

TWINNING CONTRACT

Support to Statistics

Kosovo



MISSION REPORT

on

**Information Technology System and Dissemination
Improvement of Dissemination – Direct User Communication**

Component no 4
Activity 4.8.

Mission carried out by
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IPA 2012

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List of Abbreviations

KAS	Kosovo Agency for Statistics
ToR	Terms of Reference
DST	Statistics Denmark

1. General comments

This mission report was prepared within the Twinning Project „Support to Statistics”. It was the first mission to be devoted to Direct User Communication within Component 4.8 of the project. The mission was aimed at defining a strategic plan forming the base of the further implementation of the project in this statistical area.

The concrete objectives of the mission were:

To prepare and conduct a training course for students at the University of Pristina.

The training course covered the following subjects:

- Sources for European Statistics
- Available statistics for Kosovo
- How to understand statistics / How NOT to use statistics

The consultant would like to express his/her thanks to all officials and individuals met for the kind support and valuable information which he/she received during the stay in Kosovo, and which highly facilitated the work of the consultant.

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

2. Assessment and results

The course was held at the Faculty of Economics at the University of Pristina. About 200 students participated, as well as Professor Rahmije Mustafa. The presentation itself can be found attached in Annex 3. The KAS part was presented by Mrs. Hazbije Qeriqi, Communication Officer, KAS. The Eurostat part was presented by Mrs. Lone Schlüter, Head of Section, DST and Mrs. Sanne Nielsen, Head of Section, DST made a brief introduction to Twinning.

During the presentation we experienced some internet problems, which made it hard to keep the students' attention. But in general, they were good sports, and afterwards Mrs. Hazbije Qeriqi Communication Officer, KAS has received many requests from students wanting to connect with her, showing an interest in the content of the course.

Professor Rahmije Mustafa expressed that she was very pleased with the presentation, and that she thinks that there should be a yearly course for new students included in the curriculum, ensuring that all students have basic knowledge of retrieving descriptive statistics.

The presentation will be made available to the students afterwards, including the links to both KAS as well as Eurostat resources.

The KAS staff was very eager to commit to this mission, although their workload made it challenging to participate through the entire workshop. While preparing the course the MS experts shared information on DST direct user communication initiatives, as well as how to meet the users' information needs.

3. Conclusions and recommendations

It is recommended to continue both the development of courses as well as the good relationship with the university.

Following should be considered in the development:

- To keep contact with the university. This is an important way to teach future policy makers to find and use official statistics.
- To know the students' interests and papers due to finding subjects and themes, that are of relevance to their immediate information needs. To use examples meaningful to them, will ensure relevance of the course.
- When the KAS PX-web database has been made public, the students could benefit from a course based on the functionalities of PX-web.
- Expand the course activity to include not only the public university, but also the private ones.
- Work on a technical solution, where the internet connection is not dependent of location infrastructure.
- In this regard also consider to use slides with many screen-dumps, if the internet connection is known to be unstable.
- Keep it simple. The content of the course is very complex. Better to have all students understanding a simple version, then a few students understanding a complex version
- Consider expanding direct communication to other target groups e.g. the Parliament, Governmental institutions etc.

Action	Deadline	Responsible person
Examples of assignmenta and solutions used at similar courses at Statistics Denmark is translated and send to Mrs. Hazbije Qeriqi for inspiration	December 20 th , 2014	Lone Schlüter, DST
Statistics Denmark's Statbank folder is send to Mrs. Hazbije Qeriqi for inspiration.	January 31 st , 2014	Sanne Nielsen, DST

Annex 1. Terms of Reference



EU Twinning Project
KS12 IB ST 01
 Support to Statistics

Terms of Reference:

Component 4: Information Technology System and Dissemination
Activity 4.8: Improvement of Dissemination – Direct User Communication

Scheduling:

Tor –ready date: 17 November 2014
Start / end of activity: 1-5 December 2014
Reporting time: 12 December 2014

Mandatory result of the component:

Mandatory Result	Intervention logic	Benchmarks	Sources of information	Assumptions
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Activity 4.2	Developing IT system and Web dissemination	<ul style="list-style-type: none"> • KAS website and its user-friendliness improved by 8th project quarter • Dissemination database installed and available to the public by 7th project quarter 	<ul style="list-style-type: none"> • Twinning quarterly reports • Mission Reports 	<ul style="list-style-type: none"> • Sufficient absorption capacity • Low turn-over of staff involved in implementation • Staff works on project related tasks in between missions • A detailed Terms of Reference is developed in a timely manner detailing tasks (input), expected output, participants of the activity and agenda
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Subject / purpose of activity: 4.8 activity

Developing and conducting training courses as a mean for improved direct user communication between KAS and their users

Expected output of the 4.8 activity

Training course for students at University of Pristina prepared and conducted.

The training course will cover the following subjects:

- Sources for European Statistics
- Available statistics for Kosovo
- How to understand statistics / How NOT to use statistics

Activity 4.8 will ensure the following outputs:

In this first mission KAS will brief the MS experts on the local activities for profiling KAS among important users and for reaching out to potential user groups like students. KAS will brief the MS experts on the current state of direct user communication: Courses, user meetings etc. A course for the students within the economic fields of University of Pristina will be prepared and conducted. The course will be prepared and conducted in cooperation between KAS staff and the MS experts.

The MS -experts will brief KAS staff on Statistics Denmark's dissemination policy and direct user communication initiatives. KAS and the MS representatives will generate a matrix of current KAS practices and Statistics Denmark's practice in the field of dissemination / user communication. The matrix will be used as tool to indicate priorities and action areas for the Twinning project period.

In order to suggest improvements for the direct user communication done by KAS –KAS is asked to brief the MS experts on any regular user contacts arrangements.

Presentation / lecture on Statistical sources prepared and conducted at the University of Kosovo at Pristina. Duration 1 – 1,5 hour.

Transfer of knowledge on how best to present information on statistical subjects to external users.

Suggestions for other courses / trainings to be developed by KAS in order to improve the awareness of statistics produced by KAS

KAS resources:

1. Mrs. Hazbije Qeriqi, Communication Officer, KAS, hazbije.qeriqi@rks-gov.net
2. Ms. Drita Sylejmani, Dissemination Officer, KAS, drita.sylejmani@rks-gov.net
3. Ms. Shqipe Gashi, Dissemination Officer, KAS shqipe.gashi@rks-gov.net
4. Mr. Burim Limolli, Head of IT, KAS burim.limolli@rks-gov.net

KAS Twinning team:

Project Leader Mr. Ilir T. Berisha, Director of Economic Statistics and National Accounts, Ilir.T.Berisha@rks-gov.net

RTA Counterpart Ms. Teuta Zyberi, International Relations Officer, teuta.zyberi@rks-gov.net

Member state resources:

Ms Lone Birgitte Schlüter, Head of Section, Statistics Denmark, lon@dst.dk

Ms Sanne Vestergaard Nielsen, Head of Section, Statistics Denmark, svn@dst.dk

Twinning resources:

Mr Per Knudsen, RTA, pkn@dst.dk

Ms Nora Zogaj, RTA assistant, nzogaj@yahoo.com

Background

In general the activities in component 4 will address the following issues:

- Improve web dissemination for selected statistics including improvement of KAS website to make it a more user-friendly and flexible dissemination tool;
- Develop guidelines for the design of tables and graphs, also to be applied for dissemination on the web;
- Develop a dissemination database, including more complete metadata covering different aspects related to data quality;
- Improve Direct user communication
- Introduce Dissemination CoP

Activities to be undertaken in preparation for the mission:

List of attached documents

- Adapted Global Assessment report (AGA)
- Program of official statistics 2013 -2017
- Strategic Development Plan 2009- 2013
- Twinning Mission Reports, Component 4 (all available at dst.dk/Kosovo)

Annex 1.1. Program, - December 2014

Day	Place	Time	Event
1	KAS	10:00	Introductory remarks to this part of component 4
		10:15	KAS will brief the experts on the current state of dissemination and direct user communication within KAS.
		11:00	Coffee
		11:15	MS will brief KAS participants Statistics Denmark's visibility activities
		11:45	Lunch
		13:15	MS will brief KAS participants on the current state of direct user communication initiatives in Statistics Denmark
		14:30	Coffee
		15:00 – 16:00	Preparing the program for the rest of the week
2	KAS	09:00-16:00	Preparation of course for students at University of Pristina. Content, work share and materials.
3	KAS	09:00-16:00	Preparation of course for students at University of Pristina. Content, work share and materials.
4	KAS	09:00-16:00	Conducting course at University of Pristina. Evaluating course Report writing
5	KAS	09:00-12:00	Report writing Debriefing: Experts, KAS Project Leader, Component Leader, and RTA

Annex 2. Persons met

KAS:

Mrs. Hazbije Qeriqi, Communication Officer, KAS, hazbije.qeriqi@rks-gov.net

Ms. Drita Sylejmani, Dissemination Officer, KAS, drita.sylejmani@rks-gov.net

Ms. Shqipe Gashi, Dissemination Officer, KAS shqipe.gashi@rks-gov.net

Mr. Burim Limolli, Head of IT, KAS burim.limolli@rks-gov.net

Debrief at KAS:

Project Leader Mr. Ilir T. Berisha, Director of Economic Statistics and National Accounts,

RTA Team:

Per Knudsen, RTA

Nora Zogaj, RTA Assistant

University of Prishtina:

Professor Rahmije Mustafa

Vice Dean Florentina Xhelili

Annex 3. Photographs from the event at the university



Annex 4. Presentation presented at the university

How to find descriptive statistics



1

Kosovo Agency of Statistics

Kosovo Agency of Statistics is a professional institution which deals with collecting, processing and publication of official statistical data.
Kosovo Agency of Statistics acts according to the Law No. 04/L-036 which entered into force on 12.12.2011.
CEO: Mr. Isa Krasniqi

Production departments:

- Department of Economic statistics and National Accounts
- Department of Agriculture and Environment statistics
- Department of Social statistics

Support departments:

- Department of Methodology and Information Technology
- Department of Policy Planning, Coordination and Communication
- Department of Census and survey
- Department of Administration



2

Twinning is....

- A European Union-financed project to build capacity in a beneficiary institution
- An equal cooperation between the beneficiary institution and sister institutions in the European Union
- Must yield mandatory results
- Both partners have committed themselves to work towards the commonly agreed results



3

We need statistics to build societies

Statistics provide the information need for:

- Policy makers to make evidence based planning and policy decisions both at the national and local level
- Citizens to form opinions and hold government accountable for their policies
- Business to make sound decisions
- And for researchers to analyze society



4

This course



- Experienced within teaching
- User knowledge
- Target groups

Training course for students at University of Pristina prepared and conducted. The training course will cover the following subjects:

- Sources for European Statistics
- Available statistics for Kosovo



5

Ueb-faqja e ASK-së

- Interneti po bëhet një kanal shumë i rëndësishëm për shpërndarjen e të dhënave statistikore. Andaj, edhe roli i ueb-faqeve statistikore në të ardhmen rritet njëkohësisht.
- ASK që nga viti 2002 i publikon të gjitha publikimet statistikore në ueb-faqen e saj.



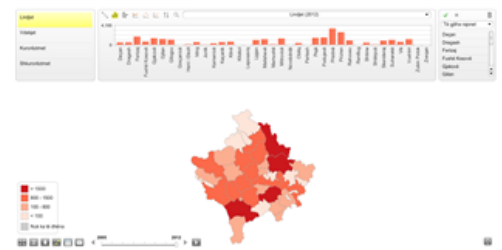
6

Monitorimi i shfrytëzuesve në ueb-faqen e ASK-së



7

Vizualizimi i të dhënave



8

Qasje online në të dhënat e agreguara të regjistrimit të popullsisë.

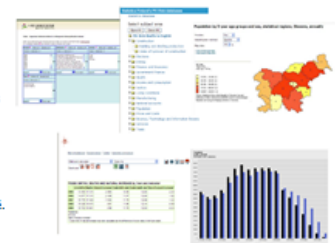
Sistemi DeWingi është mjaft fleksibel dhe i lehtë për t'u përdorur. Përmes tij, përdoruesit mund të shfletojnë tabelat, pa ndonjë rrugë të paracaktuar qasjeje, duke zgjedhur lirshëm llojin e të dhënave dhe nivelin e detajeve. Ata, po ashtu, mund ta ulin a ngritin këtë nivel detajesh sipas dëshirës së tyre. Përdoruesi, gjithashtu mund t'u qaset edhe të dhënat e tjera të disponueshme për një nivel të dhënash, me vetëm një klikim.



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PX-Web

PC-Aksi është përzgjedhur si mjet kryesor i cili ka një shtrirje të gjerë në shumë vende të botës dhe ka origjinën nga vendet nordike. Stafit i IT KAS është njohur me këtë teknologji që ata kanë ndjekur trajnime në këtë fushë.



10

Bashkëpunimi me Eurostat

Agjencia e Statistikave të Kosovës bashkëpunon ngushtë me Eurostat, zyra statistikore e Bashkimit Evropian. Përmes dërgimit të të dhënave tona kombëtare statistikore në Eurostat ne gjithashtu ndihmojmë përdoruesit tanë për të pasur qasje në Statistikat Evropiane dhe të sigurojmë mbështetje përdoruesve në gjuhën Shqipe, Serbe dhe Angleze. Në vazhdim është një përshkrim i shkurtër i shërbimeve që ofron Eurostat.



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Eurostat statistics include

- EU15: 1995
AT, BE, DE, DK, EL, ES, FI, FR, GB, IE, IT, LU, NL, PT, SE
- EU25: 2004
+ CY, CZ, EE, HU, LT, LV, MT, PL, SI, SK
- EU27: 2007
+ RO, BG
- EU28: 2013
+ HR
- Candidate countries: Albania, Montenegro, Iceland, the former Yugoslav Republic of Macedonia, Serbia and Turkey
- Potential candidates: Bosnia and Herzegovina, Kosovo (under UN Security Council Resolution 1244/99)
- Other countries: Norway, Switzerland, USA, Japan, China etc.



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Eurostat website – front page



13

Eurostat - database

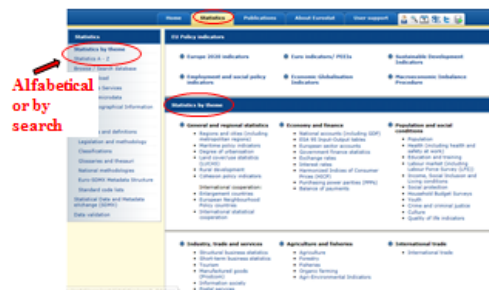
Nine themes

- General and regional statistics
- Economy and finance
- Population and social conditions
- Industry, trade and services
- Agriculture and fisheries
- International trade and services
- Agriculture and fisheries
- International trade
- Transport
- Environment and energy
- Science and technology



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Eurostat themes



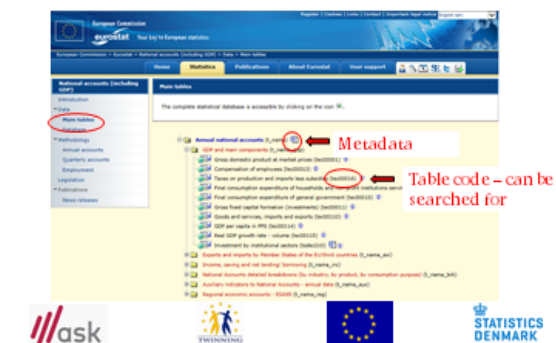
15

Eurostat – Theme (example): National accounts (including GDP)



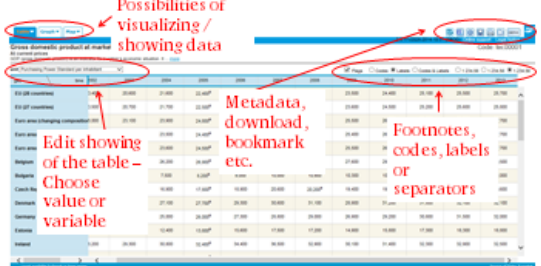
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Eurostat – main tables



17

Eurostat – main tables



18

Eurostat - database

Database

Metadata

Table code - can be searched for

19

Eurostat - database

Metadata, download, bookmark etc.

Customize table: remove zero lines, labels, codes etc.

Edit the chosen values

20

Eurostat - database

Update

Choose value(s)

Search

Select / unselect all values

21

Eurostat – database – generate bookmark

Current content - static

Rolling content - latest periods are added

Latest period with the same number of variables

22

Eurostat – database – generate bookmark

Save bookmark

Send link by e-mail

Copy link to document

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Mbështetje përdoruesve



ASK ofron ndihmë shtesë dhe udhëzime për përdoruesit të cilët kanë vështirësi në gjetjen e të dhënave përfaqëse të kërkimit.

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