

# **TWINNING CONTRACT**

**JO/13/ENP/ST/23**

## **Strengthening the capabilities of the Department of Statistics in Jordan**



### **STUDY VISIT REPORT**

**on**

**Quality and Metadata**

**Activity no 3.6 Study visit to Member State**

Study visit carried out by the following staff of DoS:

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## List of Abbreviations

DoS	Department of Statistics
SD	Statistics Denmark

## 1. General comments

This study visit report was prepared within the Twinning Project „Strengthening the Capabilities of the Department of Statistics in Jordan”.

The concrete objective of the study visit was:

- To gain knowledge on the Danish experience with quality management, documentation and metadata.

The participants of the study visit 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.

The views and observations stated in this report are those of the participants and do not necessarily correspond to the views of EU, Statistics Denmark, Istat, NI-CO, CBS or the Department of Statistics in Jordan.

## 2. Lessons learned

The first point on the agenda was an introduction to Statistics Denmark. It addressed the importance of producing neutral surveys that meet the user's needs as well as the history of the Danish statistics department, its organizational structure, and the law of statistics. The brief also contained information on when the last census was conducted, how to get data from respondents, process and disseminate it and finally how to deal with the users in all aspects of the statistical work.

After the introduction, the agenda was discussed and the focus moved to the main subject of the visit – the quality of the statistical data and the metadata.

First, the DoS staff was introduced to the definitions of statistical data quality and the importance of this area. The quality team and Ms. Blix compared the issue of quality between the Statistics Denmark and DoS, and the methods used in this area with detailed steps to ensure the high-quality of statistical data.

Ms. Nielsen spoke about overall quality and its measurements in relation to the Business Register. Her main message was that in the management of quality, accuracy of one's work in each stage is the key to ensure that the work meets the needs of the users.

In the evening session, Mr. Grosen spoke about metadata. He related to discussions from a previous mission at the DoS. He was discussing how the method is used, the European experience in this field, and the steps they must take to get to build a strong strategy. The data quality is the core of the work of this strategy, which requires an integrated effort to identify the needs of the user to the publishing process, evaluating and clarifying the classifications and variables, efficiency and effectiveness at work.

Ms. Wismer, also in the evening session, discussed the relationship with the users and how to manage it, to follow-up on it and to communicate with them. She emphasized the importance of monitoring and observing the users' comments and reactions to all sides to improve the statistical process.

The 24<sup>th</sup> of September started with a presentation on online dissemination and how to reflect quality on this side by exploring the website by Mr. von Hedemann. He clarified the link of quality work and ease of application of the models that were decided in the twinning project about quality. He also explained how to move from tables to the main page, or any subject on the website that is related to quality and all the procedures that are made through this link. The future plans, in which they are

going on and the plan in the year (2015), which will change the shape of the full site, including the quality link, and add-ons which will show and facilitate the users experience on the site.

Next, Mr. Grosen discussed quality documentation and how to emphasize it on the website. He explained how to build a special strategy for metadata, in which the quality documentation and the quality models are included. He emphasized the role of IT in this aspect and the importance of overcoming all the problems of the e-service website to offer a better service to the user of this data.

In the evening session Ms. Blix explained the role of the quality team, and the vision they try to reach. She emphasized the relationship with the other departments and the management's support to reach the highest quality. This is necessary to meet the ambitious objectives of the statistical work that aims at effective interaction between all parties in the statistical process, with the user as the most important side.

On the 25th of September Ms. Andersen gave a presentation about the quality audit in which she explained the accuracy of the data and the applicable specifications.

There were discussions around this subject between the quality team and Ms. Andersen and the head of the quality team Mr. Khalaf presented the procedures followed in DoS, which guarantee the accuracy, reliability and ease of communication with the users. He explained the procedures made on the surveys and the statistical studies through some models, and announcements that reconciles with the surveys. Also, there is a plan in the near future for the census which is carried out every ten years by the Department of Statistics in Jordan.

In the second morning activity the discussions were on the dissemination policy in the Danish statistics by Mr. Stefansson in which he emphasized on the aspects that serves the dissemination procedure and how to reach a strong dissemination policy, and it was about why, how and what to disseminate.

Mr. Stefansson spoke about strengthening the participations and to expand the communication with the user, the ways to improve the level of dissemination and to focus on the role played by the senior management in taking decisions to facilitate and serve this process, and to study the needs of users and their suggestions in order to identify their attitudes, preferences and culture in general. The discussions on this subject were made with the quality team and everyone confirmed the importance of this.

On 26th September Ms. Blix spoke about the quality advertising cycle, and the applicable models. The problems and constraints that face the cycle, the accomplishments that were made with the cooperation of the quality team in the DoS through the twinning project – quality and metadata. The future expectations and plans on how to develop this mutual work. Ms. Blix discussed the quality cycle, and how to use it through the interaction with all stakeholders, including the users, who are part of this session. The ads and models of quality forms the start and the basis for future work to ensure that the statistical work rotates properly, useful and in a high-quality.

In the evening session there was a practical training on one of the models on the type of agricultural surveys and there were discussions on the benefit resulted of the best use of the models and the clarity and ease and the smooth definition of the vocabulary and terminology in this survey. Also, in this session, the quality team visited the pricing department in which Mr. Larsen explained the way this department works, and how they collect the data through the phone or the email or other ways are made with certain destinations such as administrative records and that the consumer or the user can reach this information easily. Mr. Larsen confirmed that studying the consumers and to get to know it is important and there is a list of all repeated products and services added to the list. He explained how the extraction of record for these prices works, how to deal with them and publish them on the website and how to provide some official institutions with these results.

The quality team also visited the Food industries department and discussed the food and agriculture. Mr. Meyer-Dissing gave a summary of the work of this department, their tasks and the methodologies used. There was a discussion on how to issue these data and disseminate them in comparison with some terms and categories that belong to this side of work and the accuracy and clarity to reach the high quality.

The DoS staff got a general insight into work processes at Statistics Denmark and on some of the departments in more depth. Mr Lindeskov spoke about other department briefly, and answered a few questions that the team raised and he confirmed that all these departments work in the highest level of accuracy and carefulness. When building a strategy for metadata, the quality would be its subject title and it is one of the most important priorities in the statistical work in Denmark. All the policies and decisions made depend upon the quality of the statistical figures.

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

The DoS website is a very important place to publish information on quality as well as metadata.

The DoS should continue to build and maintain a good relation with all of the users of the DoS statistics.

The software Colectica could be a useful tool for DoS in relation to metadata.

## Annex 1. Programme

Statistics Denmark 18 September 2014

### Study Visit Quality and Metadata

#### Tuesday 23 September

(Venue: “Skak Nielsen”)

10:00-11:00:	Introduction to Statistics Denmark	Karin Blix
11:00-12:00	Introduction to Metadata in Statistics Denmark history and current situation	Mogens Grosen – /Karin Blix
12:00-13:00	Business Register	Birgit Nielsen
13:00-14:00	Lunch	
14:00-15:30	Metadata – strategy and example for the application of metadata on a survey  Work on metadata in Jordan based on mission-reports and other material: Current situation, strategy elements, training, templates etc.	Mogens Grosen /Karin Blix
15:30-16:30	Relationship management with users	Kirsten Wismer

#### Wednesday 24 September

(Venue: “Kampmann”)

10:00-12:00	Procedures used by IT to disseminate quality documents	Peter von Hedemann/ Mogens Grosen
12:00-13:00	Lunch	
13:00-15:30	Brief about quality divisions- vision- tasks- relationship management with other divisions	Karin Blix / Mogens Grosen

#### Thursday 25 September

(Venue: “Skak Nielsen”)

10:00-11:00	Quality audit in Danish Statistics	Naja Andresen
11:00-12:00	Statistics Denmark’s Dissemination Policy	Rune Stefansson
12:00-13:00	Lunch	International Consulting
13:00-	To be defined	

#### Friday 26 September

(Venue: “Skak Nielsen”)

10:00-12:00:	Quality declaration cycle in Danish Statistics	Karin Blix / Henrik Sejerbo/ Diana Sørensen
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12:00-13:00	Lunch	Consulting	International
13:00-14:30	Check list applications		Karin Blix, Søren Schiønning,
13:00-13:45	Visit Prices and Consumption Division	Christian Lindeskov	Martin Birger,
13:45-14:30	Visit Food Industries division		Mads Meyer-Dissing
14:30-15:00	Debriefing/evaluation	Consulting	International