Bringing the respondent closer to official statistics

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UNECE Expert Meeting on Statistical Data Collection – Towards a New Normal?
Rome, 26-28 October 2022
Statistics Portugal Initiatives

1. WebInq
2. Automated Data Transmission
3. Opinion Questionnaire – Statistical Burden
5. Feedback to Data Providers
Electronic response

- Simplify the response processes
- Increase the quality of the data collected

Online response rate 98.6%

All the business surveys are available on WebInq
Automated Data Transmission

Data collection by uploading XML files or through a Web service

- Significant reduction of the survey response effort
- Greater efficiency and quality in data collection
- Reduction of delays in making information available

15 surveys have this possibility implemented
Opinion Questionnaire – Statistical Burden

Respondent’s perception of statistical burden

<table>
<thead>
<tr>
<th>People involved</th>
<th>1 person</th>
<th>2 persons</th>
<th>3 persons</th>
<th>4 persons</th>
<th>≥ 5 persons</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>70.2%</td>
<td>23.1%</td>
<td>3.7%</td>
<td>0.7%</td>
<td>1.2%</td>
<td>1.2%</td>
<td></td>
</tr>
</tbody>
</table>

People involved:
- 1 person: 70.2%
- 2 persons: 23.1%
- 3 persons: 3.7%
- 4 persons: 0.7%
- ≥ 5 persons: 1.2%
- No opinion: 1.2%

Time spent
- 0-10 minutes: 40.3%
- 11-30 minutes: 30.4%
- 31-60 minutes: 15.5%
- 1-5 hours: 9.0%
- > 5 hours: 3.6%
- No opinion: 1.2%

Degree of difficulty
- Very easy: 14.2%
- Easy: 40.1%
- Neither easy nor difficult: 32.3%
- Difficult: 8.2%
- Very difficult: 2.7%
- No opinion: 2.5%

Usefulness of the information collected
- Very useful: 45.3%
- Useful: 15.2%
- Not very useful: 11.0%
- Useless: 22.6%
- No opinion: 5.9%

Results – Opinion Questionnaire 2021 – Monthly basis surveys

Receivers: 78,154
Answers: 44,189
Response rate: 56.5%
Opinion Questionnaire – WebInq, E-forms and Respondent Support Service

Respondent’s opinion about WebInq

<table>
<thead>
<tr>
<th>Feature</th>
<th>% “Good” and “Very good” answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website speed</td>
<td>82.0%</td>
</tr>
<tr>
<td>Website accessibility</td>
<td>77.8%</td>
</tr>
<tr>
<td>Access previous answers</td>
<td>74.9%</td>
</tr>
<tr>
<td>WebInq global quality</td>
<td>73.6%</td>
</tr>
<tr>
<td>Website structure</td>
<td>72.8%</td>
</tr>
<tr>
<td>Adherent registration</td>
<td>67.8%</td>
</tr>
<tr>
<td>Activate survey by a secondary adherent</td>
<td>66.8%</td>
</tr>
<tr>
<td>Activate the master key</td>
<td>61.3%</td>
</tr>
<tr>
<td>Feedback usefulness</td>
<td>58.2%</td>
</tr>
<tr>
<td>Delegate survey to a secondary adherent</td>
<td>44.0%</td>
</tr>
</tbody>
</table>

Results – Opinion Questionnaire 2021 – WebInq Adherents
Opinion Questionnaire – WebInq, E-forms and Respondent Support Service

Respondent’s opinion about e-forms and respondent support service

<table>
<thead>
<tr>
<th>E-forms</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-forms submission</td>
<td>80.2%</td>
</tr>
<tr>
<td>E-forms browsing</td>
<td>69.7%</td>
</tr>
<tr>
<td>E-forms global quality</td>
<td>68.9%</td>
</tr>
<tr>
<td>E-forms structure and design</td>
<td>66.8%</td>
</tr>
<tr>
<td>E-forms filling</td>
<td>66.2%</td>
</tr>
<tr>
<td>Contents and instructions clarity</td>
<td>62.7%</td>
</tr>
</tbody>
</table>

Have you ever used the respondent support service?

- Yes: 21%
- No: 79%

Respondent support service

<table>
<thead>
<tr>
<th>Service</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail service global quality</td>
<td>78.7%</td>
</tr>
<tr>
<td>Phone service global quality</td>
<td>93.0%</td>
</tr>
<tr>
<td>Response speed</td>
<td>96.2%</td>
</tr>
<tr>
<td>Service usefulness</td>
<td>96.2%</td>
</tr>
<tr>
<td>Service efficacy</td>
<td>96.8%</td>
</tr>
<tr>
<td>Team availability</td>
<td>97.2%</td>
</tr>
</tbody>
</table>

Results – Opinion Questionnaire 2021 – WebInq Adherents
Feedback to Data Providers

Provide feedback to the respondents

- Appreciate the collaboration with Statistics Portugal
- Raise awareness about the importance of statistics

Feedback

Macroeconomic information

Personalized information

In 2021, Statistics Portugal made available:

- 8 Macroeconomic Feedback
- 18 Personalized Feedback
From now on...

- Keep improving WebInq features
- Extend Automated Data Transmission to other surveys
- Extend “Feedback to Data Providers” to other information areas
- Consolidate a relationship with business which is increasingly seen as a partnership and not just a legal obligation
Bringing the respondent closer to official statistics

Obrigada!
Thank You!

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