



INSTITUTO NACIONAL DE ESTATÍSTICA  
STATISTICS PORTUGAL

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# » 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

1. WebInq
2. Automated Data Transmission
3. Opinion Questionnaire – Statistical Burden
4. Opinion Questionnaire – WebInq, E-forms and Respondent Support Service
5. Feedback to Data Providers

## Electronic response

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

Online response rate

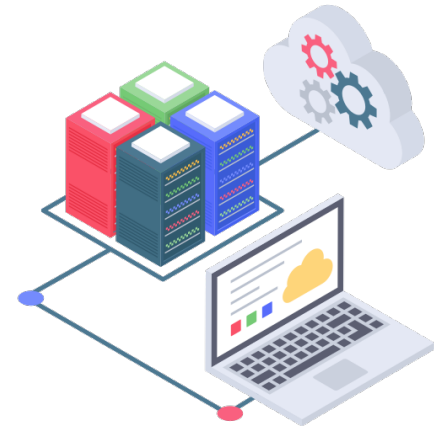
98,6%

All the business surveys are available on WebInq

The screenshot displays the WebInq interface for the Instituto Nacional de Estatística (INE). At the top, it shows the date and time (06 SET 11:49 LSP000001) and the user's email (WEBINQ@INE.PT). The main content area is titled 'UNIDADES INQUIRIDAS' and features a profile for '01 900000007 - EMPRESA DE TESTE SA (PROD)'. The profile includes fields for NPC/NIF (900000007), Name (EMPRESA DE TESTE SA (PROD)), Telefone (218426100), E-mail, and CAE Rev 3 (84113 - Administração Local). Below the profile are navigation options: Responder, Entregas, Aderentes secundários, Unidades dependentes, and Alterar dados. To the right, there is a sidebar for the 'ADERENTE' (LUÍSA SILVA PEREIRA XZY) with contact information and a 'Saír' button. Below the profile, there is a section for 'RESPONDER A INQUÉRITOS' with two tables: 'FORA DO PRAZO' and 'A DECORRER'. The 'FORA DO PRAZO' table lists 10 surveys with their respective units, inquiry names, and due dates. The 'A DECORRER' table lists 10 surveys with their respective units, inquiry names, and due dates. On the far right, there is a 'CONSULTAR' section with a 'Retorno (1)' button and a list of actions: Alterar password, Alterar dados do aderente, Unidades inquiridas, Mensagens, Perguntas frequentes, EXECUTAR (Ativar chave-mestra, Ativar inquérito, Associar empresa, Responder via ficheiro XML), and INTERAGIR (Apoio ao aderente).

## Data collection by uploading XML files or through a Webservice

- 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**

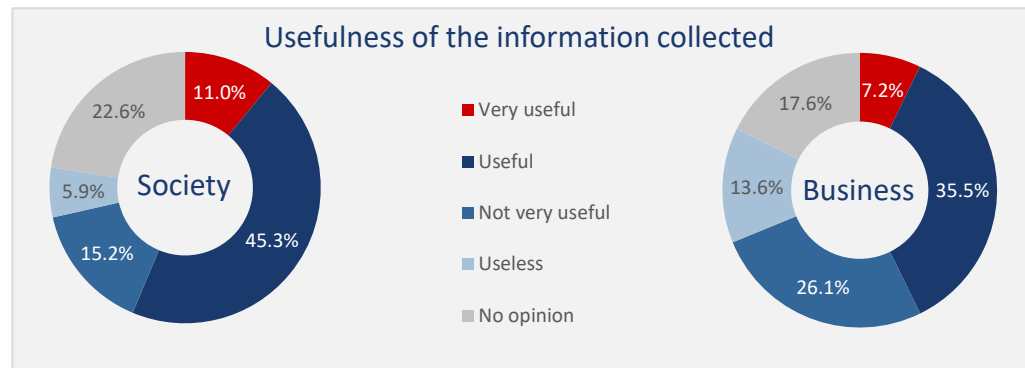
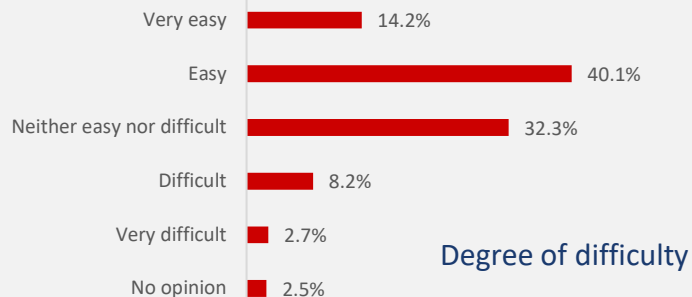
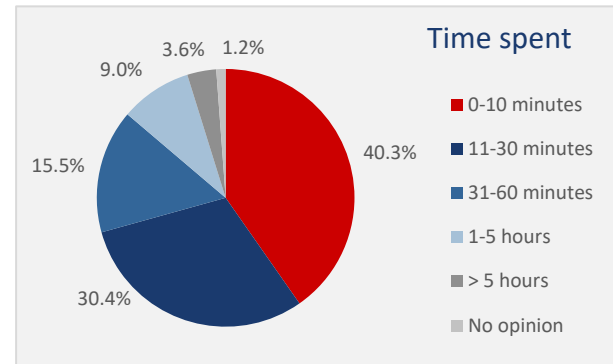
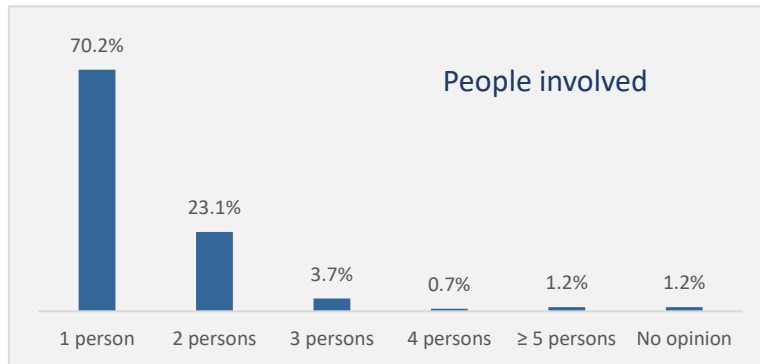
# Opinion Questionnaire – Statistical Burden

## Respondent's perception of statistical burden

**78 154**  
Receivers

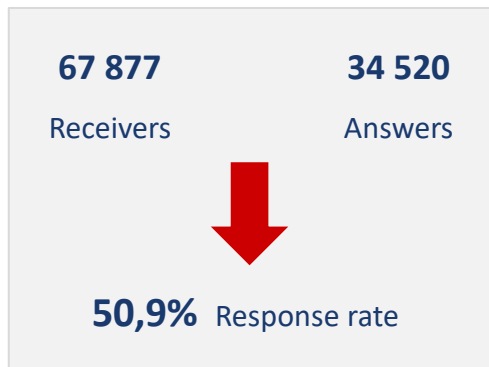
**44 189**  
Answers

**56,5%** Response rate



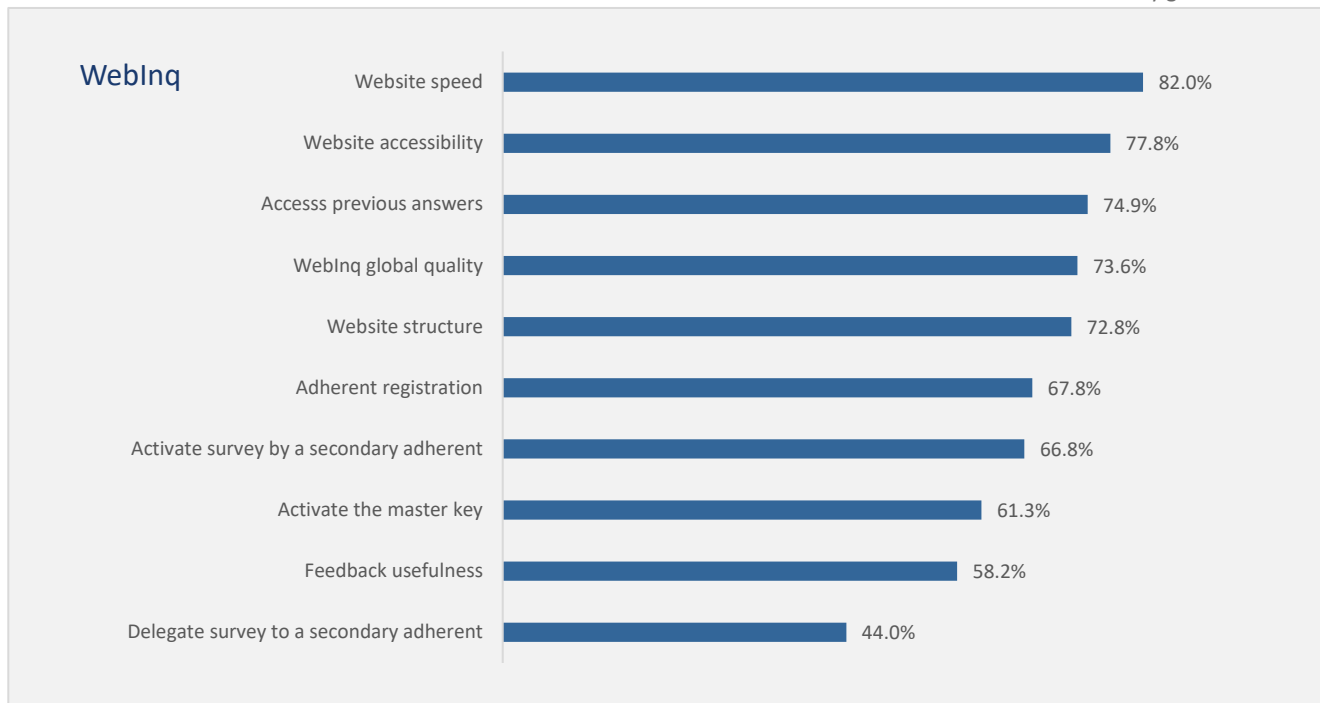
Results – Opinion Questionnaire 2021 – Monthly basis surveys

# Opinion Questionnaire – WebInq, E-forms and Respondent Support Service



## Respondent's opinion about WebInq

% "Good" and "Very good" answers

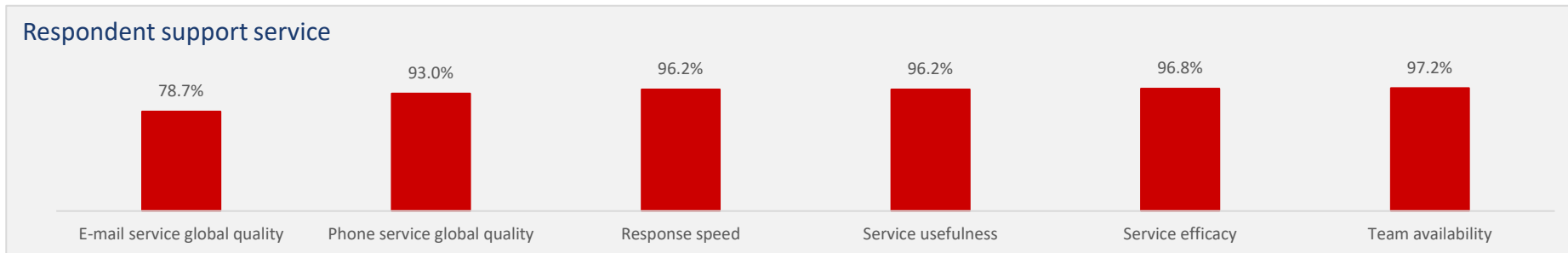
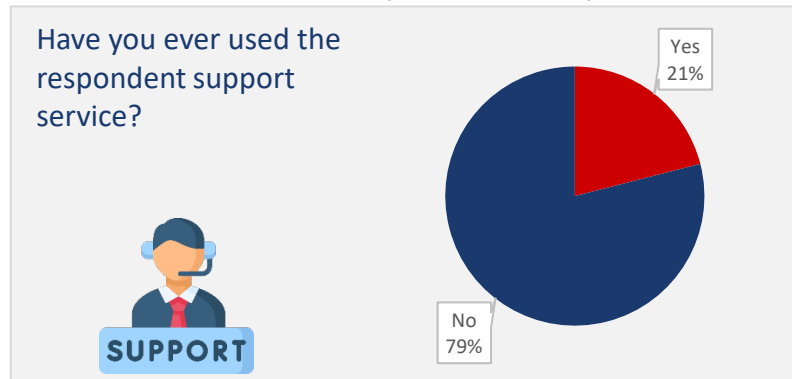
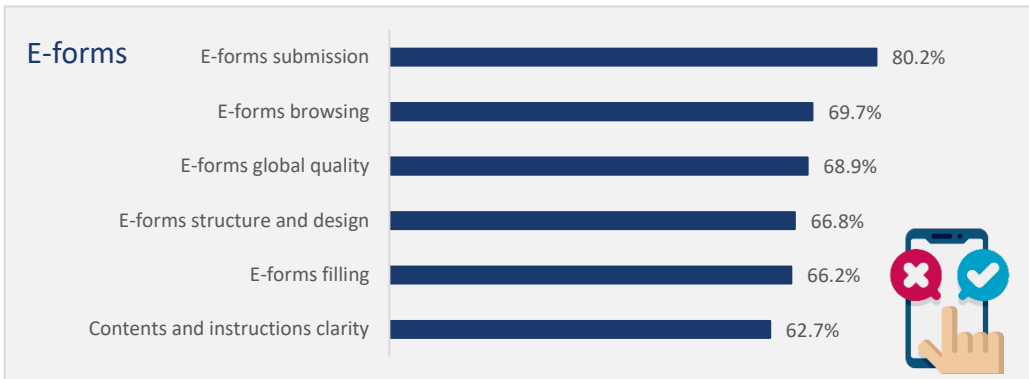


Results – Opinion Questionnaire 2021 – WebInq Adherents

# Opinion Questionnaire – WebInq, E-forms and Respondent Support Service

## Respondent's opinion about e-forms and respondent support service

% "Good" and "Very good" answers  
% "Satisfied", "Very satisfied" and "Fully satisfied" answers



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

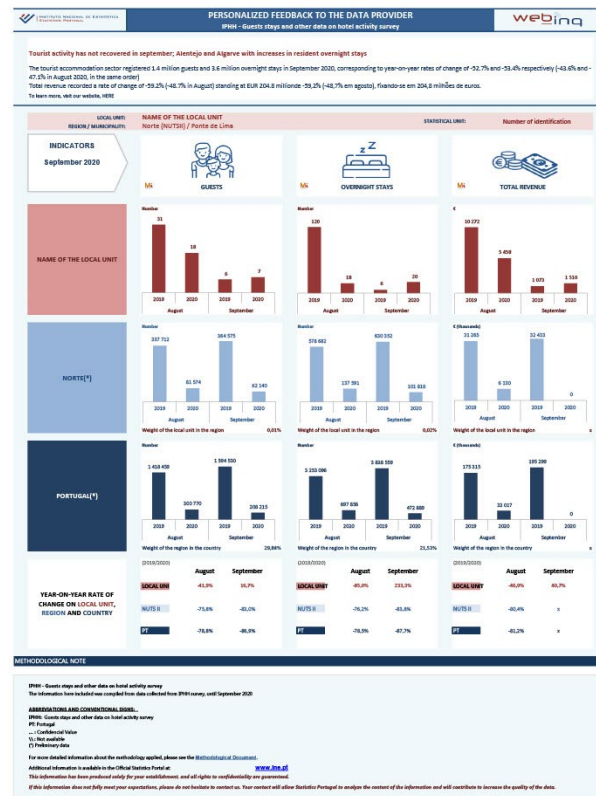
Feedback

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





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Obrigada!  
Thank You!

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