

8th European CAF Users' Event "Leading Quality into the Future"
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**EXPERIENCES IN CAF IMPLEMENTATION IN THE AGENCY FOR
STATISTICS OF BOSNIA AND HERZEGOVINA, WITH THE
EXAMPLE OF USER'S SATISFACTION SURVEY**



Agencija za statistiku Bosne i Hercegovine
Агенција за статистику Босне и Херцеговине
Agency for Statistics of Bosnia and Herzegovina

Agency for Statistics of Bosnia and Herzegovina
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1. About the Agency for Statistics of Bosnia and Herzegovina (BHAS)

- **The objective of the Agency for statistics of Bosnia and Herzegovina is to provide reliable, comprehensive, high quality, timely and internationally comparable statistical data that will meet the needs of decision makers, researchers and other national and international users and will reflect the status and changes in the economic, demographic and social domain, environment and natural resources standards.**

1. About the Agency for Statistics of Bosnia and Herzegovina (BHAS) – Quality policy

Implementation of Quality Management in BHAS

Policy and Programme of the Quality Management in the

Model and framework of quality management

Implementation in BHAS

Explanations

TQM – Total Quality Management

- a) Monitoring of statistical processes and products quality;
- b) Users satisfaction with statistical data; c) Strengthening of cooperation with data providers (reducing respondents burden); d) Rational usage of resources available and e) Professional orientation of personnel (education, motivation and satisfaction).

CAF

Common Assessment Framework

Process of self-assessment identifies and monitors all organisation results, provides feedback on organisational capacity and results of policy and planning processes.
Scoring tool: 9 criteria and 28 subcriteria.

Institutional frameworks for quality

General superstructures, but less holistic than TQM

CoP

EU Code of Practice

Quality of institutional environment:
Quality of statistical process
Quality of statistical product

Framework for ensuring the quality

Detailed guidelines for ensuring the quality of key statistical products; focus on individual statistical domains, not on quality of statistical system in general.

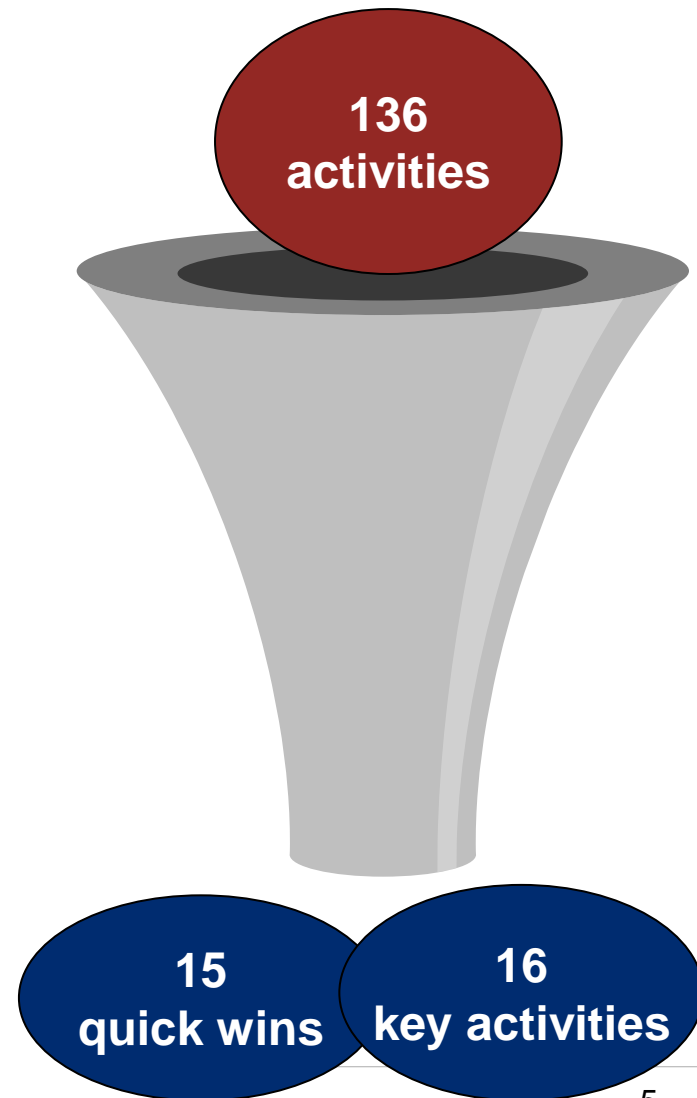
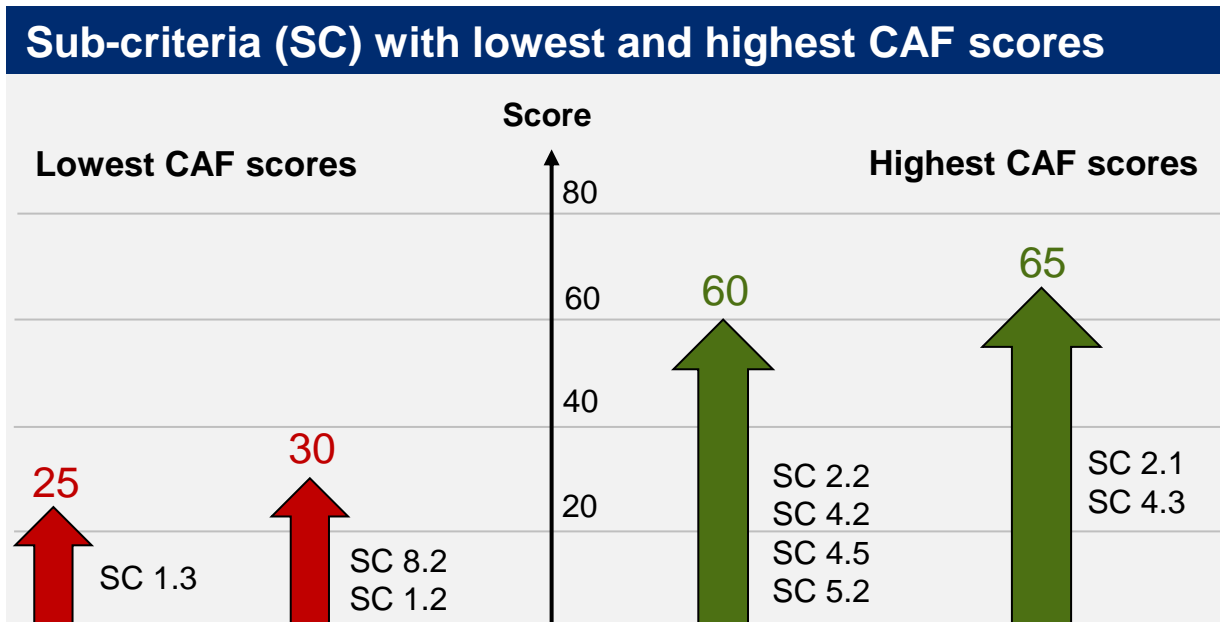
QAF

Framework for ensuring the quality

Statistical product (Quality Report, indicators)
Production process (Description of process)
Users Perception (Survey on satisfaction)

3. CAF implementation in BHAS - process

- CAF implemented in 2016
- CAF WG: President, Secretary and 8 members



2. CAF implementation in BHAS (2)

▪ Quick wins (results achieved)

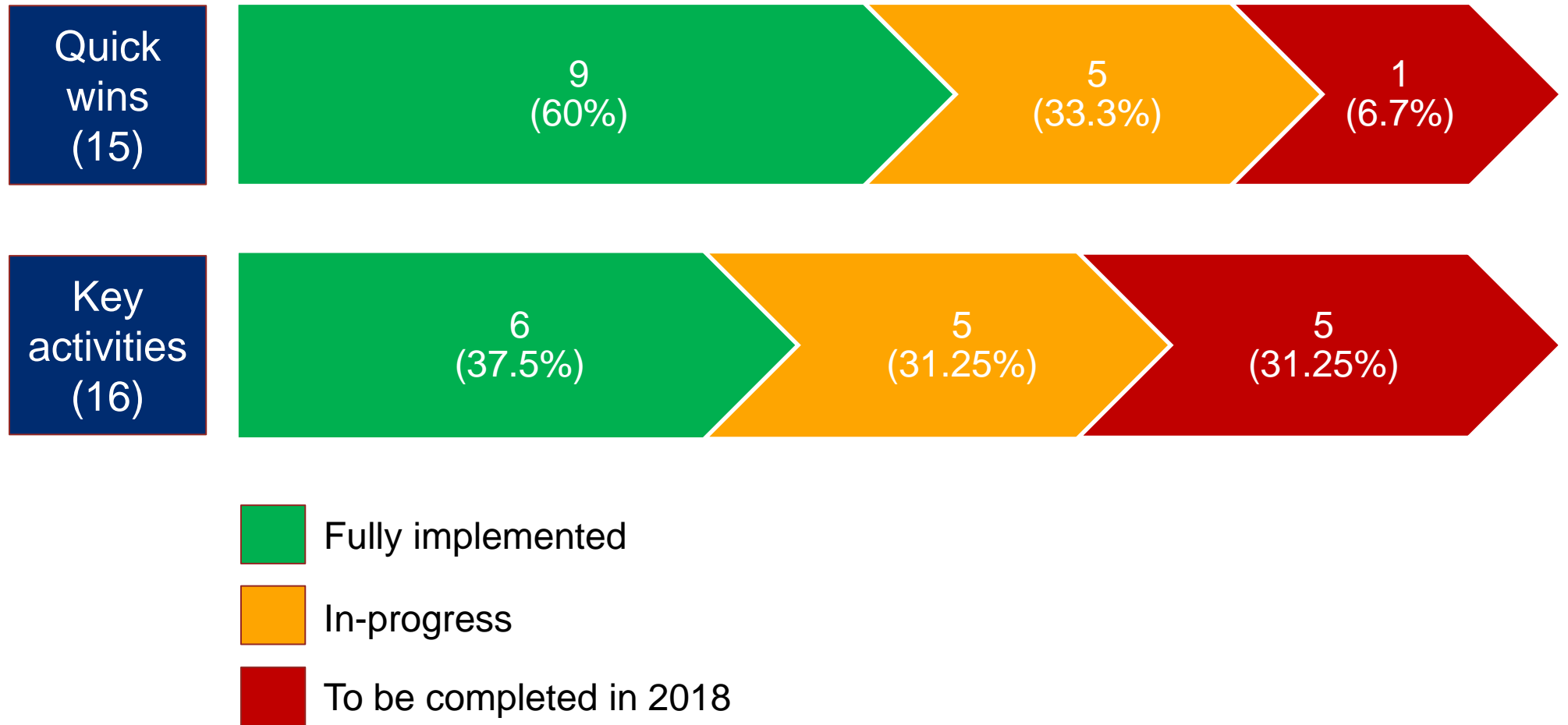
- A set of documents has been created which clearly defines certain procedures,
- accelerated processes of important documents approval,
- duties and responsibilities of staff are defined more precisely, communication between staff and management is improved,
- activities/work become more transparent,
- management meeting with staff are more frequently organized,
- the number of trainings of staff in BHAS is increased,
- CAF activity was analyzed and the realization plan is prepared.

▪ Key activities (results achieved)

- defined important strategic documents (internal acts to prevent conflicts of interest, draft amendments to the Law on Statistics prepared, access to some important administrative data sources realized (VAT database),
- developed the Strategy for Risks Management in BHAS,
- defined procedures on Financial Management and Control, etc.



3. CAF Implementation in BHAS - status



4. USER'S SATISFACTION SURVEY (USS) IN BHAS

- USS identified as priority (quick win) in BHAS CAF (sub-criteria 6.1)
- Measuring perception of users involved in statistical production process, stratified in 7 user groups
- Aim: identification of user needs, quality measurement of BHAS work and outputs
- Survey conducted in 2017 as regular biannual survey
- Topics: quality of statistical data, usage and quality of website, employees, quality of services provided, data quality, demographic characteristics of the users

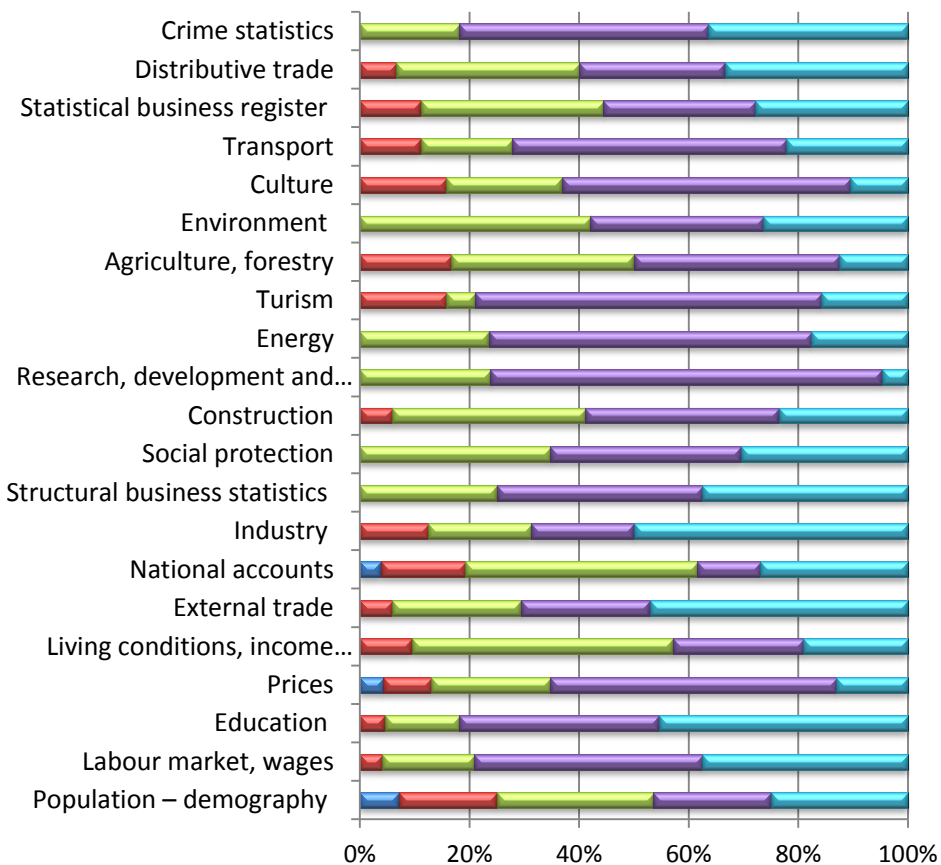


4. USER'S SATISFACTION SURVEY (USS) IN BHAS - RESULTS

- Users: Public administration (50%), Foreign users (20%), Business entities (16,7%), Science and research (11,7%) and Media (1,6%)
- Data are used for: better understanding of economic and social situation in BiH, Business analyses, Preparing strategies
- Most popular statistics: demography, labour market, education, prices, living conditions, NA, Industry.
- Majority of users usually use electronic publications
- 16,4% users stated that they had difficulties in accessing data via web
- BHAS met expectations (69,4%), doesn't met expectations (3,4%)

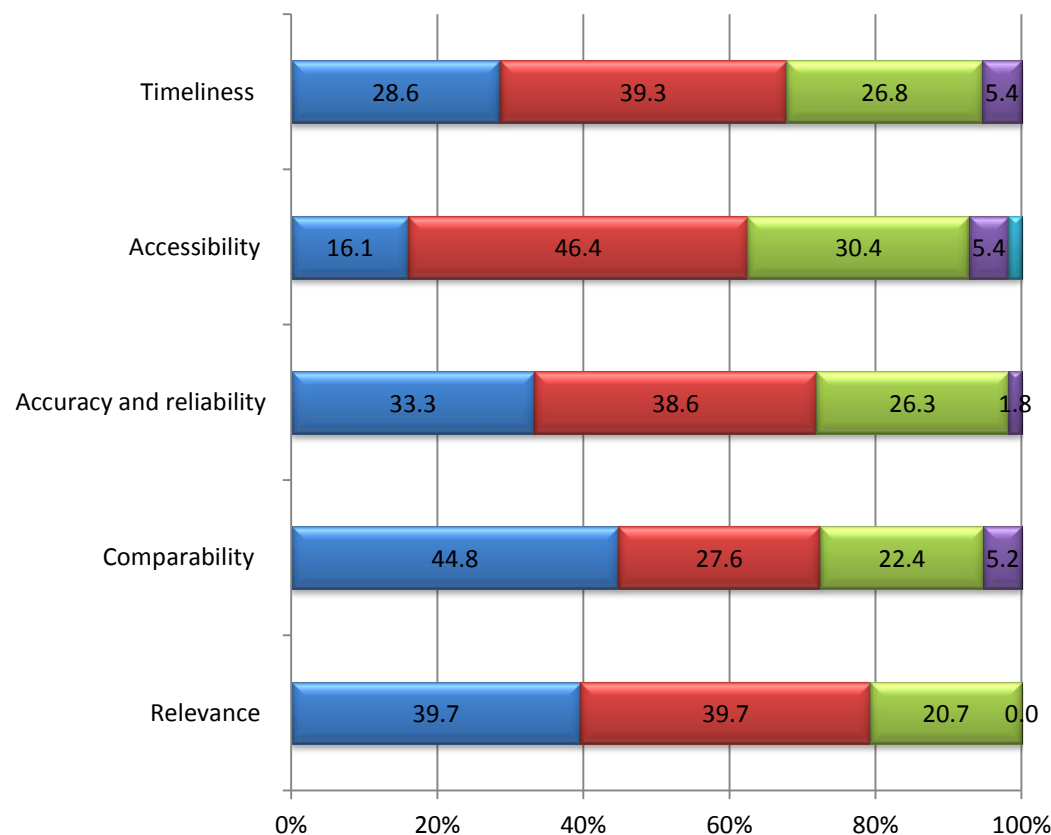
4. USER'S SATISFACTION SURVEY (USS) IN BHAS - RESULTS (2)

User satisfaction to overall quality of statistical data



very dissatisfied | dissatisfied; | partly satisfied | satisfied | very satisfied

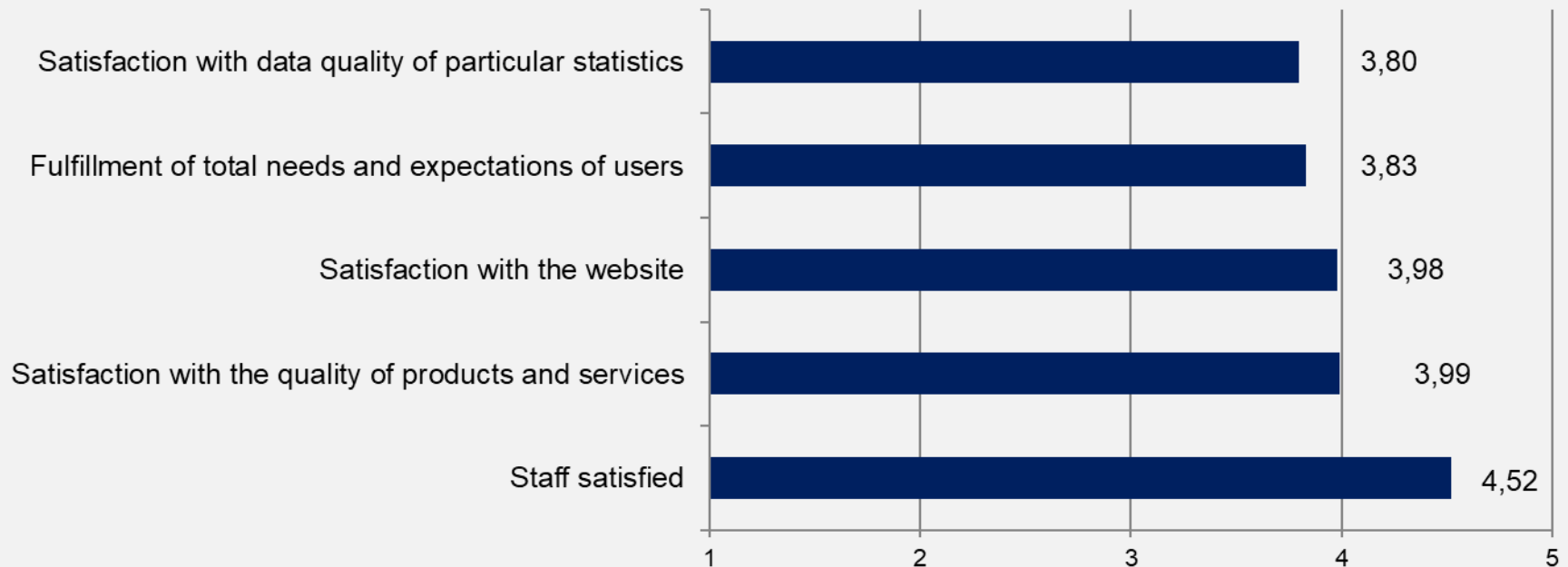
Satisfaction with the quality of products and services



very satisfied | satisfied | partly satisfied | dissatisfied; | very dissatisfied

4. USER'S SATISFACTION SURVEY (USS) IN BHAS - RESULTS (3)

Average grades of the variables used for measuring the Total user satisfaction index in BHAS



Average grade for BHAS is 4.02 (5) and overall index of users' satisfaction with BHAS is 80,48%

5. Lessons learned from USS in BHAS

- Intensified communication with users
- Improved quality of services
- More open communication with users
- Identified areas for improving the quality of statistics
- Publishing quality and metadata reports
- Modernized data collection process
- Quality and metadata reports available on website



6. Lessons learned from CAF implementation in BHAS

- Adopted Action plan for the establishment and development of Financial Management and Control in BHAS
- BHAS mapped all indicators of the EU CoP to CAF Model
- CAF model provides a wide range of application options,
- Flexible - adaptable for professional institutions
- Self-assessment team of key importance
- Special role of WG president
- Management support - directly related to the risks for a CAF implementation
- Each institution is specific to itself



Questions



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