
SORS Case: Performance Indicators in Population and Agricultural Censuses

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Abstract

The Statistical Office of the Republic of Serbia (SORS) has recognized the power of data collection processes and their integration with performance indicators to enhance statistical analyses' quality, accuracy, and efficiency. Special attention has been devoted to analysing the performance of enumerators in Population and Agricultural censuses. By utilizing applications developed on the Power BI and PowerApps platforms, SORS has developed a specific method for tracking performance and outcomes. More than 15,000 enumerators have been monitored to track the dynamics of their activities, ensure efficiency, and adjust plans as needed. This tool has enabled real-time monitoring of enumerator activities, providing detailed analysis and data visualization. Dashboards provide high-level views of data and KPIs, and apps are a way to share content with specific groups of users to make informed decisions. Additionally, an application speeds up and automates the issuance of travel orders, and advance payments for enumerators, reducing the potential for errors. SORS' active implementation of performance management, real-time analytics, and other applications demonstrates a commitment to not only improving the quality and accuracy of analysis but also the provision of easier accessibility, which simplifies the process of decision-making.