

UNECE Workshop on Statistical Data Collection 'New sources, New technologies'
14-16 October 2019
Geneva, Switzerland

Informing large enterprises to get prepared for a new survey: some analysis results

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and colleagues



Statistics
Netherlands

A new quarterly survey CBS-DNB Finances of Enterprises

Combination
of 3 surveys from
Stats Netherlands +
Dutch Central Bank

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All figures in

Homepage
 ✓ General questions
 ✓ Consolidation cluster
 Balance sheet
 ✗ Fixed assets
 Intangible
 Tangible: property
 Tangible: other
 Participating interests
 Domestic
 Foreign
 Long-term receivables
 Derivatives
 Participating interests domestic
 Participating interests foreign
 Other domestic: financial institu...
 Other domestic: other
 Other foreign
 Inventories and short-term receivables
 Securities and cash
 Group equity and provisions
 Long-term liabilities
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 Profit and loss statement and FTE's
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 Comments and suggestions
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 Overview

Fixed Assets:

Intangible fixed assets

Tangible fixed assets:
 Property
 Other

Group companies and other participating interests:
 Domestic
 Foreign
 Long-term receivables and investments, incl. repayment obligations:
 Derivatives, incl. short-term
 Group companies and other participating interests domestic
 Group companies and other participating interests foreign

	Balance sheet		Agree	Opening		
	Opening	Closing		Opening	Closing	
BA005 Intangible fixed assets	1.078	1.078	✗	10.679.000	10.679.000	Movement
BA009 Property	10	10	✗	10	-4	Movements
BA008 Other			✓			Movement
BA027 Domestic	905	905	✓	905	905	Movement
BA032 Foreign	10.560	11.856	✓	10.560	11.856	Movements
BA058 Derivatives, incl. short-term	10	10	✓	9	9	Derivatives
BA059 Group companies and other participating interests domestic	10	10				
BA058 Group companies and other participating interests foreign	24	50.000	⚠	265.758	420.354	Movements
BA055	4	4				
BA080	12.946	12.946				
BA085	15.930	13.352	✓		13.352	Movements

Explanation: The reason why the data differs is

Save To Balance sheet overview Agree

Stats Netherlands:
 - Balance of Payments:
 Assets and liabilities
 - Quarterly and Annual
 Survey

Dutch Central Bank:
 - Per item in the balance of
 payments: Movements -
 financial transactions
 - Monthly survey

New web questionnaire: some features

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All figures in 1,000 euros

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Fixed Assets:

		Balance sheet		Agree	Movements		
		Opening	Closing		Opening	Closing	
Intangible fixed assets	BA005	1.078	1.078	✗	10.679.000	10.679.000	Movement
Tangible fixed assets:							
Property	BA009	10	10	✗	10	-4	Movements
Other	BA008			✓			Movement
Group companies and other participating interests:							
Domestic	BA027	905	905	✓	905	905	Movement
Foreign	BA032	10.560	11.856	✓	10.560	11.856	Movements
Long-term receivables and investments, incl. repayment obligations:							
Derivatives, incl. short-term	BA058	10	10	✓	9	9	Derivatives
Group companies and other participating interests domestic	BA057	10	10				
Group companies and other participating interests foreign	BA058	24	50.000	⚠	265.758	420.354	Movements
Explanation		The reason why the data differs is					
Other domestic: financial institutions	BA055	4	4				
Other domestic: other	BA080	12.946	12.946				
Other foreign	BA065	15.930	13.352	✓		13.352	Movements

✗ Statement of approval is not in order.
 ✗ One or more movement lists on this screen contain errors. Correct the error in the boxes in the movements table.
 ✗ One or more items require an explanation. Please give an explanation to the indicated text box.
 • BA005: Solve or explain the differences between balance sheet and movements items.
 ⚡ Press to enter a declaration for deviation(s).
 • Your data has been saved

Save To Balance sheet overview Agree

Dutch Central Bank:
 - Per item in the balance of payments: Movements - financial transactions
 - Monthly survey

New web questionnaire: some features

Mutations : [Download to Excel file \(only Mutations\)](#) [+ Add new](#) [F4](#) [Edit](#) [F8](#) [Delete](#) [Ctrl X](#) [Delete All](#) [Importing data](#) [F9](#)

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CBS

Pin / Unpin ? Explanation BA009 Mutations and specifications tangible assets, property

General information and method of filling

General questions

✓ Consolidation cluster

Balance

Fixed assets

Immaterial

Material: real estate

Material: Other

Participations

Participating interior

Participating countries

Long-term receivables and investm...

Derivatives

Participating interior

Participating countries

Other inland: financial institutions

Other foreign: Other other foreign

Inventories and receivables

Securities and cash

Group capital and provisions

Long-term debt

Current liabilities

Income statement and FTEs

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Outside EU-based subsidiaries

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Help

All figures in 1,000 euros

Select	Record number	Correct	Land of property location	Changes during the quarter							Sales revenue Value	Income from property	Reporting information	
				Opening balance	Purchase	Book value sales	Depreciation	Currency Differences	Revaluation	Other changes				Closing balance
<input checked="" type="checkbox"/>	1	✓	AE	324	234	333		3				228	3	
<input checked="" type="checkbox"/>	2	✓	NL	1	2	3	4	5	6	7		14	5	3 Peter
<input checked="" type="checkbox"/>	3	✓	AE	324	234	33		3				528	3	
<input checked="" type="checkbox"/>	4	✓	BG	3.455	345							3.800	-45	peop
<input checked="" type="checkbox"/>	5	✓	LU	130.812		1.582						129.230		
<input checked="" type="checkbox"/>	6	✓	LU	130.812		1.582						129.230		
<input checked="" type="checkbox"/>	7	✓	LU	130.812		1.582						129.230		
Total movements				396.540	815	5.115	4	11	6	7	392.260	-34	-6	
Total according to balance sheet				130.812							129.230			

[Close and back to Fixed assets](#) [Help](#)

Most common options (see menu) [Add new](#) [Importing data](#)

💡 Edit: click on record number or double-click on a line

www.cbs.nl/balanceofpayments



New web questionnaire: Videos

www.cbs.nl/balanceofpayments

CBS en DNB

Vragenlijst



CBS DNB inlezen

Handmatig invullen

Algemene vragen

Consumentencluster



Questionnaire development process

Development process:

- | | |
|--------------------------------------|-----------|
| 1. Conceptual data model | 2014-2015 |
| 2. Feasibility study | 2015 |
| 3. 'Paper' schedule of questionnaire | 2016 |
| 4. Visual design | 2015-2016 |
| 5. Web questionnaire design | 2016-2017 |
| 6. Testing | 2017 |
| 7. Pilot year (pre-field stage) | 2018 |
| 8. Start survey: Q1-2019 | Q2-2019 |

First publication

24 June 2019

Questionnaire development process

Development process:

1. Conceptual data model 2014-2015
2. Feasibility study 2015
3. 'Paper' schedule of questionnaire 2016
4. Visual design 2015-2016
5. Web questionnaire design
6. Testing
7. Pilot year (pre-field stage)
8. Start survey: Q1-2019

First publication

- 5 large enterprises visited on site:
- Are the data available?
 - Where are the data?
 - Insights in internal response process
 - Requirements for tailoring?

Feasibility study: the hard part

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 BA005 1.078 1.078 ✗
 Tangible fixed assets:
 Property
 BA009 10 10 ✗

Balance sheet: Opening Closing Agree
 Movements: Opening Closing
 10.679.000 10.679.000 Movement
 10 -4 Movements

Mutations: Download to Excel file (only Mutations) Add new F4 Edit F8 Delete Ctrl X Delete All Importing data F9

You are here: Home > SFGO declaration > Balance > Assets > Fixed Assets > Materially: real estate CBS

Pin / Unpin Explanation BA009 Mutations and specifications tangible assets, property

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Changes during the quarter

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Total movements				396.540	815	5.115	4	11	6	7	392.260	-34	-6	
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Close and back to Fixed assets Help

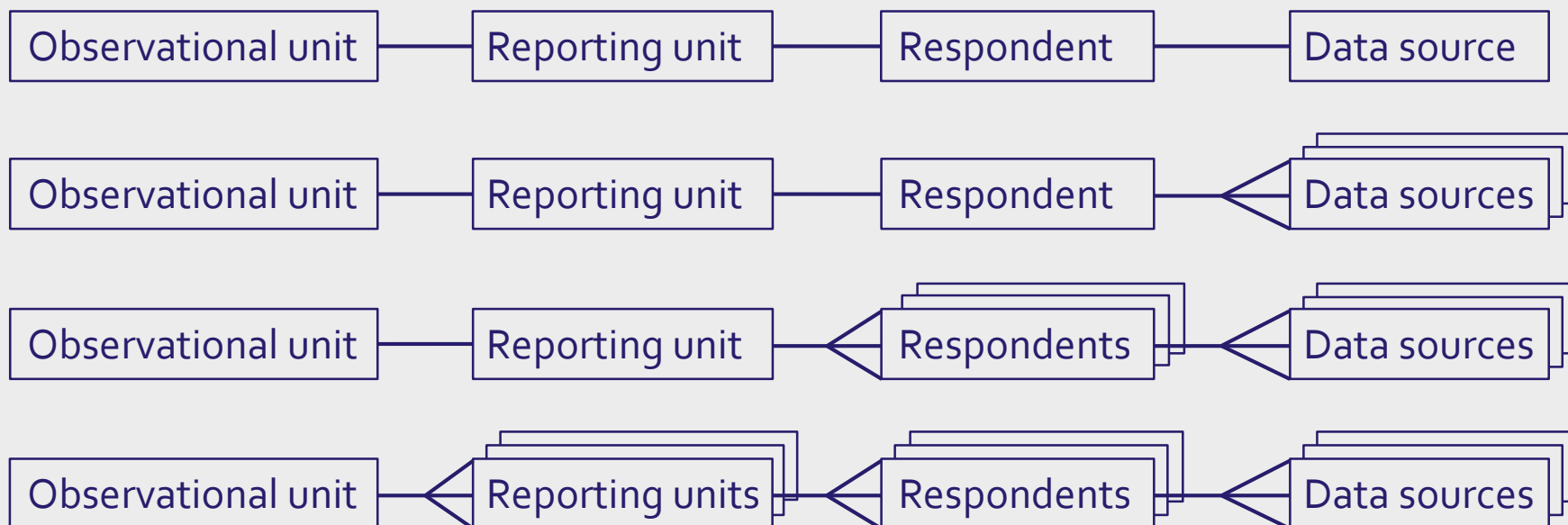
Most common options (see menu) Add new Importing data

⚡ Edit: click on record number or double-click on a line

Save To Balance sheet overview Agree

Feasibility study: Complex response process

- Many data sources, at various locations
 - Many people, at various locations
 - Many sub-units
 - Time: when data are available, and businesses have time
- } or a combination



Feasibility study: results for tailoring

Important design elements:

- Clear and consistent general screen lay-out
- Index: overview/structure, navigation, progress control
- No exclusive routing: top-down & bottom-up completion
- Import/export of data files
- Accessible from various locations, to be completed by various respondents
- Print options
- Consistency checks
- Dutch and English version

Requirements for Q design

Good idea!

- Complex questionnaire
- Complex data retrieval process

Introduce a pilot year to get prepared

What did we do?

Communication strategy: pre-field stage

- Pre-field stage: pilot, 2018 (Nov 2017 – April 2019):
Introduction of the survey -> enterprises can get prepared (362)
 - Letters, starting in November 2017
 - Web site: www.cbs.nl/balanceofpayments
 - Video clips: 15 NL, 4 EN
 - On-site visits by LCU managers:
 - final changes to the questionnaire
 - identification of field risk issues
 - Information day in Amsterdam: 98 businesses
 - Phone calls to businesses that did not login: 90 businesses
- Field stage: Q2-2019 (Q1), mid-April 2019
- Post-field stage:
 - Enforcement, mid-June 2019
 - Recontacts for data cleaning

1. Did the pilot work?
2. Did it have an effect on response behavior in the field?



1. Did the pilot work?

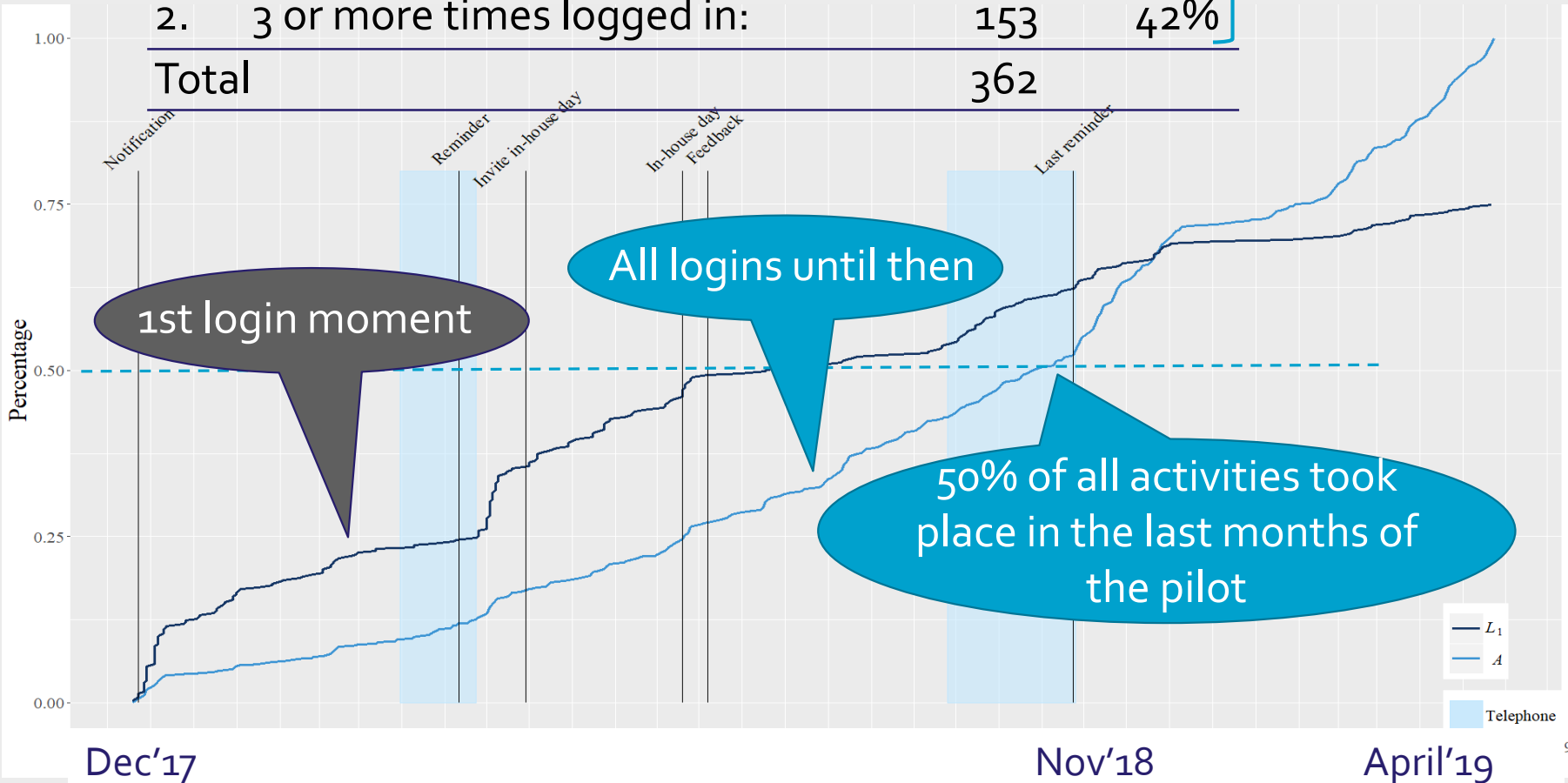
1. Participation rate is OK, but late

2. Effect on response behavior?

Three groups of businesses:

0.	No activities during pilot:	90	25%
1.	1 or 2 times logged in:	119	33%
2.	3 or more times logged in:	153	42%
Total		362	

75% participated



Dec'17

Nov'18

April'19

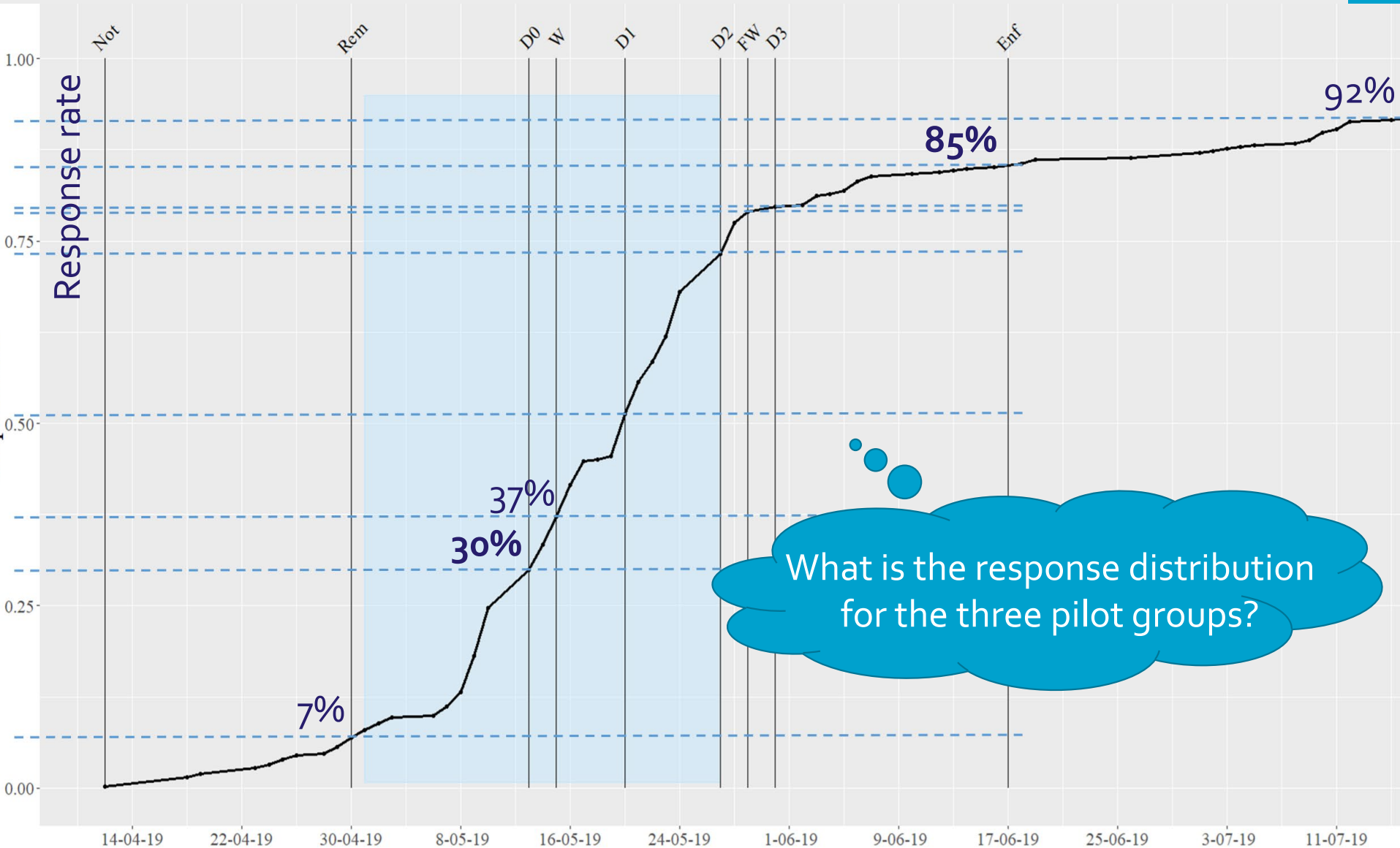
— L_1
— A
Telephone

Communication strategy: field stage

- Pre-field stage: 2018
 - Introduction of the survey so enterprises can get prepared
- Field: Q2-2019 (Q1)
 - Advance letter: 12 April 2019 - 397 enterprises
 - Pre-due date reminder: 30 April - 7% response
 - Due date: 13 May - 30%
 - Reminder: 15 May - 37%
 - Final (3rd) extended deadline: 31 May - 81%
 - Before enforcement: 17 June - 85% targeted RR
- Post-field stage:
 - Enforcement: 17 June - 15% NR
 - Response rate (analysis) mid-July - 92%
 - mid-August - 97%

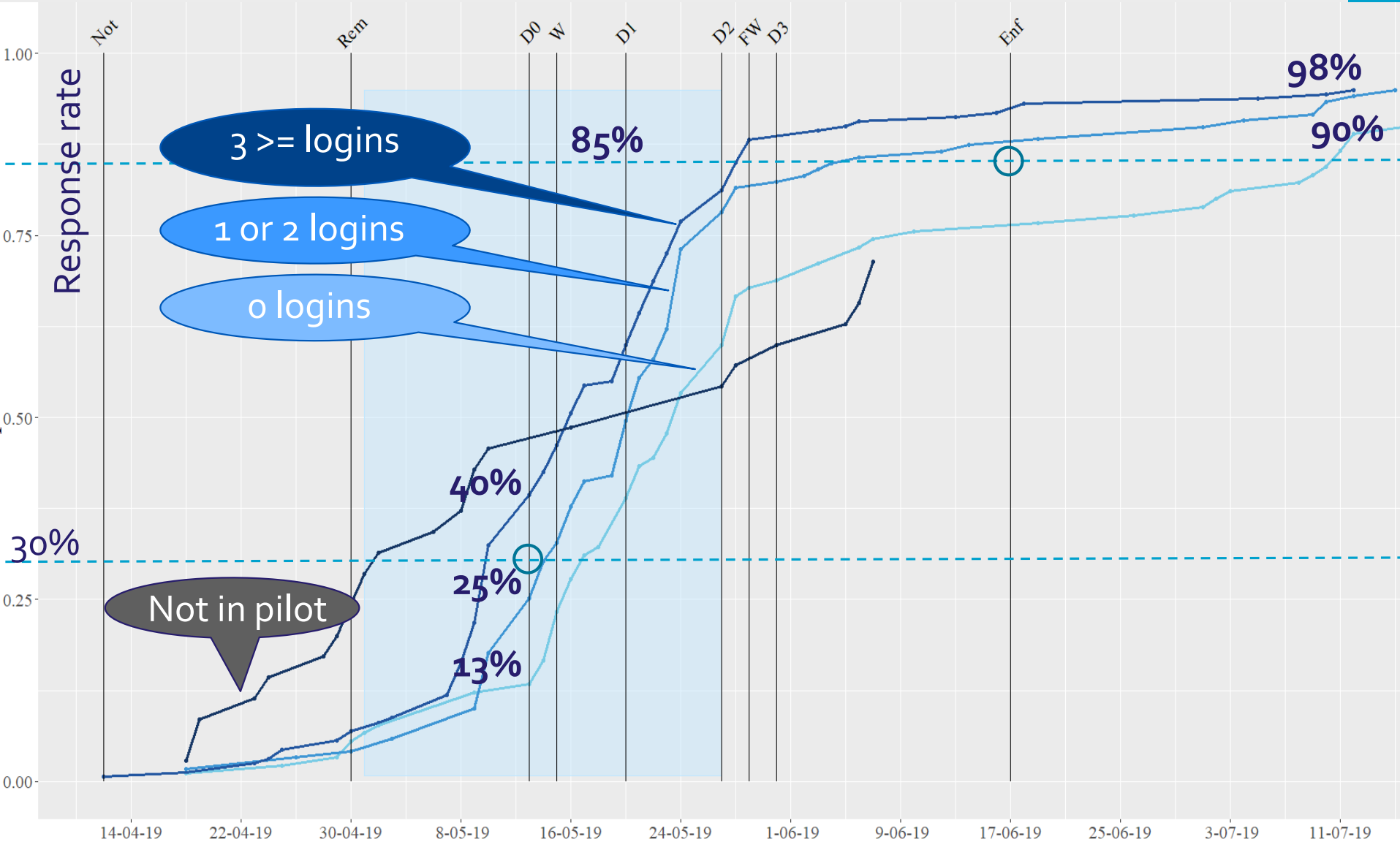
Field stage: response rate

2. Effect if pilot on response behavior?



What is the response distribution for the three pilot groups?

Field stage: response for pilot groups



2. Did the pilot affect the field?

2. Yes

Effort during pilot is positively associated with:

	Chi2	df	p
• Likelihood to respond	22.76	3	<0.005
• Effort in the field (login duration)	23.65	9	<0.005
• Likelihood to re-submit Q	28.93	6	<0.005
• Number of data points in the Q	48.06	9	<0.005

Conclusions

Recommendation:
also for new businesses

1. Did the pilot work?
2. Did it have an effect on response behavior in the field?

1. YES!

- 75% of the enterprises in the pilot participated in the pilot,
- but they started late in the year: it is hard to get large businesses moving and influence their response behavior in advance!

2. YES!

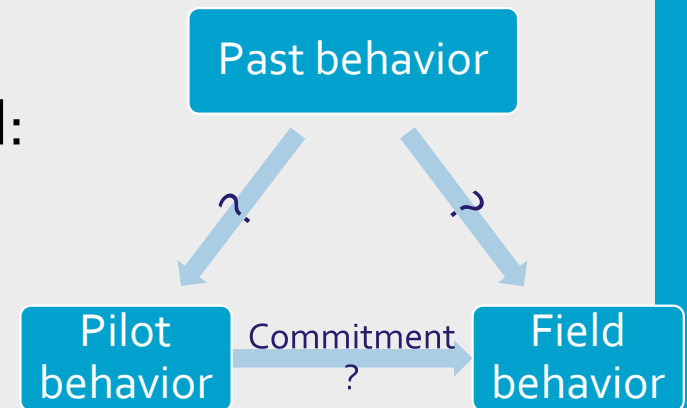
- effort during pilot is positively associated with behavior in the field
- o-login group is risky group

But ... a 3rd variable may be involved:

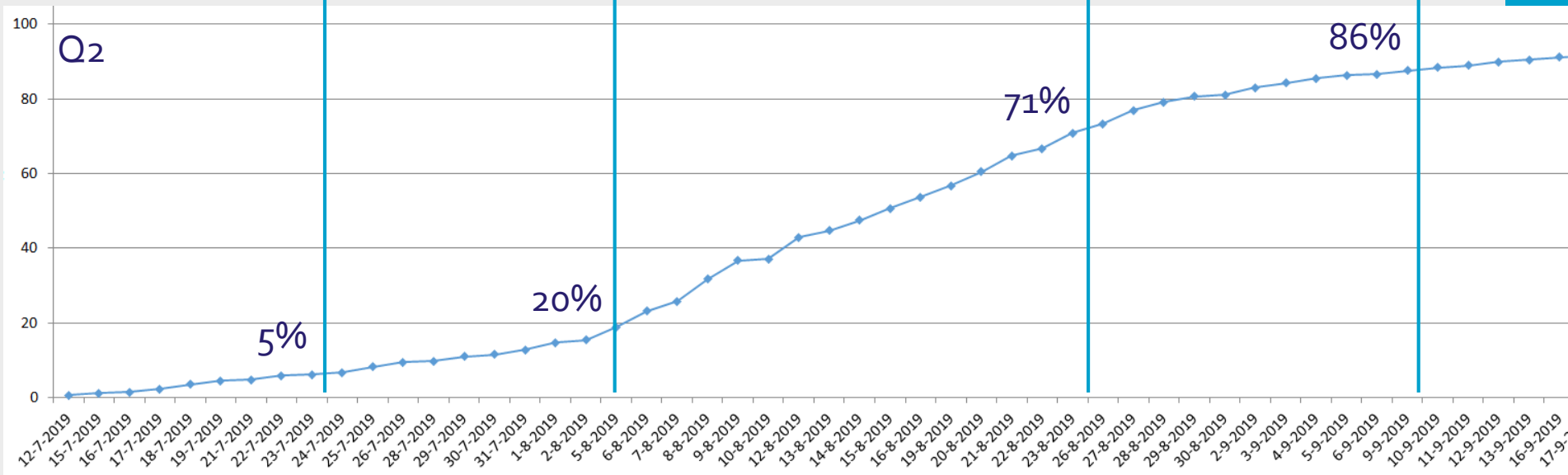
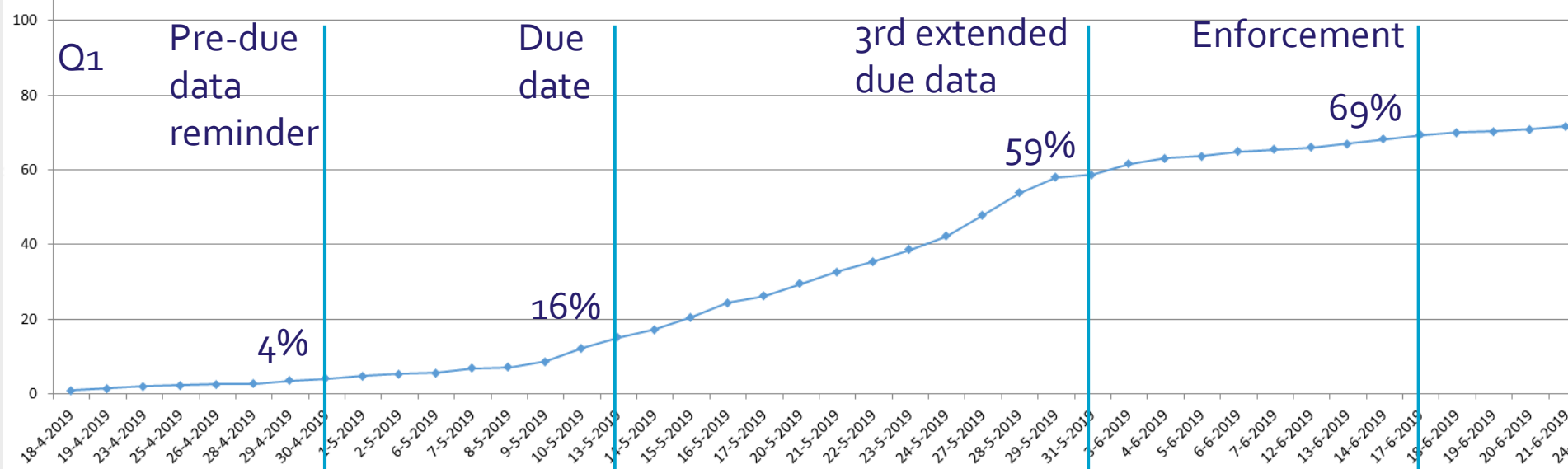
Past response behavior

• Field experience:

- Business under-estimated the workload
- For next quarters we expect a learning effect



Response development: Q1 & Q2



General conclusion

To introduce a new survey?

- with a complex questionnaire
- with complex retrieval processes
- for large enterprises

Do pre-notifications have an effect?

Yes!

More studies are needed

Final recommendation:

- Study tailoring requirements as early in the survey development process as possible



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UNECE Workshop, 14-16 October 2019, Geneva 20





Facts that matter

