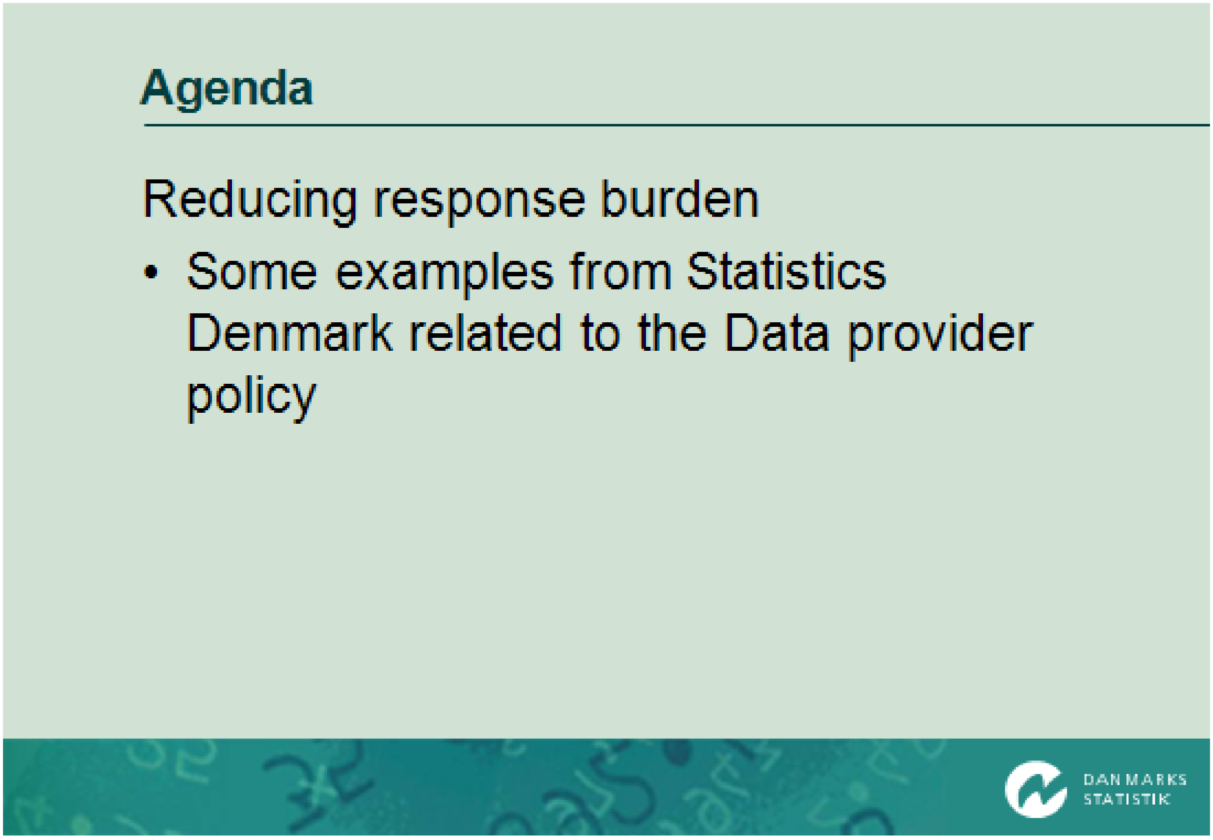
Error checking of data from administrative registers

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

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 Statistics Denmark is conducting the work on behalf of the customer. Statistics Denmark signs the pre-advisement and other materials.
- Enterprises have the option to contact Statistics Denmark 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.

Annex 9. Reducing administrative burdens



Administrative burdens

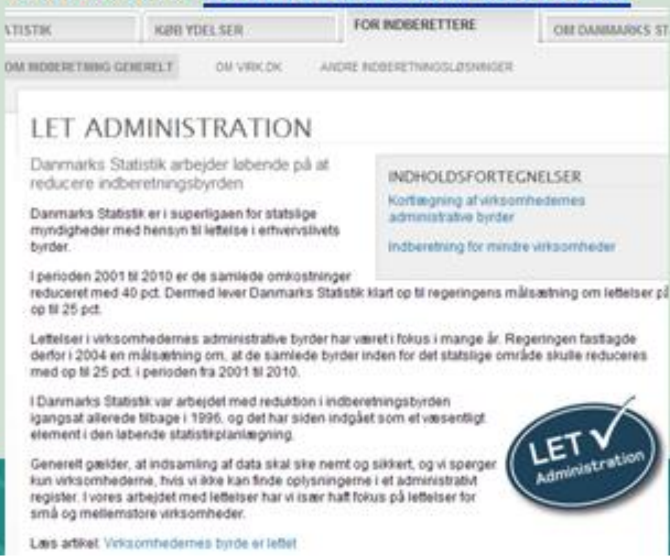
Reducing burdens is a part of Statistics Denmark's strategy

- Confidentiality
- Respondent committee
- Use of (small) samples
- Digitalisation
- Reuse of administrative data

DANMARKS STATISTIK

Administrative burdens

Information on the Work on administrative burdens www.dst.dk/amvab


FOR INDBERETTERE

OM INDBERETNING GENERELT | OM VIRK.DK | ANDRE INDBERETNINGSLØSNINGER

LET ADMINISTRATION

Danmarks Statistik arbejder løbende på at reducere indberetningsbyrden

Danmarks Statistik er i superligaen for statslige myndigheder med hensyn til lettelse i erhvervslivets byrder.

I perioden 2001 til 2010 er de samlede omkostninger reduceret med 40 pct. Dermed lever Danmarks Statistik klart op til regeringens målsætning om lettelser på op til 25 pct.

Lettelser i virksomhedernes administrative byrder har været i fokus i mange år. Regeringen fastlagde derfor i 2004 en målsætning om, at de samlede byrder inden for det statslige område skulle reduceres med op til 25 pct. i perioden fra 2001 til 2010.

I Danmarks Statistik var arbejdet med reduktion i indberetningsbyrden igangsat allerede tilbage i 1996, og det har siden indgået som et væsentligt element i den løbende statistikplanlægning.

Generelt gælder, at indsamling af data skal ske nemt og sikkert, og vi spørger kun virksomhederne, hvis vi ikke kan finde oplysningerne i et administrativt register. I vores arbejdet med lettelser har vi især haft fokus på lettelser for små og mellemstore virksomheder.

Læs artikel: Virksomhedernes byrde er lettet

INDHOLDSFORTEGNELSER

Kortlægning af virksomhedernes administrative byrder

Indberetning for mindre virksomheder

LET Administration

DANMARKS STATISTIK

Administrative burdens

Respondent Committee

www.dst.dk/indberetterudvalg

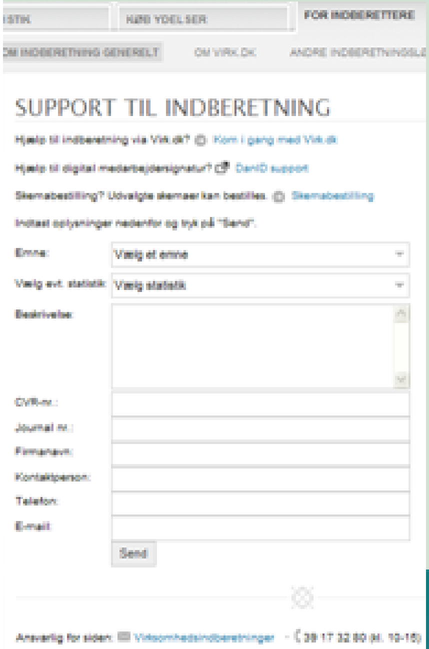
DANMARKS STATISTIK

Relations to respondents

Statistics Denmark has a single central contact point, the Business Statistics Office, where respondents can direct their enquiries www.dst.dk/indberetning

DANMARKS STATISTIK

Relations to respondents



Communication between respondents and Statistics Denmark should be in a digital form, whenever possible

www.dst.dk/sos

DANMARKS STATISTIK

Relations to respondents

Respondents can find information about reporting and a summary of the specific reporting task on Statistics Denmark's reporting website before logging into the online form

www.dst.dk/oplysning

Relations to respondents

Respondents who report online will be offered electronic feedback with information on the results of the survey

www.dst.dk/ipo

Test version

DANMARKS STATISTIK