Intrasectoral partnership and outsourcing of data collection in Statistical Office of the Republic of Slovenia

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Collection and processing of data into statistical information

core business of each National Statistical Institute
Maximizing the revenue

The most common reason for outsourcing in the business sector. Important reason also in the case of NSIs.
Reasons for outsourcing of data collection in the NSI.

Gaps in...

...in-house knowledge.

...technical equipment and solutions.
Reasons for outsourcing of data collection in the NSI.

- Seasonal increased workload

- Extensive non-regular activities
Outsourcing of data collection in SURS

• Printing of statistical material.
• Hiring interviewers for fieldwork.
• Outsourcing the entire organization of fieldwork for extensive data collections (e.g. Farm Census 2010).

Intrasectoral partnership

• Data collection for some individual business surveys is performed completely by other public institutions.
Keeping specialized printing facilities inside SURS is no longer reasonable.
Problems and challenges

- Misunderstandings in communication.
- Mistakes in the processes within the external provider.
Solutions

• Changes in processes.

• Adaptation of certain procedures.

• Introduction of additional controls before dispatching consignments.
Advantages

• The price of printing decreased drastically
  – lower production costs
  – changes in the preparation of the dispatches.
Hiring field interviewers for CATI and CAPI surveys

- external interviewers (ordinary surveys),
- entire fieldwork (large-scale one-off surveys).
Reasons

- unevenly distributed period of conducting surveys in a specific year or even a month,
- easier payment.

Majority of processes of data collection together with the methodology and preparation of electronic questionnaire - REMAINS IN-HOUSE.
Contracting out data collection to other public institutions

• For 13 out of 91 surveys on business entities, primary reporting is conducted in three other public institutions
Reasons

• data are collected for the needs of both institutions.

• lack of knowledge and experience in introducing electronic reporting in the past.
Advantages and disadvantages of outsourcing
Loss of quality control

• Quality control is one of the most important aspects of conducting a statistical survey.

• The outsourcing company often functions in a different reference environment.
Loss of managerial control

- Loss of control over data collection processes.
- The outsourcing company is motivated by profit.
- Loss of ability to rapidly respond to changes due to fixed contract in the business environment.
- However, outsourcing can bring improvement on quality and make processes more flexible.
Threat to security and confidentiality

- The external contractor must accept all the declarations and take all measures to properly protect the data.
- Occasional inspections, controls and training by NSI is desirable.
Continuity

Re-tenders

Difficult to carry out longitudinal surveys

Unnecessary adaptation to otherwise constant processes.
Other disadvantages

For example:

- threats associated with financial well-being and other problems of the outsourcing company.
- possible bad publicity attributed to the client, although it may be a result of poor performance of a subcontractor.
Benefits

• Better revenue.

• Lack of experience.

• Inadequate technical equipment and solutions.

• Tapping into a knowledge base.
Future recommendations

• Use outsourcing for simple, but time-consuming tasks. Free management time to focus on activities which create the added value and increase the quality.

• Core business functions should be carried out internally. To obtain managerial and quality control over the entire process.

• Partial outsourcing. For example, hiring a workforce for a field survey rather than outsourcing complete data collection.

• Contracting out the end-to-end activities. Usually easier than activities in the middle of the process.
Thank you for your attention!